

CALLS FROM PREPAYMENT COIN LINES

This section includes collecting procedures on both local and "A" board toll calls. Modifications for collecting on station answer in certain step-by-step offices are given in Section 75.

1. Use of sleeves to assist in charging. Use sleeves as prescribed locally, based on Div. T, Sec. 3, to distinguish between calls which are chargeable if completed and those which do not require a deposit 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. Disposing of coin when no deposit is required. If the call is one of those listed in Section 71 as not requiring a deposit, return the deposit as soon as you acknowledge the order. If, however, you are to connect the calling party with another employee in connection with further attempts to complete a call, hold the coin in suspense pending subsequent developments.

3. Determining deposit by coin signals. Whenever you request a deposit, be guided by the signals made by the different denominations of coins as they are deposited, to determine the amount secured.

4. Deposit for the initial period. Whenever the customer's order represents a call which will be chargeable if completed as defined in Section 71, ascertain the rate if necessary and then secure the deposit and advance the call as described below.

a. Local Call. Assume that five cents has been deposited unless otherwise stated by the calling party or otherwise locally directed, and proceed at once to establish connection. If you have been directed to time local calls, note the time the called station answers, prepare an "nfy" memorandum for that time plus the initial period, and associate it with the cord pair used.

b. "A" Board Toll Call—Securing Deposit in Advance. Use this method except on calls for which the method in "c" has been authorized.

(1) If the initial rate is five cents, assume that this amount has been deposited unless it is otherwise stated by the calling party or you are otherwise locally directed, and proceed at once to establish connection.

If the initial rate is more than five cents, return the original deposit and then request a deposit of the charge for the initial period, saying for example, "**Twenty cents, please?**" If the initial period is less than five minutes, include it in the request, as "**Thirty cents for three minutes, please?**" Be careful to use the rate applying at the time of completion on a call to a point having reduced night and Sunday rates.

(2) Record the coins you hear deposited as in Sec. 6, 8.

(a) When the correct deposit has been made, acknowledge and establish connection.

(b) If correct deposit is not made, proceed as for a condition of no coin or incorrect coin signals in "27 or 28."

(3) If the call is completed, determine from the connect time and the initial period the proper nfy time, and enter it on the ticket.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

4. Continued

- c. "A" Board Toll Call—Securing Deposit on Station Answer. Use this method only on calls for which it has been authorized.

Return the original deposit and reach the called station, using split cord operation unless locally directed not to, and watch closely for the answer of the called station particularly in the latter case. When the called station answers verify it, then if it is the correct station, establish connection and request the deposit in the hearing of both parties, proceeding as in "b."

5. Collecting deposit when no overtime is due. Collect as follows on all completed calls that are marked as chargeable.

- a. When the back supervisory signal lights, regardless of the front signal, collect and then disconnect the back cord.
- b. When only the front supervisory signal lights, supervise and then collect before disconnecting either cord unless the calling party reports some difficulty on the connection such as a cut-off, wrong number, etc.

6. Securing and collecting deposit for overtime on local calls.

- a. If you have a memorandum with an nfy time on it, at the nfy time shown on the memorandum, collect the initial deposit, and announce for example, "**Five cents, please, for the next five minutes.**" If, however, you are locally directed to do so, collect overtime as on an "A" board toll call in "7."

- (1) If the deposit is made, allow conversation to proceed and enter the time at which the overtime period will expire as a new nfy time. At the end of each overtime period, collect and secure an additional deposit and enter the next nfy time.
- (2) If the calling party hangs up without making the deposit and the called party has not hung up, excuse the call to the called party.
- (3) If the deposit is not made and the calling party does not hang up but proceeds with conversation, allow it to continue about thirty seconds and then request the deposit again. If still no deposit is made, split the connection and say to the calling party, "**I beg your pardon. Five cents, please, for the next five minutes**" or "**If you wish to continue talking, deposit five cents for the next five minutes, please.**"
 - (a) If the deposit is made, reestablish connection and proceed as in "(1)." When you reestablish connection if you find that the called party has hung up, explain the situation to the calling party and proceed in accordance with any request he may make.
 - (b) If the correct deposit is not made within a few seconds and the calling party does not hang up, if necessary proceed in general as in "26b," "27," or "28."
- (4) If the calling party indicates that he merely wishes to terminate his conversation, say, "**All right, sir,**" cut out, and proceed as in "(3)."
- (5) If the calling party says he will deposit the overtime at the end of conversation, say, "**All right, sir. Signal when through, please?**" Draw lines through previous time entries on the memorandum, enter the time when conversation is resumed, and collect at the end of conversation as in "7."
- (6) If the calling or called party asks that the overtime be charged to the called station, refer the case to your supervisor.

SUPERVISOR: Explain that it is not customary to accept such a request on local calls and that if the called party wishes to pay for the overtime it will be necessary for both parties to hang up and for the called party to call the calling station.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

6. Continued

b. If it is not the practice in your office to make an nfy memorandum initially but you are directed to time calls which you observe have exceeded the initial period, note the time on the switchboard clock as soon as you notice such a call, determine the time at which the next overtime period will expire, and make an nfy memorandum on the back of a ticket. Associate the memorandum with the cord pair used and then proceed as in "a."

7. **Securing and collecting deposit for overtime on "A" board toll calls.** At the nfy time shown on the ticket collect the initial deposit unless you have been directed not to collect until end of conversation, and announce for example, "Your five minutes are up" or "You've talked for five minutes," adding "Signal when through, please?" If, however, considerable time has elapsed since the expiration of the initial period, say for example, "There's a charge for overtime," or "You are talking on an overtime period now," adding "Signal when through, please?" If you are directed not to collect until the end of conversation, always collect before requesting overtime.

a. If conversation continues after you have announced the expiration of the initial period, watch the connection and as soon as you observe that conversation has ended, proceed as follows.

