

TRAINING NOTES FOR

DIV. A, SEC. 25 - GENERAL "A" OPERATING PRACTICES - LESSON NO. 25

This general section embraces operations such as ringing, testing jacks, selecting a trunk, and numerous other operations performed by "A" operators having general or repeated application within a division.

Paragraphs 4a, 4b, and 4c provide methods for selecting an idle trunk that differs in some respects from the methods provided in the former practices. You will want to carefully study these paragraphs.

Paragraph 5a (2) (a) provides for ringing two seconds for a one-ring designation. (This agrees with our former practices except for the No. 11 Manual practice which provided that the operator ring one short bell on a call for a ring number such as Fl.)

After splitting a connection, if it develops that the delay in re-establishing the connection will be longer than the operator had anticipated, she will offer to call the customer later. Par. 7a. (The former practices did not provide for offering to call the customer.)

You will notice a change in the routine for handling "no ringing signals" in paragraph 17b (2) (a) which should be carefully reviewed.

A number of new phrases are provided in paragraphs 18, 21, and 26.

There is a change in the practice provided in paragraph 23b for handling intercepted calls on trunked connections.

Paragraph 23g provides that if a report is received from an intercepting operator for connection to a number involving a higher rate than on the original call, the operator will inform the calling party of the rate applying and obtain his consent to establish connection to the new number.

Many situations previously referred to the supervisor are now handled by the operator. Emphasis is made of the point that if an operator feels she can handle a situation adequately and has time to do so, she need not refer the case to the supervisor. Throughout the sections, supervisors' notes have been inserted in the main body of the text where they apply, giving effect to the proposition that experienced operators can be permitted to take many steps normally covered in the supervisors' notes as well as permitting better understanding of a condition.

When the operator is not able to reach the supervisor within one minute, she will explain to the calling party that her supervisor is busy and will offer to have the supervisor call him. Par. 26c(3). (The former practice provided for asking the calling party to hold the line.)

Use of the section jack is limited to cases where a customer is not waiting so that the supervisor can be governed by the knowledge that any division signal means a customer waiting. Par. 26c(1), (2), and (4). (The former Panel and Manual practices provided that the operator ring on the section jack when an explanation was necessary before connecting the calling party with the supervisor.)

The handling of calls for the chief operator by the supervisor is broadened to facilitate better handling of the majority of calls. Par. 26, Sr. (1).

Par. 26, Sr. (3) provides that all ticket notations made by supervisors should be made with a green pencil.