

TIMING CALLS

1. **General.** Timing a call comprises making a record of the connect time and the disconnect time from which the chargeable time may be determined. Accuracy in timing is, therefore, one of your most important responsibilities. In the case of interruptions to conversation, your record must also show the time the interruption was noted and the time of reconnection, so that proper allowance may be made in the elapsed time. On certain calls, you will also need to calculate the elapsed time, the chargeable time, and the charge.

2. **Connect time.** The connect time for calls handled on local switchboards, i.e., station-to-station calls, is as follows.
 - a. The time when the front cord supervisory signal indicates that the called station has answered. This practice normally applies to calls on which front cord supervision is received and which do not require announcement or other action between station answer and start of conversation, unless otherwise locally directed.
 - b. The time when you hear the called station answer. This practice applies to calls without front cord supervision and not requiring announcement or other action between station answer and start of conversation. If you are not cut in on the connection when the called station answers, take as the connect time, the time when you learn that the called station has answered.
 - c. The time when conversation begins between stations. This practice applies when action by you is required after the called station answers, such as announcing the call or getting the calling party on the line. In such cases, take as the connect time, the time when either party speaks to and receives a reply of any nature from the other party, or when it is evident that a message is being transmitted by either party speaking and continuing to talk without waiting for a response. In applying this rule, understand that the party at the calling station should be the person making the call and that if he does not answer personally when you ring, he should be given opportunity to come to the telephone before you consider that conversation has started, and any incidental remarks between the party who answered at the calling station and the party at the called station may be disregarded. If, however, any one at the calling station, even though not the original customer, says he will talk for the latter or engages the called station in a definite conversation, consider that conversation has started.

3. **Disconnect time.** The disconnect time is normally the time at which the calling party signifies that he is through with the connection. For operating purposes the disconnect time is taken as that one of the following events which occurs after conversation has started. The signal occurrences may require verification but for the sake of prompt timing of disconnects the time should be assumed as final, pending such verification as may be required.
 - a. Either supervisory signal lights.
 - b. Either supervisory signal flashes. Such a signal indicates that conversation has ceased, at least temporarily, and requires your attention.
 - c. On a connection on which you do not receive supervision from either station, you fail to receive a response to your challenge when you supervise.

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4. Time entries on ticket—double entry timing. *Double entry timing authorized for use in all offices in this Area*

a. Initial Entries.

- (1) Position Equipped with Direct Reading Clocks Such as the 1-A Clock. Enter the hours, minutes, and the fraction of a minute or the seconds as shown by the clock for the connect and the disconnect times, making use of the three divisions of the space provided. Also in the case of the connect time, enter "a" or "p" after the time if you have not already done so to show whether the time entered is "A.M." or "P.M."

Always take the reading of the clock as it was when you glanced at it, that is, if the indicator steps forward as you are reading it, use the figures which were shown just before they changed, or in the case of a continuously moving drum, take the reading as the last second that has passed the pointer.

- (2) Position Equipped with Calculagraph. Stamp the ticket at the connect time and stamp it off at the disconnect time, bearing in mind that on both operations the ticket must be inserted in the same instrument and must be placed carefully in the proper position.
- (3) Other Positions. Proceed in general as for a 1-A timer if fractions of a minute are shown. In other cases, enter the times as specified locally.

- b. Changes and Additions.** Change a time entry by drawing a line through it and making the new entry. After you have entered the connect time, if you find that it does not apply, draw a line through the first entry and make the correct one,—beside it if you write or with the position of the ticket reversed if you use a calculagraph. In such cases, use the subsequent disconnect entry with the correct entry of connect time and ignore all entries that have been crossed out. Similarly, if you enter a disconnect time and then learn that it does not apply, draw a line through it and make the new entry as above.

When conversation is interrupted and you reestablish the connection, enter the second connect and disconnect times without crossing out the first set. Make the new entries beside the old ones or in the remarks space if you write them, or reverse the ticket if you stamp them with a calculagraph.

- c. Elapsed Time.** If you are to quote the charge or determine the amount of overtime due, or if you require the elapsed time for any other use, determine it. The elapsed time is the interval between the connect and the disconnect times. Where both times are written on the ticket, make the subtraction, but when you use a calculagraph, read the interval directly from the stamp. Where there are two complete sets of time entries, the elapsed time is the sum of the two intervals but in case the first set is crossed out, as on a wrong number call, use only the second set to compute the elapsed time.

5. Time entries on ticket—single entry timing.

- a. Initial Entries.** When you observe the connect time, add the initial period to it and enter the result as the advanced time in the advanced time space if provided, otherwise in the connect space. Be guided by "4a" as regards reading the clock and use of the spaces for time entries.

On a signal permitting disconnect without challenge, read the clock but do not enter the time in the disconnect space unless it is later than the advanced time. If a signal requires challenge after you have entered the advanced time, read the clock and enter the reading in the disconnect space.