(1) If the calling party has not hung up, cut in and say, "One moment, please?" Immediately compute and enter the charge due for overtime as in Sections 6 and 7.

(a) If the calling party is still at the telephone, say for example, "Ten cents, please, for overtime?" Then proceed as follows, recording such coins as you hear deposited.

[1] If the correct deposit is made, collect it and file the ticket.

[2] If the calling party hangs up without depositing any of the amount due or after depositing only part of the amount due, collect any deposit made and immediately ring back the calling station and request the amount due.

If you secure it, collect it and file the ticket.

If you do not secure it or if you secure only part of the amount due, collect any deposit made and note the shortage. If you are so directed, refer the ticket to your supervisor.

SUPERVISOR: If the amount uncollected is sufficient to justify doing so, reach the calling station and try to secure the name and address of the calling party from the person answering the telephone. If the information can not be obtained from the calling station and the amount involved is sufficient to justify, reach the called station and try to obtain the desired information. Tell the person at the called station, if necessary, that the information is desired in connection with a call from a coin station but do not tell him that you wish the information in order to obtain uncollected charges for overtime. Do not ask the called station to accept the charge. **"Shortage 25¢ - Bill to J.Doe, 16 Smith Street, Adams, N.Y."**

If you obtain the calling party's name and address, write "over" in the charge space and note on the back, for example, "Bill 25¢ to J. Doe, 16 Smith Street, Adams, N. Y." with your initials. Refer the ticket to your chief operator.

If you can not obtain the calling party's name and address, write "over" in the charge space and note on the back the reason why the charge was uncollected with your initials.

[3] If the calling party deposits only part of the amount due and does not hang up, proceed as for a partial deposit in "28a."

[4] If the calling or called party asks that the overtime be charged to the called station, say, "All right, sir." Draw a line through the overtime due and refer the ticket to your supervisor.

SUPERVISOR: If the called party is on the line, write "over" in the charge space and on the back of the ticket write, for example, "Bill 10¢ to Beacon 5678" with your initials. Refer the ticket to your chief operator. **"Shortage 10¢ - Bill to Beacon 5678."**

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

7. Continued

If the called party is not on the line, reach the called station, obtain acceptance, and then make entries on the ticket as above. If you do not obtain acceptance, try to secure the overtime from the calling party. If you do not secure the overtime, write "over" in the charge space on the ticket and record a brief explanation with your initials on the back of the ticket. Refer the ticket to your chief operator.

- [5] If the calling party asks to have the overtime charged to a third telephone, draw a line through the overtime due and refer the case to your supervisor.

SUPERVISOR: Hold the calling party and proceed in general as for the same condition in Section 103. In addition, obtain and note on the ticket the calling party's address as well as his name, and if you obtain an acceptance from the third telephone note the fact on the ticket as in "[4], Sr." If you do not obtain an acceptance, explain the situation to the calling party and try to secure the overtime from him, proceeding for this condition as in "[4], Sr."

Exception: If the amount to be collected exceeds \$2.00 or any other amount locally specified, secure the deposit by saying for example, "The overtime is \$2.50. Deposit \$2.00, please, and then wait until I tell you to deposit more." When this deposit is made, collect, and then request the remainder in amounts not exceeding the specified limit at a time.

- (b) If the calling party has hung up in the meantime, proceed as in "(2)."

- (2) If the calling party has hung up, immediately ring back the calling station, meanwhile computing the charge. When the calling station answers, say, "There's a charge for overtime" and add "Ten cents, please?" or "One moment, please?" depending upon whether or not you have finished computing the charge when he answers. Then proceed as in "(1)(a)."

- b. If the calling party hangs up when you announce the expiration of the initial period and the called party remains at the telephone, excuse the call to the called party.

If the called party then requests connection with the calling party, say, "I will try to get them for you. One moment, please?" Ring back the calling station.

- (1) If the calling station answers, split the connection if you have not already done so and say to the calling party, "Beacon 5678 says he has not finished talking. Shall I connect you again?"

(a) If the calling party accepts your offer, tell him there will be a charge for overtime and ask him to signal when through. If he does not object, establish connection, start conversation, and then watch for the end of conversation as in "a." If he refuses to pay, proceed as in "(b)."

(b) If he does not accept your offer, say, "All right, sir" and disconnect from his line. Then say to the called party, "Your party says he has finished." If the called party still desires to be connected, say "Your party has left the telephone. It's a coin box but if you call the number you may get him," or if he offers to pay for the call, say, "Will you hang up for a moment, please, and then call Adams 1234?" and then disconnect.

(c) If you can not locate the calling party, say to the called party, "I am sorry, the person who called you is not there now" and then disconnect.

- (2) If the calling station does not answer within a minute, give a don't answer report and then disconnect.

- c. If the calling or called party asks that the overtime be charged to the called station, permit the conversation to continue but notify your supervisor at once and at the end of conversation refer the ticket to her.

SUPERVISOR: Arrange for the billing as in "a(1)(a)[4], Sr."

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

8. Acknowledging a deposit. Whenever a deposit is made at your request, acknowledge its receipt by saying "Thank you" before proceeding with the call.

Where you request a deposit immediately after receiving the order, acknowledge both the order and the receipt of the deposit with but one "Thank you," after receiving the deposit.

9. Calling party asks to have the charge on an "A" board toll call transferred to a third telephone. Return the deposit and refer the case to your supervisor but do not attempt to complete the call until she advises you to do so.

SUPERVISOR: Hold the calling party and proceed in general as for the same request on an "A" board toll call in Section 103, but do not tell the operator to proceed with the call until you have completed your attempt to obtain acceptance.

