

GENERAL "A" OPERATING PRACTICES

Part 1—Operations Principally Involving Manipulating Equipment

1. **Cutting in.** Operate the listening key associated with the cord pair on which you wish to listen or to speak. If your position is equipped with monitoring keys, use a monitoring key if you are only to listen.

On boards such as the machine ringing No. 11 board, however, if only the back cord is up, you are automatically cut in. If only the front cord is up or if both cords are up, you are automatically cut in until you operate the trunk key or a ringing key, but if you have operated one of these keys, disconnecting the front cord will cut you in on the back cord, or operating the listening key will cut you in if you do not wish to disconnect the front cord.

2. **Cutting out.** Restore the listening or monitoring key associated with the cord pair from which you wish to cut out.

On boards such as the machine ringing No. 11 board, however, if only the back cord is up, plug the corresponding front cord into a holding jack and operate the trunk key. If both cords or the front cord only is up, operate the trunk key or one of the ringing keys. Furthermore, if you have cut in by operating the listening key, restore the key to cut out again. If the ringing pilot does not light when you operate a ringing key or the trunk key, operate the key again.

3. **Selecting an idle line of an underlined group.**

- a. Group not Marked for Preferential or Master Busy Testing. Test the particular line called and if it is busy or out of order, test as many as necessary of the remaining lines in the group, beginning with the lowest line number and testing to the right.
- b. Group Marked for Preferential Testing but not for Master Busy Testing. Disregard the particular line called and test as you would on a trunk group in "4a."
- c. Group Marked for Master Busy Testing. Disregard the particular line called and test as you would on a trunk group in "4b."

Note: On boards with line signals in the subscriber multiple, such as No. 11 and No. 12 boards, do not test lines on which line signals are lighted.

Exception: As an exception to "b" and "c," during hours as locally specified, disregard preferential and master busy testing and proceed as in "a."

4. **Selecting an idle trunk.**

- a. Trunk Group Marked for Preferential Testing but not for Master Busy Testing. Test your preferential jack. If it is busy or out of order, continue testing to the right. If all trunks to the right in the group test busy, test the first jack to the left of your preferential jack and if necessary continue testing to the left.
- b. Trunk Group Marked for Master Busy Testing or Equipped with Master Busy Signals. If the trunk group is marked for testing, test the master busy jacks for the master busy tone; if equipped with visual signals, observe them.

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- (1) Test or observe your preferential master busy jack. If you hear the master busy tone or see that the master busy signal is lighted, test or observe the other master busy jacks, working first to the right from the one at which you started, then back to it, then to the left of it until you find one that does not indicate that the subgroup is busy.
- (2) When you find a master busy jack that does not indicate that the subgroup associated with it is busy, test the trunks in that subgroup until you find an idle one, testing toward the right. If all trunks in the subgroup test busy, proceed as though you had received the master busy tone or signal on the test group.
- c. Trunk Group Equipped with Idle Trunk Indicating Signals. Plug into the trunk associated with a lighted signal. If, however, part of the trunk group is equipped with idle trunk indicating signals and there is no lighted signal in that part of the group, test the trunks in the part of the group not equipped with signals as in "a" or "b."
- d. Trunk Group Equipped with Trunk Busy Signals. Select the first trunk from the left of the group on which the busy signal is not lighted.
- e. Trunk Group not Marked or Equipped to Indicate Preferential Testing or Busy or Idle Trunks. Test the most convenient jack of the group. If it is busy, test as many as necessary of the remaining jacks of the group working either to the right or left.
- f. Key Indicator or Call Circuit Trunk Group. Take the trunk corresponding to the number displayed on the indicator or assigned by the operator.

5. Ringing a subscriber station.

a. Manual Ringing.

