

LOCAL MULTIPLE CONNECTIONS

1. **Establishing connection.** If the called line or station is not affected by multiple marking, try to establish connection.

a. If the call is for a line that is not one of an underlined group, proceed as follows.

- (1) If there is no cord plug in the jack of the called line or if, on a lamp in the multiple board, a line signal associated with the multiple jack is not lighted, test the line.
 - (a) If the line tests clear, plug in and then ring, cutting out any time after you have plugged in if the operation of the ringing key does not do this automatically.
 - (b) If the line tests busy, proceed as on a busy call in Sec. 8, 1, first checking the possibility of a reverting call as in Sec. 111, 1.
 - (c) If the line tests out of order or if a plugging-up cord is in the jack of the called line, give an out of order report as in Sec. 8, 2.
- (2) If a cord plug of another pair is in the jack of the called line or if the line signal is lighted on a lamp in the multiple board, proceed as on a busy call in Sec. 8, 1.

b. If the call is for a line that is one of an underlined group, test the group for an idle line as in Sec. 25, 3.

- (1) If you find an idle line, plug in and then ring, cutting out any time after you have plugged in if the operation of the ringing key does not do this automatically.
- (2) If all the lines of the group are busy, proceed as on a busy call in Sec. 8, 1.
- (3) If you hear the out of order test on all lines of the group, give an out of order report as in Sec. 8, 2.
- (4) If some of the lines of the group are out of order and the remaining line or lines are busy, proceed as for a busy call.

2. **Front supervisory signal does not light when you plug into the called line.** Disconnect the front cord immediately and proceed as follows.

a. If the line is not one of an underlined group, again test the line.

- (1) If the line tests busy, proceed as for a busy call.
- (2) If the line does not test busy, again plug into the jack.
 - (a) If the supervisory signal lights, proceed with the call in the regular way.
 - (b) If the supervisory signal does not light, disconnect the front cord and in about ten seconds test again. If you still experience the same trouble, notify your supervisor.
SUPERVISOR: Test the line and if it tests busy, tell the operator to proceed as for a busy call. If it does not test busy, cut in to determine if it is in use.

If the line is in use, tell the operator to proceed as for a busy call. Then test the cord and if you find it is defective, report it and place an out of order sleeve over each plug. If the cord is not defective, test the line in adjacent sections and if it tests busy report it, giving the particular section in which no busy test is found. Also if the line does not test busy in adjacent sections, report this fact.

If the line is not in use, tell the operator to give the calling party an out of order report. Then report the line.

b. If the line is one of an underlined group, try to establish connection to another line of the group.

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3. **Order does not agree with party line marking of called line.**
 - a. If the call is given with a party line station designation and the jack of the called line is not marked as a party line, or if the call is for a party line station and an incorrect form of station designation is given, say for example, **"That's not a party line"** or **"There is no Adams 5678-W."** If the calling party still is not satisfied, refer him to the directory or Information as in Sec. 3, 2 e (2).
 - b. If the call is given without a party line station designation and the jack of the called line is marked to indicate a party line, say for example, **"Adams 5678, what letter (ring) do you wish, please?"** or **"That's a party line. What letter (ring), please?"** and if he does not then change his order, refer him to the directory or Information as in Sec. 3, 2 e (2).

4. **Order does not make proper use of theoretical office name.** Where theoretical office lines terminate on your switchboard and the correct central office name is not given, question the order, saying for example **"There is no Adams 5678,"** emphasizing the office name in your phrase, unless you are locally directed to disregard the condition when the desired office is obvious.

5. **No multiple jack corresponding to the order.** Proceed as in "3a."