- a. If the station to which it is desired to transfer the charge is reached and will accept the charge, tell the operator to proceed with the call and not to make any collection from the calling station. If, however, that station will not accept the charge, advise the calling party accordingly and if he wishes connection and will pay for the call, tell the operator to secure the deposit in the regular way.
- b. When trying to reach the station to which it is desired to transfer the charge, if you find that that station is disconnected or that the number is vacant, or if the station is a coin station, advise the calling party accordingly.

10. Successive calls from the same party without his hanging up.

- a. If collection is due on the first call, collect the deposit or secure and collect any overtime due. Then proceed with the second order as on a new call.
- b. If the first call is designated as chargeable but was not completed, proceed as follows.
 - (1) If the new call requires the same deposit, retain the original deposit and proceed from that point as on a new call.
If the new call requires a different deposit, return the original deposit, secure the proper deposit, and then proceed as on a new call.
 - (2) If the new call is not chargeable, return the deposit, designate the call accordingly, and proceed without requesting a deposit.
- c. If the first call is designated as not chargeable, proceed with the second order as on a new call, but since the previous deposit was returned, it will be necessary for you to secure the deposit if the new call is chargeable.

11. Delayed, canceled, and abandoned calls.

- a. If the called line is busy, proceed as follows.
 - (1) Local Multiple Connection. If your position is not provided with busy back jacks, return the deposit and give the busy report immediately. Otherwise cut out, plug into a busy back jack, and return the deposit.
 - (2) Trunked Connection. Return the deposit as soon as you observe the busy signal or hear a busy report.
- b. If the called station does not answer, if the called line is out of order, or if no circuits are available, return the deposit before giving a report.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

11. Continued

- c. If for any reason the calling party abandons or cancels his call before it is completed, return the deposit when he hangs up or indicates he does not wish you to continue ringing. If he cancels his call by calling another number, proceed as in "10."
- d. If the call is an "A" board toll call which you are to try to complete voluntarily, in giving a delayed call report qualify it by adding "...if you will be at this telephone." If, however, the calling party hangs up before you give a report, make no further attempts to complete the call.
- e. When you are ready to make a subsequent attempt on a call, if the calling station is a public station, reach the calling station and try to locate the calling party. If he is waiting for his call, ask him to hold the line while you make the attempt, then secure the deposit for the initial period and try to reach the called station in the regular way. In requesting the deposit if the rate period has changed since your previous attempt on the call, say for example, "**The night rate is now in effect. Thirty-five cents, please?**"
- f. On an "A" board toll call if the calling party asks to have his call completed from another telephone, return the deposit if it has not been returned and refer the case to your supervisor.
SUPERVISOR: Proceed in general as for this condition on "A" board toll calls in Section 103. The charge will be billed to the station from which the call is to be completed, unless the calling party arranges for transfer of the charge to a different telephone.
- g. If the calling station is in a dial office not provided with delayed call trunks on which you can collect or return, do not offer to complete delayed calls and do not make subsequent attempts on them. If the calling party asks you to call him, say, "**Will you call the number a little later, please?**" If the calling party insists on being called, refer the case to your supervisor.
SUPERVISOR: Offer to make another attempt to complete the call while the calling party holds the line, explaining that you can not complete the call for him by calling him back. If he is still not satisfied, tell him that if he will remain near the telephone you will transfer his call to Long Distance who will complete it for him. If he accepts, pass the details of the call to the Long Distance supervisor and scratch any ticket written on the call.

12. Restoring connections. Make no charge on a call affected by a cut-off unless connection is reestablished satisfactorily. If the cut-off is momentary, disregard the interruption to conversation in timing the call. The following procedures apply only to appreciable interruptions to conversation.

- a. If a cut-off is reported by the original calling party when you answer a line or trunk signal, return the deposit and designate the call for adjustment of the charge.
 - (1) If you restore conversation, proceed as follows, removing the adjustment designation when it no longer applies.
 - (a) Local Call. Consider the time at which you reestablish the connection as the start of conversation and proceed in regard to overtime as in "6."
 - (b) "A" Board Toll Call. Proceed as follows after entering the new connect time on the ticket.
 - [1] If you have the original ticket, determine the elapsed time of conversation prior to the cut-off. If the initial period has not expired, enter the adjusted nfy time on the ticket as in Sec. 6, 6. Then proceed as in "7" in regard to announcing the end of the initial period and collecting for overtime.
 - If the initial period has expired, proceed as in "7" regarding collecting overtime, making allowance for the cut-off as in Section 7.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

12. Continued

[2] If you have written a new ticket, notify your supervisor.

If your supervisor gives you the original ticket on the call before an initial period timed from the new connect time expires and conversation is still in progress, proceed as in "[1]."

If you do not obtain the original ticket on the call by the time an initial period timed from the new connect time expires and conversation is still in progress, announce the expiration of this initial period in the regular way. At the end of conversation secure and collect overtime as in "7" and refer the ticket to your supervisor.

If conversation ends before you obtain the original ticket and you have not announced the expiration of an initial period, disconnect without attempting to secure a deposit.

SUPERVISOR: Try to locate the original ticket and if you find it, combine the two tickets as in Sec. 6, 14. If conversation is still in progress, give the original to the operator at once to use in determining elapsed time.

If you do not locate the original ticket and no collection is shown on the new ticket, scratch and file it. If a collection is shown on the new ticket, write "over" in the charge space and note on the back "Overtime on cut-off (double connection)" with your initials.

(2) If you give a delayed call report, proceed as follows but in giving a promise to call, qualify it by adding, ". . . if you will be at this telephone."

(a) If the calling party cancels the call, refer the case to your supervisor for a refund.

SUPERVISOR: See refund practice in "30."

(b) If the calling party does not cancel the call, in addition to the delayed call entries on the ticket, enter "clg cto" in the remarks space and in making later attempts to complete the call, designate it for adjustment of the charge. If you complete the call proceed as in "(1)." If you do not complete the call, refer the case to your supervisor for a refund. In either case, on a local call scratch the delayed call ticket.

