

TRAINING NOTES

FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

LESSON NO. 6

DIVISION A, SECTION 7 - TIMING CALLS

PARAGRAPH 1 - GENERAL

The chargeable time is determined from your record of the connect and the disconnect time entered on the ticket, and therefore accuracy in timing should be considered one of your most important responsibilities.

PARAGRAPH 2 - CONNECT TIME

Paragraph 2c clarifies the time of delayed calls when conversation begins between stations. Take as the connect time the time when either party speaks to and receives a reply of any nature from the other party, or when it is evident that a message is being transmitted by either party speaking and continuing to talk without waiting for a response. In applying this rule on a delayed call, understand that the party at the calling station should be the person making the call and that if he does not answer personally when you ring, he should be given opportunity to come to the telephone before you consider that conversation has started, and any incidental remarks between the party who answered at the calling station and the party at the called station may be disregarded.

PARAGRAPH 4 - TIME ENTRIES ON TICKETS - DOUBLE ENTRY TIMING

This paragraph clearly indicates the exact time of day that should be recorded on the ticket. At positions equipped with direct reading clocks such as the 1-A clock, always take the reading as it was when you glanced at it, that is, if the indicator steps forward as you are reading it, use the figures which were shown just before they changed. In the case of a continuously moving drum, take the reading as the last second that has passed the pointer. Effective with the adoption of the new "A" board toll ticket, subsequent time entries will be made beside the old entries to the right. Division A, Section 6 contains sample tickets of all kinds. Ticket number 3 on page 9 shows a change in time entry. Ticket number 3 on page 11 shows time entries for an interrupted conversation.

PARAGRAPH 5 - TIME ENTRIES ON TICKETS - SINGLE ENTRY TIMING

Single entry timing is described in this paragraph but it is not in effect in this Area .

PARAGRAPH 9 - LONG CONVERSATIONS

This paragraph provides for entering "Conv.OK" and the time in the "Remarks" space when calculagraphs with thirty-minute dials are provided, or where locally authorized to do so regardless of the timing device employed.

March 15, 1942

TRAINING NOTES FOR
INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE
DIVISION A, SECTION 103 "A" BOARD TOLL CALLS - LESSON NO.7

GENERAL

This section applies to "A" board toll calls and interarea calls. Calls given as collect, credit card calls, messenger service, person to person, and others locally specified, will be passed to Long Distance even though they are made to "A" board toll points.

Refer to Division A, Section 6 when references are made to sample tickets. Additional information on canceling and scratching tickets will be found in Section 6.

This section on "A" board toll calls may be made effective at this time. It will not be necessary to wait for the new "A" board toll tickets as it may be some time before the supply of the present type ticket will be depleted.

Supervisors should give special attention to this section as there are a number of minor changes and most of them pertain to supervisory work.

PARAGRAPH 5. CALLING PARTY ASKS TO BE NOTIFIED AT END OF INITIAL PERIOD OR AT SOME OTHER SPECIFIED TIME.

When the notification report is given on time, encircle the notation "nfy". (The present practice does not call for encircling the notation.) See ticket 2 on page 9. Slight changes have been made in the phrases to be used by the operator and the supervisor when the operator fails to notify on time.

SUPERVISOR: If the customer is unwilling to pay for additional time where the operator failed to notify him on time, tell him that the charge will be for the period he specified and correct the entry in the charge space. See ticket 3 on page 9, and ticket 2 on page 15.

PARAGRAPH 6. CALLING PARTY ASKS FOR A RATE OR FOR THE CHARGE ON A CALL.

The notation "t & c" should be entered in the remarks space on the ticket when the calling party or an attendant requests the charge or the time, or both, when giving an order. See ticket on page 9. (The present practice provides for showing "chg" in the attempts space.) There is a slight change in the phrase to be used when you ring the calling party back to quote the charge.

PARAGRAPH 7. AFTER CONVERSATION CUSTOMER ASKS THAT THE CALL BE MADE COLLECT.

SUPERVISOR: When you arrange with Long Distance for the reversal of a charge, scratch the ticket. (The present practice provides for canceling the ticket.)

PARAGRAPH 8. AFTER CONVERSATION CUSTOMER INDICATES THAT HE WISHED A PARTICULAR PERSON.

SUPERVISOR: If the calling party requests a reduction due to a delay in reaching a particular person, scratch the ticket when you arrange with Long Distance to ticket the call on a person-to-person basis. (The present practice provides for canceling the ticket.)

SUPERVISOR: If the calling party has not talked with the desired person but still wishes to reach him, scratch the ticket when you arrange with Long Distance to complete the call on a person-to-person basis. (The present practice provides for canceling the ticket.)

SUPERVISOR: If the calling party has not talked with the desired person and does not wish further attempts made, scratch the ticket when you arrange with Long Distance to ticket the call due to the necessity of showing a report charge. (The present practice provides for canceling the ticket.)

PARAGRAPH 9. REQUEST TO HAVE A CALL CHARGED TO A THIRD TELEPHONE.

SUPERVISOR: If you receive a request to have a call charged to a third telephone, secure the calling party's name, attempt to reach the station, and try to obtain acceptance of the call. (The present practice provides for securing the calling party's name and acceptance of the charge only when the request to transfer charges is received from a customer at a coin box telephone.) The prescribed rate area to which transfer of charges to a third telephone is authorized is described on opposite page 3. This has been changed to correspond with the Long Distance practice. (The present practice provides for a transfer of charges to a third telephone if it is within the local exchange area, otherwise the call is referred to Long Distance.)

PARAGRAPH 10. REQUEST TO HAVE A CALL COMPLETED FROM ANOTHER TELEPHONE.

