

## TOLL SWITCHING POSITIONS

Proceed as for other "B" operators except as indicated in the following cases.

### 1. Number preceded by "Without." (Manual offices)

a. Straightforward Trunk. Establish connection to the called line without testing, observing the following general rules as regards multiple marking.

- (1) If the line is one of an underlined group, be careful to establish the connection to the particular line called.
- (2) If the called line is marked to indicate that calls are being intercepted, disregard the marking and establish connection without testing.
- (3) If the order is given without a station designation but you find that the line is a party line, and vice versa, connect the trunk with the intercepting operator.
- (4) If you find that the line is a coin line and the order was not given as "Prepay," notify your supervisor. If, however, you are still in on the trunk when you discover that the line is coin, inform the calling operator and clear the signal if necessary.

**SUPERVISOR:** Tell the calling operator that the called number is a coin station, specifying whether it is a prepayment or postpayment station.

b. Call Circuit Trunk. Assign a regular trunk if one is available, otherwise assign a coin trunk. Then proceed as in "a."

### 2. Number preceded by "Prepay." Determine if the called number is a coin line before cutting out.

#### a. Dial Office.

- (1) Call Distributing Position. If the called number is not a coin line, say, "Not prepay." Otherwise establish connection.
- (2) Key Listening Position.
  - (a) Order Received on a Coin Trunk.
    - [1] Called Number a Coin Line. Establish connection.
    - [2] Called Number not a Coin Line. Say, "Not prepay."
  - (b) Order Received on a Regular Trunk.
    - [1] Called Number a Coin Line. Say, "Select a prepay trunk, please?"
    - [2] Called Number not a Coin Line. Say, "Not prepay."

#### b. Manual Office.

- (1) Straightforward Trunk. Proceed as in "a(2)."
- (2) Call Circuit Trunk. Assign a coin trunk.

If all coin trunks are in use, say "No trunk" and notify your supervisor.

**SUPERVISOR:** Make a memorandum of the report and forward it to your chief operator.

3. Number preceded by "L.D." only. (Call circuit) Assign a regular trunk if one is available, otherwise assign a coin trunk.

4. Number preceded by "Collect" or "Check." Determine if the called number is a coin line before cutting out. If it is not a coin line, establish connection. If it is a coin line, proceed as follows.

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**TOLL SWITCHING POSITIONS—Continued**

4. **Continued**
  - a. **Straightforward.** Say for example, "**Prepay,**" giving the type of coin box at the station, and if Long Distance does not acknowledge your report, connect the trunk to the reorder signal.
  - b. **Call Circuit.** Assign a trunk as in "3" but do not establish connection. Notify your supervisor.  
**SUPERVISOR:** See "1a(4), Sr."
  
5. **Calling operator says "Trunk 4-5, clear."**
  - a. If the trunk is in use, repeat the order and if not corrected, disconnect regardless of the signal condition on the trunk. Do not, however, collect or return before disconnecting unless requested to do so by the calling operator.
  - b. If the trunk is not in use, say, "**Trunk 4-5, not up.**"
  
6. **Calling operator says "Trunk 4-5, collect (return)."**
  - a. If the trunk is in use and is a coin trunk, repeat the order, and if not corrected proceed as follows.
    - (1) **Position Equipped with Coin Keys on Each Trunk.** Operate the collect (return) key associated with the trunk once only while the trunk is still connected with the called line. Carefully observe the coin pilot signal and keep the collect (return) key operated until the coin pilot signal has been lighted for about one second, or if locally directed until the coin pilot signal goes out. If the coin pilot signal does not light, notify your supervisor giving her the number of the trunk used.  
**SUPERVISOR:** As soon as the trunk becomes available test it, proceeding in general as for "A" supervisors for the same condition. If there appears to be trouble on the trunk, arrange to have it made busy and report it.
    - (2) **Position Equipped with Positional Coin Keys.** Operate the listening key associated with the trunk and hold it operated while operating the collect (return) key as in "(1)."
  - b. If the trunk indicated is in use but is not a coin trunk, say, "**Trunk 4-5, not prepay.**"
    - (1) **Manual Office.**
      - (a) **Straightforward Trunk.** If you then receive an order on a coin trunk, as "1234 on here and collect (return)," acknowledge with "**1234 collect (return)?**" Then substitute the trunk on which you received the order for the one connected to the desired line, and collect or return as requested.
      - (b) **Call Circuit Trunk.** If the calling operator then asks you to change to a coin trunk, assign a coin trunk and substitute it for the trunk given by the calling operator. Then collect or return as requested.
    - (2) **Dial Office.** If you then receive the order "1234 on here and collect," say "**Dial office.**"
  - c. If the trunk is not in use say, "**Trunk 4-5, not up.**"
  
7. **Calling operator asks "Trunk 4-5, what have I?" (Manual offices)**
  - a. If the trunk is connected to an individual line or to a jack per station party line, give the number of the line connected.
  - b. If the trunk is connected to a jack per line party line, give the line number and add the station designation if you know it. If you do not know the station called, give the line number and add "**Party line.**"

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7. Continued

- c. When giving a number to the calling operator, say, **"Trunk 4-5, you have 1234 (6789-W)."**  
If you are handling numbers with different central office names, include the proper office name in giving the line number where the lines are separated so that each office may be distinguished.
- d. If the trunk is not up, say, **"Trunk 4-5, not up."**

8. Order received relative to a trunk not on your position.

- a. Straightforward Trunk.
- (1) If the trunk appears at an adjacent position, pass the order to the operator at that position.
  - (2) If the number of the trunk given does not correspond to that of any of the trunks from the calling office, say, **"Wrong office."**
- b. Call Circuit. Say **"Wrong office."**

9. Order received which has no application to your office. (Dial offices) For example, if you receive an order such as "Without," "Disregard marking," "Trunk 4-5, what have I?," say, **"Dial office."**

10. Ringing. (Manual offices) Set the proper ringing key on each call on which you connect a trunk.

11. Order or request received but no connection to be established. (Clearing the signal) Clear the signal on the trunk on which the order was received after you have disposed of the request.

- a. Dial Key Listening Position. When both the trunk and busy signals are lighted, operate the disconnect key.
- b. Dial Call Distributing Position. If the link lamp does not go out, set up the reorder signal number.
- c. Manual Straightforward Position. Plug the trunk into a reorder jack.

12. Trunk and busy signals lighted. (Dial offices—Key listening position) Operate the disconnect key, first collecting as in "13" if the trunk is a coin trunk.

13. Disconnecting. If the trunk is a coin trunk, collect before disconnecting unless you have collected or returned just previous to the receipt of the disconnect signal or unless asked to clear as in "5." If, however, the coin pilot signal does not light, do not report the case to your supervisor.

14. Trunk disconnected in error. If you do not know the number to which the trunk was connected, connect the trunk to the reorder signal.

15. Special toll switching trunks for rural lines. (Manual offices) Proceed as in the preceding paragraphs, except as follows.

- a. Straightforward Trunk.
- (1) If you receive an order for a rural line over a trunk which is not designated for connection to rural lines, say, **"Select a rural trunk, please?"**
  - (2) If you receive an order for a line which is not a rural line over a trunk designated for connection to rural lines, say, **"Not a rural line."**

**TOLL SWITCHING POSITIONS—Continued**

**15. Continued**

(3) No. 11 Board. After the connection is established and the proper ringing key has been operated, operate the CLR key.

**b. Call Circuit Trunk.**

(1) When you receive an order for a rural line, always assign one of the trunks designated for connection to rural lines.

(2) If all the rural trunks are busy, say, "**No trunk.**"