

## CALLS FROM POSTPAYMENT COIN LINES

### 1. Establishing connection.

a. Call Requiring Deposit. Use the practice in "(1)" unless that in "(2)" has been authorized for use in your office.

(1) Use split cord operation in reaching the called station and watch closely for an answer.

(a) Local Multiple Connection. When the called station answers, say, "One moment, please?" Then establish connection and request the deposit in the hearing of both parties.

As an exception, if the call is to a jack per line party line proceed as in "(b)."

(b) Trunked Connection. When the called station answers, verify the called number and if it is the correct number, establish connection and request the deposit in the hearing of both parties.

As an exception, if you do not remember the called number, omit the verification and say, "One moment, please?" when the called station answers. Then establish connection and request the deposit in the hearing of both parties. Try to remember the called number in order that the omission of the verification will be infrequent.

**Note:** On calls to offices where the front supervisory signal remains lighted while the busy signal is on the connection, cut in immediately after advancing the order and listen for a possible busy signal.

(2) Establish connection in the regular way and watch closely for station answer. When the called station answers, immediately request the deposit for the initial period.

b. Call not Requiring Deposit. Establish connection without splitting and do not request a deposit.

2. Determining deposit by coin signals. When 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.

3. Deposit for the initial period. Ascertain the rate from the switchboard bulletin if you do not know it. In asking for the deposit, say for example, "Five cents, please?" or "Twenty cents, please?" If, however, the initial period is less than five minutes, include it in the request as, "Thirty cents for three minutes, please?"

On an "A" board toll call, be careful to use the rate applying at the time of completion on a call to a point having reduced night and Sunday rates.

Also on an "A" board toll call, record the coins deposited as in Sec. 6, 8.

a. When the correct deposit has been made, start conversation if necessary and cut out. On an "A" board toll call determine from the connect time and the initial period, the proper nfy time and enter it on the ticket. Do this on local calls also, if you are directed to time such calls from station answer.

b. If the correct deposit is not made, split connection and proceed as for a condition of no signal or incorrect coin signals in "18" or "19."

c. If your request for deposit is ignored, repeat it, splitting the connection if necessary.

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**4. Collecting for overtime on local calls.**

a. 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 the ticket. Associate the memorandum with the cord pair used.

At the nfy time shown on the memorandum, cut in and say for example, **"I beg your pardon. Five cents, please, for the next five minutes."**

- (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 an additional deposit saying, **"Five cents, please, for the next five minutes"** 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 his 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, **"Your time is up. 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 his request, arranging for a refund, if necessary.
  - (b) If the deposit is not made within a few seconds and the calling party does not hang up, proceed as for coin signal failure in "18."
- (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 resumes, and collect at the end of conversation as in "5a."
- (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.

b. In offices where it is the practice to make an nfy memorandum initially, at the nfy time shown on the memorandum, cut in and say for example, **"Five cents, please, for the next five minutes,"** proceeding thereafter as in "a."

**5. Collecting for overtime on "A" board toll calls.** At the nfy time shown on the ticket, cut in and say for example, **"Your five minutes are up,"** or **"You have talked 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?"**

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.

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## 5. Continued

- (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, 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, immediately ring back the calling station and request the amount due.

If you secure it, file the ticket.

If you do not secure it or if you secure only part of the amount due, note the shortage and, 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 "19."

- [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 case 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."

If the called party is not on the line reach the called station, obtain acceptance and 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. 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 on "A" board toll calls 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."

- (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

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**5. Continued**

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, "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'm sorry, the person who called you isn't 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."

**6. Acknowledging a deposit.** Whenever a deposit is made at your request, acknowledge its receipt by saying "Thank you" immediately after receiving the deposit.

**7. Calling party asks to have the charge on an "A" board toll call transferred to a third telephone.** 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 "A" board toll calls 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 it will accept the charge, tell the operator to proceed with the call and not to collect 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.

**8. Delayed calls.**

a. If the called line is busy, proceed in the regular way except that when a split connection is used, give an oral busy report as soon as you receive the busy signal.

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## 8. Continued

- b. 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 the report, make no further attempts to complete the call.
- c. 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 an attempt, and then try to reach the called station in the regular way.
- d. On an "A" board toll call if the calling party asks to have his call completed from another telephone, 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.
- e. If you complete the call later and the rate period has changed since your first attempt on the call, in requesting the deposit say for example, "**The night rate is now in effect. Thirty-five cents, please?**"

9. **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 instructions apply only to appreciable interruptions to conversation.

a. If a cut-off is reported by the original calling party proceed as follows.

