

CONTROL OPERATORS

HANDLING CALLS TO AND FROM UNATTENDED DIAL SYSTEM SUBSCRIBERS

1. GENERAL.

- a. The following instructions have been provided for the guidance of operators at the master control office handling calls to and from unattended dial office subscribers. This section generally covers only such details as involve changes from or additions to the regular local or toll operating practices already in effect. Customers in unattended dial areas dial local numbers themselves and will come in contact with the control operator only in such cases where assistance is required in completing a call.

2. CALLS FROM UNATTENDED DIAL OFFICE SUBSCRIBERS.

- a. When a customer in an unattended dial office desires assistance in completing a local call or wishes to place a toll call, etc., he will reach you by dialing "operator." A signal will appear on a line lamp associated with a control trunk jack and you should answer with the back cord of an idle pair by saying, "operator." The plugging of the cord into the control trunk jack will retire the line signal and when the subscriber's request has been received, you should proceed as outlined below.
 - (1) If the calling subscriber requests a connection for a number in the area served by the unattended dial office, refer to the numerical record to determine whether or not the number is affected by intercepting. This is necessary because the number may have been changed, disconnected, may be vacant number, etc. Calls for intercepting do not automatically come in on intercepting trunks and consequently the only method by which you may know the condition of a number is by reference to the numerical record. If it is found that an interception is involved, the proper report should be given. If the subscriber does not indicate any difficulty encountered and an interception is not involved say, "WHAT DIFFICULTY HAVE YOU HAD ON YOUR CALL?"
 - (2) If the answer indicates that difficulty has been experienced or if the calling party indicates inability to dial, proceed to render assistance as indicated in the succeeding paragraphs:
 - (3) If the answer does not indicate that difficulty has been experienced in completing the call or if the calling party does not indicate inability to dial, say, for example, "YOU CAN CALL DIRECT. WILL YOU DIAL THE NUMBER, PLEASE?" Then add, if necessary, "WILL YOU HANG UP FOR A MOMENT, PLEASE, BEFORE DIALING?" Wait for the calling party to hang up and immediately disconnect from the trunk.

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(a) If you have three or less trunks to the control office, and the calling party asks you to complete the call for him, say, for example, "I AM SORRY, BUT I HAVE NO WAY OF COMPLETING YOUR CALL. WILL YOU DIAL THE NUMBER, PLEASE?"

(b) If you have more than three control trunks, attempt to establish a connection in the usual manner as outlined in succeeding paragraphs.

(4) If the calling party asks for a number in the control office (where the control office is a long distance point) or any long distance points, handle the call as outlined in the succeeding paragraphs.

3. OBTAINING ESSENTIAL DETAILS FROM THE CALLING PARTY.

- a. Where there are three or less control trunks, obtain the calling party's number by saying, "YOUR NUMBER, PLEASE?" if the calling party does not voluntarily give it. If the party has not given sufficient explanation of the nature of the difficulty, ascertain the essential details by briefly and courteously questioning the calling party. Where more than three control trunks are provided, proceed as above except that it is not necessary to secure the calling number.
- b. If you determine that the calling party has encountered difficulty due to the improper use of the telephone or lack of knowledge as to the proper procedure to be followed to obtain service, give him the instructions he seems to require, proceeding in general in accordance with the directions appearing in the local telephone directory for making the various classes of calls.
- c. If you determine that the calling party has apparently made his call properly and that he understands the proper use of his telephone, proceed to render assistance in the manner outlined in succeeding paragraphs.

4. REVERTING CALLS.

- a. The subscriber may complete calls to stations on his own line by dialing a specified code. If however, you receive a call from a subscriber asking you how to call another party on his line, or if you recognize a reverting call when the calling party is complaining of a busy condition, explain the condition to the calling party and give him the necessary instructions for dialing a reverting call.

If all but the last digit (ringing code) of the calling and called numbers are the same, advise the calling party that the number is on his line.

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The reverting codes and method of placing reverting calls effective in your office is covered in Section 3.

5. CALLING PARTY INDICATES INABILITY TO DIAL FOR REASONS OTHER THAN LACK OF KNOWLEDGE OF HOW TO USE A DIAL TELEPHONE, OR EXPERIENCES OTHER DIFFICULTY, AND REQUESTS A CONNECTION TO A NUMBER IN THE LOCAL SERVICE AREA.

Note: Special arrangements should be made in those cases where subscribers require additional assistance because of inability to place calls.

