

## LOCAL CALLS FROM MESSAGE RATE LINES—TICKETED

1. **Ticket record required.** Write a message rate ticket on the receipt of the order on all local calls which will be chargeable if completed as defined in Section 71, and on such other calls as are locally specified. The preparation of the ticket is covered in Section 6 and the overlapping of ticket writing with operating is discussed in Division T, Sections 6 and 25. The process of obtaining the calling number or station designation is described in Section 16.

Associate the ticket with the cord pair until the called station answers, then file it. If, however, you are directed to time local calls from station answer, retain the ticket and time it as directed.

2. **Overtime.** If you are locally directed to time calls which you observe have exceeded the initial period, as soon as you notice such a call, secure the ticket and enter on the back the time at which you observed the fact. When conversation ends, enter the disconnect time above your first entry and refer the ticket to your supervisor. If, however, you are unable to locate the ticket, write a new ticket if you know the calling number and station designation. Otherwise take no action.

**SUPERVISOR:** Determine the elapsed time from the entries on the back of the ticket. If the elapsed time does not exceed five minutes, file the ticket if it is the original, otherwise scratch it. If the elapsed time exceeds five minutes, deduct five minutes from the time shown on the ticket and then show on the face of the ticket the total number of overtime periods chargeable, or write a message rate ticket for each overtime period or fraction thereof as locally directed. In the latter case, note on the back of the original ticket the number of additional tickets written to cover the overtime, and your initials.

3. **Successive calls from the same party without his hanging up.** If the preceding call was completed, write a new ticket on the new order if required.

If the preceding call was not completed, you may use the same ticket if it applies or can be corrected as in Section 6. If the new order does not require a ticket or if the old ticket can not be used, cancel or scratch the ticket as in Section 6, 11 or 12.

Request the calling number or station designation on each call unless the calling party volunteers it or unless you are certain it is the same party.

4. **Delayed, canceled, and abandoned calls.** If you are not to make further attempts to complete the call, cancel or scratch the ticket as in Section 6, 11 or 12 and file it, unless you are to use it as in "3." If you are to try to complete the call convert the ticket into a delayed call ticket as in Section 6.

5. **Restoring connections, wrong numbers, double connections, and requests for a better connection.** 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 ticket is readily available, secure it and use it as though the connection had not been established yet.

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**5. Continued**

- b. If you can not readily secure the original ticket, proceed as follows.
- (1) If the original calling party reports the occurrence, prepare a credit ticket and try to reestablish the connection.
    - (a) If you restore conversation or if it is restored by another operator, scratch the ticket.
    - (b) If you give a delayed call report or can not secure an acceptable connection and are not to try to complete the call, file the credit ticket.
    - (c) If you give a delayed call report or are unable to secure an acceptable connection and are to try to complete the call, use the credit ticket as a delayed call ticket. When you dispose of the call, scratch or file the credit ticket as in "(a)" or "(b)."
  - (2) If the original called party reports the occurrence, do not write a ticket unless a delayed call ticket is required, in which case enter the proper code for the condition and when you dispose of the call, scratch the ticket.

**6. Intercepted calls.** An intercepted call is not chargeable unless subsequent events lead to its completion.

- a. If you give the report to the calling party and have started a ticket, cancel it unless it can be used for connection to a new number as in "3."
- b. 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, canceling the ticket unless it is used for connection to a new number as in "3," or filing it as a charge ticket if the front signal goes out while the calling party is still on the line.
- c. 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 operator does not recall nor the calling party disconnect in a reasonable time, cut in to determine the status of the call and if you find it completed, consider the call as chargeable.
- d. On a trunked connection if you receive a report from an intercepting operator or the calling party indicates that his call is intercepted, proceed as follows.
  - (1) If the original ticket is readily available, cancel it unless it can be used for connection to a number as in "3."
  - (2) If the original ticket is not readily available, prepare a credit ticket covering the call that was intercepted. If no attempt to complete is to be made or if the new call requires an "A" board toll ticket, file the credit ticket. If, however, you are to try to complete to a local number, use the credit ticket until the call is disposed of, then scratch it or file it as a credit ticket according to the disposition made of the call.

**7. 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. When 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)."

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7. Continued

- (2) If he wishes a call, prepare a credit ticket and proceed as in "5b(1)." 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.