- (1) On an individual or jack per station party line, ring steadily for two seconds.
- (2) On a jack per line party line, ring as follows.
 - (a) Ring for two seconds for a one-ring designation.
 - (b) Ring for one half second with one half second between rings for a designation requiring two or more short rings.
 - (c) If the station designation requires a combination of long and short rings, give each ring its correct length as in "(a)" and "(b)" and allow one half second between each ring of the code. For example, the code "F-23" would be, ring 2"—silent $\frac{1}{2}$ "—ring 2"—silent $\frac{1}{2}$ "—ring $\frac{1}{2}$ "—silent $\frac{1}{2}$ "—ring $\frac{1}{2}$ "—silent $\frac{1}{2}$ "—ring $\frac{1}{2}$ "—silent $\frac{1}{2}$ "—ring $\frac{1}{2}$ ".
- (3) Repeat the required ring or series of rings after about ten seconds from the end of the previous ring as long as required.
- (4) Observe the cord supervisory signal before you ring and each time you restore the key between code rings, and stop ringing immediately if the signal indicates that the called station has answered. If, however, you do not receive switchhook supervision, cut in and challenge before each supplementary ring.
- (5) If you are to use a master ringing key do so according to local directions, together with the cord key. Operate the master key first and restore it last. Hold it operated throughout a code ring, controlling the individual rings with the cord ringing key.

b. Over a Delayed Call Trunk. When you are ready to ring the station you are holding, proceed as follows.

- (1) Manual Start of Machine Ringing. Operate the ringing key for a minimum of one second and not longer than two seconds.

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If, however, you have occasion to ring on a line you are holding after the calling party has been on the line and hung up, as when you have continued to hold the line after giving a report and then wish to ring him again, or someone on the line has tried to make a call but hung up, proceed as follows.

- (a) Panel and Crossbar Offices. Continue to hold the line and when you are ready to ring, do so as in "a" unless you have been directed to operate the ringing key again to restart machine ringing.
 - (b) Step-by-Step Office. Disconnect from the trunk, again reach the desired station, and hold it until you are ready to ring.
- (2) Manual Ringing. Proceed as in "a."
- c. In the Local Multiple. Use a front cord, but if you can ring on a back cord do so where it is more convenient.
- (1) Machine Ringing No. 11 Boards. Operate the proper ringing key after you plug into the multiple and release it before answering another signal. If you wish to start ringing again or if you wish to ring another station on the same line, remove and reinsert the plug in the jack and then operate the ringing key.
 - (2) Other Boards. Operate the proper ringing key, or master key and ringing key, as locally directed.
- d. In a Subscriber Line Answering Jack. Use the front cord of an idle pair and ring as in "c." If, however, you are holding the line on a back cord and can ring on the back cord, do so.
- e. Over a Special Service Trunk Answering Jack. Use the cord on which you are holding the calling station. Ring manually, operating the cord ringing key in the direction for the cord used, and the proper master key if required, as locally directed.
- Note 1:** On a central board if the calling line is in an outlying office, you will ring only on emergency calls under certain conditions, and then operate the ringing key and any master key as locally directed.
- Note 2:** In step-by-step offices of the line switch type when you ring back over a special service trunk to a message rate line, prepare a credit ticket to cover the registration caused by the ringing current.
- f. In a Community Dial Trunk Answering Jack. Ring back only on emergency calls under certain conditions unless you are sure that you are connected to an individual line. When you do ring back on such a trunk, proceed as in "e" if you are in a dial office or as in "c" if you are in a manual office. In the latter case, however, before you change to a front cord arrange to have the trunk picked up in another appearance and held while you are changing cords.
- g. Over Coin Overtime Circuit. Ring on the cord in the monitoring jack proceeding as in "e." If, however, you can not ring on the back cord, substitute a front cord and ring manually, first splitting the connection.

6. Changing cords on an established connection.

- a. Connection between Subscriber Line Jack and Local Multiple or Ringdown Trunk. Substitute a new cord pair for the one used, making both the back cord and the front cord changes as quickly as possible. On boards of the machine ringing type such as the machine ringing No. 11 board change the back cord first.
- b. Any Other Connection. Change the back cord, proceeding as for splitting the connection in "7a(1)(a)" if the calling line is on a trunk. Then have the trunk to the called office held in a multiple appearance while you substitute the front cord of the pair on which you now have the calling party for the cord in the trunk jack.

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7. Split cord operation. Splitting a connection is generally undesirable and should be kept at a minimum. It has certain definite uses, however, and should be used where the circumstances call for it.

a. Splitting an Established Connection. Announce the delay by a suitable phrase such as "**Just a moment, please?**" If it develops subsequently that the delay will be longer than you expected, tell the party waiting on the line that you will call him, saying for example, "**There'll be some delay, I'll call you,**" or "**I'm sorry, there is some delay. I'll call you again if you're wanted,**" depending on the circumstances.

