

ANSWERING LINE OR SPECIAL SERVICE TRUNK SIGNALS

1. **Answering a signal.** Plug into the answering jack with the cord to be used and answer with "Operator" on a trunk signal, or "Number, please?" on a line signal. "May I help you?" may be used as an alternative phrase especially in the former case. Also, if trunks from a community dial office for which your office is not the operating center terminate on your position, answer signals on these trunks with the name of your office.

Note: Where a trunk is provided with double answering jacks, plug into the one indicated by the flashing or steadily lighted condition of the associated trunk lamp.

2. **Response received.** Dispose of the request received according to the instructions in other sections.

3. **No response received.**

a. Repeat the answering phrase. If you still receive no response, repeat the answering phrase, first changing to a front cord if you are in a manual office. If you still receive no response, proceed as follows.

(1) If you know that the line is an individual or a P.B.X. line, hold it for about one minute, then at frequent intervals challenge and if you receive no response ring on the line, meanwhile supervising carefully for an answer as you proceed with other work.

(2) If you can not tell that the line is an individual line or if you know that it is a party line, cut out and proceed with other work but hold the line and watch for a signal from it.

b. At the end of two minutes if you have not received a signal or an answer, challenge on the line again. If you receive no response, report the line as a permanent signal as in Gen. Div., Sec. 5, 3.

c. Do not take down the cord until you receive a disconnect signal or are directed to do so.

4. **Another operator answers the same call.** If you find another operator on the line, take the call unless it is evident that the other operator is taking it. If you disconnect, observe the line signal to be sure that the other operator has not also disconnected and if she has, immediately replug and try to obtain the order. In manual offices with multiple answering jacks which can be recognized as such, be particularly careful to permit an operator answering in the multiple appearance to take the call.

5. **Customer is dialing on a trunk.** Cut out if you have already answered. When it appears that the customer has finished dialing, answer and say for example, "This is the operator. What number are you calling, please?" or "This is the operator. May I help you?" Then accept his order or tell him how to make his call, treating it as an assistance call as in Section 101.

6. **Tone heard when you plug into a community dial office trunk.** See Sec. 4, 13 and 14.

7. **Line or trunk signal does not go out when you plug in.**

a. If you receive an order or request, acknowledge and then change cords.

(1) If the signal goes out, proceed with the call. Report the cord first used as a trouble not requiring immediate attention as in Gen. Div., Sec. 5, 5 and insert the plug in its socket.

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7. Continued

- (2) If the line signal does not go out, plug into another jack of the line if possible, proceed with the call, and notify your supervisor. Hold the lighted signal on a front cord until the supervisor has given it her attention.

SUPERVISOR: If plugging into another appearance of the line retired the signal, report the jack first used and arrange to have subsequent calls answered in another jack until the trouble is cleared.

If plugging into another appearance of the line did not retire the signal or if it is evident that an incoming call is in progress, report the trouble and arrange to have the signal guarded until the trouble is cleared.

- b. If conversation is in progress, hold the line, allow conversation to continue without interrupting, and report the condition for immediate attention as in Gen. Div., Sec. 5, 4. Hold the line until the trouble is cleared.
- c. If no one is on the line, change cords and proceed as in "a(1) or (2)."

8. Pilot lamp lights without a line or trunk signal having lighted. Notify your supervisor. Meanwhile, plug into each answering jack in the panel until the pilot lamp goes out. Be guided by the condition of the pilot lamp and the cord supervisory signal in locating the calling line. If you locate the line before the pilot lamp goes out, answer in the regular way. Report the condition for immediate attention as in Gen. Div., Sec. 5, 4.

SUPERVISOR: Assist the operator in locating the calling line.

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9. ANSWERING MOBILE SERVICE DISPATCH TERMINALS. Speed of connection is extremely important on this type of service and should be handled on a silent connection basis, using split cord operation as described in Div. A, Sec. 25, 7.

- a. When a signal lights on a mobile service dispatch terminal, plug into the answering jack with a back cord but do not answer verbally. With the front cord of another cord pair, reach the toll office in which the mobile service operator is located and ask for "MOBILE SERVICE".
- b. If there is any appreciable delay in reaching the mobile service operator, say for example, "I AM TRYING TO COMPLETE YOUR CALL."

10. CUSTOMER ATTEMPTING TO DIAL PRIOR TO DIAL CONVERSION. If you find a customer dialing when you answer a line signal, cut out and when it appears that he has finished dialing, answer by saying, for example, "This is the operator. Please do not use your dial until (date of cut over). May I help you?"