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

- (a) Local Call. Allow an initial period without deposit and then collect overtime in the regular way.
- (b) "A" Board Toll Call. Do not request a deposit but 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, determine and enter the adjusted nfy time on the ticket, making allowance for the cut-off as in Sec. 6, 6. Then proceed as in "5" in regard to announcing the end of the initial period and collecting for overtime.

If the initial period has expired, proceed as in "5" regarding collecting overtime, making allowance for the cut-off as in Section 7.

[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 collect overtime as in "5" and refer the ticket to your supervisor.

If conversation ends before you obtain the original ticket and you have not announced the expiration of the 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 Section 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 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.

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**CALLS FROM POSTPAYMENT COIN LINES—Continued**

**9. Continued**

(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 "22."

(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. 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 "22."

b. If a cut-off is reported by the original called party when you answer a line signal, proceed as follows.

(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 take no action in regard to deposits. When you finally dispose of the call, whether or not you complete it, scratch the ticket.

c. If a cut-off is reported by the called party when you supervise a half connection on which you are holding the called line or when both cords are still up on your position, if you restore conversation, proceed as in "a(1)."

**10. 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.

If the calling party reports that he reached a wrong number when you answer a line signal or supervise on an established connection, proceed as follows.

a. If you complete the call, allow an initial period and then collect overtime charges in the regular way.

b. 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. If you complete the call proceed as in "a." 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 "22."

**11. 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 "9a," entering "clg dbl" on the ticket instead of "clg cto."

**12. Request for a better connection.**

a. If you secure a satisfactory connection, proceed as for the same condition on a cut-off report in "9a(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, refer the case to your supervisor for refund.

**SUPERVISOR:** See refund practice in "22."

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

- a. If you establish connection with the intercepting operator, allow the calling party to pass his order. If, however, it is the practice in your office for the intercepting operator to complete calls through her position, announce the call to the intercepting operator as "**Coin station calling**" before establishing connection.
- b. On a ringdown trunk connection, if the terminating operator gives you a report, repeat it to the calling party if you used a split connection.  
If an operator says, "I will give you the intercepting operator" or if you find you have reached an intercepting operator, announce "**Coin station calling.**" Immediately connect the calling party with her and remain in long enough to hear the report given.
- c. On any other trunked connection, if you find that you have reached the intercepting or trouble operator when you try to verify the called number or when you answer a flashing supervisory signal, announce the call as "**Coin station calling**" and immediately connect the calling party with her. If, however, you do not use split cord operation and you find the calling party talking to the intercepting operator when you try to secure the deposit, remain in long enough to hear the report given.
- d. After the calling party has passed the order to the intercepting or trouble operator, proceed as follows.
  - (1) If the calling party hangs up, disconnect.
  - (2) If the intercepting operator gives you a report, proceed in accordance with it.  
If you are to establish connection to a number, proceed as on a new call.
  - (3) If the trouble operator asks you to split the connection, do so. If she then tells you that she is establishing connection to an emergency line, stay in for a possible busy report. If you receive no report, supervise for the answer of the called station.

**14. Long Distance calls.** Pass details as in Section 105. In addition, if you are a ringdown tributary operator and Long Distance asks you to secure a deposit, proceed as in Division C.

**15. 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.

**16. Handling telegram calls and collecting telegram charges.** Proceed as in Section 107.

**17. Claims in connection with charges or deposits.**

- a. If the calling party objects to making a deposit before being permitted to talk with the called station, split the connection if the called party is on the line. Explain that deposit is due in advance and that conversation can not take place until 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.  
**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.

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**17. Continued**

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 claims that he has already deposited a coin to call the operator, proceed with the call as though the calling party had deposited five cents.

If the call is completed and it is a local call, do not request a deposit. If it is an "A" board toll call, deduct five cents from the initial rate for the call when requesting the deposit.

- d. If the calling party claims a refund 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 and 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.

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 in general as for the same condition on "A" board toll calls in Section 103. If the call is not to be charged, arrange for a refund as in "22."

- e. 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 case to your supervisor.

**SUPERVISOR:** It is expected that such requests will not ordinarily be received. It is desirable to keep such requests at a minimum and they should be granted only where the calls are of an urgent nature and the customer is evidently unable to obtain proper coins. Where you arrange to extend credit to a customer, obtain his name and telephone number, tell the operator to establish the connections desired at the time without deposit, 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.

