

FULL DIAL TRUNK CONNECTIONS

2. DELAY IN ESTABLISHING CONNECTION.
(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 DIAL TRUNK CONNECTIONS

1. **Securing a trunk and dialing the number.** Select and plug into an idle trunk with the front cord of the pair used in answering and dial the called number according to local routing instructions. These may require a code followed by the digits corresponding to one or two letters of the office name and the office numeral, as well as the called line number and party line letter. For example, you may need to dial only "5678-J" after plugging into the trunk to the called office on a local call but on a call to a toll point you may be instructed to dial "5" then wait for a second dial tone or signal and then dial "BE 2-5678" to reach the called number.

Prepare for dialing and dial as in Div. T, Sec. 5, using the method that applies in your office.

- a. If you are directed to listen for dial tone, do not start dialing until you have received it. If you do not hear it within several seconds hold the trunk, cut out, and try to establish connection with another cord pair on another trunk.
- b. If your position is equipped with a start dialing signal, be guided by the following rules.
 - (1) Start to dial only when the front supervisory signal is lighted, or when the start dialing signal is lighted if the dial has been connected to the trunk before it is moved off normal as in dial key or dial cord dialing.
 - (2) After the dial has been connected to the trunk, you may dial or continue dialing as long as the start dialing signal is lighted, regardless of the front supervisory signal.
 - (3) If the start dialing signal flashes during dialing, disconnect and proceed as for a delay in establishing connection.
 - (4) If the start dialing signal goes out after you have dialed a digit, stop immediately. When it relights continue dialing the remainder of the number. If, however, it does not relight in ten seconds, disconnect and proceed as for a delay in establishing connection.
- c. In other cases you may start dialing as soon as you have secured a trunk.

2. **Delay in establishing connection.**

- a. If all trunks to 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 to the calling party, "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 the front supervisory signal does not light when you plug into a trunk jack or if you hear sounds indicating that you have plugged in on a busy trunk, disconnect the front cord and select another trunk, except that if the failure of the supervisory signal to appear occurs on a position equipped with a start dialing signal without evidence of your being in on a busy trunk, wait ten seconds and if the signal is still out then disconnect and proceed as for a delay as in "a."

FULL DIAL TRUNK CONNECTIONS—Continued

3. **Party line station designation given with the called number.** If you recognize in time that the call is one on which you are not to dial party line letters, proceed as in Sec. 3, 2e; otherwise establish connection to the intercepting operator in the called office. If, however, the number is that of a rural line, proceed in accordance with your routing instructions for such calls.
4. **More than one dial key operated while dialing. (Dial Key Method)** Restore any dial key not associated with the cord pair being used. Then disconnect the front cord and proceed as on a new call.
5. **Dial key tone heard. (Dial Key Method)** Restore the dial key that had been left operated on a previous connection.
6. **Dial pilot signal lighted when not dialing. (Listening Key Method)** Operate the dial release key.

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