SUPERVISOR: Enter on the ticket in the attempts space "ag" followed by the time whenever the customer asks you to try the call again or at a specified time. See ticket 1 on page 10. (The present practice provides for entering the word "call" instead of "ag".)

SUPERVISOR: When you arrange with the Chief Operator in another office to complete a delayed call, scratch the ticket. (The present practice provides for canceling the ticket.)

SUPERVISOR: Where a call is to be completed from another telephone located in the same office and charged to that telephone, draw a line through the original calling number and enter the new number in the "from" space. Enter "rec'd 1234J" in the remarks space to indicate that the request was made from that station. (The present practice does not provide for this entry.)

PARAGRAPH 11. CALLING PARTY CLAIMS THAT AN UNAUTHORIZED PERSON ANSWERED AT THE CALLED STATION.

SUPERVISOR: If the customer's explanation is satisfactory, draw a line through the time entries and note in the remarks space "Unauth. pers." followed by your initials. See ticket 4 on page 11. (The present practice does not provide for this entry.)

PARAGRAPH 12. CALLING PARTY REQUESTS MESSENGER SERVICE.

After passing the details of the call to Long Distance, scratch the ticket. (The present practice provides for canceling.)

PARAGRAPH 14. DELAY IN REACHING THE CALLED STATION - VOLUNTARY COMPLETION.

If the calling party hangs up before one minute from establishing the connection, hold the calling line and proceed as for a slow answer call where the calling party is on the line, omitting reports. (The present practice does not call for holding the calling line.)

If the calling party hangs up after one minute from establishing the connection, do not ring him back at the end of two minutes to give a don't answer report at this time. (The present practice provides for reaching the calling party and giving a don't answer report.)

If you hear a "no such number" signal when attempting to complete a slow answer call on which the calling party has hung up, again try to reach the called station. If you hear the signal again, reach the calling party, give the report, and try to obtain the correct number. If unable to do so, cancel and file the ticket. (The present practice does not cover this condition.)

If, when attempting to complete a slow answer call on which the calling party has hung up, you receive a report from an intercepting operator which requires connection, inform the calling party if a higher rate applies, and obtain his consent before attempting to establish the connection. (The present practice does

not provide for informing the calling party if a higher rate applies.) If you reach the new number, verify it. (The present practice does not provide for verifying the number.) There is a slight change in the phrase to be used when you ring back the calling station to give the report. (Paragraph 14c (6) (a)

In handling calls from coin box lines, reference is made to Sec. 74, 1ld, which has not yet been issued. This paragraph referred to reads as follows: "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.

If locally instructed, complete calls from coin stations only on request.

The reference made to Sec. 74, 1lg, which has not yet been issued, reads as follows: "In dial offices 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."

PARAGRAPH 15. DELAY IN REACHING CALLED STATION - OFFERED COMPLETION.

The offered completion method is provided as an alternate to the "voluntary" and "no voluntary" completion methods. It is to be used only when authorized for calls to the called point.

PARAGRAPH 16. DELAY IN REACHING CALLED STATION - NO VOLUNTARY COMPLETION.

This method is to be used only when authorized for calls to the called point.

PARAGRAPH 18. CALLING PARTY REQUEST YOU TO TRY A CALL AGAIN.

SUPERVISOR: If the operator advises you that she has not the original ticket and you find the original ticket uncanceled, transfer the entries from the new ticket to the original ticket, enter "ag" in the attempts space of the original ticket, and scratch the new ticket. If the original ticket has been canceled, allow the new ticket to stand as the charge ticket and enter "ag" in the attempts space. (The present practice provides for canceling the new ticket when the original ticket is retained as the charge ticket. It also does not provide for showing the code "ag" on either ticket.)

PARAGRAPH 19. RESTORING CONNECTIONS.

The notation "clg cto" (calling party cut-off) or "cld cto" (called party cut-off) should be entered in the remarks space to indicate the party claiming the cut off if you do not have the original ticket. (The present practice does not provide for these entries.)

On attempting to complete a cut-off when a delayed call report is given, if the original calling party cancels the call, cancel the ticket. If the original called party cancels the call, scratch the ticket. (The present practice does not indicate how the ticket should be marked if the original called party cancels the call.)

On a cut-off, if conversation is restored by another operator, scratch and file the ticket if it is not the original. (The present practice provides for canceling the ticket.)

SUPERVISOR: If the ticket covers a cut-off on a call that did not originate in your office, compute the charge and if in your opinion, or in application of local directions, the amount warrants, pass the ticket details to the chief

operator in the originating office, mark the ticket "Reptd to Adams" with your initials, and scratch the ticket. (The present practice does not cover this condition.)

For sample cut-off tickets refer to ticket 1 on page 15, tickets 3 and 4 on page 10, and ticket 1 on page 11.

PARAGRAPH 20. WRONG NUMBER CALLS.

If the call to the correct number does not require a charge ticket, scratch and file it. (The present practice provides for canceling the ticket.)

For samples of wrong number tickets see tickets 2 and 3, on page 11.

SUPERVISOR: On a wrong number call, if you locate the original ticket, combine the two and scratch the new ticket. (The present practice provides for canceling the ticket.) If you do not locate the original ticket and the customer could not have dialed the number, cancel the ticket.

PARAGRAPH 21. DOUBLE CONNECTIONS.

In noting the reported interference on the ticket due to a double connection, enter "clg dbl" or "cld dbl" in the remarks space to indicate the party claiming the double connection. (The present practice does not provide for this entry.)

PARAGRAPH 23. CALLING PARTY REQUEST ASSISTANCE ON A CALL WHICH HE DIALED IN HIS EXTENDED DIRECT DIALING AREA.

This paragraph has been added to cover requests for assistance on a call which the customer dialed in his extended direct dialing area.