6. **Intercepting calls affected by multiple marking.** Lines and stations, calls for which are to be intercepted, may be marked in the multiple so that you can interpret the marking and give a report without reference to a record; they may be marked to refer you to your switchboard bulletin for an intercepting report; or they may be marked to tell you to connect the customer to the intercepting operator, depending on the particular condition and the arrangements in your office.
 - a. If the called line is marked as vacant, report the fact, proceeding as in "3a."
 - b. If the called line is marked as rural and the call is given without a suitable station designation, proceed as in "3b."
 - c. If the called line or station is marked in the multiple so that you can immediately give a report of out of order, disconnected, temporarily disconnected, changed, or affected by a temporary transfer, give a suitable report such as the following and take any action necessary.
 - (1) **"Adams 5678 has been disconnected,"** or if you have already checked the called number with the calling party, **"That's been disconnected."**
 - (2) **"Adams 5678? That number has been changed to Adams 6789. One moment, please?"** or if you have already checked the called number with the calling party, **"That number has been changed to Adams 6789. I'll try it for you."** If the change is to a number at an "A" board toll point, inform the customer of the charge before volunteering to establish connection.
 - (3) **"Calls for Adams 5678 are being taken temporarily by Adams 6789. I'll ring there."**
 - (4) **"That number has been temporarily disconnected"** or **"At the subscriber's request that number has been temporarily disconnected."**
 - d. If the called line is marked as a party line changed to individual and the call is given without a party line letter, establish connection. If the call is given with a party line letter, proceed as follows.
 - (1) If the quadrant for the station called is marked, refer to your intercepting switchboard bulletin if it is provided, or refer the call to the intercepting operator.
 - (2) If the quadrant for the called station is not marked, give a changed number report as in "c" and establish connection.

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- e. If the marking of the called line or station indicates reference to a record, refer to your intercepting switchboard bulletin if it is provided or refer the call to the intercepting operator. If you refer to your bulletin, give a suitable report as in "c," except that if listings or forwarding information are given on your bulletin, proceed in accordance with the practice for intercepting operators but inform the calling party if a higher rate applies and obtain his consent before attempting to establish the connection.
- f. If the called line is marked as a recent addition to an underlined group, proceed as in "e." On calls for the underlined group, disregard this marking.
- g. If the called line is marked to indicate connection to the trouble operator, connect the calling party with her.

7. **Establishing connection to the intercepting operator.** With the front cord of the pair you are using, select an idle trunk and plug in. Do not ring except on No. 11 machine ringing boards.

- a. Multiple Intercepting Trunks without Loop Back. Where separate groups of local and toll intercepting trunks are provided, use one of the local trunks if the call is for a number within the same local service area as the calling number. On a call for any other number use one of the toll trunks.
- b. Multiple Intercepting Trunks with Loop Back. Use a trunk in a subgroup designated for your position but if all trunks in that subgroup are busy, test for an idle trunk in the subgroup designated for use at an adjacent occupied position.
- c. Individual Position Intercepting Trunks. Use a trunk from your position but if the trunk or trunks from your position are busy, plug into an idle trunk on an adjacent occupied position.

8. **After establishing connection to the intercepting operator.**

- a. Where the front supervisory signal is not retired by the answer of the intercepting operator, take no action until you receive a flashing supervisory signal, a disconnect signal on the back cord, or a report from the intercepting operator.
 - (1) If you receive a disconnect signal, disconnect both cords.
 - (2) If the back supervisory signal flashes and you receive a request from the calling party, proceed in accordance with his request.
 - (3) If you receive a report from the intercepting operator, proceed as in "9."
- b. Where the front supervisory signal is retired by the answer of the intercepting operator, proceed as follows.
 - (1) If the front supervisory signal flashes and you receive a report from the intercepting operator, proceed as in "9."
 - (2) If you receive no report, proceed as on a regular completed call.

9. **Report received from the intercepting operator.** Acknowledge it and proceed according to the nature of the report, using the following rules when they apply.

- a. If the intercepting operator includes "disregard marking" in her report, establish connection to the called line disregarding the multiple marking.

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- b. If the intercepting operator says for example, "Intercept, Adams 5678 busy. Call Adams 1234," prepare a delayed call ticket and proceed as for completing a delayed call.
- c. If the cord connected with the intercepting trunk named in the intercepting operator's report is on a position being operated by another operator, give that operator the report.
- d. If the calling party indicates that he has not understood the report, repeat it, wording it in general as provided for intercepting operators.
If at any time he questions the report, obtain or check the called number, proceed as on a new call, and if you then establish connection to the intercepting operator, remain in on the connection for the report.

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