

TRAINING NOTES FOR

INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE

DIV. A, SEC. 9 - SUBSEQUENT ATTEMPTS ON DELAYED CALLS - LESSON NO. 11

Paragraph 1 - General

In general, subsequent attempts on delayed calls will be 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 will be entered as the next attempt time.

Paragraph 2 - Securing or Holding the Calling Line

Whenever an attempt results in a line busy or no trunks condition, the calling line may be held through the first three subsequent attempts unless the line is required for another call or you are locally directed to do otherwise. (The present practice does not provide for holding the calling line under these conditions.)

In attempting to complete a delayed call, if the calling line is busy, make frequent attempts at least every two minutes to secure the line. (The present practice provides for making attempts at one-minute intervals.) If you are unable to secure the calling line within ten minutes, verify the condition and continue your attempts to secure it. (The present practice does not provide for verifying the calling number.)

Paragraph 3 - Attempts to Reach the Called Station

Use a split cord operation in attempting to complete delayed calls, except that if you can reach the calling line and ring it on a back cord, you may use only one cord pair. (The present practice provides only for using a split cord operation.)

Paragraph 4 - Reports to the Calling Party

Three basic rules for giving reports to the calling party are enumerated in this paragraph and typical phrases are provided to show the ways in which these three basic rules may be combined. Special conditions controlling or modifying these reports are also given.

Paragraph 5 - Calling Station Does not Answer

If the calling station does not answer after ringing for one minute, release the calling line and make another attempt to reach the calling station twenty minutes later. If the calling station does not

then answer in one minute, discontinue work on the call and cancel or scratch the ticket. (The present practice provides for discontinuing attempts to complete the call if the calling party does not answer on the first attempt.)

Paragraph 6 - Delayed Call to be Tried From a Third Telephone at a Specified Time

This paragraph has been added to provide a phrase to be used where a delayed call is to be tried from a third telephone at a specified time.

Paragraph 7 - Calling Party Asks not to be Called Until the Called Station is Reached

This paragraph is added to provide for handling a delayed call where the calling party asks not to be called until the called station is reached. No reports should be given until the called station is reached unless you receive an out-of-order or disconnect report. However, if the request is made after a don't answer or out-of-order report has been given, and the condition has not changed after two hours, discontinue work on the call and cancel the ticket, unless you have reason to believe that an attempt at a later time may be desirable. (The present practice does not cover this condition.)

Paragraph 8 - A Party on the Calling Line Wishes to Make a Call While You Are Holding the Line

There is a slight change in the phrase to be used where you find the original calling station attempting to make a call while you are holding the line after the original called number has been advanced or rung.

In attempting to complete a call for a party on the calling line which is being held in the answering jack, change to a back cord and proceed with the call. If you are holding the calling line in the multiple, change to a back cord and proceed with the call, unless you have been locally directed to say, "Just a moment, I'll give you your operator." (The present Panel Practice provides for completing the call if it is for a number outside the local service area and for asking the party to hang up and then call the number, if the call is for a number in the local service area. The present Manual and No. 11 Manual practices provide for attempting to complete the call.)