SUPERVISOR: See refund practice in "30."

b. If a cut-off is reported by the calling party when you supervise a half connection on which you are holding the calling line, proceed as for a similar report on a line signal in "a(1) or (2)."

c. If a cut-off is reported by the calling party on an established connection and the call is chargeable if completed, designate it as not yet completed.

(1) If you restore conversation, proceed as follows.

(a) Local Call. Consider the time at which you reestablish the connection as the start of conversation and proceed in regard to overtime as in "6." If, however, you are locally directed to do so, determine the adjusted nfy time as in "(b)" and use it in determining the next overtime announcement.

(b) "A" Board Toll Call. After entering the new connect time on the ticket, proceed regarding timing and announcing overtime as in "a(1)(b)[1]," collecting the initial deposit when you announce the expiration of the initial period.

(2) If you do not restore conversation, return the deposit. If you have promised to call the calling party and he does not cancel the call, in addition to the delayed call entries on the ticket enter "clg cto" in the remarks space and cancel the charge and coin entries. If you complete the call later, request the deposit in the regular way and proceed as for restoration of conversation in "a(1)."

On a call from a public station, in voluntarily promising to call the calling party, say for example, "I will call you in a few (in about twenty) minutes if you will be at this telephone."

(3) If conversation is restored from the terminating end, disconnect without disposing of the deposit and notify your supervisor.

SUPERVISOR: As soon as the line is free, plug in and collect the deposit.

CALLS FROM PREPAYMENT COIN LINES—Continued

12. Continued

- d. If a cut-off is reported by the original called party when you answer a line signal, return the deposit and designate the call as not chargeable.
- (1) If you restore conversation take no further action in regard to deposits.
 - (2) If you give a delayed call report and promise to call the called party, in addition to the delayed call entries on the ticket, enter "cld cto" in the remarks space, and in making later attempts to complete the call designate the call as not chargeable and take no action in regard to deposits. When you finally dispose of the call, whether or not you complete it, scratch the ticket.
- e. If a cut-off is reported by the called party when you supervise a half connection on which you are holding the called line, designate the call for adjustment of the charge and if you restore conversation proceed as in "a(1)."
- f. If a cut-off is reported by the called party when both cords are still up on your position, collect the deposit before restoring the connection, designate the call for adjustment of the charge, and if you restore conversation proceed as in "a(1)."

Note: If, in "e" or "f," you must reach the calling station in a dial office not provided with delayed call trunks on which you can collect or return coins, designate the call as not chargeable and do not try to collect for the restored conversation.

13. Wrong number calls. Make no charge for a connection to a wrong number discovered by or reported to you, even though the wrong number was reached through error of the calling party.

- a. If a wrong number is reported on an established connection and the call is chargeable if completed, designate it as not yet completed. If you complete the call, proceed in the regular way, correcting the nfy time if necessary.
- b. When you answer a line or trunk signal and the calling party reports that he reached a wrong number, return the deposit, designate the call for adjustment of the charge, and try to establish connection.
 - (1) If you complete the call, allow an initial period and then secure and collect overtime as in "6" or "7," removing any adjustment designation if necessary when you announce the end of the initial period.
 - (2) If you do not complete the call, refer the case to your supervisor for refund. If, however, you give a delayed call report and you are to make subsequent attempts to complete the call, in addition to the delayed call entries on the ticket enter "clg wno" in the remarks space and in making later attempts to complete the call designate it for adjustment of the charge if necessary. If you complete the call proceed as in "(1)." If you do not complete the call refer the case to your supervisor for a refund. In either case, on a local call, scratch the ticket.
SUPERVISOR: See refund practice in "30."

14. Double connections. Make no charge on a call affected by a double connection unless the call is completed satisfactorily following the occurrence.

If a double connection is reported on an established connection or when you answer a trunk or line signal, proceed as in "12c" or "12a" respectively, entering "clg dbl" on the ticket instead of "clg cto."

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

15. Request for better connection. If the call is chargeable if completed, designate it as not yet completed.

- a. If you secure a satisfactory connection, proceed as for the same condition on a cut-off report in "12c(1)," but make more than the usual allowance for the interruption if you think it warranted.
- b. If the connection can not be made sufficiently clear to enable the customers to continue their conversation, return the deposit.

16. Modified treatment of service difficulties where specifically authorized. Where specifically authorized by the General Traffic Manager, the practices in "12" to "15," inclusive, and in "26" are modified to provide that in those cases where a service difficulty is reported when you answer a line or trunk signal or in case of certain other claims, you charge for the call and arrange for a refund on request at the end of conversation.

- a. When the calling party indicates that he expects or wishes you to try to establish a connection, secure deposit as on a new call.
 - (1) If the calling party questions this procedure, explain that if he will signal when through you will arrange a refund, adding if necessary that you are required to secure deposit on each call you attempt to complete but that he can always have the refund mailed to him. Phrases such as the following suggest how you may apply this method.

"If you will signal when through I'll be glad to arrange the refund."

"We only charge for completed calls, but we are required to secure deposit on each call we try to complete. When you're through talking, I'll arrange a refund on the other call."

"We'll mail any refund that is due if you will give me your name and address when you've finished your call."

If he is still not satisfied refer him to your supervisor. If he accepts your explanation proceed as in "(3)."

SUPERVISOR: Explain that it will be necessary to pay for the call he requests but that you will be glad to arrange a refund of the money previously collected on the uncompleted call. Emphasize the fact that if he will give you his name and address, you will be glad to arrange to refund any amount that was involved. Point out if necessary that it has become necessary to follow the practice of securing the deposit on each connection established, but that the refund arrangement will return his lost coins to him.

- (2) If the calling party claims he has no more suitable change, refer him to your supervisor.

