

### HANDLING REPAIR SERVICE CALLS

#### 1. ANSWERING REPAIR SERVICE CALLS

- c. When a large number of subscribers are out of service due to fire, cable failure, or other plant failure, the Traffic Department will be advised by the Plant Department at all locations where Traffic handles repair service regarding details of the trouble and when it is expected service will be restored. The information furnished to the Traffic Department will give the approximate area or district involved and state that any reports from subscribers located in this area are probably due to the plant failure. The repair clerk shall advise the subscriber as indicated above when reports are received of lines out of order.

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Note: Repair service calls require careful handling to insure that pertinent information is secured with reference to the reports and to satisfy the subscriber that his report will receive prompt attention.

#### 1. ANSWERING REPAIR SERVICE CALLS

- a. Answer repair service calls by saying, "THIS IS THE REPAIR SERVICE."
- b. Calls over repair service lines shall be answered in the order in which they appear. If, however, signals are standing and it appears that the call will not be answered immediately, the call being handled may be delayed by saying, "ONE MOMENT, PLEASE?" before answering a second call. The second party will also be asked to wait, but will have the satisfaction of knowing that his call has reached Repair Service. The operator shall not have more than two calls under way at one time.

#### 2. SECURING THE DETAILS OF THE CALL

- a. The subscriber shall be permitted to give the details of the trouble in his own way without interruption. If sufficient details are not given they shall be obtained as required in the following items:
  - (1) Telephone number, name and address. Verify this information with the exception of large firm names. The verification of the address may be omitted if known to the operator.
  - (2) Nature of the report. Secure full details as to the trouble experienced, such as "Poor transmission," "Bell doesn't ring," "Can't get central," "Out of order," etc.
  - (3) The varied nature of the calls on repair service lines make it difficult to assign standard expressions which will cover all situations in a satisfactory way. While examples of appropriate phraseology are given, it is not the intention that these and only these shall be used. The examples shall be adhered to whenever they fit the situation, but where they cannot be used to advantage, carry on the conversation in the way that seems best suited to the matter at hand in an effort to create the attitude of assistance. In many of the contacts with the subscriber, however, there is an opportunity to use a given form of phraseology which will be helpful in

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properly and courteously carrying on the work. This is particularly true of the opening and closing parts of the conversation.

- (4) Conditions which are most commonly encountered and the phrases to be used are as follows;

<u>Condition</u>	<u>Phrase</u>
a. To answer a call.	"THIS IS THE REPAIR SERVICE"
b. If the telephone number is not given.	"WHAT IS YOUR TELEPHONE NUMBER, PLEASE?"
c. Repeat the telephone number.	
d. Request the subscriber's address and record it on the trouble ticket.	
e. If the calling party makes only a general statement of trouble, try to secure a definite statement of trouble	"I AM SORRY. WHAT TROUBLE ARE YOU HAVING?"
f. If in an initial report the subscriber's remarks indicate that he may not be reporting his own telephone, particularly if the trouble reported is "Don't Answer," "Bell Doesn't Ring," or trouble affecting calls to the telephone.	"IS (TELEPHONE NUMBER) YOUR TELEPHONE OR ARE YOU HAVING TROUBLE IN CALLING THAT NUMBER?"
g. If the report is made by a subscriber who is having trouble in calling a telephone which he thinks is in trouble.	"WHAT IS YOUR TELEPHONE NUMBER, PLEASE?" "THANK YOU, WE WILL INVESTIGATE FOR TROUBLE ON THAT LINE."

