

TRAINING NOTES

FOR

DIV. A, SEC. 51

LOCAL MULTIPLE CONNECTIONS

(Lesson No. 20)

PARAGRAPH 2. FRONT SUPERVISORY SIGNAL DOES NOT LIGHT WHEN YOU PLUG INTO A TRUNK.

If the front supervisory signal is dark when the operator plugs into the called line and the called line is not one of an underlined group, the operator will proceed as follows:

1. Immediately disconnect the front cord and test again.
2. If the line does not test busy, again plug into the jack and if the supervisory signal still does not light, disconnect the front cord.
3. Test again in about ten seconds and if still dark, notify your supervisor.
4. Give an out-of-order report if the supervisor finds the line dark and not in use.

(The former No. 11 Manual practice did not specifically cover the condition. The former Manual practice provided that the operator split the connection to determine whether or not some one was on the line. If the operator found no one on the line she changed cords and then if the supervisory signal still did not light, the call was referred to the supervisor.)

PARAGRAPH 3. ORDER DOES NOT AGREE WITH PARTY LINE MARKING OF CALLED LINE.

If the customer is not satisfied after he has been given a report on the conditions listed below, the operator will refer the customer to his directory or ask him to look up the number again as provided for in Sec. 3, 2e(2). However, if the customer appears irritated or indicates that he has no way of verifying the number, the operator will refer the customer to Information as provided for in Sec. 3, 2e(2) on opposite page 2.

1. Call is given with a party line station designation and the jack of the called line is not marked as a party line.
2. Call is for a party line station and an incorrect form of station designation is given.
3. Call is given without a party line designation and the jack of the called line is marked to indicate a party line.

(The former practices provided for referring the customer to Information.)

PARAGRAPH 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. (This condition was not covered in the former practices.)

PARAGRAPH 9. REPORT RECEIVED FROM THE INTERCEPTING OPERATOR.

If at any time the calling party questions the intercepting operator's report, the operator will obtain or check the called number and proceed as on a new call. If connection is then established to intercepting the operator will remain in on the connection for the report. (The former practices provided for referring the call to the supervisor if the calling party questioned the report.)