SUPERVISOR: In general try to ascertain if the customer can secure the necessary change, but be guided by his remarks, and understand that occasional cases may arise where a strict adherence to the practice of collecting for the new connection may seriously inconvenience him. When in your judgment this is the case, tell the operator to return any deposit that has been made and try to establish connection without deposit.
- (3) If the calling party makes no objections and on an "A" board toll call deposits the amount requested, explain that you will arrange a refund, saying for example, **"If you will signal when through I'll be glad to arrange a refund on your other call."** Then establish connection and time it as on a new call. If you write a ticket on the call, make a note on it, "Refund due 10¢," otherwise prepare a memorandum showing the calling number if you have it, the called number, and the note "Refund due 10¢" and associate it with the cord pair used. The amount of refund due is the amount claimed by the customer, generally the initial period on the call affected.

CALLS FROM PREPAYMENT COIN LINES—Continued

16. Continued

- b. When the calling party flashes or when you cut in at the end of conversation to collect overtime, secure any overtime due, if necessary repeating the explanation of the practice as in "a(1)," and then obtain the calling party's name and address, verifying any details of which you are uncertain and reading them back to the calling party. Record the name and address on the memorandum or on the back of the ticket as you obtain them, then acknowledge by saying for example, **"Thank you. The money will be mailed to you at this address."** Give the details to your supervisor.
SUPERVISOR: Arrange for a refund as in "30."
- c. If the calling party does not request the refund at the end of conversation, draw a line through the refund note and dispose of the ticket or memorandum in the regular way.

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

- a. If you give a report to the calling party without establishing connection to the intercepting operator, proceed as follows.
- (1) If you are not to establish connection to a number, return any deposit before disconnecting.
 - (2) If you are to establish connection to a number, proceed as on successive calls from the same party in "10b or c."
- b. If you establish connection to the intercepting operator and the front supervisory signal does not retire on her answer, proceed as follows.
- (1) If you receive a report from the intercepting operator or a request from the calling party and you are to establish connection to a number, proceed as on successive calls in "10b or c."
 - (2) If the calling party hangs up or if you receive a report from the intercepting operator and you are not to establish connection to a number, return the deposit before disconnecting.
 - (3) If the calling party does not hang up and the front supervisory signal goes out, proceed as on a regular completed call.
- c. If you establish connection to the intercepting operator and her answer retires the front supervisory signal, proceed as follows.
- (1) If you receive a report from the intercepting operator or a request from the calling party and you are to establish connection to a number, proceed as on successive calls in "10b or c."
 - (2) If you receive a report from the intercepting operator and you are not to establish connection to a number, return the deposit before disconnecting.
 - (3) 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 any trunked connection, proceed as in "c(1) or (2)."

18. Long Distance calls. Return the deposit and pass details as in Section 105. In addition if you are a ringdown tributary operator and Long Distance asks you to secure, collect, or return a deposit, proceed as in Division C.

19. Request for the rate to a point or the charge on a call. Proceed in the regular way as in Section 106, except that when the rate is requested on a local call, say, **"Five cents for five minutes"** or merely **"Five cents,"** depending on the tariffs for your office.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

20. Handling telegram calls and collecting telegram charges. Proceed as in Section 107.
21. Coin pilot signal fails to light when you operate a coin key after the calling party has hung up.
- a. Connection Established from an Answering Jack. Disconnect and observe the line signal.
- (1) Line Signal does not Relight Immediately. Report the condition.
- (2) Line Signal Relights Immediately. Plug another cord into the jack and attempt to collect or return.
- (a) Coin Pilot Signal Lights. Disconnect and if the line signal remains out, report the first cord pair used to your supervisor.
SUPERVISOR: Test the first back cord used by establishing connection to the central office coin telephone and operating the collect or return key once only. If the coin pilot signal lights, assume that there is no trouble on the cord. Caution the operator, however, to watch for similar trouble on subsequent calls when this cord is used. If the coin pilot signal does not light, place an out of order sleeve on each plug of the pair and report the trouble, as "Position 2-5, cord 1-2. No collect (return) signal."
- (b) Coin Pilot Signal Again Fails to Light. Hold the line and report the condition to your supervisor, including the numbers of both cord pairs used.
SUPERVISOR: If only the calling party is at the telephone or if both parties have hung up, try to collect or return, using the back cord of a pair on an adjacent position. If, however, conversation is in progress, do not make the test until conversation is ended.
If you receive the coin pilot signal, watch the position on which the trouble was experienced for cord or position trouble. If it is apparent that the entire position is in trouble, arrange to have the calls handled as far as possible by the operators at adjacent positions. Report the trouble and advise your chief operator of the condition.
If you receive no coin pilot signal, it may indicate trouble in collecting or returning affecting several positions. If you find, however, that trouble is not being experienced in collecting or returning on other lines, tell the operator to hold the line and to report a permanent signal. If there is trouble on other positions, report the matter and notify your chief operator.
- Note:** In step-by-step offices if the calling party is not on the line, do not disconnect from the trunk but proceed as in "b."
- b. Connection Established by Reaching the Calling Station over a Trunk. Do not disconnect but operate the proper coin key again, and if you still do not receive a pilot signal report the condition to your supervisor.
SUPERVISOR: Proceed as in "a(2)(b), Sr." being careful to secure the trunk in a multiple appearance before disconnecting the cord pair originally used.
22. Coin pilot signal fails to light when you collect with the calling party on the line.
- a. In the case of overtime, permit conversation to continue, securing overtime deposit in the regular way. At the end of conversation, again try to collect, and if still unsuccessful change the back cord, and try to collect again. If the line signal does not light when you remove the plug, report the condition. If it lights, proceed as in "21a(2)(a)."
- b. If the calling party is making successive calls, change the back cord and again try to collect. Then proceed with the new call and when you receive a disconnect signal on it, make the check in "21a."