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<u>Condition</u>	<u>Phrase</u>
h. The subscriber reports, "Out of Order" or "Dead".  Question the subscriber sufficiently to definitely classify the report; i.e., trouble in calling others, etc.	"WHEN DO YOU HAVE THE TROUBLE, WHEN YOU CALL OTHER PEOPLE OR WHEN THEY CALL YOU?"  "DO YOU GET THE OPERATOR?" or "DO YOU GET THE DIAL TONE?" or other questions as required.
i. A subscriber calls the Repair Service clerk in response to a notice left by a repairman of "No Access."	"WHEN WILL SOME ONE BE THERE SO THAT REPAIRS MAY BE MADE?"
j. Subscriber complains of a delay in clearing his trouble and wishes to talk to somebody in charge who can take action.	(If a manual line), "WILL YOU PLEASE TALK TO THE WIRE CHIEF? I WILL CONNECT YOU." (If a dial line), "WILL YOU PLEASE TALK TO THE WIRE CHIEF? PLEASE HANG UP FOR ONE MOMENT AND THEN CALL (TELEPHONE NUMBER)."
k. Calls for other departments. Matters involving the business office or Plant Department.	
(1) Manual Office Lines	"I AM SORRY BUT THE BUSINESS OFFICE (OR PLANT DEPARTMENT) TAKES CARE OF THAT. MAY I TRANSFER YOU TO THAT OFFICE."
(2) Dial Office Lines	"I AM SORRY BUT THE BUSINESS OFFICE (OR PLANT DEPARTMENT) TAKES CARE OF THAT. WILL YOU PLEASE HANG UP FOR ONE MOMENT AND THEN CALL (TELEPHONE NUMBER). THEY WILL BE GLAD TO ATTEND TO IT FOR YOU."

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Condition

1. Having obtained the necessary details, at once consult the list of subscribers whose service has been denied for non payment.

3. PROCEDURE IF THE NUMBER IS NOT SHOWN ON THE D.N.P. LIST

- a. Following are examples of phrases to be used following the receipt of the report:

- (1) "WILL IT BE SATISFACTORY IF WE ATTEND TO THAT IN THE MORNING?"  
Use this phrase if the trouble is reported during evening hours or night hours preceding a day on which the repair service bureau will be open.
- (2) "WILL IT BE SATISFACTORY IF WE ATTEND TO THAT THIS MORNING?"  
Use this phrase if the trouble is reported between 5:00 A.M. and shortly before the repair service bureau opens.
- (3) "WILL IT BE SATISFACTORY IF WE ATTEND TO THAT (NEXT WORKING DAY) MORNING?" Use this phrase if the trouble is reported on Saturday and the repair service bureau is not open, or on Sunday or a holiday.
- (4) "I WILL TAKE CARE OF IT FOR YOU." Use this phrase if the trouble is reported shortly before the repair service bureau opens and under any other condition not listed above.

As soon as acknowledgment is received, release the trunk.

- b. If the calling party indicates that service should be restored immediately because of serious illness or any other emergency, or if the line is a Fire or Police Department line, or a doctor's, newspaper, or hospital line, say, for example, "I WILL TAKE CARE OF IT FOR YOU," and at once report the case to the employee locally designated to receive such reports.
- c. If the customer does not indicate that an emergency exists and the line is not one of those listed in "b" above but requests that the trouble be cleared during the night, Sunday, or holiday, say, for example, "WE WILL TAKE CARE OF IT IF IT IS POSSIBLE TO DO SO TONIGHT (TODAY)."  
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4. PROCEDURE IF THE NUMBER IS SHOWN ON THE D.N.P. LIST

- a. Say, "(NO.) HAS BEEN TEMPORARILY DISCONNECTED." If the calling party questions this report, ask, for example, "ARE YOU (NAME SHOWN ON THE D.N.P. LIST)?" or, "IS (NO.) YOUR TELEPHONE?", whichever seems appropriate. If the calling party says that he is the subscriber named or that the telephone is his, say, "(NO.) HAS BEEN TEMPORARILY DISCONNECTED BY ORDER OF THE BUSINESS OFFICE." If the calling party is not the subscriber named, say, "I AM SORRY, (NO.) HAS BEEN TEMPORARILY DISCONNECTED."
- b. If the calling party asks for service on the line because of sickness or other emergency, or if he claims that the account has been paid or is in dispute, after you have secured the necessary details, proceed as outlined in the traffic instruction on the subject.

