

CALL CIRCUIT POSITIONS

1. Receiving the order and assigning a trunk.

- a. While the order is being given, select the idle trunk nearest to the multiple bank of the called number. If you understand the order, give the number of the trunk selected to the calling operator promptly after she has finished her order, and proceed with the call.
- b. Only assign a trunk which is up in the multiple and on which the disconnect signal is lighted when all other trunks are in use.
- c. Reserve the highest numbered trunk of each group, as far as possible, for use in establishing an emergency call circuit when necessary.

2. Order received without the calling office name. Obtain it by asking, "Your office, please?"

3. Two orders received at the same time.

- a. If you can not understand either order, do not assign a trunk but wait until the orders are passed again.
- b. If you understand one of the orders, assign a trunk, first repeating the order you are accepting, saying, "5678 trunk 4-5." If the interference occurs frequently, call attention to it by saying "Don't break in."
- c. If the operators of any office persistently break in on the call circuit while other operators are passing orders, notify your supervisor.

SUPERVISOR: Listen in on the position and try to locate the cause of the trouble. If the trouble is apparently due to poor work on the part of the "B" operator, take the necessary steps to remedy the condition. If it appears that the trouble is due to poor work on the part of the "A" operators, report the condition to your chief operator. If the condition appears due to trouble on the call circuit, report the trouble and notify your chief operator.

4. Busy call circuit. Whenever you find that you are receiving orders so rapidly as to cause confusion or prevent you from performing your work properly and you know that the calling office has other call circuits to your office, notify your supervisor.

SUPERVISOR: Ascertain if work at other positions having trunks from the calling office will permit additional calls being handled temporarily. If so, tell the operator reporting the busy condition to report "Other circuit" to calling operators for a few moments instead of assigning trunks, until she can again make assignments. If not, plug in on the operator's position and direct her work, rendering any assistance you can, such as taking down cords on disconnect signals.

5. Trunks from the calling office busy. If all trunks which you are operating from the calling office are in use when you receive an order, say to the calling operator, "No trunk." If some of the trunks are out of order and the remaining trunks are in use, say, "No trunk." Notify your supervisor.

SUPERVISOR: Make a memorandum of the report, noting the date, the time, the calling office, the position number, and the number of trunks out of order when the report was given.

6. Trunks out of order. If all trunks which you are operating from the calling office are sleeved with out of order sleeves, say, "Trunks OD" on orders from that office.

CALL CIRCUIT POSITIONS—Continued

7. **Order forgotten after assigning a trunk.** Connect the trunk with the reorder signal.
8. **Trunk assigned not taken.**
 - a. If the trunk is not taken in about ten seconds, disconnect. If the operators of any office repeatedly fail to take the trunks assigned, notify your supervisor.
SUPERVISOR: Listen in on the position and try to locate the cause of the trouble. If it is apparent that the condition is due to trouble on the call circuit, report the trouble and notify your chief operator. If there is no apparent trouble on the call circuit and it appears that operators are having difficulty in hearing the "B" operator, obtain another telephone set for her. If this does not clear the trouble, notify your chief operator.
 - b. If the same order is passed again within a few seconds, assign a new trunk and proceed as follows.
 - (1) If the trunk first assigned is connected to a line of an underlined group, connect the second trunk to another line of the group, if one is available, as on a new order and disconnect the first trunk. If no other line of the group is available, proceed as in "(2)."
 - (2) If the trunk first assigned is connected to a line not one of an underlined group, disconnect it and connect the second trunk to the same line. If, however, the trunk first assigned is taken up before being disconnected, connect the second trunk with a busy back jack.
 - c. If the trunk is taken up after you have disconnected it, connect it with the reorder signal.
9. **Trunk signal lights on an unassigned trunk.** Connect it with the reorder signal.
10. **Trunk signal flashes on an unassigned trunk.** Immediately connect the trunk with your supervisor.
SUPERVISOR: If the supervisor at the originating office reports the call circuit out of order, proceed as in "12."
11. **Signal received on an established connection.** Disconnect the trunk. On a mechanically locking key trunk, operate the front ringing key if it is not already operated.
12. **Establishing an emergency call circuit.**
SUPERVISOR: Connect the trunk used in reaching you with one of the special jacks provided for establishing an emergency call circuit and operate the associated special key for tripping the ringing. Then operate the emergency call circuit key. If the position in trouble is call indicator on a temporary call circuit basis, also operate the by-pass key.
Make sure that the emergency call circuit is working properly and then notify your chief operator. If calls are handled from more than one office at the "B" position affected, the chief operator will arrange for the establishing of an emergency call circuit from each office. Previous to the establishing of these emergency call circuits, watch carefully for flashing trunk signals on trunks from the offices involved.
When you are advised that the regular circuit can again be used, restore it to service. Notify the offices affected to use the regular circuit and to disconnect the emergency circuit.

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