

TRAINING NOTES FOR
INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE
DIV. A, SEC. 16 - LESSON NO. 17
OBTAINING THE CALLING NUMBER OR STATION DESIGNATION

Instructions for obtaining the calling number or station designation have been cared for in this section, while in our former practices the instructions were scattered throughout various sections.

PARAGRAPH 1. CONDITIONS UNDER WHICH YOU OBTAIN THE CALLING NUMBER.

The various conditions under which it is necessary to obtain the calling number are enumerated in this paragraph. This list does not include emergency calls as they are treated in a separate section. (Reference, Gen. Div. Sec. 3, Par. 8).

PARAGRAPH 2. WHEN TO OBTAIN THE CALLING NUMBER OR STATION DESIGNATION.

When you are to pass the calling number to Long Distance and the Long Distance trunks appear in your out trunk multiple, ask for the calling number as soon as you learn the nature of the call and before acknowledging. (Par. 2a(1) (a).) (The former practice provided for obtaining the calling number after acknowledging the order.)

Gen. Div. Sec. 3, Par. 4, provides the practice to be used for obtaining the calling number when handling emergency calls.

In general, when completing "A" board toll calls, the operator will proceed as at present and will request the calling number after passing the order to the terminating operator. (Par. 2a(4).) However, in dial offices, the calling number should be secured before passing the order to the terminating operator if the call is from a coin station. (Par. 2b).

PARAGRAPH 3. OBTAINING THE CALLING NUMBER OR STATION DESIGNATION.

"MAY I HAVE YOUR NUMBER?" and "WHAT IS THE NUMBER OF THE TELEPHONE YOU ARE USING?" are two new additional phrases that may be used when obtaining the calling number from the calling party. (Par. 3a.)

Whenever an office name is needed and is not given, the operator may say, for example, "1234, WHAT CENTRAL OFFICE, PLEASE?" (Par. 3a(1).) (The former practice did not cover this condition in connection with obtaining the calling number.)

Par. 3a(2) contains suggestions for obtaining the calling number from a customer who indicates that he cannot read the number because of poor eyesight, insufficient light, etc. (The former practice did not cover this condition.)

PARAGRAPH 4. CALLING PARTY GIVES A NUMBER OR STATION DESIGNATION THAT YOU RECOGNIZE AS INCORRECT.

In dial offices, when the calling party gives a number that appears to be incorrect, the operator will proceed according to the practice provided in Par. 4c. (The former practice did not care for this condition.)