

## CUSTOMERS' SUPERVISORY SIGNALS

1. **When a supervisory signal flashes.** Cut in, say, "Operator?" or "May I help you?" and listen for a reply. If the customer flashes while the busy, reorder, or trunks busy signal is being received, disconnect the front cord before you answer his flash.

2. **Back supervisory signal flashes before the called station answers.**

a. If you have not established the connection, proceed as follows.

- (1) If the customer cancels his call by calling another number, acknowledge the order and proceed with the new call using the same cord pair. Make no further attempt to establish connection on the first call.
- (2) If the customer cancels his call without calling another number, acknowledge and disconnect.
- (3) If the customer inquires as to the progress of the call, asks that the number be rung again, or says that he does not hear the ringing signal, make a suitable acknowledgment and proceed with the call. In this acknowledgment, try to recognize the facts as they appear as well as you can, and also the point of the customer's remark or request, as provided in sections dealing with particular conditions or by phrases such as the following.

"I'll try it again. Just a moment, please?"

"Yes, sir. I'm trying to get them."

"I'll ring them back. One moment, please?"

"Yes, sir. I'll ring it again."

"Yes. Just a moment."

b. If you have established the connection, proceed as follows.

- (1) If the customer inquires as to the progress of the call or asks that the number be rung again, make a suitable acknowledgment and take no action other than continuing to ring the called station. If, however, you consider it desirable to do so, change the connection as in Sec. 8, 6.
- (2) If the customer says that he does not ~~hear~~<sup>hear</sup> the ringing signal, proceed as follows.
  - (a) If you know that a ringing signal should be heard, acknowledge by saying, for example, "I'll try it again," and change the connection as in Sec. 8, 6.
  - (b) If you know that ringing signal should not be heard on the connection, explain to the customer that the ringing signal is not heard on this particular connection or to this particular office.
- (3) If the customer asks you to call him when the called station answers, comply with the request, proceeding as for a slow answer call in Section 8.
- (4) If the customer asks what number you are ringing, repeat the number if you know it. If you do not know it, explain that we do not record all called numbers and volunteer to try his call again for him, saying for example, "We don't record local called numbers. If you will give me the number again, I'll be glad to try it for you." If he gives the number, acknowledge and proceed as on a new call.
- (5) If the customer cancels or changes his call, proceed as in "a(1) or (2)."
- (6) If an operator makes a request or gives a report, acknowledge it and proceed accordingly.

**CUSTOMERS' SUPERVISORY SIGNALS—Continued**

**3. Back supervisory signal flashes after the called station answers.**

a. If the customer reports any difficulty on the connection such as a double connection, wrong number, or cut-off, or if he asks for a better connection, the charge on a call, or to have the called station rung again, proceed as provided for these conditions in other sections.

b. If the customer asks for a new number, acknowledge the order, disconnect the front cord, and use the same pair of cords for the new call.

**Note:** If it is the practice in your office to hold the front cord when only the back supervisory signal lights, split the connection and establish connection for the calling party as on a new call. Hold the called line for a disconnect signal as in "8b."

c. If the customer requests that the call be transferred to another extension or makes any other request indicating that he is at a private branch exchange and wishes to give an order to the attendant, say for example, **"This is the Adams operator"** or **"This is the central office operator,"** and add **"Will you signal your attendant again, please?"** If, however, the connection is established to a ringdown trunk, first ask, **"Are you through with the Beacon party?"**

If the customer makes no comment or accepts the report, disconnect the front cord if the front supervisory signal is lighted, cut out, and disregard the flashing of the back supervisory signal.

**4. Front supervisory signal flashes.**

a. If the called party is trying to make a call, use whichever of the following methods applies in your office.

(1) Where it is advisable for the customer to make his own call, say for example, **"Will you hang up for a moment, please, and then make your call?"**

If the back supervisory signal is lighted, disconnect both cords. If it is not lighted, disconnect the front cord but hold the calling line as in Sec. 2, 3.

(2) If the line is in the local multiple but you do not know its class of service, say for example, **"I will give you your operator"** and disconnect cords as in "(1)."

