

# TRAINING NOTES FOR INTRODUCING THE NEW

## LOCAL OPERATING PRACTICE

### Division A, Section 2 - Answering Line or Special Service Trunk Signals

#### Lesson 1

This cancels the present Division II, Section 1, of the Local Operating Practice, Panel Offices; Division II, Section 1, Manual Offices, and the first three paragraphs of Division II, Section 2, No. 11 Offices.

Paragraph 1 - Answering a Signal. A new phrase "May I help you?" has been added as alternate which may be used in answering signals where it seems appropriate especially on trunk signals.

Paragraph 2 - Response Received. This is a new paragraph which merely refers to the sections where the particular type of call received is covered.

Paragraph 3 - No Response Received. Where no response is received to "Number please," the new practice provides that if you know that the line is an individual or P.B.X. line, hold it for about a minute and challenge at frequent intervals. If you do not know 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. At the end of two minutes if you do not receive a signal challenge on the line again, and if no response is received report the line as a permanent signal.

Paragraph 4 - Another Operator Answers the Same Call. The same principles are covered as in the old practice, with the exception that in addition to Paragraph 4, information is also included on this subject in Division A, Section 1, Page 2.

Paragraph 5 - Customer Dialing on the Trunk. This is a new paragraph which provides a phrase to be used when a customer is found dialing on a trunk. For example, "This is the operator. What number are you calling, please?" or, "This is the operator, may I help you?"

Paragraph 6 - Tone Heard When you Plug into a Community Dial Office Trunk. This is a new paragraph which refers to General Division, Section 4, Paragraphs 13 and 14, covering the various tones which may be heard when answering calls from community dial offices.

Paragraph 7 - Line or trunk Signal Does Not Go Out When You Plug In. This is a new paragraph which was not covered in the old practice. It provides for changing cords where the line or trunk signal does not go out when you plug in, and the procedure to be followed for reporting the condition to the supervisor and Plant Department.

Paragraph 8 - Pilot Lamp Lights Without a Line or Trunk Signal Having Lighted. This is a new paragraph not covered in the old practice and provides for plugging into each answering jack in the panel until the pilot lamp goes out. If the line is located, answer in the regular way and report the condition for immediate attention.

Information included in the canceled sections and not in the new section has been covered in other sections or canceled as follows:

Division II, Section 1 - Manual  
Division II, Section 1 - Panel

Paragraph 3 - Selecting Cords. Information on this is included in Division T, Section 1, issued previously.

Paragraph 4 - Order of Answering Trunk Signals. This has been included in Division A, Section 1, Paragraph 2.

Paragraph 5 - When to Answer a Trunk Signal. This has been included in Division A, Section 1, Paragraph 1, Page 2, 6th Item.

Paragraph 6 - Passing Cords. This has been covered in Division T, Section 1, Paragraph 2-B.

Division II, Section 2, Manual Offices - No. 11, Answering calls is covered in the first three paragraphs of Division II, Section 2.

Paragraph 2, Two or More Calls Waiting - covered in Division A, Paragraph 2.