

SUBSEQUENT ATTEMPTS ON DELAYED CALLS

3. ATTEMPTS TO REACH THE CALLED STATION. (Supplementing par. 3b (1), Opposite.)

Verify the busy condition only if the calling party requests verification or doubts the accuracy of the report.

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SUBSEQUENT ATTEMPTS ON DELAYED CALLS

1. General. Subsequent attempts are made on delayed calls on which voluntary completion applies and on other calls which you have agreed to follow up. In general they are made according to the schedule given in Section 10 for the type of delay last noted on the ticket except that whenever the calling party specifies a time at which he wishes an attempt made, that time is entered as the next attempt time. Work on subsequent attempts consists broadly of securing or holding the calling line as in Section 25, attempting to reach the called station at the proper intervals, reporting the result of your attempt to the calling station at the intervals shown in Section 10, keeping a record of your work on the call, and disposing of the ticket as in Section 6. Some of the procedures below are modified for coin lines in Sections 74 through 76, and for night operation in Sec. 23, 4.

2. Securing or holding the calling line. As the time for the next attempt approaches, secure the calling line as in Sec. 25, 9 if you are not already holding it. If an attempt resulted in a line busy or no trunks condition, hold the line through the first three subsequent attempts, if necessary, proceeding as in Sec. 25, 8, unless you have been locally directed not to or the line is required for another call. If locally directed in such cases, you may secure the calling line when you are ready to start the first subsequent attempt and then hold it through the third subsequent attempt, or you may secure it as the first step on each subsequent attempt.

- a. Do not ring the calling station until ready to give a report except as provided for calls from coin lines.
- b. If the calling line is busy make frequent attempts to secure it, at least every two minutes. If it remains busy for ten minutes, verify the condition and continue your attempts to secure it.
- c. If at any time the calling line is out of order, dispose of the ticket as in Sec. 6, 11 or 12, and discontinue work on the call.

3. Attempts to reach the called station. The time the next attempt is due will be apparent from the ticket notations made as described in Section 6. Having secured the calling line, try to reach the called station as described for the trunking method involved. In general, use split cord operation but if you can reach the calling line and ring it on a back cord, you may use only one cord pair.

Supervise the connection closely for a station answer and proceed according to the result, noting the time and result of each attempt on the ticket as in Sec. 6, 7.

- a. If the called station answers, verify the number reached and if it is the called station, ring the calling station. Report ready as in "4" and if the call is accepted, establish connection, start conversation if necessary, and make the necessary completion entry as in Sec. 6, 5.
- b. If you do not complete the call, disconnect from the called line and release the calling line unless you are to give a report or are to hold it for the next attempt on a busy or no circuit call. In addition proceed as follows.
 - (1) If the attempt is the fourth subsequent attempt on a busy call, verify the condition before giving the report.
 - (2) If the line is busy on an attempt following any other condition, do not give a report but follow the regular schedule applying after an initial busy report.

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- (3) If the called station is slow in answering, proceed as follows.
 - (a) If you are working on a don't answer call, listen for the ringing signal on a connection on which it should be heard, changing the connection if necessary. Allow the connection to remain one minute and then if there is no answer give a don't answer report.
 - (b) If the condition was not previously don't answer, proceed as for a regular slow answer call omitting any supervisory report, and give the don't answer report in two minutes.
- (4) If you can not reach the called office, make frequent attempts to do so. If you have several tickets on this type of delay, try to complete the calls in the order in which they were received.
 - (a) If the no trunk condition continues, give a report to the calling party at the intervals indicated in Section 10. If you are directed to do so, pass the call to Long Distance, giving her the time shown on the ticket for the initial attempt, as for example, **"No circuit, ten twenty."**
 - (b) If you reach the called office but there is a station delay, report the condition to the calling party as in "4."

4. Reports to the calling party. Give reports to the calling station after subsequent attempts as called for in Section 10 or in accordance with the calling party's directions, as long as the call is active.

- a. In giving reports, (1) identify the call so that anyone at the calling station who is familiar with it can recognize it, (2) state the condition, with appropriate adaptation of phrase to indicate your knowledge of preceding events on the call, and (3) give some indication as to when you will give another report in all cases where the schedule in Section 10 calls for further attempts, or where you agree to make further attempts. You may use considerable latitude in varying the phrases, depending upon your knowledge of the calling party and the nature of the called place. Typical phrases are given below to show the ways in which these three points may be combined for the regularly occurring reports.