(1) Splitting a Connection Established through Your Position. Remove the back cord from the calling line or trunk and immediately plug into the calling line with a front cord if you are to hold it pending further action. If, however, you are to establish another connection for the calling party immediately, use a back cord. Then cut into or out of either line as required. Observe the following precautions.

(a) If you have the calling line on a trunk and would lose the connection if you disconnected, as for example, where the calling party on a special service trunk has hung up or you have reached a manual calling line over a trunk to the "B" board, make the substitution by plugging into another appearance of the trunk before you disconnect the cord on which you have been holding the calling line.

(b) If you have the calling line on a trunk with auxiliary jacks, plug the cord to be used in holding the line into the duplicate jack before disconnecting the cord on which you have been holding the calling line.

(2) Splitting a Connection on a Coin Overtime Circuit. Plug a cord of another pair into the splitting jack of the trunk.

b. Split Cord Operation on Initial Attempt. Hold the calling party on a back cord and cut out. Reach the called station or operator on another front cord and when you are ready to establish connection, do so as in "d(3)," except that if you used a toll connecting cord to reach Long Distance, plug that cord into the trunk on which you have the calling party.

c. Split Cord Operation in Completing Delayed Calls. Reach the calling line as in "9" on one cord pair and the called line in the regular way on the front cord of another cord pair. Then when you are ready to establish the connection, do so as in "d(3)."

d. Establishing Connection after a Split Condition.

(1) Cord on Which You are Holding the Called Line is to be Changed. Proceed as in "6b."

(2) Coin Overtime Circuit. Remove the cord from the splitting jack.

(3) All Other Cases. Substitute the back cord of the pair on which you reached the called station for the cord in the line or trunk on which you have the calling party. In doing so observe the precautions in "a(1)(a) and (b)" and also the following.

(a) If locally directed on a machine ringing No. 11 board, if the called party is on the line, cut in on the pair on which you have the called line before substituting the back cord of that pair for the cord on which you are holding the calling line.

(b) If the calling party has hung up and you can ring him back, do so when you are ready. Otherwise disconnect and proceed as on a delayed call, reaching the calling line as in "9."

8. Holding a line.

a. Because of No Response to Your Challenge on Answer. In manual offices transfer to a front cord, in dial offices continue to hold the line on the back cord, until the condition clears or it is time to report it as a case of trouble.

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b. To Make Further Attempts to Complete a Delayed Call or to Reestablish a Connection.

- (1) If you are holding a line in the answering jack after the calling party has hung up and are in a position to ring back on that cord, continue to hold it on the back cord.
- (2) If the calling party is on the line which you have on a back cord and you are to make an immediate attempt, continue to hold on the back cord.
- (3) Under other conditions, release the back cord from the calling line or trunk and immediately reach it as provided for reaching the calling station in "9."

Note: In the case of some dial offices not equipped with delayed call trunks you will not be able to hold the calling line but will have to secure it when you are ready to start ringing.

9. Reaching the calling station. If you are holding the calling line, ring as in "5" when you are ready to do so. If you are not holding it or can not ring in the jack where you have it, proceed as follows. If a private branch exchange position number is on the ticket, request connection to that position after you reach the attendant.

a. Where You can Hold the Line and Ring When Ready.

- (1) In a dial office if you are to use delayed call trunks with auxiliary jacks, reach the calling line by plugging into the left-hand or the upper jack of a delayed call trunk to the calling office with a front cord and passing, dialing, or setting up the number. If, however, the delayed call trunks do not have auxiliary jacks because you can dial on the back cord, use a back cord to reach the calling line. When you wish to ring, do so as in "5b."
- (2) In a manual office if you can hold the line in the answering jack or local multiple, determine if the line is busy using a front cord, and if it is clear, proceed as follows. If the line is one of an underlined group and the line is busy, try to secure another line in the group.
 - (a) **Individual or Jack per Line Party Line.** Plug into the line with the front cord and when you wish to ring, do so as in "5c."
On a machine ringing No. 11 board, operate the trunk key if you are not ready to ring, and when you wish to ring remove and reinsert the plug and operate the proper ringing key.
 - (b) **Jack per Station Party Line.** If you can ring the station in the local multiple, plug in there and when you wish to ring do so as in "5c." Otherwise, hold the line in the answering jack until ready to ring and then disconnect from the line and immediately pass an order for it to the "B" operator.

b. Where You can not Hold the Calling Line without Ringing. When you are ready to ring, reach the calling station in the regular way, using a front cord.

