

## LOCAL CALLS FROM MESSAGE RATE LINES—REGISTERED

1. **Use of sleeves to assist in charging.** Use sleeves as prescribed locally based on Div. T, Sec. 3 to distinguish between calls which will be chargeable if completed and those which are not to be registered as in Section 71.

Designate each connection with a sleeve when you acknowledge and change the designation when necessary as the call progresses. Use the system of designations locally prescribed.

2. **Registering.** Register on each chargeable local call that has been completed, being guided by Div. T, Sec. 2, 4 in operating the register key.

a. **Manual Office.** Register just before you disconnect from the calling line. If, however, the calling party gives another order and you should register the previous call, do so, then disconnect momentarily, replug, and proceed with the new call, but if the previous call does not require registration, proceed at once with the new order.

b. **Step-by-Step Office.** Register as soon as the called station answers and if successive calls are made which are chargeable, write a message rate ticket on each one after the initial registration, as in Section 6.

3. **Reverting calls.** If the call is chargeable, as soon as both parties are on the line, pick up the calling line in the answering jack or multiple with a back cord, if you do not already have it on a back cord, and hold it in that manner.

**Exception:** In step-by-step offices when you use the front cord to ring the called station, ticket the call instead of registering.

4. **Overtime.** If you have been directed to time calls which you observe have exceeded the initial period, prepare a memorandum ticket as soon as you notice such a call, noting on the back of the ticket the time at which you observed the fact. When conversation ends, enter the disconnect time above the first entry on the ticket and refer the ticket to your supervisor. In a manual office register once before disconnecting. **SUPERVISOR:** Determine the elapsed time from the entries on the back of the ticket. If the elapsed time does not exceed five minutes, scratch and file the ticket without registering. If the elapsed time exceeds five minutes, deduct five minutes from the time shown on the ticket and then proceed as follows.

a. **Manual Office.** Register once on the calling line for each five-minute period of overtime or fraction thereof. Remove and reinsert the plug in the line each time before registering. Then scratch and file the ticket.

b. **Step-by-Step Office.** Show on the face of the ticket the total number of overtime periods chargeable and file it or write a message rate ticket for each overtime period or fraction thereof and file them as locally directed.

5. **Delayed, canceled, and abandoned calls.** Do not register if the connection has not been satisfactorily terminated. If you subsequently complete the call and it is chargeable, proceed as follows.

a. **Manual Office.** Scratch and file the ticket and register in the regular way.

b. **Step-by-Step Office.** Convert the ticket into a message rate charge ticket and file it.

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- 6. Restoring connections, wrong numbers, and double connections.** A call affected by such an occurrence is not chargeable unless it is completed satisfactorily later, even though the occurrence may have been caused by the customer.
- a. If the original calling party reports a cut-off, wrong number, or double connection when you answer a line or trunk signal, or if a cut-off is reported by the calling party on a half connection, and the call was a charge call, prepare a credit ticket and designate the connection properly.
    - (1) If you restore conversation or if it is restored by another operator, scratch the ticket and do not register.
    - (2) If you give a delayed call report and are not to try to complete the call, file the credit ticket.
    - (3) If you give a delayed call report and are to try to complete the call later, use the ticket as a delayed call ticket and when the call is finally disposed of, proceed as in "(1)" or "(2)."
  - b. On an established connection if either party reports a cut-off or double connection or if the calling party reports a wrong number, proceed as follows.
    - (1) **Manual Office.** Designate the call again as uncompleted and try to reestablish the connection. If conversation is restored from the terminating end, note the calling line number, disconnect without registering, and notify your supervisor.  
**SUPERVISOR:** When the line becomes available, plug in and register a call.
    - (2) **Step-by-Step Office.** Consider the call as registered in error and proceed as in "a."
  - c. If the original called party reports a cut-off when you answer a line or trunk signal, or if a cut-off or double connection is reported by the called party when you supervise a half connection, designate the call as not chargeable and try to complete it. If a delayed call ticket is necessary, indicate on it that the call is not chargeable and when you finally dispose of the call, scratch the ticket.
- 7. Request for a better connection.** Consider the call as an uncompleted call that will be chargeable when completed and proceed as in "6b."
- 8. Intercepted calls.** An intercepted call is not chargeable and should not be registered unless subsequent events lead to its completion. On the basis of bulletin information, an intercepting operator's report, or the customer's statement that his call was intercepted, if you are to try to establish connection to a number, proceed as on a new call.
- a. If you establish connection to the intercepting operator and the front supervisory signal does not retire on her answer, proceed as on a regular call, considering it as chargeable if the front supervisory signal goes out while the calling party is still on the line.
  - b. If you establish connection to the intercepting operator and her answer retires the front supervisory signal, be guided by any report you receive, or if the intercepting operator does not recall nor the calling party hang up in a reasonable time, cut in to determine the status of the call and if you find it completed, consider the call as chargeable.
  - c. On a ringdown trunk connection, if the call is to be completed by the distant operator or an intercepting operator, do not change the charge designation until the called station answers.
- 9. Registration in error.** Whenever you find for any reason that you have registered on a line for an occurrence that is not chargeable or that you have registered on the wrong line, write a credit ticket or convert an existing ticket into a credit ticket as in Section 6. If further attempts to establish a connection are to be made, designate the connection as not chargeable, and if it subsequently becomes chargeable, scratch the credit ticket and do not register.

