

TRAINING NOTES

FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

LESSON NO. 9

DIVISION A, SEC. 72, LOCAL CALLS FROM MESSAGE RATE LINES - REGISTERED

GENERAL

It will be noted that in a number of cases throughout this section, tickets formerly canceled will be scratched. For further information on canceling and scratching tickets, please refer to Division A, Section 6, Paragraphs 11 and 12.

PARAGRAPH 1. USE OF SLEEVES

Specific instructions for the use of sleeves have been omitted from this section and will be found in Division T, Section 3.

PARAGRAPH 2. REGISTERING

For the proper manipulation of register keys refer to Division T, Section 2, Paragraph 4.

PARAGRAPH 4. OVERTIME

This paragraph has been added to provide instructions for handling message rate calls that are timed. This practice is to be used only where locally directed.

PARAGRAPH 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.

PARAGRAPH 8. INTERCEPTING CALLS

This paragraph clarifies the handling of calls that are intercepted and should be reviewed with all operators. If properly understood and applied it will eliminate the possibility of overcharging or undercharging the customer.

PARAGRAPH 10. REQUEST FOR CREDIT ON A CALL DIALED BY THE CALLING PARTY OR INQUIRY REGARDING SUCH CREDIT.

This is a new paragraph involving requests for credit from dial customers and provides the procedure necessary for making out credit tickets.

PARAGRAPH 11. REGISTER PILOT FAILS TO LIGHT WITHIN ONE OR TWO SECONDS AFTER THE KEY HAS BEEN DEPRESSED.

Emphasis is placed on correcting trouble by having the operator make a note of the cord used, and in a manual office of the calling number also.

PARAGRAPH 13. LINE SIGNAL REMAINS LIGHTED AFTER YOU PLUG IN TO ANSWER.

If the line signal remains lighted when you try another cord, prepare a message rate ticket, adding the panel and jack numbers. Do not attempt to register.

PARAGRAPH 14. WRITING MESSAGE RATE TICKETS WHEN CALLS CANNOT BE REGISTERED.

If the call is one which would be registered if completed, write a message rate ticket, adding the panel and jack.