10. Frequency of attempts to establish connection with customer on line. When the practice calls for making frequent attempts to establish connection before giving a delayed call report, make attempts at intervals of from ten to fifteen seconds.

11. Establishing a connection between two dial, key pulsing, or straightforward trunks. After you have reached each station as in "9a or b," if you have used separate cord pairs, connect the idle cord of one pair used to the trunk on which you have the other station, observing the precautions in "7a(1)(a) or (b)."

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Part 2—Operations Principally Involving Communication with Customers

12. Passing an order over a call circuit or trunk. Pass the order distinctly, giving the number according to the accepted method of repeating orders. Keep the order clearly in mind and avoid hesitating after you start to pass it.

13. Remaining in on a connection when required. In other sections of the practice you are frequently directed to remain in on a connection for station answer. The reason for remaining on the line in such cases involves either accuracy of timing, avoidance of having the called station hang up before you cut in, or giving attention to a customer's service difficulty. Stay in on the line as far as practicable but use your judgment as regards the nature of the case, the status of the connection, the urgency and nature of other work demanding your attention, and the condition of the traffic within your reach, in deciding whether or not to give the matter in hand your undivided attention. If you decide to cut out, cut in again as soon as possible and always at frequent intervals.

14. Verifying the number reached. When you wish to verify the number reached, as when completing a delayed call, assisting on a wrong number call, etc., supervise the connection closely and when the station answers, say for example, "Is this Beacon 5678?" or "I have a call for Beacon 5678. Just a moment, please?" If, however, the called number is in the local multiple, visual verification and a phrase such as "I have a call for you. Just a moment, please?" are sufficient unless a wrong number is involved.

- a. If there is no indication that you have reached a wrong station, establish connection as required.
- b. If it is not the desired station, excuse the call and try to reach the correct station.

15. Starting conversation. When it is necessary for you to start conversation, as when you reestablish a split connection, complete a delayed call, etc., do so with a phrase such as "Here's your party," "Go ahead, please?" or something specifically appropriate such as "Here's my supervisor" or "Here's the manager." Remain cut in long enough to be sure that conversation begins and if it does not, render any assistance required.

16. Interrupting conversation. Whenever you have occasion to interrupt a conversation, as when announcing end of an initial period or attempting to reestablish a connection, cut in and wait for the first suitable opportunity before interrupting. In general, say, "I beg your pardon," unless your announcement will start with an expression such as "I'm sorry," and then proceed with the announcement or question required by the condition.

17. After establishing a connection.

a. Supervising for Station Answer.

- (1) Switchhook Supervision Received from Called Station. Watch for the front supervisory signal to go out and when it does, take any necessary action prescribed in other sections for the particular type of call involved.
- (2) Switchhook Supervision not Received from Called Station. Stay in on the connection as much of the time as your work permits or else cut in at frequent intervals to determine when the called

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station answers, and then take any necessary action prescribed in other sections for the particular type of call involved. If, at any time, you need to know whether the called station has answered and are in doubt, ask the calling party, "**Did they answer?**" and take action as required.

b. Supervision of Ringing.

- (1) Local Multiple. Continue ringing as in "5" until the called station answers. On a machine ringing board, however, listen in for the ringing signal at the first opportunity and if necessary restart the ringing.
- (2) Trunked Connection with Called Station Supervision.
 - (a) Ringing Signal Provided. Listen in at the first opportunity and if you hear the signal, take no action. If you do not hear the signal after you have listened long enough to cover the silent interval of the ringing cycle and the front supervisory signal is still lighted, challenge to determine the condition of the connection and if necessary disconnect the front cord and establish connection as on a new call, selecting another trunk when possible, except that if you then receive a busy signal, immediately disconnect the front cord, say, "**One moment, please?**" and again try to establish connection. If you still do not receive a ringing signal, reach the verifying operator for the called office and request verification, unless in the meantime you have recognized the number as one of a nonworking series.
 - (b) Ringing Signal not Provided. In general no action beyond that for slow answer calls in Section 8 is contemplated.
- (3) Trunked Connection without Called Station Supervision. The distant operator will supervise the ringing.