- a. If you have three or less control trunks, as soon as you have secured the necessary information to work on the call, dismiss the calling party by saying, "WILL YOU HANG UP, PLEASE, WHILE I TRY TO GET 234 FOR YOU?" Make attempts to reach the called station over an idle control trunk. If the called station is reached, explain the condition to the called subscriber by saying, for example, "123 HAS BEEN TRYING TO REACH YOU, BUT YOUR LINE HAS BEEN BUSY. I WILL ASK HIM TO CALL YOU." Release the called station and reach the calling station in the manner indicated above, and say, for example, "I REACHED 234 AND TOLD HIM THAT YOU WOULD CALL," and release the control circuit.
 - b. If you have more than three control trunks, acknowledge the report or request and make attempts to complete the call by plugging the completing cord of the pair used in answering into a control trunk and dialing the number.
 - c. If you are unable to secure the called station, reach the calling party and say, for example, "234 IS BUSY, WILL YOU CALL THE NUMBER AGAIN, LATER?" or, "THEY DO NOT ANSWER NOW. WILL YOU CALL THE NUMBER AGAIN, LATER?"
 - d. If the calling party again complains of not being able to secure the number, say, "THERE MAY BE SOME TROUBLE ON THE LINE, I WILL REPORT IT FOR YOU."
6. CONTROL TRUNKS BUSY.
- a. If you have more than three control trunks provided and sufficient trunks are not available to complete the call, proceed as where three or less trunks are provided as in paragraph 5.
7. SUBSCRIBER COMPLAINS OF NO RINGING SIGNAL.
- a. If the calling subscriber indicates that he has not received a ring-

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ing signal, refer to the intercepting record to determine whether a vacant connector terminal or an unequipped terminal has been dialed, and if it is found that the number is not vacant, proceed as indicated in paragraph 5 preceding.

8. SUBSCRIBER COMPLAINS OF RECEIVING RINGING SIGNAL AND NO ANSWER.

- a. If the customer complains of receiving the ringing signal, but no answer, refer to the intercepting record to determine whether a disconnected party-line number has been dialed. If the number is working, handle the call as indicated in paragraph 5 preceding.

9. EQUIPMENT TROUBLE.

- a. If there are indications of equipment trouble, report the condition to the Plant Department.

10. CALLS FROM POSTPAY COIN LINES.

- a. If the call is from a coin station a tone will be heard momentarily when you answer on a control trunk. If you are not certain whether the call is from a coin-box, the tone can be checked by replugging.
- b. If the customer complains of lost coin and you have more than three trunks, attempt to complete the call.

Where the call cannot be completed or you have three or less trunks, offer to make refund and proceed as outlined in the practice for making coin refunds.

- c. Calls from postpay coin-boxes will be handled in accordance with the regular practice for your office. (*Deposit 1 dime - or 2 nickels*)

11. HANDLING CALLS TO LONG DISTANCE POINTS.

- a. If, upon answering a signal on the control trunk, a request is received for a point reached by Long Distance, complete the call on a CLR basis, as covered in the Toll Operating Practice for your office.

Note: Calls to subscriber lines in the control office are generally long distance calls. Where the control office is not a long distance point, calls should be handled as local calls.

12. CALLS FOR OFFICIAL LINES AND TRAFFIC SERVICES.

- a. Calls from unattended dial customers for chief operator, wire chief, Information and other company services are free and should be handled as covered in the Toll Operating Practice for your office.

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13. INCOMING CALLS TO THE UNATTENDED DIAL OFFICE.

- a. On incoming calls and delayed outward toll calls, reach the subscriber in accordance with the Toll Operating Practice for your office.

14. FIRE AND POLICE CALLS.

- a. In the event of emergency calls for the fire or police departments, the control operator may in some offices reach the listed numbers even though these numbers are busy. A non-listed terminal is connected to the regular listed terminal for each of these services. The operator, by dialing the non-listed number, will be connected to the busy line. There will be no ringing signal.
- b. Where non-listed terminals are not provided make frequent attempts to complete the call until the desired number is reached. The terminals to be used are shown in Section 3 for your office.
 - (1) Emergency calls for these services should be handled in general as provided in the regular practice under "Emergency Calls." Where only one control trunk is provided the details should be secured by the operator and the customer told that the emergency will be reported for him so that he may be dismissed. Where two or more control trunks are provided establish connection as outlined in the regular practice.
 - (2) Non-emergency calls for these services will be handled in the regular manner.