

*Division but operate as at present*

## RURAL LINE CALLS

In handling rural line calls, proceed in general as provided for "A" operators except as modified or supplemented by the following instructions.

### 1. Line signal received on a rural line.

- a. Answer the call and in the case of a drop signal restore the rural line drop. If, however, the signal indicates that the calling party is ringing another station on his line, do not answer, but plug in with the front cord and hold the line.

### 2. Call for a rural line received from another rural line in your own office or from a line of any class of service located at a position adjacent to the rural line position.

- a. Establish connection with the desired line and ring as provided for "A" operators under "Local Multiple Connections."

### 3. Reverting call from a rural line.

- a. If the calling party requests you to ring another station on his line, proceed in general in regard to requesting the calling party to hang up and obtaining an answer from the calling station as provided for "A" operators for this condition.
- b. If you find that one party is ringing another party on the same line, plug in with the front cord and hold the line.

### 4. Call for a rural line received over a call circuit or over a rural trunk.

**Method No. 1.** Where you receive the order from an "A" or ringdown operator over an interposition call circuit or trunk, take up the calling line or the ringdown trunk and establish and supervise the connection.

- a. Answer on a trunk with <sup>Suburban</sup> "Rural operator."
- b. When the operator passes the called number, acknowledge it and plug into the called line with the front cord of an idle pair.  
When she passes the number of the calling line or ringdown trunk, acknowledge it and plug into the calling line or ringdown trunk with the back cord of the pair on which you are holding the called line, disregarding the busy test.  
If the call was received over a rural trunk, disconnect from the trunk as soon as you have acknowledged the order.
- c. If the call is from a ringdown trunk, after establishing connection at your position, proceed as though you were the terminating ringdown operator.
- d. If the called line is busy or out of order or if the called station is affected by multiple marking, do not plug in but wait until you take up the calling line and then give a report to the calling party.

**Method No. 2.** Where you receive the order over a trunk without charge key supervision and conversation is held over the trunk.

- a. Answer with <sup>Suburban</sup> "Rural operator."
- b. When you receive the order, acknowledge it and proceed with the call.
- c. After establishing connection, proceed as though you were the terminating ringdown operator.

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**Method No. 3.** Where you receive the order over a trunk, obtain the calling and called numbers from the calling party, release the trunk and establish and supervise the connection at your position.

- a. Answer with "<sup>Suburban</sup> Rural operator."
- b. When you receive the order, acknowledge it as provided for "A" operators, and plug into the called line with the front cord of an idle pair.  
Obtain the calling party's number and then plug into the calling line with the back cord of the pair on which you are holding the called line, disregarding the busy test. Then disconnect from the trunk.
- c. If the called line is busy or out of order or if the called station is affected by multiple marking, give a report immediately to the subscriber over the trunk. However, if you are to establish connection to another number after giving the report, then obtain the calling number and take up the calling line as in "b."

**Method No. 4.** Where you receive the order from an "A" operator over a trunk with charge key supervision, and conversation is held over the trunk.

- a. Answer with "<sup>Suburban</sup> Rural operator."
- b. When you receive the order, acknowledge it and proceed with the call.
- c. Listen in frequently.  
As soon as the called station answers, operate the charge key associated with the trunk. Do not operate more than one charge key at a time.  
If the called station does not answer, do not operate the charge key.

### 5. Supplementary ringing.

- a. Give supplementary rings at intervals of ten seconds.
- b. Listen in previous to giving each supplementary ring in order to determine if the called station has answered. If you are in doubt as to whether the called station has answered, say, "Did they answer?" and proceed as follows.
  - (1) If you receive an affirmative reply, say, "All right, sir."
  - (2) If you receive a negative reply, say, "I will ring them again" and proceed accordingly.
  - (3) If you receive no reply, again say, "Did they answer?" and if you still receive no reply, proceed as follows.
    - (a) If the call is from a subscriber's line, except a rural line, disconnect the front cord and hold the calling line for a disconnect signal on the back cord.
    - (b) If the call is from a rural line, a ringdown trunk, or a rural trunk, disconnect both cords.

### 6. Supervising on signal and disconnecting.

- a. You will receive no disconnect signal on a cord connected with a rural line when the rural line subscriber hangs up, unless he rings off.  
On the following connections listen in at one-minute intervals after conversation begins, to determine when conversation is completed.
  - Call between two rural lines.
  - Reverting call from a rural line.
  - Call from a rural line to a line reached over a ringdown trunk or built-up connection.
  - Call for a rural line where the connection is established from a rural trunk or ringdown trunk.

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When you listen in, proceed as follows:

- (1) If you hear conversation, listen out without challenging.
  - (2) If you do not hear conversation, challenge with "OPERATOR?" and if you receive no reply, challenge again. If you still receive no reply, disconnect both cords.
- b. If either supervisory signal lights or flashes, challenge with "OPERATOR?"
- (1) If you receive no reply, challenge again and if you still receive no reply, disconnect both cords.
  - (2) If you receive an order or request, proceed in accordance with the order or request.
- As an exception, on a call from a common battery line to a rural line established at your position or on a call received over a rural trunk, when the back supervisory signal lights, disconnect both cords without challenging.
- If the equipment is so arranged that the line drop falls when the rural subscriber rings after a connection has been established, regard the operation of the rural line drop on an established connection as corresponding to the lighting of the supervisory cord signal on the cord connected with that line.

7. CALL FOR A NUMBER AFFECTED BY MULTIPLE MARKING

- a. If the called number is affected by the multiple marking, proceed in general as provided for intercepting operators.

8. CALL FOR A NUMBER NOT AFFECTED BY MULTIPLE MARKING WHERE ONE OR MORE STATIONS ON THE LINE ARE NON-WORKING

- a. On a call other than from Long Distance, if the called number is not affected by multiple marking, establish connection and ring as provided for "A" operators under "Local Multiple Connections".
- b. On a call from Long Distance, proceed as follows:
  - (1) If you are to establish connection through your position, proceed as in "a".
  - (2) If you are not to establish connection through your position, say, "BEACON 5678 INTERCEPTED, DISREGARD MARKING". If the operator does not immediately disconnect, add, "ONE MOMENT, PLEASE?", signal the inward operator and repeat the report to her.