

FULL STRAIGHTFORWARD TRUNK CONNECTIONS

2. DELAY IN REACHING THE CALLED OFFICE OR IN PASSING THE ORDER.
(Supplementing Paragraph 2a, opposite.)

Until such a time as you are notified to proceed otherwise, do not voluntarily offer to complete local calls on which you encounter busy trunk conditions but give a report, as for example, "I'm sorry, the circuits are busy now. Will you call the number later, please?"

FULL STRAIGHTFORWARD TRUNK CONNECTIONS

1. Reaching the called office and passing the order.

- a. Select and plug into an idle trunk, using the front cord of the pair used in answering, and wait for the order tone. While waiting for the order tone, do no other work which would require you to cut out.
- b. When you hear the order tone, pass the order in accordance with the following rules, unless otherwise locally directed.
 - (1) A single order tone means to pass the office name, including the office numeral if any, and the number, as for example, "**Beacon 5678.**"
 - (2) A double order tone means to pass the number only, omitting office name and office numeral as, "**5678-J,**" unless your routing instructions provide for passing both office name and number.
 - (3) A triple order tone means to pass the office name and office numeral only, as "**Beacon 5**" and wait for a further answer. When subsequent tones are received proceed in accordance with "(1)," "(2)," or "(3)" until you have passed the entire number.
 - (4) When you receive an oral answer be guided by the following rules.
 - (a) "What office, please?" Pass the office name or name and numeral only, as in "(3)."
 - (b) "What number, please?" Pass the number only as in "(2)" unless you know that the request is from a tandem operator, in which case pass the full order as in "(1)."
 - (5) If an operator says, "I will give you Beacon," wait for an order tone and when you hear it, pass the order in accordance with the tone received as in "(1)," "(2)," or "(3)."
 - (6) When you pass an order by name, precede it by the word "calling," as "**Calling Information.**"
- c. After you have passed the called line number and station designation, if no immediate report or request is received, cut out. In general, acknowledgment or repetition by the distant operator will not be given except during night hours as in Section 23.

2. Delay in reaching the called office or in passing the order.

- a. If all trunks in the group used to reach the called office are busy, notify your supervisor, hold the calling party, and make frequent attempts to establish connection. At the end of one minute if you have not secured a trunk, say, "**I'm sorry, the circuits are busy now. I'll call you.**" If the calling party does not cancel the call, prepare a delayed call ticket and proceed as for completing a delayed call in Section 9.

SUPERVISOR: Keep closely in touch with the situation to see that your operators follow the practice in attempting to complete all calls which are delayed.

Report the situation to your chief operator if it appears that the service is likely to be seriously affected and calls unduly delayed, and obtain advice as to the use of special routes or the handling of calls on a delay basis.

- b. If you do not hear an order tone or an operator's challenge within fifteen seconds from the time you plugged into a trunk (ten seconds where trunks are equipped with idle trunk and position indicating signals) or after passing the order to a tandem operator, hold the trunk on the front cord in use, and try to establish connection using another cord pair.

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2. Continued

- (1) If the delay was experienced when you plugged into a trunk and if you do not receive the reorder signal on the first trunk within fifteen seconds, report the trouble and continue to hold it until directed to release it. If you receive the reorder signal, disconnect.
If you experience the same difficulty on several trunks, notify your supervisor.
SUPERVISOR: If it is apparent that there is equipment trouble on the trunks, tell your operator to give the delay report immediately if she has not already done so. Then proceed as in "a, Sr."
 - (2) If the delay was experienced after you passed the order to a tandem operator and order tone should be heard, continue to hold the trunk until you receive the reorder signal, meanwhile notifying your supervisor.
SUPERVISOR: See "a, Sr."
 - (3) If the delay continues for a minute, give a delay report, as for example, "I'm sorry, there is some delay on your call. I'll call you." If the calling party does not cancel the call, disconnect, prepare a delayed call ticket, and proceed as for completing a delayed call in Section 9.
- c. When you plug into a trunk, if you hear conversation which does not relate to your call or if you hear the busy, the reorder, or the ringing signal, or if the front supervisory signal does not light, disconnect the front cord and select another trunk.
- d. After you have plugged into a trunk if you hear the vacant position tone, disconnect the front cord and select a trunk in accordance with night routing instructions. If, however, you hear the tone at a time when it should not ordinarily be heard, notify your supervisor, meanwhile making frequent attempts and if necessary giving a delay report as in "b(3)."
SUPERVISOR: Report the condition to the called office and if you find that there is trouble in the called office, proceed as in "a, Sr."
- e. When you plug into a trunk of a group equipped with trunk hunting switches if you hear an intermittent high pitched tone (indicating all trunks busy), disconnect the front cord and select another trunk. If two or more subgroups are provided, select a trunk in a different subgroup. If the tone is heard on all subgroups, proceed as for a no trunk condition in "a."
- f. If an operator says, "No signal," hold the trunk, cut out from it, change cords, and establish connection as on a new call. Report the first trunk to your supervisor.
SUPERVISOR: If the first operator on a connection gave the report, have the trunk made busy and then tell your operator to disconnect from the trunk. Then have the trouble reported. If your operator is experiencing the same trouble on several trunks in the same group and it is apparent that there is equipment trouble on the trunks, tell her to give a delay report. Then proceed as in "a, Sr."
If an operator reached through the tandem board gave the report, reach the tandem supervisor and report the case to her. Then tell your operator to hold the trunk until she receives the reorder signal.
- g. If an operator says, "Select another trunk, please?" disconnect the front cord and select another trunk.
- h. If an operator says, "Wrong office," disconnect the front cord and select a trunk to the correct office or tandem board.
- i. If an operator says, "Position OD" or if an operator beyond the first one on a tandem trunk connection says, "Trunks 2 to 6 OD," disconnect the front cord and select another trunk, trying to select one in another part of the group if the report was from the first operator on the connection. If you again receive this report, notify your supervisor, hold the calling party, and make frequent attempts to establish the connection.

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FULL STRAIGHTFORWARD TRUNK CONNECTIONS—Continued

2. Continued

If you receive the out of order report on all attempts, give a delay report after a minute as in "b(3)." If, however, some trunks are out of order and the remainder busy, give a no trunk report as in "a" instead of the delay report.

SUPERVISOR: See "a, Sr."

- j. If you receive a report such as "Trunks 2 to 6 OD" from the first operator on a connection, disconnect the front cord and select another trunk, being careful to avoid those reported as out of order. If the other trunks in the group are busy, proceed as for a no trunk condition in "a."
- k. If the calling party corrects the order after you have passed it and you do not hear an operator repeat the correction, do so yourself and add, "I beg your pardon."
 - (1) If an operator acknowledges your repetition of the corrected order, take no further action.
 - (2) If an operator does not acknowledge your repetition of the corrected order, disconnect the front cord, select another trunk, and pass the order again.