"On your call to Beacon 5678, we are ready."

"I have Beacon 5678 for you now."

"I'm ready on your call to Beacon."

"On your Beacon call, the line is still busy. I'll call you in a few minutes."

"Beacon 5678 still doesn't answer. I'll try it again in about twenty minutes."

"Your Beacon number hasn't answered yet. I'll call you in about twenty minutes."

"I'm sorry, your Beacon number is still out of order. I'll keep trying it and call you in about twenty minutes."

"On your Beacon call, the line is out of order now. I'll call you in about twenty minutes."

"On your Beacon call, the circuits are still busy. I'll call you."

"On your call to Beacon 5678, the line is busy now."

- b. Special conditions controlling or modifying your report are as follows.

- (1) In promising when to call, use the expression "a few minutes" to designate an interval of about ten minutes or less.

For longer intervals include the interval to the next scheduled report as, "in twenty minutes" or "in an hour," or the time the customer specifies as, "at five o'clock."
- (2) When you give a report on a don't answer or out of order call more than two hours after the initial report, instead of promising to call later ask, **"Shall I try them again, later?"** or **"Do you wish me to try the call later?"** If the calling party's response is affirmative but he does not indicate a time, say, **"At what time?"** or **"When do you suggest?"** When a time is agreed upon, say for example, **"All right, sir, I'll try it about nine o'clock"** or **"That will make it about ten-thirty. Will that be convenient?"** If you are unable to secure a suggestion from the calling party, make a choice of time

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4. REPORTS TO THE CALLING PARTY. (Supplementing paragraph 4a, opposite.) Give reports to the calling station after subsequent attempts as called for in Section 10, opposite page 1.

If the busy condition changes to a don't answer condition, give this report to the calling station and ask the customer to try the call later, saying for example, "Beacon 5678 doesn't answer now. Will you place your call again when ready, please?"

Whenever the calling party asks the operator to make further attempts to complete a don't answer or out of order call she will do so, and after each attempt she will give a report and ask the customer to try the call later, saying for example, "Beacon 5678 still doesn't answer. Will you place your call again when ready, please?"

If a don't answer or out of order condition changes to a busy condition, do not give a busy report at this time but make attempts and give reports according to the subsequent attempt schedule for busy conditions until the cause of delay changes and then proceed accordingly.

If the cause of delay changes to an out of order condition, give an out of order report and offer to call back in about twenty minutes. Make one voluntary subsequent attempt about twenty minutes later and if the called line is still out of order, give this report to the calling station and ask the customer to try the call later, saying for example, "I'm sorry, Beacon 5678 is still out of order. Will you place your call again when ready, please?"

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that seems suitable to the circumstances and say for example, "I'll try again about four o'clock. Will that be satisfactory?" or "Suppose I try again in an hour?" and proceed according to his reply.

- (3) If a private branch exchange position number is on the ticket, reach that position before you make your report.
- (4) If a name or extension number is on the ticket, identify the call when the calling station answers by using this information in your report in a manner such as "On Mr. Brown's call to . . .," "On 431 to Beacon . . .," or "On the call from extension 350"
- (5) If the call is intercepted, give the report to the calling party, volunteering to complete in the case of a number change, as for example, "On your call to Beacon, that number has been changed to Cedar 7890. Shall I try it for you?"

If, however, the intercepting operator requests details which you are not able to furnish, connect the calling party with her, announce the call as for example, "On your call to Beacon 5678, are you calling John Doe?" and permit him to talk to the intercepting operator.

- (6) When you have occasion to give a different report, recognize it in the phrase you use, as for example, if the line is busy after you have given a no trunk report, say, "On your Beacon call, that line is busy now."
- (7) In giving a station delay report on a call previously delayed by a no trunk condition, if the call is to a point to which voluntary completion does not apply, omit the promise to call and take no further action unless the customer requests you to do so.

5. **Calling station does not answer.** Ring for one minute, then release the calling line and excuse the call to the called party if he is on the line. Twenty minutes later again try to reach the calling station.

- a. If the calling station answers, ask if he wishes you to try the call now, as for example, "Shall I try Beacon 5678 now?" and proceed as directed.
- b. If the calling station does not answer in one minute, discontinue work on the call and dispose of the ticket as in Sec. 6, 11 or 12.