(3) If the line is in the local multiple and you know its class of service, try to complete the call, disconnecting cords as in "(1)" and plugging into the original called line with the back cord of an idle pair.

b. If the called party desires to make a complaint or asks for the supervisor, chief operator, manager, or some one in authority in connection with some service difficulty, proceed as for handling service criticisms in Gen. Div., Sec. 4.

c. If the called party advises of any difficulty on a connection, such as a double connection or cut-off, or asks for a better connection, for the number of the calling station, or to have the calling station rung back, proceed as provided for these conditions in other sections.

d. If the called party says that his bell rang, proceed as follows.

(1) If the back supervisory signal is lighted, excuse the call as in Sec. 25, 21.

(2) If the back supervisory signal is not lighted, say for example, **"Adams 1234 called you but they have left the telephone for a moment,"** or **"The party who called you has left the telephone for a moment,"** and add, **"Will you wait?"** If the calling party does not return within a reasonable period, say, **"They haven't returned. If you don't wish to wait, perhaps they will call you again."** If the called party asks you to ring the calling station back, proceed as for restoring connections in Sec. 12, 6.

**CUSTOMERS' SUPERVISORY SIGNALS—Continued**

**4. Continued**

- e. If the called party asks that the call be transferred to another extension or makes any other request indicating that he is located at a private branch exchange and wishes to give an order to the attendant, say for example, "This is the Adams operator" or "This is the central office operator," and add, "Will you signal your attendant again, please?"

If the called party makes no comment or accepts the report, disconnect the back cord if the back supervisory signal is lighted, cut out, and disregard the flashing of the front supervisory signal.

- f. If you receive an order or report from an operator or a supervisor, acknowledge it and proceed in accordance with the order or report received.

**5. Front supervisory signal remains lighted after you establish connection.** If the signal does not go out within a reasonable time after the connection is established, supervise the connection as in Sec. 25, 17, and if necessary proceed as on a slow answer call in Sec. 8, 3.

**6. Back supervisory signal lights before the called station answers.**

- a. If the front supervisory signal is also lighted, disconnect both cords unless you are to try to complete the call for the calling party.
- b. If the front supervisory signal has just gone out, excuse the call as in Sec. 25, 21.
- c. If you do not receive switchhook supervision from the called station, challenge, and if no one is on the line, disconnect.

**7. Both supervisory signals out.** Except as indicated in other sections, take no action until the back or the front supervisory signal lights or flashes.

**8. Only the back supervisory signal lights after the called station has answered.** Follow the method designated for your office.

- a. **Method 1.** Disconnect both cords. *"Authorized for use in this Area"*
- b. **Method 2.** Disconnect the back cord and challenge on the front cord.

(1) If you receive a reply or hear a customer dialing, proceed as for a flash on the front cord in "4."

(2) If you receive no reply proceed as follows.

(a) On a ringdown trunk connection, disconnect.

(b) On other connections, hold the called line for two minutes awaiting a disconnect signal. If you receive no signal in that time, challenge again and if you still receive no response, disconnect if you are holding the line over a trunk or report it as a permanent as in Gen. Div., Sec. 5, 3 if it was a local multiple connection. If at any time you receive a signal or a response, proceed accordingly.

**9. Only the front supervisory signal lights after the called station has answered.**

- a. If both cords are up, challenge and listen for a reply.

(1) If you receive an answer, proceed as for a flash on the back cord.

(2) If you receive no answer, disconnect the front cord. Hold the calling line awaiting a disconnect signal as in "8b(2)(b)."

- b. If only the front cord is up as on a reverting call, disconnect.

May 1, 1940.

**CUSTOMERS' SUPERVISORY SIGNALS—Continued**

10. **Both supervisory signals light.** Disconnect both cords. On calls from coin lines and on automatic listening boards, such as the machine ringing No. 11, always disconnect the back cord first.
11. **Call to or from a magneto rural line.** Proceed as for a rural operator in Division D.
12. **Switchboard equipped with ringdown supervisory signals.** Understand that any ring from a subscriber's station or another operator on an established connection will light this lamp, either for the duration of the ring or steadily. It will be necessary for you to challenge before disconnecting on all calls between lines which do not give switchhook supervision or between such a line and a trunk over which a ring from another operator may occur. If, however, the connection is between such a line and a line on which switchhook supervision is received, the ringdown supervisory signal may be interpreted as the cord signal for the line not giving switchhook supervision.