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

23. Line signal lights immediately after you have operated a coin key and disconnected. Plug into the answering jack and observe the supervisory signal.

a. If the supervisory signal lights, operate the proper coin key again. Then disconnect and if the line signal lights, again plug in, operate the other coin key, and disconnect.

(1) If the line signal relights, hold the line or trunk and report the trouble as a permanent.

(2) If the line signal remains out, report the coin trouble and notify your supervisor.

SUPERVISOR: Write a memorandum showing the line number if you know it, the date, the nature of the case, and the amount collected, for the adjustment of any claim that may later arise.

b. If the supervisory signal does not light, answer as on a new call.

24. Calling party reports deposit not returned after you have operated the return key.

a. Connection Established from an Answering Jack. Disconnect and observe the line signal, then plug in with a second cord.

(1) Line Signal Relights Immediately. Try to return again, telling the calling party you will do so. If unsuccessful, refer the call to the supervisor for refund. If the calling party reports the coin returned, report the first cord pair to your supervisor. If the coin pilot failed to light, report the coin signal failure.

SUPERVISOR: If you are to arrange a refund, proceed as in "30." If the operator was able to return successfully, test the first cord used as in "21a(2)(a), Sr."

(2) Line Signal does not Relight. Ask the calling party if he has looked in the return chute, and if he still claims his money has not been returned, refer the call to the supervisor for refund. If the coin pilot did not light, report the coin signal failure.

SUPERVISOR: See refund practice in "30."

b. Connection Established by Reaching the Calling Station over a Trunk. Do not disconnect but try again to return. If you are unsuccessful, refer the call to the supervisor for refund.

SUPERVISOR: See refund practice in "30."

25. Return or collection made in error.

a. If you discover that you have returned a deposit when it should have been collected and the calling party is still at the telephone, request him to deposit it again and then collect it.

b. If you discover that you have collected a deposit when it should have been returned and you can not adjust the matter by completing a call for the calling party without charge at the time, refer the case to your supervisor.

SUPERVISOR: See refund practice in "30."

26. Claims in connection with charges or deposits.

a. If the calling party objects to making a deposit before being connected with the called station, explain that the deposit is due in advance but that it will be returned if the call is not completed and that you can not establish connection until a deposit is made.

b. If the calling party disputes the amount requested or questions the charge for overtime and it appears to be correct, refer the case to your supervisor. On a local call, however, if the calling party questions the need to pay overtime, explain that the legal rates are based on definite periods of time. If he is not satisfied with your explanation, refer the case to your supervisor.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

26. Continued

SUPERVISOR: If the calling party is disputing the initial charge, determine why he questions the amount. Ascertain the rate to the called office if necessary and then request the correct amount, explaining that that is the rate for the call and that we can not complete it for him unless we secure deposit.

If the calling party questions the amount of overtime due, ascertain the length of conversation and question him to determine the reason for his dispute. If it appears that conversation was satisfactory and that he merely disputes the time or the charge as excessive, assure yourself that the operator has made the correct entries on her ticket, that the rate used is correct, and that the time and the charge have been computed correctly. Then tell the calling party that according to your calculation the time or charge appears to be correct, explaining if necessary that the call is timed from the time the called station answers even though there may be some delay in start of conversation. Finally, if in your judgment an adjustment should be made, inform the calling party accordingly and tell the operator how to make the allowance.

If the calling party has questioned the need for paying overtime on a local call, explain to him the reason why overtime is charged on local calls.

If some difficulty was experienced on the call, tell the operator to make the proper allowance in accordance with the condition encountered.

- c. If the calling party asks for the return of his deposit after the called station has answered without reporting a cut-off, a wrong number, or a double connection, or if he indicates that an unauthorized person answered the telephone, refer the case to your supervisor.

SUPERVISOR: Ask the calling party if the number he called answered. If he replies in the affirmative, tell him that on connections where the called number answers, a charge is made. Explain, if advisable, that no attempt is made to reach an individual or a particular department on such calls. When the calling party hangs up tell the operator to collect the deposit.

If the calling party claims not to have reached the called number or reports an unsatisfactory connection, try to complete the call for him.

On an "A" board toll call if the calling party claims that an unauthorized person answered at the called station, proceed as for the same condition in Section 103. If the call is not to be charged tell the operator to return the deposit.

- d. If the calling party claims that you collected his coin before you answered him, assume that a nickel has been deposited and make suitable allowance in requesting any larger deposit. If, however, he claims that a larger coin was used, accept his statement and make the corresponding allowance, referring to the supervisor for a refund if necessary.

SUPERVISOR: See refund practice in "30."

- e. If the calling party claims that he deposited more than one coin to make the call or if he claims that some but not all the coins he deposited were returned, return again and ask if the coins were received. If they were not, disconnect, observe the line signal, and then replug. If the signal lighted, refer the case to your supervisor for refund, and report the trouble.

SUPERVISOR: See refund practice in "30."

- f. If the calling party claims that he made a deposit at another telephone without being able to make a call or to reach the operator, refer the case to your supervisor.

SUPERVISOR: Obtain the number and location of the telephone on which the trouble occurred and then arrange a refund as in "30."

