

TROUBLE OPERATORS

CALLS FOR LINES OUT OF ORDER

1. ANSWERING A CALL.

(Canceling Paragraph 1 opposite, which should be ruled out with ink)

- a. Plug in with a back cord and say, "WHAT NUMBER ARE YOU CALLING, PLEASE?" or "WHAT NUMBER DID YOU CALL, PLEASE?" If you receive no reply within two or three seconds, or if the subscriber's response does not include the called number, add, "WHAT NUMBER, PLEASE?"
- b. If you receive no reply to your request, repeat the phrase a second time. If you still receive no reply, select another cord and substitute for the first cord used. If no disconnect signal appears, again say, "WHAT NUMBER, PLEASE?" If no response is received and if the trunk does not clear within a reasonable time, report the trunk to repair service.

CALLS FOR LINES CUT OF ORDER

1. ANSWERING A CALL

- a. Plug in with a back cord and say, "SPECIAL OPERATOR".
If you receive no reply within two or three seconds, or if the subscriber's response does not include the called number, add, "WHAT NUMBER DID YOU CALL, PLEASE?"
- b. If you receive no reply to your request, repeat the phrase a second time. If you still receive no reply select another cord and substitute it for the first cord used.
If no disconnect signal appears, again say, "WHAT NUMBER DID YOU CALL, PLEASE?" If no response is received and if the trunk does not clear within a reasonable time, report the trunk to the repair service.

2. TWO OR MORE CALLS WAITING TO BE ANSWERED

- a. Answer the calls in the order in which the signals were received.

3. ACKNOWLEDGING A CALL

- a. Acknowledge a call by saying, "THANK YOU".
- b. Unless you can give a report immediately after acknowledging a call, say, "ONE MOMENT, PLEASE?"

4. NOTING THE DETAILS OF A CALL

- a. When necessary in order to handle the call accurately, make a memorandum of the called number or any detail of the call.

5. CALL GIVEN BY NAME ONLY

- a. Repeat the name and then say, "WHAT IS THE NUMBER, PLEASE?"
 - (1) If the number is then given acknowledge it by saying "THANK YOU" and proceed with the call.
 - (2) If the number is not then given, say, "WILL YOU LOOK UP THE NUMBER, PLEASE?"

6. OFFICE NAME NOT GIVEN WITH THE NUMBER WHEN IT IS REQUIRED

- a. Say, "5678, WHAT OFFICE, PLEASE?"
 - (1) If the office name is then given, acknowledge it by saying, "THANK YOU."
 - (2) If the office name is not given, try to obtain it by prefixing your office name to the number, saying, "IS THAT BEACON 5678?"

CALLS FOR LINES OUT OF ORDER (Cont'd)

If the office name is then given, acknowledge it by saying,
"THANK YOU."

If it is not given and you are unable to secure it, advise the
calling party that it is necessary to know the name of the
called office.

7. OFFICE NAME NOT GIVEN IN FULL

- a. If the calling party abbreviates the office name or gives the letters
of the office name which appear in heavy type in the directory, repeat
the order including the office name in full, in your repetition.

8. CALLED LINE APPEARS IN THE MULTIPLE AT THE TROUBLE POSITION

- a. If there is a plugging-up cord or an emergency plugging-up cord in the
called line, or if on testing the line, you hear the out of order test,
proceed as follows:

(1) If the called line is not one of an underlined group, say, "BEACON
5678, THE LINE IS OUT OF ORDER."

(2) If the called line is one of an underlined group and all lines of
the group are out of order, say, "BEACON 5678, THE LINE IS OUT OF
ORDER."

(3) If the called line is one of an underlined group and one or more of
the lines of the group test clear or busy, proceed as follows:

(a) On a call other than from Long Distance proceed as follows:

1. Where the front supervisory signal at the "A" position
is not retired by your answer, or if the call is re-
ceived over a trunk from a call indicator position
say, "THERE HAS BEEN SOME MISTAKE ON YOUR CALL. WILL
YOU PLEASE CALL BEACON 5678 AGAIN?"

2. Where the front supervisory signal at the "A" position
is retired by your answer, and the call is received
over a trunk from a position other than a call in-
dicator position, say, "THERE HAS BEEN SOME MISTAKE
ON YOUR CALL. ONE MOMENT, PLEASE?" then signal the
calling operator and say, "GIVE YOUR PARTY BEACON 5678."

(b) On a call from Long Distance, say, "BEACON 5678 IS O.K." and
add, "ONE MOMENT, PLEASE?" If the operator does not dis-
connect immediately, signal the inward operator and say,
"GIVE YOUR PARTY BEACON 5678."

