

TRAINING NOTES
FOR
INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE
LESSON NO. 3
DIVISION A, SECTION 5 - CUSTOMERS' SUPERVISORY SIGNALS

GENERAL

The new practice suggests the use of a number of phrases not hitherto authorized for general use. The usage made by the operating force of any one of these phrases must naturally depend on the facts as they appear to the operator. This wide latitude for action gives the operator an opportunity to personalize the service through appropriate responses to any given situation.

Paragraph 3 of Division T, Section 4, "Anticipating Supervisory Signals" ties in closely with this section and should be reviewed at this time.

No comments are made concerning paragraphs of the new practice which are identical to the old practice.

PARAGRAPH 1 - WHEN A SUPERVISORY SIGNAL FLASHES

"May I help you?" has been added as an alternate answering phrase.

PARAGRAPH 2 - BACK SUPERVISORY SIGNAL FLASHES BEFORE THE CALLED STATION ANSWERS

Provision is made for explaining to the customer the reason why a ringing signal is not heard on a particular connection or to a particular office where normally a ringing signal is not heard.

A number of new phrases are provided which may be used in response to an inquiry regarding the progress of a call.

The following phrase may be used where the customer flashes and asks what number is being rung: "We don't record local called numbers. If you will give me the number again, I will be glad to try it for you."

PARAGRAPH 3 - BACK SUPERVISORY SIGNAL FLASHES AFTER THE CALLED STATION ANSWERS

A new phrase, "Are you through with the Beacon party?" is provided to be used where a connection is established to a ringdown trunk and the calling party requests that the call be transferred to another extension or makes any other request indicating that he is at a private branch exchange and wishes to give an order to the attendant.

PARAGRAPH 4 - FRONT SUPERVISORY SIGNAL FLASHES

Three methods are specified in this paragraph covering cases where the called party is trying to make a call:

1. Where it is advisable for the customer to make his own call, say, "Will you hang up for a moment, please, and then make your call?"

2. If the line is in the local multiple, but you do not know its class of service, say "I will give you your operator."
3. If the line is in the local multiple and you know its class of service, try to complete the call.

Several new phrases are suggested to cover "bell rang" reports. If the back supervisory signal is not lighted, say "Adams 1234 called you, but they have left the telephone for a moment," or "The party who called you has left the telephone for a moment," and add, "Will you wait?". If the calling party does not return within a reasonable period, say, "They haven't returned. If you don't wish to wait, perhaps they will call you again."

PARAGRAPH 6 - BACK SUPERVISORY SIGNAL LIGHTS BEFORE THE CALLED STATION ANSWERS

A new paragraph has been added which provides for the operator to disconnect after a challenge if switchhook supervision is not received from the called station.

PARAGRAPH 12 - SWITCHBOARD EQUIPPED WITH RINGDOWN SUPERVISORY SIGNALS

This is a new paragraph which explains the operation of switchboard equipment with ringdown supervisory signals.