

## CALLS ON SENDER SUPERVISORY CIRCUITS

1. **Sender signal lights.** This is an indication that the plant forces have made the sender busy. Answer, and if a response is received proceed as in "3," then place a dummy shield in either the answering jack or the priming jack to cover the signal until it goes out. Do not prime the sender under any circumstances as long as the signal remains steady.

2. **Sender signal flashes.** Answer as in Section 1, except that if you hear a high pitched tone, disconnect and place a dummy shield in either the answering jack or the priming jack to cover the signal until it goes out.

3. **Response received.**

a. Desired Number within Most Extended Direct Dialing Area. If there is indication that the customer or operator is calling a wrong number or is dialing incorrectly as in Sec. 1, 4, give instruction as seems required. Otherwise say for example, "**Will you make your call again, please?**" If it seems desirable, prefix your request with "**You have reached the trouble operator.**"

b. Desired Number outside Most Extended Direct Dialing Area. Ask the calling party to make his call again, directing him to the proper operator, as for example, "**That's a toll call. Dial 211 and give it to Long Distance**" or "**The operator handles calls to Beacon. Just dial her.**"

c. If there is any indication that the call is from a coin station, try to return the coin, proceeding in general as on a call received on a coin control circuit in Sec. 7, 1a(2), except that instead of merely asking the calling party to make his call again, give any necessary directions as in "a" or "b" unless locally directed not to do so.

4. **No response received.** Observe the cord supervisory signal.

a. Cord Supervisory Signal Lighted or Calling Party Hangs Up.

(1) If you know the call is from a coin line, proceed in general as for the same condition on a coin control circuit but hold the sender with a metal shield instead of a cord, if necessary.

(2) In all other cases, disconnect and observe the sender signal, proceeding as in "7."

b. Cord Supervisory Signal not Lighted. Challenge again and if you receive no response, proceed as in "a." If you receive a response proceed as in "3."

5. **Conversation heard.** At the first opportunity try to obtain the numbers of both telephones, saying, "**This is the operator. There's some trouble on this connection. May I have your numbers, please?**" After obtaining the numbers, proceed as follows.

a. If the conversation is between extensions or stations on the same line, leave the cord in the answering jack and refer the case to your supervisor.

**SUPERVISOR:** As soon as conversation ends, reach the station or stations involved and explain that calls for an extension or another station on a line should be made by dialing the operator and asking her to establish the connection. Suggest that this procedure be observed on subsequent calls of this kind. Refer the case to your chief operator for such further action as seems warranted.

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**5. Continued**

- b. In any other case, say, **"I'll report the trouble for you."** Hold the sender as in "8" and report the trouble, specifying the station numbers and the sender number.

**6. Repeated trouble.**

- a. If trouble occurs repeatedly on the same sender even if it released when primed or when the calling party hung up, hold the sender as in "8" and report it as repeated trouble.

- b. If the same calling party is involved in several cases of trouble, obtain the calling number and then ascertain if he is dialing correctly. If it appears that he is not, give him the necessary directions and then ask him to try the call again.

If the indications are that he is dialing correctly, say, **"I'm sorry, there's some trouble on this line. Will you use another telephone, please?"** Report the trouble, specifying the sender number and the station number.

- c. If the same called office is frequently involved or if an excessive number of signals is being received, notify your supervisor.

**SUPERVISOR:** Report the condition to your chief operator.

- 7. Procedure after talking to a customer.** When the calling party hangs up, disconnect. If the sender supervisory signal flashes but goes out within a few seconds, take no further action. If, however, it continues to flash hold the sender as in "8."

**8. Holding and releasing senders.**

- a. Place a black metal shield in the priming jack of the sender involved, at the same time observing the signals of other senders in the group that are being held. A group may be the relatively small number of senders which the designation strip shows are associated, or it may be all the sender circuits appearing before you, depending on local arrangements.

(1) If the signal on any of these senders is out, remove the shield from the associated priming jack.

(2) If you are unable to release senders as in "(1)" so that the number of senders being held still exceeds the allowable number for that sender group, proceed as in "(a)" unless locally directed to use the practice in "(b)." The allowable number of senders held out of service is determined by agreement between the plant and traffic forces in charge of the office, may be different for different hours of the day, and may be temporarily varied from time to time to meet the needs of traffic volume and maintenance.

(a) See if any signals that you had already answered are flashing and if so, try to release them by priming as in Section 8. If you are unable to release sufficient senders by this means, notify the plant forces.

(b) Notify the plant forces and your supervisor.

**SUPERVISOR:** Notify your chief operator.

**Exception:** During hours as locally specified, before holding a sender on which there is a flashing signal as in "a," try to release it by priming.

- b. As soon as a sender signal goes out, or if at any time you are told to do so, remove the shield.

- c. Never remove a shield from the priming jack of a sender if the signal is steadily lighted unless specifically directed to do so.

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**9. Reporting trouble.** In reporting troubles to the designated plant forces, include the sender or sender group involved, the calling line number if known, the nature of the trouble, and if necessary any specific action requested, as for example:

**"Sender 2-B, repeated trouble."**

**"Sender 2-B, 1234 repeated trouble."**

**"Sender 2-B, trace line."**

**"Sender 2-B, can't prime."**

**"Sender group B, one too many senders held."**