CALLS FROM PREPAYMENT COIN LINES—Continued

26. Continued

- g.** If the calling party states that by mistake he has deposited more than the required amount in making a call on which the initial rate is five cents, return the deposit. Then request a deposit for the correct amount.
- h.** If the calling party states that he has deposited more than the required amount when calling and that he does not have the correct coin or coins but intends making calls to balance the amount deposited, or that he does not desire to secure the correct coin or coins before making his call, return the deposit if it has been made. Then ask him to deposit again so that you may verify the amount from the signals, and proceed as for these conditions in "28c."
- i.** If the calling party makes statements such as those in "h" when you request overtime on a local call, ask him what amount he deposited, make a note of that amount, and proceed as though you had received that amount as in "28c(1)(b)."
- j.** If the calling party claims great urgency but says that he has no more coins or insufficient coins or that he would like to pay for the call later, refer the call to your supervisor.
SUPERVISOR: It is expected that such requests will not ordinarily be received. It is desirable to keep them at a minimum and they should be granted only when the calls are of an urgent nature and the customer is evidently unable to obtain proper coins. When you arrange to extend credit to a customer, obtain his name and telephone number, tell the operator to return the deposit and to establish the connections desired at the time without deposit, associating the proper charge indication with each connection, and to notify you of the number of such calls completed. If the calling party desires to have some of the calls on which he wishes credit completed at a later time, request him to ask for the supervisor when making the calls and to explain the case to her.
Make a memorandum of the amounts due and refer it to your chief operator.

27. No coin signal received when you request a deposit. Ask the calling party if he has deposited the amount requested and if he has not, again request the deposit. If you still receive no signal, refer the case to your supervisor. If, however, he claims to have deposited the required amount, say, "I'm sorry, I don't get the signal," return the deposit, and then ask a second time for it. If you still receive no signal, refer the case to your supervisor. If your supervisor tells you to establish connection and to allow the call, do not try to collect the initial deposit but secure and collect overtime in the regular way.

SUPERVISOR: Operate the return key, observing the coin pilot signal.

- a.** If the coin pilot signal does not light (indicating that the deposit was not made), say to the calling party for example, "I'm sorry, I do not get the signal. Did you deposit five cents?" naming the amount.
- (1) If he states that he has made the deposit, say, "I returned your deposit. Will you put it in again, please?"
- (a) If the calling party indicates that he will make a deposit, listen for the signals and if a deposit is received tell the operator to establish connection. If a deposit is not received within a few seconds, say to the calling party, "I still do not get the signal for your deposit" and if he claims to have made the deposit, add, "One moment, please?"
Dial Office. Then tell the operator to establish connection.
Manual Office. Momentarily remove the plug from the answering jack, observing the line signal. If the line signal lights tell the operator to establish connection. If it does not light explain to the calling party that the line is out of order and ask him to use another telephone. If he insists upon having the connection claiming that the call is urgent, use your discretion

CALLS FROM PREPAYMENT LINES - Continued

SUPPLEMENTING PARAGRAPHS 27 and 28

Certain of our coin boxes will reject thin and worn coins. At those exchanges where it has been locally authorized, and if this condition apparently exists, either from the condition of the signals or from the comments of the customer, suggest that he deposit another coin and that it will no doubt be accepted.

SUPPLEMENTING SUPERVISOR'S PARAGRAPHS RELATING TO COIN STATION DIFFICULTIES

SUPERVISOR: In handling reported coin station difficulties, be guided by the general objectives of making a reasonable effort to detect equipment trouble and to prevent fraudulent usage. In disposing of such cases, feel free to suggest any alternative which appears appropriate for the circumstances involved and convenient for the customer, including such measures as, (1) offering to have charges transferred to a third station, (2) offering to have charges billed to the calling party, (3) offering to have charges made collect, and (4) suggesting the use of another telephone if one is located nearby.

CALLS FROM PREPAYMENT COIN LINES—Continued

27. Continued

in determining if connection should be made. Tell the operator to watch this line and if she has similar difficulty on the next call to report it to you. If it is apparent that there is trouble, report it.

- (b) If the calling party says that he did not receive the returned deposit, proceed as follows.

Dial Office. Then tell the operator to establish connection.

Manual Office. Momentarily remove the plug from the answering jack, observing the line signal. If the signal lights, again operate the return key. If it does not light, tell the operator to establish connection and to mark the connection to remind her not to try to collect the initial deposit.

- (2) If the calling party does not state that he has made the deposit, either ask him to do so before establishing connection or adjust any claims he may make as to connections due him. In the case of a request for overtime on a local call, tell him it is necessary for him to make a deposit for the next period if he wishes to continue his conversation unless he suggests some other form of payment, as for example, paying at the end of conversation.
- (3) In "(1)" or "(2)," do not arrange a refund other than to establish connection except in cases where the call can not be completed and the calling party then makes claim for a refund.
- b. If the coin pilot signal lights (indicating that the deposit was made), tell the calling party you have returned his deposit and ask him to deposit it again, and to tell you the denomination of the coin he is depositing. Have him deposit the coin, or coins, one at a time, in the proper coin slots.
- (1) If the deposit is then received, tell the operator to establish the connection.
- (2) If the deposit is not received within a few seconds tell the calling party you still do not receive the signal and if he insists he has made the deposit, say "All right, sir. One moment, please?" first obtaining his number if you do not know it. Then tell the operator to establish the connection. Report the trouble, giving the line number and the coin denomination of the slot in trouble.

28. Incorrect or indistinct coin signals received when you request deposit.

- a. If the signals indicate that some but not all of the amount due is deposited, ask the calling party if he has deposited the amount requested and be guided by his reply, saying for example, "Five cents more, please?" specifying the amount still due.
- (1) If you receive the correct signals, proceed with the call.
- (2) If you do not receive the correct signals, repeat the request for an additional deposit and if the correct signals are still not received, refer the case to your supervisor. If, however, the calling party claims to have deposited the required amount, say, "I'm sorry, I don't get the signal" and return the deposit. Then ask for the entire deposit again. If you still do not receive the correct signals, refer the case to your supervisor.
- SUPERVISOR:** Explain that signals for only a part of the deposit have been received and request the additional deposit required. If the calling party makes the additional deposit, tell the operator to proceed with the call. If he claims to have deposited the required amount, return it and again request the deposit for the full amount, proceeding as in "27, Sr. b."
- b. If it appears that the coin signal is given by means other than the deposit of a coin, proceed as though no signal had been received, as in "27."
- c. If you receive a signal for more money than you requested, proceed as follows.
- (1) If the calling party states that he does not have the correct coin or coins but that he intends talking overtime or intends making calls to balance the amount deposited, retain the deposit making a note of the amount, and establish the connections desired.

