

CONTROL OPERATORS

SERVICE CONSIDERATIONS

1. GENERAL.

- a. A community automatic exchange is a complete self-contained automatic telephone system designed to serve a certain number of subscribers' lines on a full dial terminal-per-line basis.
- b. A control office in which you are the operator is the point of termination of the unattended dial office control trunks over which assistance is given to the customers.
- c. In a community dial office the customers dial their own numbers and secure your assistance as the control or assistance operator on calls where difficulty has been encountered or in completing calls for special service or long distance.

2. SERVICE VIEWPOINT

- a. In a dial unattended office the switches have taken the place of the operator in the local exchange and it is therefore important that you appreciate that you are the operator for the small town involved although you are located in the distant exchange. You must have intimate knowledge of the community to give service of the scope and character which is desired.

The items of non-telephone information given out will vary in offices and reference should be made to the record maintained in your office of such special services.

- b. Distinct enunciation and a pleasing tone of voice is important in telephone work. You should serve your subscribers in a friendly manner and be patient in your dealings with them. Their contacts with you will be infrequent and in most cases where difficulty is being encountered the subscriber is asking for assistance in completing his call. The subscriber's appraisal of telephone service will be governed largely by the treatment received from you. Be as helpful as possible where the customer seems dissatisfied or you find he is having difficulty with the use of his telephone or other service features.
- c. You are the only human and intelligent touch to the service given in the unattended dial office and it is therefore necessary that you use the instructions for handling calls as a guide in your work and that judgment be used in giving service in those cases where special attention is required. In other words, the "Good neighbor" policy should prevail in the handling of calls.

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SERVICE CONSIDERATIONS - Continued

3. TESTS AND ALARMS.

- a. Certain tests and alarms have been provided which, by the dialing of certain codes, will give an indication to you that the office is working or an indication of any trouble which may have occurred. There is a definite responsibility to check the condition of the office at intervals as prescribed in order that any equipment difficulties may be determined as soon as possible.

4. EMERGENCY CALLS.

- a. In cases of emergency you are the only help the customer has in attempting to secure connection to the party desired. It is therefore important that you do not let anything interfere with using facilities available for completing the call. Judgment must be used in the completing of emergency calls to be sure that the correct number is secured and that the proper party is reached or any other aid given.

5. RECORDS.

- a. Intercepting and information records are provided at your switchboard for the giving out of intercepting and information service upon request. Care should be taken to insure that the information given out is accurate in order that the customer may be able to complete calls to the number desired.