18. **Obtaining or checking the called number with the calling party after initial acknowledgment.** Request the called number again whenever it becomes necessary to know it and you have no record of it, or when it seems advisable to check it during your work on the call. Cases such as the following are typical.

You need to know the party line station desired to give a supplementary ring.
Delay in establishing connection, such as a reorder signal received.
Request to complete a delayed call and you agree to complete it.
You must disconnect the front cord and reestablish a connection.
The calling party reports a wrong number, double connection, or cut-off.

When you make such a request, indicate that you know you are asking for information previously received, and in general ask for only the part you do not know, as for example,

"Will you give me the number again, please?"
"May I have your call again, please?"
"What was the number you called?"
"Was that Beacon 5678?"
"Was that party J?"
"5678, what letter (ring), please?"
"What was the party on 5678?"

After obtaining the called number, make suitable acknowledgment and make a memorandum of the number to avoid further requests.

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19. Making a memorandum of the called number. When you are delayed in establishing the connection or in disposing of the call, make a memorandum of the called number if you have no other record of it. Also note any details that may be required to handle the call properly.

20. Procedure after giving a report to the calling party. Wait on the line and acknowledge or correct any repetition the calling party may make.

- a. If the calling party hangs up, disconnect.
- b. If the calling party makes a request, proceed in accordance with it.
- c. If the calling party makes no request and does not hang up promptly, cut out and proceed with other work, disconnecting when he hangs up. If he does not hang up within a reasonable time, cut in and repeat the original report, ask if there is anything further that you can do, or request him to hang up, as the circumstances indicate. If he starts dialing, say for example, **"Will you hang up for a moment, please, before dialing?"**

21. Excusing a bell rang condition or excusing a call to a party you called in attempting to establish a connection. Split the connection if both parties are on the line.

- a. In excusing a call to a party who has been brought to his telephone unnecessarily or in error, let your phrase express regret at the annoyance to him with **"I'm sorry,"** and also as clearly as possible explain the situation briefly. Typical phrases for a few situations are given below.

"There's no one on the line now." (For bell rang conditions.)

"The person who called you did not wait for you to answer." (For bell rang conditions.)

"You were called by mistake. Will you excuse it, please?"

"The party who called you is talking on another call now."

"Adams 1234 called you but the party is not there now."

"I was reestablishing a connection on this trunk but they are talking all right now."
(To a P.B.X. attendant.)

"Adams 1234 called you but canceled the call. Will you excuse it, please?"

"I'm sorry, there's some delay. I'll call you again if you are wanted."

- b. After excusing the call, do not disconnect until the customer hangs up.

- (1) If the customer makes no comment or apparently fails to understand your report, repeat it using a different phrase if you wish, adding if necessary, **"Will you hang up, please?"**
- (2) If the customer asks who called him or requests connection with the number, explain that you do not know or tell him if you do know, in such manner as is illustrated below, trying to be as helpful as seems reasonable.

"Adams 1234."

"I didn't handle the call, so I couldn't tell you. I'm sorry."

"I don't handle incoming calls for your line, so I wouldn't know that."

"We don't record numbers on all calls, so I couldn't tell you."

"Adams 1234 called you. Will you hang up for a moment, please, and then call them?"

"An Adams party called you but I don't know the number."

"A party on Adams 1234 called you but I don't know the letter."

"Will you call the number? I can't connect you."

