

KEY INDICATOR 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?"

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1. **Securing a trunk and setting up the number.** Select and momentarily operate the proper office key. As soon as the sender signal goes out, set up on the keyset the four digits of the called number as in Div. T, Sec. 5. Then locate the trunk group to the called office and plug into the trunk corresponding to the number displayed on the trunk indicator, with the front cord of the pair used in answering. Cut out if you have not already done so.
2. **Delay in establishing connection.**
 - a. After you have released the office key, if the sender signal does not go out within ten seconds, again operate the office key. If the sender signal again does not go out within ten seconds, 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 sender, 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. After you have set up the called number, if the no trunk signal is out and there is no trunk indicated' again operate the office key and proceed as on a new call. If this condition occurs again, notify your supervisor.

SUPERVISOR: Operate the office key used on the call and observe the sender and trunk signals.

If it appears that there is a delay in obtaining a sender or a trunk proceed as in "a, Sr." Tell the operator to continue her attempts and, if necessary, to tell the calling party that the circuits are busy and that she will call him.

If no number is displayed on the trunk indicator after the no trunk signal goes out, report the trouble and have an adjacent operator take up the calling line and establish connection. Either arrange to have the position vacated or to have key indicator trunk connections established at an adjacent position until the trouble is cleared.
 - c. After you have set up the called number if the no trunk signal is lighted, wait ten seconds for a trunk to be indicated. If other work requires you to leave the connection, make frequent attempts to establish connection, proceeding as on a new call each time.

At the end of one minute if you have not secured a trunk, give a delay report as in "a."
 - d. After you have set up the called number if the no trunk signal is out and the trunk number is improperly displayed, again operate the proper office key and proceed as on a new call. If the trunk number is still improperly displayed, ask an adjacent operator to take up the calling line and to establish the connection. Report the trouble and notify your supervisor.

SUPERVISOR: Either arrange to have the position vacated or to have key indicator trunk connections established at an adjacent position until the trouble is cleared.
 - e. If the sender signal flashes after you have operated one or more numerical keys, again operate the office key and proceed as on a new call.

KEY INDICATOR TRUNK CONNECTIONS—Continued

2. Continued

f. If the trunk number on the trunk indicator does not go out after you plug into the trunk, disconnect the front cord and proceed as on a new call. If this condition occurs again, ask an adjacent operator to take up the calling line and to establish connection. Report the trouble and notify your supervisor.
SUPERVISOR: Proceed as in "d, Sr."

g. If the front supervisory signal does not light when you plug into a trunk, split the connection and establish connection for the calling party as on a new call. Hold the first trunk, report the trouble, and notify your supervisor.
SUPERVISOR: Have the trunk made busy.

h. If for any reason you are delayed in establishing the connection, operate the release key if it is necessary to leave the connection to do other work. When you are ready to work on the first call, proceed as on a new call.

3. Party line station designation given with the called number. If you recognize the fact in time that the call is one on which you are not to set up the party line letter on the keyset, proceed as in Sec. 3, 2e; otherwise establish connection to the intercepting operator in the called office.