

TRAINING NOTES

FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

LESSON NO. 10

DIVISION A, SECTION 73, LOCAL CALLS FROM MESSAGE RATE LINES - TICKETED

PARAGRAPH 2. OVERTIME

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

PARAGRAPH 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.

PARAGRAPH 6. INTERCEPTED CALLS.

The handling of intercepted calls is clarified and elaborated on in this paragraph and should be carefully reviewed.

PARAGRAPH 7. REQUEST FOR CREDIT ON A CALL DIALED BY THE CALLING PARTY OR INQUIRY REGARDING SUCH CREDIT

This paragraph coincides with paragraph 10 of Section 72. It is a new paragraph and provides the procedure necessary for handling requests for credit on calls dialed by the calling party.