6. **Delayed call to be tried from a third telephone at a specified time.** At the specified time, reach the station indicated and say for example, "On Mr. John Doe's call to Beacon, shall I try it now?" or "Shall I try the Beacon call for Mr. Doe now?" using the calling party's name if shown on the ticket, and be governed by the reply.

7. **Calling party asks not to be called until the called station is reached.** Acknowledge the request and note it on the ticket. Make attempts to reach the called station in the regular way. Do not give any reports until the called station is reached unless you receive a disconnect or out of order report.

If, however, the request was made after you had given a don't answer or out of order report, and the condition has not changed after two hours, discontinue work on the call and cancel the ticket unless, on the basis of your experience, there is reason to believe that an attempt at a later time may be desirable.

8. **A party on the calling line wishes to make a call while you are holding the line.**

- a. **Dial Office.** If you have not advanced an order for the called number, acknowledge and proceed as on a new call.

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8. Continued

- b. Dial Office.** If you have advanced an order for the called number, say, "Is this (Adams) 1234?" giving the number of the station for which you are trying to complete the call. If, however, your office serves only individual lines, do not ask the calling number but immediately try to obtain acceptance as in "(1)."
- (1) If it is the original calling station, say, "I am trying to complete your call to Beacon 5678. Do you wish that call first?"
 - (a) If the calling party says he will talk with the number to which you are trying to complete the call, say "One moment, please?" and continue your attempt to complete the call.
 - (b) If the calling party says that he wishes the second call first, accept it as in "a." Continue to hold the original called line.
 - [1] If the original called station answers, excuse the call and make your next attempt to complete the call when the calling line is free.
 - [2] If the called station does not answer in one minute, disconnect. Reach the calling station when the line is free and give a don't answer report.
 - [3] In any other event, release the trunk to the called station and try again when the calling line is free.
 - (2) If it is not the original calling station, accept the call and dispose of the connection to the original called line as in "(1)(b)."
- c. Manual Office.** If you have not rung the original called station in the local multiple or if you have not passed an order for it to a distant operator, acknowledge the order and proceed as follows.
- (1) If you are holding the calling line in the answering jack, change to a back cord and proceed with the new call.
 - (2) If you are holding the calling line in the multiple, accept the call as in "(1)," or if locally directed, say "Just a moment, I'll give you your operator" and disconnect.
- d. Manual Office.** If you have rung the original called station in the local multiple or if you have passed an order for it to a distant operator, proceed as follows, first determining in the case of a party line if it is the original calling station by asking, "Is this 1234-J?"
- (1) If it is the original calling station, try to secure acceptance of your call as in "b(1)," except that if he wishes the new call first, accept the order as in "c."
 - (2) If it is not the calling station, accept the order as in "c" but continue to hold the called line as in "b(1)(b)."

9. A party on the called line wishes to make a call while you are attempting to complete a call. Verify the number reached, if necessary.

- a. If it is the number desired, say, "I have a call for you. Will you take it first?" unless you have been locally directed to give outgoing calls the right of way as in "b." If he accepts the call, say, "One moment, please?" and continue your attempt to complete the call. Otherwise proceed as in "b."
- b. If it is not the number desired, say, "Will you hang up for a moment, please, and then make your call?" and release the called line. Proceed as if you had found the called line busy and continue your attempts to complete the original call in the regular way.

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10. **Calling party indicates he does not wish the call.** If at any time the calling party says he does not wish the call, says that he has had the call, or otherwise cancels it, say for example, "**All right, sir.**" Release the calling line, excuse the call to the called party if he is on the line, and dispose of the ticket as in Sec. 6, 11 or 12.

11. **Calling party calls a number for which a delayed call ticket is being held.**

a. If you recognize that the calling party is making an attempt to complete a call for which you are holding a delayed call ticket try to establish the connection.

If you do not complete the call, consider this attempt as taking the place of the next scheduled attempt.

b. If you have reason to believe that another operator is holding a delayed call ticket covering the call, try to establish the connection and if you can not readily obtain the ticket, notify your supervisor.

SUPERVISOR: Try to locate the other ticket. If you find it, make the necessary entries on the original, scratch the new ticket, and use it as the record of the call to be worked on further if necessary. If you do not locate the other ticket, enter "ag" with the time on the new ticket and let it stand as the record of the call.