May 1, 1940.

CALLS FROM PREPAYMENT COIN LINES—Continued

28. Continued

- (a) If no calls are completed, return the deposit.
- (b) On the first call completed, collect the deposit as though it had been the correct amount.
Local Call. Do not ask for overtime until the deposit is used up and then request overtime in the regular way.
"A" Board Toll Call. Do not announce the end of the initial period if the deposit exceeds the rate for the initial period. At the end of conversation if any overtime is due, secure and collect it in the regular way.

At the end of conversation if money is due the calling party, refer the case to your supervisor for a refund if he is still on the line.

SUPERVISOR: See refund practice in "30."

- (2) If the calling party states that he does not have the correct coin or coins and does not wish to secure them before making his call, retain the deposit making a note of the amount, tell him that if he will signal when he is through talking you will arrange a refund of any amount due, and then establish connection, disposing of the coins as in "(1)(a) or (b)."
 - (3) If the calling party makes no explanation, notify him of the amount of overdeposit and proceed in accordance with his reply, returning the deposit if he indicates that he made a mistake or misunderstanding.
- d. If the signals are indistinct or if for any reason you are uncertain that the coins were deposited properly, as in the case where the customer made the deposit too soon, return the deposit and request it again.

29. Permanent signals.

- a. If you receive no response when you answer a trunk or a line signal after repeating your answering phrase, observe the supervisory signal.
 - (1) If the supervisory signal is lighted, try to clear the line by collecting and then remove the plug from the answering jack. If the line signal again lights, plug in and try to clear the line by returning and if successful, report the inability to collect. If the line does not clear, hold it and report the trouble as a permanent.
 - (2) If the supervisory signal is not lighted, repeat your answering phrase. If you receive no answer, try to clear the line by returning and again remove the plug from the answering jack.
If the line signal again lights, plug in, hold the line, and report the inability to return.
If the line signal does not light, again plug into the answering jack, and if the supervisory signal does not light, report the line as a permanent.
After a line signal clears by returning, if it again lights and you are unable to communicate with the calling party, operate the return key, hold the line, and report it as a permanent.
- b. If you receive no response or no coin signals when you request a deposit for overtime at the end of conversation and the back supervisory signal is out, operate the collect key and if the coin pilot signal does not light, again request the overtime. If you still receive no response or no coin signals, hold the line on the same back cord and report it as a permanent signal, giving the calling number if you know it. If you later receive a disconnect signal, disconnect.

30. Arranging for refunds to customers.

SUPERVISOR: When it is evident that a refund is due a customer because a deposit was collected on a call that could not be satisfactorily completed, because collection was made in error, or because an over-

CALLS FROM PREPAYMENT COIN LINES—Continued

30. Continued

deposit was made by the customer, explain the circumstances, when necessary, to the calling party and offer to refund as in the following paragraphs.

When the calling party claims that a refund is due him because of collection in error, failure to render service, or overdeposit on a previous call, the statement of the calling party should in general be accepted, unless it has been definitely established that false claims are being made and you have been directed to adopt other measures in handling claims from certain specially designated stations. In arranging a refund, if you believe the claim is unjust, make a memorandum of the case and refer it to your chief operator.

Whenever possible a claim for refund should be adjusted by completing a call or calls at the time to the value of the claim, and in cases referred to you, offer to give service if the customer apparently desires it unless the claim is unusually large.

- a. If a refund is made by rendering service at the time, keep in touch with the situation until the operator has disposed of it. Tell her to give service to the amount due, ticketing calls when required and indicating deposits on such calls as if she had received them. Also tell her to request further deposit if the amount due is exceeded and to arrange with you for a refund of any amount still due.
- b. If a refund can not be made by rendering service at the time, arrange for it in one of the following ways.
 - (1) Tell the calling party that if he will give you his name and address you will have the amount due mailed to him. Obtain and enter his name and address on a memorandum together with the calling telephone number, date, time, amount due, the cause of the refund briefly, and your initials, and refer the memorandum to your chief operator. In addition, if there is an "A" board toll ticket covering the call, write "over" in the charge space and note on the back, for example, "Refund 10¢ to J. Doe, 16 Smith Street, Adams, N. Y.," with your initials and refer the ticket to your chief operator.
 - (2) If the calling party desires immediate refund or if it is customary to make all refunds through the proprietor, request him to call the proprietor to the telephone. When the proprietor answers, ask him to refund the money, stating that you will arrange to have the money returned to him. Obtain his name and address and write a memorandum as in "(1)," showing the name and address of the person to whom the money is to be refunded and indicating that he is the proprietor.

31. CALLING PARTY WISHES TO MAKE A DEPOSIT TO COVER A SHORTAGE PREVIOUSLY INCURRED.

- a. In instances where a customer calls in from a coin-box station and wishes to make a deposit for a shortage previously incurred in the handling of a call from a coin station, refer the call to your supervisor.

SUPERVISOR: Arrange to collect whatever amount is offered, regardless of whether the deposit is in connection with an "A" board toll call or a Long Distance call. Make a memorandum of the following details, if obtainable:

 1. Amount collected and telephone number at which deposit was just made.
 2. Calling party's name.
 3. Calling place and calling telephone number at which previous call was placed.
 4. Called place and called telephone number in connection with previous call.
 5. Date previous call was placed.

Thank the customer for calling and making the deposit. Refer the memorandum to your chief operator.

If the deposit offered is in connection with a previous local call, secure the calling party's name and the telephone number from which the previous call was placed, thank the customer for calling and then collect the deposit. Write a memorandum and refer it to your chief operator. (July 20, 1943)

May 1, 1940.