5. INFORMATION AS TO WHEN REPAIRS WILL BE MADE

- a. Except as authorized <sup>by the Plant Dept.</sup> ~~in~~ paragraph "10," the Repair Service clerk shall not offer definite information as to the time repairs will be made but will close with a suitable phrase, such as, "I WILL TAKE CARE OF IT FOR YOU," or "THANK YOU. WE WILL TAKE CARE OF YOUR REPORT," or "I AM SORRY. WE WILL INVESTIGATE THE MATTER AT ONCE."
- b. If the subscriber makes inquiry as to "when the trouble will be cleared," no definite time shall be given if the subscriber appears to be satisfied with the Repair Service clerk's reply, "As soon as possible" or a similar phrase, indicating that our action will be prompt.
- c. If the subscriber does not seem to be satisfied with the Repair Service clerk's answer and makes a demand or a specific request, the Repair Service clerk shall not make a definite promise until the Plant Department is consulted as to the time when the trouble will be cleared. Enter the details of any promise made on the trouble ticket. If there is no plant man immediately available who can make such promises proceed as in paragraph "10."
- d. If the subscriber insists that the time promised is not satisfactory, the Repair Service clerk shall refer the subscriber to the Wire Chief or his representative.

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- e. When a large number of subscribers are out of service due to fires, cable failures, or other causes, the Repair Service operator will be advised through the Wire Chief or his representative of the details and when it is expected that service will be restored. The Repair Service operator shall give this information to subscribers who inquire as to the cause of the trouble or the time repairs will be completed.

6. HANDLING CRITICISMS OR FAVORABLE COMMENTS

- a. The Repair Service clerk, in answering calls from subscribers, shall determine whether there is an element of complaint or a favorable comment in the subscriber's report. If the subscriber complains of delay in clearing trouble, or expresses any other unfavorable criticism or, on the other hand, if the subscriber expresses his appreciation for work done, or offers any other complimentary remarks regarding the Company or its employees, a record of it shall be made on the Form P-207 and forwarded to the Plant Department along with the regular criticism form.

7. MISCELLANEOUS REPORTS

- a. Upon receiving a miscellaneous report of trouble, e.g., "wire down," which cannot be identified with any telephone number, enter the report and the time received on the log record, using the "Time Received" and "Trouble Reported" columns. Enter a complete record of the case on a Form P-207 and forward it to the Wire Chief. Do not classify these cases as the log record is used simply as a convenient form for recording the report.

- (1) Where the miscellaneous report involves circuits such as fire, police, or similar special circuits, it shall be treated as an emergency trouble report.
- (2) Reports from subscribers in response to a "no access" notice shall be considered as a "call" and not as a subscriber's report of trouble and after determining the time the subscriber will be at the premises so that repairs can be made, the report shall be forwarded on Form P-207.

8. REPORT RECEIVED INVOLVING A LINE HANDLED BY ANOTHER OPERATOR

- a. Upon receiving a report of trouble involving a line handled by another Repair Service operator obtain all the necessary information and relay the report to the proper Repair Service clerk as promptly as possible. The report shall be entered on the log

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record and the time of relaying the report shall be entered in the "Remarks" column of the log record.

9. EMERGENCY TROUBLE REPORT

- a. When circuits such as long distance loops, fire, police, radio and hospital lines requiring prompt and special attention are reported, pass the trouble ticket to the testdeskman immediately and call his attention to the case as an emergency trouble. This same procedure shall be followed in the case of P.B.X. switchboard trouble involving a general failure, such as, "Can't ring any stations," "Switchboard dead," etc., or other lines or conditions as designated by local supervisors.

10. HANDLING OF TROUBLE WHEN PLANT MAN IS NOT ON DUTY

- a. Under circumstances, particularly at night and week-ends, when a Plant employee is not on duty, cases of trouble requiring immediate attention should be reported to the Wire Chief or the particular Plant employee who may be designated as in charge for the period involved.
- b. If under these circumstances the customer requests that repairs be made immediately or requests you to give a definite time when repairs will be made and you cannot immediately reach a Plant man on duty who can make such promises, use your best judgment as to whether or not an emergency exists, bearing in mind that it is difficult and dangerous to repair outside trouble at night. If, however, in cases of illness, total failure of a P.B.X. board, important lines as covered in paragraph "9" above are involved, assume that an emergency exists and, if necessary, give a promise of immediate attention.
- c. If you do not feel that an emergency exists proceed as in paragraph "3-c".
- d. If it has been necessary to make promises of repair or, in case of emergency, reach the Plant Department representative designated to receive such reports, explain the circumstances and your action. Cover such cases by the usual ticket but, in addition, explain the circumstances and record your action.