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22. **Difficulty in locating the calling party.** When you have reached the calling station, as on a request for overtime or on a delayed call, you may, if you think it desirable, precede your announcement by asking, "Are you the party who called Beacon 5678?" If the person answering does not immediately recognize the call, be guided by the following.
- a. If he appears to be in doubt regarding it or asks about it, give any additional information you may have that would identify the call, such as the called number if not mentioned in your announcement, or the extension number.
 - b. If he says that the party who made the call is not there, acknowledge, disconnect, and dispose of the ticket as in Sec. 6, 11 or 12.
 - c. If he says that he did not make the call, ask for example, "Is the person there who called Beacon 5678?" or "Did anyone there call Beacon 5678?" If the calling party can not be located, ascertain that you have reached the correct station. Then say, "All right, thank you" and release the calling line.
 - (1) If it is the correct station, excuse the call to the called party if he is on the line, discontinue work on the call, and dispose of the ticket as in Sec. 6, 11 or 12.
 - (2) If it is not the correct station, say, "Just a moment, please?" to the called party if he is on the line, and try to reach the correct station.
23. **Intercepted calls on trunked connections.** If you receive an intercepting operator's report either from her or from the customer, proceed in accordance with it.
- a. If the calling party indicates that he has received a report from an intercepting operator but does not understand it, explain the report if you can or if not, reach the intercepting operator and obtain the report as in "b." Then make any explanation necessary.
 - b. If at any time the calling party questions an intercepting operator's report, obtain the number again if you do not have it or check it with the calling party, and reach the intercepting operator again if she is not still on the line, being careful to remain on the connection and pass the order to her before the customer can speak. If the previous report is repeated, ask the intercepting operator for a verification.
 - c. If the intercepting operator says, for example, "Intercept, Beacon 5678 busy. Call Adams 1234," prepare a delayed call ticket and proceed as for completing a delayed call in Section 9.
 - d. If the intercepting operator includes "disregard marking" in her report, establish connection as on a new call, prefixing the same phrase to the line number in your order to the terminating operator, as for example, "Disregard marking, 5678."
 - e. If the terminating operator gives an intercepting report herself, proceed as though she were an intercepting operator, allowing the calling party to deal with her in so far as possible but giving assistance when necessary.
 - f. If an operator says "I'll give you Intercepting" or if you hear an intercepting operator answer, allow the calling party to deal with the intercepting operator in so far as possible but remain in on the connection to hear the report given.
 - (1) If you hear the intercepting operator say "One moment, please?" or if she terminates her report with "One moment, please?" understand that she will establish connection. Remain in long enough to receive a busy or other report on the called station, and if none is received proceed with the call as though you had established connection yourself.

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If, however, her report indicates that connection is to be established to another office and you know that such a routing would not be satisfactory, tell the intercepting operator you will handle the call, disconnect, clearing if necessary, and proceed as on a new call.

- (2) If you hear the intercepting operator give a report without adding "One moment, please?" proceed as follows.
 - (a) If the report calls for connection to a number, say, "**One moment, please?**" to the calling party. If you can use the same connection entirely or in part, reach the proper intermediate or terminating operator and pass the order for the desired number. If you can not use the same connection or if the first trunk is direct or tandem straightforward, disconnect the front cord, clearing if necessary, and proceed as on a new call.
 - (b) If the report does not call for a connection, disconnect, clearing if necessary. If forwarding information has been given with a disconnect report, proceed as requested by the calling party.
- g. If a report calls for connection to a number involving a higher rate than on the original call, inform the calling party of the rate applying and obtain his consent to establish connection to the new number before attempting to do so.

24. Acknowledging to other operators. In dealing with other operators be guided by the following rules for acknowledging.

- a. If an operator merely acknowledges your order, as with "Right," "Thank you," or "One moment, please?" or if she makes no acknowledgment at all as in "B" board operation, none is required from you.
- b. If an operator repeats your order or report, or a part of it, correctly, say "**Right.**"
- c. If an operator repeats your order or report incorrectly, say "**No,**" repeat it correctly emphasizing the part that was not understood, and listen for her repetition.
- d. If an operator gives you a report which you understand, say, "**Thank you.**" If you are in doubt about any part of the report, repeat the part in question or the entire report and listen for her confirmation.

25. Another operator on the line when you supervise a connection. When you listen for the ringing signal or supervise a connection for any other reason, if for example, you hear an operator say, "Operator, your party is connected with a special operator," cut out and take no action until either supervisory signal lights or flashes.

26. Supervisor's calls.

- a. Referring a Call to Your Supervisor. Various conditions in the practice are described as generally being referred to the supervisor but it is important that you keep the following general rules in mind at all times in order that you may feel free to secure the supervisor's aid whenever in your judgment it is required.
 - (1) A situation reaches a point where you are not sure that your knowledge and ability are adequate to handle it properly. As an inexperienced operator you will have frequent occasion to refer a call to your supervisor but as your experience grows and your familiarity with the intent of the practice expands, you will be able to dispose of most of the situations yourself. You should feel no hesitation in calling for assistance whenever you are uncertain as to a course of action. Thus a customer may want a more elaborate explanation than you can give him or may make an unusual request which you do not know how to handle.