CALLS FOR LINES OUT OF ORDER (Cont'd)

- b. If there is no plugging-up cord or emergency plugging-up cord in the called line and the line does not test out of order, understand that the call has been placed on the trunk to the trouble position through error, and proceed as in "a(3)" preceding.
9. CALLED LINE IN YOUR OFFICE, BUT DOES NOT APPEAR IN THE MULTIPLE AT THE TROUBLE POSITION
- a. Ascertain the status of the called number from the "B" operator handling the plugging-up cords, saying, "TEST 5678."
 - (1) If she reports the line out of order, give an out-of-order report to the calling party.
 - (2) If she does not report the line out of order, understand that the call has been placed on the trunk to the trouble position through error and proceed as in "8a(3)" preceding.
 - b. As an exception, it will be possible when a small number of permanent signals are being reported, to ascertain from the record of lines plugged up whether or not the line is still being held on a plugging-up cord at the "B" position.
 - (1) If the number appears on the record and it is not marked "P.B.X." report the line out of order to the calling party.
 - (2) If the number does not appear on the record or if it appears on the record marked "P.B.X." request the status of the line from the "B" operator, proceeding as outlined in "a" preceding.
10. CALLING PARTY AFTER RECEIVING AN OUT-OF-ORDER REPORT REQUESTS THAT YOU CALL HIM
- a. Say, "I WILL CALL YOU IN ABOUT TWENTY MINUTES."
 - (1) Obtain the calling number and when the party hangs up disconnect.
 - (2) Write an out-of-order ticket and proceed as follows:
 - b. Start to complete an out-of-order call about fifteen minutes after the out-of-order report was given.
 - c. If the called line is still out of order on your first attempt to complete the call, reach the calling party and say, "ON YOUR CALL TO BEACON 5678, THE LINE IS STILL OUT OF ORDER. I WILL CALL YOU AGAIN IN ABOUT TWENTY MINUTES."

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- (1) After a further fifteen-minute interval, if the called line is still out of order, reach the calling party and report as in "c".
 - (2) After a third fifteen-minute interval, if the called line is still out of order, reach the calling party and say, "ON YOUR CALL TO BEACON 5678, THE LINE IS STILL OUT OF ORDER. I WILL CALL YOU AGAIN IN ABOUT AN HOUR."
 - (3) If the called line is still out of order an hour later, reach the calling station and say, "ON YOUR CALL TO BEACON 5678, THE LINE IS STILL OUT OF ORDER."
 - (a) If the calling party asks you to call him, proceed again as for the fourth attempt.
 - (b) If the calling party does not ask you to call him, cancel and file the ticket.
 - (4) If at any time the line becomes clear, reach the calling party, and say, "ON YOUR CALL TO BEACON 5678. THE LINE IS CLEAR NOW. WILL YOU HANG UP PLEASE? AND THEN CALL THAT NUMBER?"
 - (5) During night hours as locally specified, when you give a report following the first, second or third attempts to complete an out of order call, add, "WILL THAT BE SATISFACTORY?" to your report and be guided by the calling party's reply.
- d. As an exception to "a" preceding, if a request to complete an out-of-order call is received during night hours as locally specified, say, "ONE MOMENT, PLEASE?", and connect the calling party with your supervisor. (Sr.1)

11. PROCEDURE AFTER GIVING A REPORT TO AN OPERATOR

- a. Listen for the repetition or acknowledgment of the report by the operator. If the report is repeated by the operator, proceed as follows:
 - (1) If it is repeated correctly, say, "RIGHT."
 - (2) If it is not repeated correctly, say, "NO" repeat the report emphasizing the part that was misunderstood, and acknowledge with, "RIGHT," when it is then repeated correctly.
- ~~b. If a Long Distance operator asks to be called, make a record of the call and proceed as follows:
 - (1) If the line does not become clear within thirty minutes, call Long Distance and say, for example, "BEACON 5678, STILL OUT OF ORDER FOR LONG DISTANCE, POSITION 2-5," giving the position number as given to you by the Long Distance operator.~~

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CALLS FOR LINES OUT OF ORDER (Cont'd)

~~If the line is still out of order at the end of an additional thirty minutes, call Long Distance again and repeat the report.~~

- ~~(2) When the called line becomes clear, call Long Distance and say, for example, "BEACON 5678 O.K. FOR LONG DISTANCE, POSITION 2-5."~~

12. CALLING OPERATOR NOT ON THE LINE WHEN YOU PASS A REPORT

- a. Flash on the trunk and when the operator answers, give her the report.

13. METHOD OF SIGNALING THE CALLING OPERATOR

- a. Where flashing keys are provided, signal by operating the flashing key.
Where flashing keys are not provided, signal by removing and re-inserting the plug in the trunk jack.
- b. Flash slowly at the rate of about one flash per second. Flash three times and then pause for the operator's response. If the operator does not answer promptly, make a second, third or fourth attempt if necessary.

14. SUPERVISING ON SIGNAL AND DISCONNECTING

- a. When the supervisory signal flashes, answer the signal, saying, "SPECIAL OPERATOR, WHAT NUMBER DID YOU CALL, PLEASE?", and proceed as requested.
- b. After giving a report to the calling party, disconnect as soon as the calling party hangs up or indicates that he understands the report.
After giving a report to an operator, disconnect as soon as she acknowledges the report, except as indicated for certain conditions outlined in other paragraphs of this section.
- c. When the supervisory signal lights, understand that the calling operator has disconnected. Disconnect from the trunk.

CALLS FOR LINES OUT OF ORDER

1. CALLING PARTY REQUESTS COMPLETION OF AN OUT-OF-ORDER CALL DURING NIGHT HOURS
(Trouble Operators - 10d)
 - a. Request the calling party to call the desired number a little later, suggesting if necessary that owing to its being night time it would be difficult to estimate how long the desired line will continue in trouble.
If the calling party claims that the case is urgent and that it is essential that he secure connection with the desired number if possible, obtain the calling number and tell the calling party that he will be called if the called station can be reached. Instruct the operator to notify the calling party when the called line becomes clear.