

RINGDOWN 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?"

RINGDOWN TRUNK CONNECTIONS

This section includes connections established over ringdown trunks and toll lines,—direct, built-up, or secured over a tandem trunk.

1. **Reaching the called office and passing the order.** Select and plug into an idle trunk in the group used to reach the called office, with the front cord of the pair used in answering.
 - a. Ringdown Trunk in Out Trunk Multiple. Ring a minimum of one second and not longer than two seconds as soon as you plug in, and wait for the answer of an operator. Then pass the order as in "c."
 - b. Ringdown Trunk Reached over a Straightforward Trunk. In general be guided by Sec. 52, 1b in passing orders except as follows, and when the toll or ringdown operator answers pass the order as in "c."
 - (1) In response to a triple order tone, pass the name of the toll center through which the called place is reached, the name of the called place, or the called office name and numeral in accordance with your routing instructions.
 - (2) In response to a double order tone from the first operator, pass the called office name only.
 - (3) In response to an oral answer on the straightforward trunk, pass the order as in "(1)" or "(2)," depending on the operator reached.
 - c. Passing the Order to a Toll or Ringdown Operator. Be guided by the following general rules and wait after each order for an acknowledgment, further directions, or a report. After passing the line number, remain on the connection long enough to receive a busy, out of order, or other report from the terminating operator.
 - (1) Pass the called line number when an operator answers with the name of the called office or when she indicates that she accepts orders for numbers in the called office.
 - (2) Pass the called place name until you reach an operator who answers with that name, the name of its toll center, or the name of an office which you know accepts orders for numbers in the called office.
 - (3) When you have reached the called place, its toll center, or an office which you know accepts orders for numbers in the called office, pass the office name if different from the called place and the line number. If, however, you know that the toll center does not accept orders for numbers in the called office, continue to pass only the called place name.

Note: In passing five-digit numbers, consider the first digit as a part of the line number unless your bulletin indicates that it is an office numeral.
 - (4) When you pass an order by name, precede it by the word "calling," as "**Calling Information.**"
2. **Delay in reaching the called office or in passing the order.**
 - a. If all ringdown trunks to or in the direction of the called office are busy or if some are out of order and the remainder 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.

If you receive a report of trunks busy or "NC" or if you receive the trunks busy signal, disconnect the front cord and proceed in general as above.

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RINGDOWN TRUNK CONNECTIONS—Continued

2. Continued

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.

If the operator is receiving the trunks busy signal, proceed according to your knowledge of the situation and local directions. The operator may continue attempts to complete the call at frequent intervals for about ten minutes and then pass it to Long Distance. If it is evident, however, that there is little probability of securing a trunk in this period, you may, if locally directed to do so, tell the operator to pass the call to Long Distance after she has dismissed the calling party on the first report of delay.

- b. If you receive a report of trunks out of order or "OD," 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 an operator is slow in answering, proceed as follows.

- (1) If you established connection to a ringdown trunk and the first operator does not answer promptly, ring at ten second intervals. If you receive no answer after the third subsequent ring, split the connection, cutting out from the trunk, and establish connection for the calling party as on a new call. Hold the first trunk for an answer. If you receive no answer on the second trunk, hold it also and give a delay report as in "b." If no other trunk is available, give a delay report as in "b." Report any trunk held and notify your supervisor.

SUPERVISOR: Keep in touch with the situation as in "a, Sr." Also reach the supervisor in the office concerned and report the delay to her and arrange for the removal from service of any trunk or trunks which are out of order.

- (2) If you established connection to a ringdown trunk and the operator beyond the first intermediate office does not answer within fifteen seconds after you passed the order to the first operator, reach the intermediate operator and say, "Ag Beacon." Understand that the intermediate operator will assist you in reaching the next operator.

- (3) If you reached the ringdown trunk over a straightforward trunk, proceed as follows.

- (a) If the ringdown operator does not answer within fifteen seconds after passing the order to the tandem operator, disconnect the front cord and establish connection as on a new call. If still no answer is received, hold the trunk, give a delay report as in "b," and notify your supervisor.

SUPERVISOR: Keep in touch with the situation as in "a, Sr." Also reach the intermediate office supervisor and report the trouble, giving her the number of the outgoing trunk used. Then tell the operator to hold the trunk until she receives the reorder signal.

- (b) If the inward toll operator does not answer within ten seconds after passing the order to the toll tandem operator, proceed as in "(1)."

- d. 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, reach the distant operator and pass the order again.

- e. If there is any other delay in reaching the tandem operator or in passing the order to her, proceed as provided for such conditions in Section 52.

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RINGDOWN TRUNK CONNECTIONS—Continued

3. Reaching an operator on an established connection.

- a. When you wish to recall an operator on a direct ringdown trunk connection or the first operator on a built-up connection where you established connection to a ringdown trunk, ring on the trunk for two full seconds. If the operator does not answer in a reasonable interval, plug into another trunk in the group and ring, and when you receive an answer say, for example, "**Answer on 1-2,**" naming the first trunk. Then disconnect from the second, cut in on the first, and proceed with the call.
- b. When you wish to recall a distant operator on a built-up connection, proceed as follows.
 - (1) If you established connection to a ringdown trunk, recall the first operator as in "a" and when she answers, ask her to recall the distant operator, saying, "**Ring Beacon.**"
 - (2) If you established connection to a toll tandem trunk, ring for two seconds.
 - (3) If you established connection to a direct or tandem straightforward trunk, disconnect from the trunk and select another trunk as on a new call.

4. Disconnecting from a trunk. If the connection involves only one ringdown trunk, disconnect without ringing but if it consists of two ringdown trunks, ring before disconnecting. If, however, you are to disconnect on a slow answer call at any time other than immediately following a don't answer report from the distant operator, or you are to disconnect after receiving a report from the intercepting operator, proceed as follows. When you are supposed to ring, ring for two full seconds.

- a. **Direct Ringdown Trunk Connection or Connection to Toll Tandem Trunk.** Ring and then disconnect.
- b. **Built-Up Connection, First Trunk Ringdown.** Ring and wait for an answer. When an intermediate operator answers, say, "**Clear to Beacon**" naming the called office, and disconnect as soon as you receive an acknowledgment.
- c. **First Trunk Straightforward Other than Toll Tandem.** Follow local directions.