

CALL CIRCUIT TRUNK CONNECTIONS

2. DELAY IN PASSING THE ORDER OR RECEIVING AN ASSIGNMENT.
(Supplementing Paragraph 2e(2)(a), 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?"

CALL CIRCUIT TRUNK CONNECTIONS

1. Passing the order and receiving a trunk assignment.

- a. Select the proper call circuit key, using the one designated as first choice if there is more than one to the called office.
- b. As soon as you have acknowledged the order, cut out and operate the call circuit key. On a machine ringing No. 11 board, however, it is unnecessary to take any step to cut out.
- c. If the circuit is clear, pass the order giving your own office name followed by the called number omitting the called office name, as "Adams 5678." If, however, you are locally directed to pass the called office name also, as may be the case where there is a theoretical office, pass your own office name and then the called office name and number. Wait for a trunk assignment.
- d. While passing the order locate the proper trunk group.
- e. If you understand the assignment, release the call circuit key and plug the front cord of the pair used in answering into the trunk assigned. Observe the front supervisory signal.
 - (1) If it lights, consider the connection established and cut out if you have not already done so.
 - (2) If it does not light or is lighted dimly, disconnect from the trunk and pass the order again. If you then receive a busy signal, say, "One moment, please?" to the calling party, disconnect from the trunk, and proceed as on a new call.

Note: If the equipment in your office is such that you can test trunks without operating the listening key, test the trunk assigned and if it tests clear plug in. If it tests busy pass the order again as on a new call.

2. Delay in passing the order or receiving an assignment.

- a. If you can not pass an order immediately because the call circuit is busy, remain on the circuit until it is clear. However, after you have heard two orders passed by other operators and the start of a third and have not been able to pass your order, leave the circuit to answer any waiting signal. After attempting to dispose of one waiting signal, return to the circuit.
- b. If you hear a steady high tone on the call circuit, the "B" operator is off the circuit. Wait until the tone stops.
- c. If the "B" operator says, "Other circuit," select another circuit to the called office.
- d. If the "B" operator says, "Wrong circuit," select and operate the correct key.
- e. If the "B" operator says, "No trunk," "Position OD," or "Trunks out of order," proceed as follows.
 - (1) If there is more than one call circuit to the called office, pass the order over each in turn until you obtain an assignment.
 - (2) If there is but one call circuit to the called office or if the same report is received on all call circuits, proceed as follows.
 - (a) If you received a report of no trunk, 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.

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CALL CIRCUIT TRUNK CONNECTIONS—Continued

2. Continued

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 received a report of trunks out of order, say to the calling party, "**I'm sorry, there'll be some delay on your call. I'll call you**" and notify your supervisor. 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: Proceed as in "(a), Sr."

- (c) If you received a report of position out of order, proceed as in "(a)" but give the report shown in "(b)."

- f. If you do not understand the trunk assignment or receive no trunk assignment or report following your order, pass the order a second time and if necessary a third time. If you still do not understand the assignment or receive no assignment or report, or if you find that the call circuit is out of order, proceed as follows.

- (1) If there is more than one call circuit to the called office, try each in turn in an attempt to obtain an assignment. If you obtain an assignment, notify your supervisor.

SUPERVISOR: Listen in with the operator on the call circuit on which trouble was experienced to determine if the trouble is with the operator's telephone set, with the position, or with the call circuit.

If the trouble is with the call circuit, tell your operators how to dispose of calls to the called office until an emergency call circuit is put into operation. Immediately report the situation to your chief operator and when she tells you that an emergency call circuit has been put into operation, tell your operators to use it. If you are told to establish an emergency call circuit, proceed as in "3."

If the trouble is with the position equipment, vacate the position or arrange to complete calls received at this position for the office to which the call circuit is in trouble at an adjacent position until the trouble is cleared. Report the position trouble.

If the operator's set is in trouble, provide her with another set.

If the trouble is in the operator's telephone set jacks, have the operator plug into her other set of jacks, and report the condition immediately. Watch the position for a few moments until you are sure the work is progressing satisfactorily.

If, however, it is the emergency call circuit which is apparently out of service, have the operator try the regular circuit to see if it has been restored to service and if it has, tell her to pass the call over the regular circuit. Then ascertain from the chief operator if the regular circuit has been permanently restored to service.

- (2) If there is but one call circuit to the called office or if you can obtain no trunk assignment on any call circuit, proceed as for an out of order condition in "e(2)(b)" and notify your supervisor.

SUPERVISOR: Proceed as in "e(2)(a), Sr." and "f(1), Sr."

3. Establishing an emergency call circuit.

SUPERVISOR: Plug in and out several times on an idle trunk of the group with a front cord, selecting the highest numbered trunk available.

When the "B" supervisor answers, tell her that the call circuit is out of order. Then insert the emergency call circuit plug into an outgoing jack of the trunk to be used for the emergency call circuit. Notify your chief operator that the emergency call circuit has been established and tell the operators to use the emergency call circuit key on calls to the office affected.