

CALLS ON COIN CONTROL CIRCUITS

Calls appear as flashing signals to indicate failure of the equipment to collect and steady signals to indicate failure to return.

1. Response received.

- a. If a customer is trying to make a call, ask him if he has deposited a coin.
 - (1) If the customer has not deposited a coin, operate the collect key twice.
 - (a) If the coin pilot signal lights the first time and not the second, or if it does not light either time, ask him to hang up and make his call again. When he hangs up, immediately try to release the circuit as in "5."
 - (b) If the coin pilot signal lights both times, try to obtain the calling number and ask the customer to use another telephone. If you are unable to obtain the calling number and are locally directed to do so, hold the circuit and report it for tracing.
 - (2) If the customer has deposited a coin, operate the return key twice.
 - (a) If the coin pilot signal lights the first time and not the second or does not light either time and the customer does not hang up immediately, say, "**Will you try the call again, please?**" If he then asks you to return his money, say, "**I've returned your money. Will you look in the return slot, please?**" If he claims that he did not receive the money, arrange a refund as though you were an "A" operator.
 - (b) If the coin pilot signal lights both times, obtain the calling number and then say for example, "**Has your money been returned?**" If you are unable to obtain the calling number and are locally directed to do so, hold the circuit and report it for tracing.
 - [1] If the calling party states that his deposit was returned, say "**I'm sorry, there's some trouble on this line. Will you use another telephone, please?**"
 - [2] If the calling party states that his deposit was not returned, tell him there is trouble on that line so that he will be unable to use it but that you will arrange a refund. Then arrange a refund as though you were an "A" operator and report the trouble.
- b. If the customer reports that he has had some difficulty, such as a cut-off, operate the return key and say, "**Will you call the operator, please? She'll be glad to help you.**"
- c. If the customer is waiting for the return of his deposit, proceed as in "a(2)" except that it is unnecessary to ask him to make his call again.

2. No response received and no tone heard. Repeat your answer and if you receive a reply proceed as in "1." If you do not receive a reply, operate the collect or the return key depending upon whether the coin control signal indicated no collect or no return. Operate the key twice, noting whether or not the coin pilot signal lights on each depression of the key.

- a. If the coin pilot signal lights the first time and not the second, or if it does not light either time, try to release the circuit as in "5."
- b. If the coin pilot signal lights both times, substitute an idle front cord for the cord in the answering jack and ring frequently for one minute.
 - (1) If you receive a reply, say, "**I'm sorry, there's some trouble on this line**" and obtain the number and report it.
 - (2) If you do not receive a reply, hold the circuit and report the trouble.

CALLS ON COIN CONTROL CIRCUITS—Continued

3. **Tone heard.** The circuit is being held by the plant forces. Proceed according to any directions you receive or if locally directed to do so, operate the coin key indicated by the signal, as on a regular call. Hold the circuit until you receive a disconnect signal. Then disconnect and prime the circuit.
4. **Supervisory signal on cord holding a circuit goes out or flashes.** Cut in and challenge.
 - a. If a customer is on the line, operate the return key. Then if he is trying to make a call say, **"I'm sorry, there's some trouble on this line. Will you use another telephone, please?"** first obtaining his number if you do not have it. If you are unable to return the deposit, arrange a refund as provided for "A" operators. Continue to hold the circuit and report the trouble if you have not already done so.
 - b. If a repairman is on the line, proceed as directed.
 - c. Do not release circuits being held until you are directed to do so, except in the case where tone is heard as in "3."
5. **Procedure after the calling party hangs up.** Prime the coin control circuit except that if you were previously holding it, proceed as in "4."
 - a. If it releases when primed, take no further action except to report the line if necessary.
 - b. If it does not release when primed, hold it as in "6."
6. **Holding a circuit.** Plug an idle cord into the answering jack of the circuit. Then report the trouble and do not release the circuit until directed to do so. While you are holding the circuit if the cord supervisory signal goes out or flashes, proceed as in "4."
7. **Repeated trouble.** If you notice that a particular line is involved frequently, report the line as repeatedly indicating trouble. If frequent signals appear on the same circuit, report the condition in the same manner and proceed as directed.
8. **Reporting trouble.** In reporting troubles, give the circuit involved, the calling number if known, the nature of the trouble, and any special directions required, as for example:
 - "Coin control 12-A, Beacon 1234, can't prime."**
 - "Coin control 12-A, trace line."**
 - "Adams 1234, can't collect (return)."**