- 18. 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 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" and refer the case to your supervisor. If, however, you are locally directed to do so, before

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SUPPLEMENTING PARAGRAPHS 18 and 19

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.

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## 18. Continued

referring the call to your supervisor, add "Was it returned to you?" or "Is it in the return chute?" explaining where the return chute is if necessary. If the coin was returned, tell the customer to be sure to put it in the slot for that coin. Then, if it was not returned or you still fail to receive the signal for deposit, refer the call to your supervisor. If your supervisor tells you to establish connection and to allow the call, do not request deposit for the initial period but collect overtime in the regular way.

**SUPERVISOR:** Say to the calling party, for example, "I am sorry, I do not get the signal. Did you deposit five cents?" naming the amount due.

- a. If he states that he has made the deposit, tell the operator to establish connection first obtaining the calling number if she does not know it. After conversation place a special red plug in each answering jack of the line. If it is the ten or twenty-five cent slot which is affected, mark the plug "10" or "25" respectively, to indicate the slot affected.

**Note:** In small offices or in offices where the percentage of "A" board toll traffic from postpayment coin stations is comparatively small, or where for other reasons it is not desired to use plugs as provided in this section, these provisions may be modified locally to provide for immediately reporting all or certain classes of failure to receive coin signals.

- b. If he does not state that he has made the deposit, either ask him to do so before establishing connection or adjust any claim he may make as to connections due. 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.

## 19. Incorrect coin signals received when you request a 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 am sorry, I don't get the signal" and 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 the calling party claims to have deposited the required amount, proceed as in "18, Sr. a."

- 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 "18."
- 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, establish the connections desired. If calls are not completed to balance the amount deposited, refer the case to your supervisor for refund if the calling party is still on the line. On the other hand if overtime occurs in excess of the

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**19. Continued**

amount deposited, secure the additional amount in the regular way, but do not request overtime until the amount deposited has been exhausted.

**SUPERVISOR:** See refund practice in "22."

- (2) If the calling party states that he has not the correct coin or coins and does not wish to secure them for his call, tell him that if he will signal when he is through talking you will arrange a refund of any amount due. If he later requests a refund, refer the case to your supervisor.

**SUPERVISOR:** See refund practice in "22."

- (3) If the calling party makes no explanation, notify him of the amount of overdeposit and tell him that if he will signal when he is through talking you will arrange a refund for any amount due. If he later requests a refund, refer the case to your supervisor.

**SUPERVISOR:** See refund practice in "22."

**20. Call from a line with plug in answering jack indicating coin signal trouble. (Offices with Line Lamps in Answering Jack Multiple)** Answer the call by plugging into the corresponding multiple jack. If there is no multiple jack at your position, answer in the answering jack, removing the signal plug and placing it in the socket of the back cord used. After acknowledging the call proceed as follows.

a. Long Distance Call. In passing the order, notify Long Distance of the condition of the coin signals.

b. Any Other Call. Establish connection and request deposit in the regular way.

- (1) If you receive signals for the correct amount but the slot in trouble was not used, proceed with the call and at the end of conversation replace the signal plug in the answering jack if it has been removed.

- (2) If you receive signals for the correct amount and the slot in trouble was used, proceed with the call and then notify your supervisor.

**SUPERVISOR:** Remove the plug in all appearances of the answering jack and consider the slot in order.

- (3) If you do not receive the correct signals, again request deposit and if you receive the correct amount, proceed as in "(1)" or "(2)."

If you still do not receive the correct signals, establish connection and if there was a red or white plug in the answering jack, notify your supervisor. If there was a blue plug in the answering jack, do not notify your supervisor but when disconnecting replace the blue plug in the answering jack if it has been removed.

**SUPERVISOR:** If there is a red plug in the line, replace it with a white plug in all appearances of the answering jack. If there is a white plug in the line, replace it with a blue plug in all appearances of the answering jack and report the trouble.

**21. Call from a line on which coin signal trouble has previously been reported. (Offices with Line Lamps in Subscriber Multiple)** Proceed as in "20," disregarding the instructions concerning signal plugs.

**SUPERVISOR:** If a line which has been posted as giving incorrect signals is reported to you as now giving proper signals, correct the notices. If a case of incorrect signaling is reported to you, make a note of the line number and the trouble, and if it is the third case on that line, report the trouble and post the line number as not signaling properly.

**22. Arranging for refunds.**

**SUPERVISOR:** Where 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 POSTPAYMENT COIN LINES—Continued

## 22. Continued

deposit was made by the customer, explain the circumstances, where 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.

## 23. 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.

May 1, 1940.