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## 10. Request for credit on a call dialed by the calling party or inquiry regarding such credit.

- a. If the calling party claims credit for a wrong number, cut-off, double connection, or other condition for which credit is permitted, determine if he wishes you to complete the call for him, unless he has indicated a desire for credit only.
- (1) If he wishes credit for one or more calls but no connection, obtain his number, acknowledge it, and say "I'll report it for you." Write a credit ticket and file it. If more than one credit is to be allowed, enter the total number of credits, encircled, following the word "credit" on the ticket, as for example, "Credit 2MU."
  - (2) If he wishes a call, prepare a credit ticket and proceed as in "6a." If service is not given equivalent to the total number of credits requested, write a credit ticket or convert any ticket on the call which you may have and do not otherwise require, to show the total credits still to be allowed.
- b. If the calling party inquires as to how he can obtain cancellation of a charge covering a wrong number, cut-off, or double connection on a call for a number he may dial, or as to how he should proceed in the event of such an occurrence, without making a definite request for credit as in "a," explain that the operator will take care of such cases if he will report them to her at the time they occur.

11. Register pilot fails to light within one or two seconds after the key has been depressed. Make a note of the cord used and, in a manual office, of the calling number, and disconnect without trying to register again. Notify your supervisor.

**SUPERVISOR:** Test the back cord reported by establishing connection to an official line or a special line provided for testing. Then operate the register key. See that the official line or test line is available before plugging in. In a step-by-step office do not make this test until the end of conversation.

- a. If the register pilot signal lights, assume that there is no trouble on the cord.
- (1) **Manual Office.** Test the line on which trouble was experienced by registering on it with the same cord.  
If the register pilot signal lights when you register on the line, assume that there is no trouble on the line. Write a credit ticket to cancel the charge made while testing and caution the operator to watch for similar trouble on subsequent calls from the same line.  
If the register pilot signal does not light when you register on the line, assume that the line is in trouble, place a special blue signal plug in the primary and multiple answering jacks, and report the line. When the trouble has been cleared, remove the plug.
  - (2) **Step-by-Step Office.** Caution the operator to watch for similar trouble on subsequent calls when this cord is used.
- b. If the register pilot signal does not light, test the back cord of another pair from the same position.
- (1) If the register pilot signal lights with the second cord, assume that the first cord is in trouble. Place an out of order sleeve on each plug of the pair of cords affected and report the cord.
  - (2) If the register pilot signal does not light with the second cord, test other cords to determine if there is register trouble affecting the entire position.  
If the entire position appears to be in trouble, tell the operator to write message rate tickets on all charge calls, including the connections up on the position at the time, and report the trouble. Have other operators answer as many calls as possible originating at the position in trouble, in order that the operator at this position may give the necessary attention to writing tickets.  
When the trouble has been cleared, tell the operator to resume registering, placing the proper sleeves on the register keys, and scratch the charge tickets on any connections up on the position at the time.

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**11. Continued**

- c. In manual offices, when it is necessary for operators to write message rate tickets, tell them to keep these tickets separate from other tickets, so as to facilitate the registration of calls after the trouble has been cleared. Register the calls as in "15, Sr."

**12. Register key stuck.** Disconnect the back cord and immediately report the register key and the cord to your supervisor.

**SUPERVISOR:** Try to release the key in trouble. If you are able to release the key, plug the back cord reported into an official line or a special line provided for testing and register several times in order to make sure that there is no further trouble. When testing, if the register pilot signal lights and the key operates properly, assume that there is no trouble and tell the operator that the cord may again be used.

If you are not able to release the register key, or if, when testing, the register pilot signal does not light or the key does not operate properly, place an out of order sleeve on the plug of each cord of the pair affected and report the cord to repair service.

**13. Line signal remains lighted after you plug in to answer.** Proceed in general as for this condition in Section 2, 7 but also notify your supervisor and if the signal is still lighted when you try another cord, prepare a message rate ticket as in Section 6, adding the panel and jack numbers. Do not try to register.

**SUPERVISOR:** In addition to reporting the trouble as in Sec. 2, 7a(2), Sr. if the line signal was still lighted when a second back cord was substituted for the first cord used, place a special blue signal plug in the primary and multiple answering jacks after conversation. When the trouble has been cleared, remove the plug.

**14. Writing message rate tickets when calls can not be registered.**

- a. If a call is received from a line having a special blue signal plug in the answering jack, remove the signal plug, place it in the socket of the cord used in answering, establish connection, and designate the connection so you will not register on it. If the call is one which would be registered if completed, write a message rate ticket as in Section 6, adding the panel and jack numbers. If you complete the call, file the ticket but do not register. If you do not complete the call, scratch and file the ticket. After disconnecting, immediately reinsert the signal plug in the answering jack.
- b. If your supervisor tells you to write a message rate ticket for each call that would ordinarily be registered, proceed as in "a" and do not try to register any calls until notified that you may do so.

**15. Registering in a manual office for charge tickets written while a line or position is in trouble.**

**SUPERVISOR:** When the trouble has been cleared, register once on the line or lines designated for each ticket that has been written and scratch each ticket immediately after registering.

If there is overtime shown on any ticket, register for the overtime as in "4, Sr. a."

Remove and reinsert the plug in the answering jack after each registration if there are more calls than one to be registered on the same line.

Do not register on a line while it is busy.