11. LOG RECORDS WHERE TRAFFIC HANDLES REPAIR SERVICE

- a. All reports of trouble in connection with subscribers' service shall be recorded on the log records. Permanent signal or other trouble reports, as well as subscribers' reports, shall be recorded.

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- b. Reports for a telephone in another office district shall be recorded in the regular manner, except that a notation shall be made in the "Remarks" column of the time the report was relayed to the other office. In the latter case, the class of report shall be shown but a line shall be drawn through the "Class" column to prevent tallying the report on the trouble summary.

12. DAILY LOG RECORD - DESCRIPTION OF ENTRIES

- a. On the Form P-3039, "Daily Log Record," enter in the respective columns the following items:
- (1) Enter the telephone number of the subscriber whose service is affected.
  - (2) Enter the time the report was received.
  - (3) If the report was received directly from the subscriber, enter the letter "S" in the <sup>remarks</sup> ~~proper~~ column, ~~depending on whether the report is an initial or a subsequent report.~~ If the report originated with a subscriber but was relayed through the Commercial, Traffic or a section of the Plant Department, enter the letter "C", "T" or "P", in accordance with the facts.
  - (4) If the report is one of a permanent signal, or other report not originating with the subscriber such as a traffic report of "Can't raise," enter a check mark in this column.
  - (5) Enter the nature of the trouble reported, using proper abbreviations where possible.
  - (6) Enter the Repair Service clerk's initials after the report has been entered upon a trouble ticket. An entry in this column indicates that the trouble report has been referred to the testdeskman.
  - (7) The time of relaying reports for distant offices shall be entered in the "Remarks" column. It may also be used for recording any other desired information relating to the trouble, such as "No Access" until a specified time, appointment time, promised clearing time, or service temporarily disconnected.
  - (8) If the subscriber's report involves a Service Criticism, enter the line number and encircle it in red to indicate to the testman that a criticism was received.

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- (9) The Traffic employee will make no record of permanent signal reports on the log record until just before forwarding the Daily Log Record to the Plant Department. At the time of forwarding the Daily Log Record, the Traffic employee will enter the telephone numbers of the lines permanent and the code "PS" in the "Trouble Reported" column.

13. SECURING LOG RECORD BY THE PLANT DEPARTMENT

- a. The Wire Chief or his representative shall arrange for obtaining the Daily Log Record from the Traffic Department, at the time of or immediately after resuming the answering of repair service calls. The Repair Service Clerk shall check to insure that all reports listed on the log record have been forwarded to the testdeskman.

14. REPORTING OF PERMANENT SIGNALS

- a. When the Repair Service Clerk is on duty, report of permanent signals or other trouble in connection with subscribers' line circuits shall be reported to the Repair Service Clerk over the lines assigned for the use of employees who may have reason to call the Repair Service Clerk. This will make it possible for the Repair Service Clerk to distinguish between calls from subscribers and calls from Company employees, and thus give subscribers preference in answering incoming calls.

15. PREPARATION OF FORM A-1126 - ADJUSTMENT VOUCHER

- a. In offices where the repair service is handled by the Traffic Department or where the Traffic Department handles repair service after 5:00 P.M., and Sundays and holidays, a Form A-1126 - Adjustment Voucher - will be prepared by the Traffic Department when a credit is requested by a subscriber for being out of service.
- b. Where a customer requests credit for being out of service the Repair Clerk will say as follows: "I WILL ARRANGE FOR A CREDIT FOR THE TIME YOUR TELEPHONE WAS OUT OF SERVICE." The adjustment voucher shall then be prepared showing the name, exchange, and telephone number on the face of the form. On the reverse side should be shown the date and "prepared by Traffic Department."
- c. The Form A-1126 will then be forwarded to the Wire Chief who will add the time out of service and the cause of the interruption.