

STATION DELAYS ON THE INITIAL ATTEMPT

As regards the handling of certain conditions, this section is modified by the sections dealing with special types of calls such as special operations on calls from coin lines, voluntary completion on "A" board toll calls, and special follow up work on calls for official lines.

1. **Called line busy.**

- a. **Local Multiple Connection.** Say for example, "**The line is busy**" or "**It's busy now.**" If you recognize the call as a repeat attempt on a previous busy call, say for example, "**It's still busy,**" and if it seems appropriate, you may precede this with "**I'm sorry.**"

If, however, your position is provided with busy back jacks, plug the front cord into a busy back jack and cut out. If the calling party does not hang up in about ten seconds, disconnect the front cord and give a verbal report.

b. **Trunked Connection.**

- (1) Where the front supervisory signal flashes while the busy signal is on a connection, proceed as follows.
 - (a) If the calling party hangs up, disconnect immediately.
 - (b) If the calling party does not hang up within about ten seconds after the busy signal is received, disconnect the front cord and give a report as in "a."
- (2) Where the front supervisory signal does not flash while the busy signal is on a connection, if you hear the busy signal when for any reason you cut in, disconnect the front cord and give an oral report as in "a."
- (3) If an operator reports the line busy, acknowledge the report, disconnect the front cord, and if the calling party has not hung up, give a report as in "a."

2. **Called line out of order.**

- a. **Local Multiple Connection.** Repeat the number if you have not done so in your acknowledgment and then say, for example, "**The line is out of order.**" If you think it desirable, you may add, ". . . **and has been reported**" unless you have been locally directed not to do so.
- b. **Trunked Connection.** If an operator reports the line out of order, acknowledge the report, disconnect the front cord, and if the calling party has not hung up, give the report as in "a."

3. **Called station slow in answering.** Proceed as follows without changing connection but if at any time it appears desirable to do so, change the connection as in "6." This action may be based on the calling party's remarks, your discovery that the ringing signal is absent when you supervise the connection as in Sec. 25, 17, or on your knowledge of the nature of the called number.

a. **One Minute after Establishing Connection.**

- (1) **Ringdown Trunk Connection.** Cut in about one minute after establishing connection and listen for a don't answer report.

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3. Continued

- (a) If you hear it say, **"Keep ringing."**
- (b) If you do not hear it but you can reach the terminating operator without disconnecting, signal her and say, **"Keep ringing."** Otherwise ask, **"Did they answer?"** and if not, say, **"I'll keep ringing,"** and take no further action.

(2) Any Other Trunked Connection.

- (a) If ringing signal is provided, listen for it if you have not already done so. Give a report to the calling party such as, **"They haven't answered yet. Shall I keep on ringing?"** **"Just a moment, I'll keep ringing,"** or **"I'm trying to get your number. Just a moment,"** and take no other action at this time unless he cancels the call. If, however, you do not hear the signal, say, **"Just a moment, please?"** and change the connection as in "6c."
 - (b) If ringing signal is not provided, give the report as in "(a)" and take no other action.
- (3) Local Multiple Connection. Give a report as in "(2)(a)" and continue ringing the called station unless he cancels the call. On a machine ringing "A" board, also listen for the ringing signal as in "(2)(a)."

- b. Two Minutes after Establishing Connection. Disconnect the front cord as provided for the type of connection and say to the calling party **"They don't answer."** On a ringdown trunk connection, however, if you are uncertain as to whether the called station has answered, you may ask **"Have they answered yet?"** before disconnecting. Also, on a ringdown trunk connection, if you hear an operator giving a don't answer report, acknowledge it and, if necessary, repeat it to the calling party.
- c. If you are locally directed to do so in offices where the calling party receives no other indication that you are ringing, give a report such as **"I'm ringing them"** or **"I'm still trying to get them,"** about thirty seconds after putting up the connection and after the preliminary report in "a."

4. Procedure after giving a busy, don't answer, or out of order report.

- a. If the calling party hangs up without comment or indicates that he does not wish you to make further efforts, disconnect.
- b. If the calling party asks you to call him, obtain the calling and called numbers if you do not have them and proceed as follows.
 - (1) On a busy call, say, **"I'll call you in a few minutes,"** hold the calling line unless you are directed not to, and prepare a delayed call ticket.
 - (2) On a don't answer or out of order call, say, **"I'll call you in about twenty minutes,"** disconnect, and prepare a delayed call ticket. If the calling party specifies the time at which he wishes the call tried or if he says he does not wish to be called until the desired station is reached, proceed accordingly. If you hear the calling party ask the distant operator to call him or if a distant operator asks you to complete the call, acknowledge the request, disconnect the front cord, and proceed as if the calling party had made the request to you.
- c. If the calling party asks you to try the call again or doubts the accuracy of the report, say, **"I'll try it again"** and proceed as on a new call, except that on a don't answer call, vary the preliminary report to suit the condition as for example, **"Shall I continue ringing?"** If the calling party is still dissatisfied, verify the condition as in Section 11. If, however, the calling party on being given a preliminary or don't answer report doubts it because he has recently received a busy report, explain that that would be caused by someone else trying to reach the called line at the same time the calling party did.
- d. If the calling party indicates previous difficulty or a desire for more definite knowledge of the condition, verify the condition as in Section 11.

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5. Calling party insists upon being connected to a busy line. Refer the case to your supervisor.

SUPERVISOR: Explain to the calling party that the line he is calling is busy but that you will be glad to call him as soon as it becomes available.

If he still insists upon obtaining connection claiming great urgency and you think the case warrants special treatment, obtain his name and say that you will try to obtain permission from the customers using the line to interrupt their conversation in order that he may secure the line. Then interrupt conversation on the line on a local multiple connection, or request the supervisor in the called manual office or the verifying operator in the called dial office to interrupt conversation. Explain to the customer or the supervisor that you have a call for the line mentioning the calling party's name, that the calling party is very anxious to reach the called station, and that it would be appreciated if the line could be released for this call. Do not, however, claim that the call is an emergency. If the line is obtained, tell the operator to establish connection in the regular way. If the customers using the line refuse to release it, inform the calling party to that effect.

6. Changing the connection on a slow answer call. Changing connection is not contemplated as a regular practice, but when the customer questions the accuracy of a don't answer condition or from your experience you doubt it, do so as follows, first indicating by a suitable acknowledgment that you will make another attempt.

- a. Local Multiple Connection. Change cords and continue ringing.
- b. Ringdown Trunk Connection on Which You can Reach the Terminating Operator without Disconnecting. Reach the distant operator and say, "**Change connection and ring Beacon 5678.**"
- c. Any Other Connection. Try to reestablish connection and listen for the signal as in Sec. 25, 17b(2)(a). If, however, you dialed the connection into a community dial office, first check the status of the called line as in Sec. 102, 6b.
- d. Allow the connection to remain about a minute before giving a preliminary or don't answer report.

7. Before you give a don't answer report, calling party asks you to call him when called station answers. Acknowledge the request, prepare a delayed call ticket, hold the calling line, and continue to ring the called station until a final don't answer report is due. Supervise the connection closely for the station answer.

- a. If the called station answers, establish connection as in Sec. 9, 3a.
- b. If an intercepting operator answers, give her the called number and be guided by her report.
- c. If the called station has not answered by the time a don't answer report is due, proceed as follows.
 - (1) If you had not given a preliminary report before the calling party made his request, reach the calling station and give a don't answer report as in Sec. 9, 4 without promising to call later unless he requests it as in "4b."
 - (2) If you had given a preliminary report before the calling party made his request, disconnect and proceed as for completing a delayed call in Section 9.