

## DIVISION A - SECTION 3

### OBTAINING AND ACKNOWLEDGING ORDERS

#### Lesson 2

This cancels the present Division II, Section 2, Manual; Division II, Section 2, Panel; and Division II, Section 2, No. 11.

Paragraph 1 - Acknowledge the Order. This paragraph gives the purpose of the acknowledgment, which is to inform the customer that you have received his request and to convey to the customer an indication of the spirit of your work.

Phrases have been suggested for acknowledging the order similar to the old practice with some additional suggested phrases, such as, "I'll be glad to," "Just a moment please," and "Certainly." General Division, Section 1 also enlarges on the method for acknowledging.

Paragraph 2 - Order Received By Number. This paragraph covers the various ways in which a customer may give the telephone number. In addition to the conditions covered in the old practice the new practice enlarges on conditions where the order is for a number which is obviously incorrect, or where the central office name or office numerals are not shown for your office. Several phrases are suggested for use, such as, "There are no Beacon numbers in Seattle" or "Main numbers do not have letters after them," etc. If the customer changes his order proceed as on a new call. If he does not change his order suggest that he verify it by saying "Will you look in your directory for the number, please?" or, "Shall I give you Information?" This procedure is different from the present practice in that it is optional whether the customer is referred to the Directory or Information.

Where the customer abbreviates the office name, such as giving only the first two letters, the new practice provides that the order should be repeated, only if you are not sure of what the customer means. The present practice provided for repeating the order in all cases.

This paragraph also covers calls by number for points outside of the local area.

Paragraph 3 - Order Received Without Telephone Number. This paragraph enlarges on calls placed without number by specifying calls for Long Distance or any operator reached through Long Distance. Calls for the Telegraph Company for an official bureau such as, Information, Repair Service, or calls by name for fire, police, or any other agency listed in your bulletin. The present practice covered calls for Long Distance or calls which should be given to the Long Distance operator in a separate sub-division.

Paragraph 4 - Order Not Understood. This paragraph enlarges on the method to be followed where the order is not understood, suggesting a new phrase "I'm sorry, I don't understand you." Provision is made where the order is not understood, to develop the detail in question by suggesting, for example, "Is the third digit 4 or 0?" If there is doubt as to the name or the last of the number, repeat the portion understood by saying, for example, "5678, what office, please?" or, "What was the last digit?"

Several different treatments are provided where an order is not understood as compared to the old practice.

Paragraph 5 - Simultaneous Calls on a Line. This paragraph provides that:

a. On a manual line the order which was first understood be repeated and that the operator say, for example, "Will the other party call a little later, please?"

b. If the call is on a dial line proceed as for a double connection unless it is evident that both parties are on the same party line, in which case proceed as in "a".

The present practice treats calls from manual lines the same as indicated but dial trunk calls were not previously covered.

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

DIVISION II, SECTION 2 - MANUAL  
DIVISION II, SECTION 2 - PANEL

A. General

Definitions included in this paragraph are covered in General Division, Section 8, "Explanation of Terms."

Paragraph 4 - Calling Party's Number or Station Designation Obtained Immediately After Receiving Order. The intent of this paragraph is covered in paragraph 7 of this section.

Paragraph 7 - Manual, Paragraph 6 - Panel - Repeating Orders. This is covered under pronunciation of names and numbers in General Division, Section 6.

Sub-Division C - Calls to "A" Board Toll Points is covered under Paragraph 2, Order Received by Number.

Sub-Division D - Calls to Long Distance, Calls for Long Distance or any operator reached through Long Distance, or a request which should be handled by Long Distance are covered under Paragraph 3, Order Received Without a Telephone Number.

DIVISION II, SECTION 2 - NO. 11 MANUAL

Paragraph 7 - Calling Party Comments on Operator's Not Repeating His Order or Repeats His Order After Operator's Acknowledgment. This information has not been in the other operating practices and is being deleted.

Paragraphs 9, 10, 11, 12, 13, 14, 15 and 16, cover the acknowledgment for different types of calls such as, reverting official telegram, emergency, etc., has been eliminated since the acknowledgment phrase to be used is as indicated in Paragraph 7 of the new section or in the section applying to the particular type of call.

Paragraph 19 - Method of Repeating Orders is covered in General Division, Section 6.

Paragraph 20 - Standard Method of Enunciating Digits and Letters is covered in General Division, Section 6.