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- (2) The time necessary to care for a situation properly will interfere with service on other calls. This requires your judgment in deciding whether conditions on your position at the time will permit your attending to the situation. Reference to the supervisor under such circumstances is not a reflection on your ability as an operator but is merely a safeguard to normal service. Such reference may occur when complications arise involving extensive work, or when the customer requires a long explanation of a situation, and your position is busy.
 - (3) The situation requires the assistance of some one who is in a position to move about. Such cases include locating a ticket, tracing a connection, or consulting a record not regularly located at the switchboard.
 - (4) The customer makes a criticism of the service as in General Division, Section 4.
- b. In acknowledging a request for, or when you propose to connect to, the supervisor proceed as follows.
- (1) If the customer has requested connection, acknowledge in the regular way.
 - (2) If you wish to tell the customer that you think the supervisor should handle the call, inform him of your action by saying for example, "**Will you speak to my supervisor, please? I will connect you**" or "**My supervisor would like to hear about that. I will connect you.**"
 - (3) If you merely wish to have the supervisor take over the call, as when you can not understand the order, when there is no occasion for telling him you are doing so, use some such phrase as "**Just a moment**" or "**One moment, please?**"
- c. To reach your supervisor proceed as follows.
- (1) If you are to connect the customer with your supervisor without explanation, establish connection to your supervisor's division jack using the front cord of the pair on which you are holding the customer, and ring. If, however, it is busy, connect the customer with a supervisor in another division.
 - (2) If you are to make an explanation to your supervisor before connecting the customer with her, establish connection to your supervisor's division jack using an idle front cord, and ring. If, however, the line is busy, make two or three attempts at ten second intervals and if it is still busy, reach the supervisor in another division. When the supervisor answers, briefly explain the case to her and then proceed as directed.
 - (3) If there is delay in reaching the supervisor, supervise about every thirty seconds, saying for example, "**I am waiting for my supervisor**" or "**One moment, please?**" If the delay amounts to a minute, explain that your supervisor is busy on another call, offer to have her call the customer, and proceed as directed.
 - (4) If you wish to reach the supervisor for any purpose not involving a customer who is waiting, plug an idle front cord into the designated section jack and ring to attract her attention, unless the need is urgent or constitutes an emergency, in which case use the division jack.
- d. When you answer a flashing supervisory signal, if a supervisor says, "Supervisor. Split cords," split cords and listen on the supervisor's line for her directions.
- SUPERVISOR:** Answer your calls promptly and make conversation as brief as the circumstances will permit.
- (1) In answering a division signal, say, "**This is the supervisor, Miss Jones. May I help you?**" If an operator is on the line, take the details she gives you and then when she connects the customer, answer in accordance with the customer's request, the circumstances, and local directions. For example, if the customer wishes the chief operator, you might answer, "**This is the chief operator's office, Miss Jones speaking.**" Then either offer to help or if you are familiar with the call and know what is to be done, add for example, "**May I help you?**" or "**I'm sorry you were cut off. I'll try to**

GENERAL "A" OPERATING PRACTICES—Continued

26. Continued

get your party for you." If you have been unduly delayed in answering, when you announce yourself add an apology such as **"I'm sorry to have kept you waiting."**

While talking over the circuit stand away from the switchboard.

If it is likely that there will be some delay in establishing connection or securing a report on a call, obtain the calling number, give the customer a suitable explanation of the situation, and tell him you will call him. For example, in answering a call for the chief operator who is busy on the telephone, you might say, **"She is talking on another call right now. Shall I have her call you back, or can I help you?"**

If you wish to speak with the operator after you have talked with the customer, but not in his hearing, signal the operator and say, **"Supervisor. Split cords,"** unless you can give the necessary directions to the operator directly instead of over the supervisor's circuit.

- (2) Answer a section signal by going to the section where it is lighted and locating the calling operator.
- (3) Whenever it is necessary for you to make ticket notations in your capacity as a supervisor, sign the ticket with your initials or personal number as locally specified. Use a green pencil or other color as locally directed.