

NIGHT OPERATION—PATROL TRANSFER

1. Patrol operator

a. Line Signal Lights.

- (1) Determine the class of service of the calling line and select a patching cord used for that class of service. Plug the patching cord into the answering jack of the calling line.
If no patching cord is available for the particular class of service of the calling line, plug in with a regular cord and answer the call and handle it in the regular way. Whenever you establish a connection in this way, be particularly careful to supervise it closely in order to take care of recall and disconnect signals promptly.
- (2) If a line signal lights when a patching cord is in the corresponding answering jack, remove and reinsert the patching cord in the answering jack of the line.

b. Transfer Trunk Signal Lights or Flashes.

- (1) If the signal lights, disconnect the patching cord from the answering jack of the calling line.
- (2) If the signal flashes, proceed as follows.
 - (a) If the calling line is a registered message rate line, substitute an idle cord for the patching cord in the calling line and register the call in the regular way.
If the line signal lights before you disconnect the patching cord, proceed with registering and then reinsert the patching cord in the calling line.
 - (b) In any other case, disconnect from the calling line.

c. Call on Supervisor's Line. Plug into the proper supervisor's division jack and answer.

- (1) Request for Calling Number. If the stationary operator requests the number of the calling line on a particular transfer trunk, give it, saying for example, "**Trunk 2-3, you have 1234.**"
If the line is a jack per station party line, give the numbers of all stations on the number plate.
If the line is one of an underlined group, say for example, "**Trunk 2-3, you have P.B.X. 1234.**"
If the line is a hotel line, say for example, "**Hotel, 1234.**"
If you serve more than one office, include the proper office name with the number.
- (2) Request to Register Calls. If the stationary operator asks you to register a number of calls on a registered message rate line connected to a particular transfer trunk, repeat the trunk number and the number of calls, as "**Trunk 2-3, three calls**" and proceed as in "b(2)(a)" removing and reinserting the plug between registrations.
- (3) Reverting Call. If the stationary operator refers a reverting call to you, make a note of the information given, disconnect the patching cord from the calling line, and proceed with the call in the regular way for handling reverting calls.
- (4) Delayed Call. When the stationary operator gives you the details of a call over the supervisor's circuit, write a delayed call ticket.
- (5) Permanent Signal. When you receive a permanent signal report on a particular transfer trunk, disconnect the patching cord from the calling line and substitute an idle front cord. Then proceed in the regular way for handling permanent signals.

d. Delayed Call Received from Stationary Operator. Locate the calling line, record the panel and jack number, disconnect the patching cord, and notify the stationary operator that she may disconnect. Then proceed as for completing delayed calls in the regular way.

NIGHT OPERATION—PATROL TRANSFER—Continued

2. **Stationary operator.** Follow the regular practices for "A" operators except as follows.
 - a. **Transfer Trunk Signal Lights.** Plug in and proceed as if you had answered a subscriber line signal, being guided by the class of service as indicated by the lamp cap on the transfer trunk.
 - b. **Successive Calls or Overtime Calls from a Registered Message Rate Line.** If you are locally directed to do so, proceed as follows.
 - (1) If the calling party makes more than one call without hanging up, do not operate the register key on any of the calls but immediately upon establishing the connection on the second chargeable call, note on the back of the ticket the cord number and the transfer trunk number. Associate the ticket with the cord pair used to establish the connection and tally each call to be charged.
 - (2) On calls having overtime, enter the cord and transfer trunk number on the back of the ticket on which you have made the time entries for overtime. At the end of conversation, determine the number of overtime periods to be charged, add one call for the initial period, and enter the total on the ticket.
 - (3) After determining the total number of calls to be charged in either "(1)" or "(2)," reach the patrol operator and say for example, "**Trunk 2-3, register three calls.**" Wait for the patrol operator to repeat the order and then disconnect the back cord from the trunk jack without operating the register key.
 - c. **Obtaining the Calling Number.** When it is necessary to know the calling number, request it of the calling party.
 - (1) If he gives only a letter indicating a party line station, request his full number, saying, "**Your full number, please?**"
 - (2) If there is any doubt as to the calling number or if you have difficulty in obtaining the calling number, reach the patrol operator and verify or obtain the number by asking, "**Trunk 2-3, what have I?**"
 - d. **Long Distance Requests Calling Number.** Obtain the number as in "c(2)" and give it to Long Distance together with any information regarding the line which the patrol operator may give you.
 - e. **Reverting Call.** Where there is no local multiple and the call is for an extension on a registered message rate line, reach the patrol operator and pass the details of the call to her.
 - f. **Completing Delayed Calls.**
 - (1) On a call from a registered message rate or coin line where there is no local multiple, note the number of the transfer trunk on the delayed call ticket and give the ticket to the patrol operator for completion. If you can not give the ticket to the patrol operator, reach her and pass the details of the call, as for example, "**Beacon 5678, busy. Call Adams 1234, trunk 2-3.**" Do not disconnect until you know that the patrol operator has obtained the panel and jack number.
 - (2) On other calls, note the class of service on the delayed call ticket if this is necessary in order to charge correctly if the call is completed.
 - g. **Permanent Signal.** At the end of two minutes if you do not receive a response or a disconnect signal on a transfer trunk, reach the patrol operator and say, "**Trunk 2-3, permanent.**" Disconnect when the cord supervisory signal lights.
 - h. **Reaching a Patrol Operator.** Using the front cord of an idle pair, reach a patrol operator over the supervisor's line for the division where the transfer trunk concerned originates.

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