- b. Changes and Additions.** In general change a time entry by drawing a line through it and making the new entry. After you have entered an advanced time if you find that it does not apply, draw a line through the first entry and make the correct one beside it. In such cases, if you have occasion to enter a subsequent disconnect time, use it with the correct entry of advanced time and ignore all entries that have been crossed out. Similarly if you enter a disconnect time and then learn that it does not

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The timing allowances in the issue of May 1, 1940 are changed as follows:

Clocks Showing Tenths of a Minute			Clocks Reading Seconds, or Calculagraphs			Other Clocks
<u>Other Than Coin</u>			<u>Other Than Coin</u>			
All	Interstate with 3'	All Other	All	Interstate with 3'	All Other	
<u>Coin</u>	<u>Init. Per.</u>	<u>Calls</u>	<u>Coin</u>	<u>Init. Per.</u>	<u>Calls</u>	

When notification is not requested and supervision is received from either station

All other cases

.2'	.2'	.1'	15"	15"	5"
.2'	.2'	.2'	15"	15"	15"

Local rules except that on interstate calls with 3' initial period, allowance is not less than a quarter minute.

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5. Continued

apply, draw a line through it and make the correct entry beside it. If, however, an interruption is reported so that the preceding entries apply, do not cross them out, and in making subsequent entries to the right, enter the actual connect time and always enter the disconnect time.

c. **Elapsed Time.** If you are to quote the charge or if you require the elapsed time for any other purpose, determine it. If, however, you only require the overtime, determine that. Be governed by the following rules.

- (1) **No Disconnect Entry on Ticket.** The elapsed time can not be determined but it can be assumed to be not more than the initial period.
- (2) **Disconnect Entry Later Than Advanced Time.** The difference between the two time entries is the overtime. That plus the initial period gives the elapsed time, except as in "(3)."
- (3) **When Conversation has been Interrupted.** The elapsed time is determined as follows. Enter the original connect time lightly above the advanced time by subtracting the initial period from the latter. Then determine the elapsed times on the two parts of the connection and add them. If, however, the final disconnect time is not more than one minute later than the initial advanced time, this operation is unnecessary because it is evident that the chargeable time will be within the initial period.

6. Chargeable time. If you are to quote the charge or require the chargeable time for any other purpose, determine it from the elapsed time. The chargeable time is determined by deducting the proper allowances from the elapsed time and taking the next larger number of whole minutes if a part of a minute is involved.

The application of this rule is that if the fraction of a minute or the number of seconds shown is equal to or less than the proper timing allowance, the number of whole minutes of elapsed time is the chargeable time but if the fraction or the number of seconds is greater than the allowance, the chargeable time is one minute more than the number of whole minutes of elapsed time. If allowance for an interruption is to be made, deduct the allowance for it from the above result to secure the chargeable time.

The timing allowances in general use are as follows:

	Clocks Showing Tenths of a Minute		Clocks Reading Seconds or Calculagraphs		Other Clocks
	Coin	Other	Coin	Other	
When notification is not requested and supervision is received from either station	.2'	.1'	15"	5"	Local rules
In all other cases	.2'	.2'	15"	15"	Local rules

The normal allowance for interruption to conversation represented by two sets of timing entries on the ticket is one minute in addition to the above timing allowances. It does not apply on simple requests to ring back where the customer does not indicate or suggest that he was cut off.

The following examples illustrate these rules. They presume 1-A clocks.

a. **Coin Station Calling.** Elapsed time 7.3'—The .3' is greater than the .2' allowance, therefore the chargeable time is 8'.

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- b. Noncoin Common Battery Station Calling. Elapsed time 3.9'—The .9' is greater than the .1' allowance, therefore, the chargeable time is 4'.
- c. Coin Station Calling. Two elapsed time entries because of cut-off are 3.7' and 4.5'—total 8.2'. Since the .2' is equal to the .2' allowance, the normal chargeable time would have been 8'. The cut-off allowance, however, reduces it to 7'.

7. Time entries when timing device is out of order. If you notice that the clock you are using has stopped, notify your supervisor.

SUPERVISOR: Ascertain if only one clock is affected or if the clocks on several positions have stopped. If only one clock has stopped, report the trouble immediately and tell the operator to use a clock on an adjacent position or some other available timepiece. If the clocks on several positions have stopped, arrange for the operation of the emergency keys connected with the clocks affected and report the condition. If the clocks still do not operate satisfactorily, tell your operators to use a wall clock or some other available timepiece.

Obtain from the operator any tickets on which conversation was in progress at the time the trouble occurred and adjust the time entries according to the best estimate you can make of the minimum time actually talked.

8. Timing conversation terminated during a fire drill. Enter the time when you returned from the fire drill as the disconnect time on any call being timed on which disconnect occurred while you were away from your position. Compute the elapsed time and if overtime is involved refer the ticket to your supervisor.

SUPERVISOR: Deduct from the elapsed time the number of minutes the operator was absent from her position and enter the time to be charged, as for example, "10 min" in the charge space, followed by your initials.

9. Long conversations. When calculagraphs with thirty-minute dials are provided, cut in every thirty minutes and if conversation is proceeding satisfactorily, enter "Conv OK" and the time in the remarks space or on the back of the ticket unless the customer has requested you not to cut in for a justifiable reason. If locally authorized, do this regardless of the timing device employed.