

TRAINING NOTES

FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

LESSON NO. 4

DIVISION A, SECTION 8 - STATION DELAYS ON INITIAL ATTEMPT

GENERAL

For handling 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.

Where references are made to sections of the new practice which have not yet been issued, the old practice should be followed for conditions referred to until the new sections have been issued.

Comments are made concerning phrases and procedures which differ from those of the old practice.

Paragraph 1. - CALLED LINE BUSY.

The following alternate phrases are provided for giving "busy" reports:

1. "It's busy now," may be used when it seems appropriate.
2. "It's still busy," or "I'm sorry, it's still busy," may be used when you recognize a repeat attempt on a previous busy call.

NOTE FOR NO. 11 MANUAL OFFICES: The old practice provided for giving a verbal busy report at the end of twenty seconds if the calling party was connected to a busy-back jack. The new practice calls for giving the report in about ten seconds.

NOTE FOR MANUAL OFFICES: The new practice mentions that if 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.

Paragraph 2. - CALLED LINE OUT-OF-ORDER.

In giving an "out-of-order" report the operator need not repeat the number if she has previously repeated it. If it seems desirable, add, ". . . and has been reported." Thus, an "out-of-order" report may be given as: "Beacon 5678, the line is out-of-order;" "Beacon 5678, the line is out-of-order and has been reported;" "The line is out of order;" "The line is out-of-order and has been reported."

Paragraph 3. - CALLED STATION SLOW IN ANSWERING.

On all connections, except ringdown trunk connections, the operator will give a preliminary "don't answer" report at the end of one minute. Suggested phrases for giving this report are:

1. "They haven't answered yet. Shall I keep on ringing?"
2. "Just a moment. I'll keep ringing."
3. "I'm trying to get your number. Just a moment."

Two minutes after establishing the connection the operator will disconnect the front cord and give the report, "They don't answer."

In offices not equipped with audible ringing, if you are locally directed to do so, the operator will give a report such as, "I'm ringing them," or "I'm still trying to get them," about thirty seconds after establishing the connection and about thirty seconds after the preliminary "don't answer" report.

On ringdown trunk connections, the new practice provides for the operator to cut in and listen for a "don't answer" report one minute after establishing the connection. If she hears a "don't answer" report, she will say, "Keep ringing." If she does not hear a "don't answer" report and she can reach the terminating operator without disconnecting, she will signal her and say, "Keep ringing." If the operator cannot reach the terminating operator without disconnecting, she will ask the calling party, "Did they answer?" and, if not, will say, "I'll keep ringing." Two minutes after establishing the connection, if the operator is uncertain as to whether the called station has answered, ask, "Have they answered yet?" before disconnecting the front cord and giving the "don't answer" report. If, however, the operator hears the terminating operator giving a "don't answer" report, acknowledge it, and, if necessary, repeat it to the calling party.

Paragraph 4. - PROCEDURE AFTER GIVING A "BUSY," "DON'T ANSWER," OR "OUT-OF-ORDER" REPORT.

If, after giving a "busy" report, the calling party asks you to call him, say, "I'll call you in a few minutes," and hold the calling line unless you are directed not to. The old practice called for releasing the calling line.

After giving a "don't answer" or "out-of-order" report, if the calling party asks you to call him, say, "I'll call you in about twenty minutes," and then disconnect.

If the calling party doubts the accuracy of a report or asks you to try the call again, say "I'll try it again." On a "don't answer" report vary the preliminary report to suit the condition as, for example, "Shall I continue ringing?"

Paragraph 5. - CALLING PARTY INSISTS UPON BEING CONNECTED TO A BUSY LINE.

Supervisor: If the calling party claims that his call is urgent and insists upon being connected to a busy line and you think the case warrants special treatment, obtain his name and mention it when attempting to complete the call. Do not mention that the call is an emergency, as reference is made here only concerning urgent calls. (Emergency calls should be handled according to Section 3 of the General Division.)

Paragraph 6. - CHANGING THE CONNECTION ON A SLOW ANSWER CALL.

Provision is made for changing cords on local multiple connections when the customer questions the accuracy of a "don't answer" report, or from your experience you doubt it.

On ringdown trunk connections, if you can reach the terminating operator without disconnecting, do so and say, "Change connection and ring Beacon 5678."

Paragraph 7. - BEFORE YOU GIVE A "DON'T ANSWER" REPORT, CALLING PARTY ASKS YOU TO CALL HIM WHEN CALLED STATION ANSWERS.

If the request is made before a preliminary "don't answer" report has been given, hold the calling line and continue to ring the called station until a final "don't answer" report is due. Then reach the calling party and give the "don't answer" report without promising to call later unless he requests it. The old practice called for the operator asking the calling party to "hold the line" if he asked to be called before a preliminary report was given.