

## ANSWERING CALLS

### 1. Line signal lights.

- a. Plug into the answering jack with a back cord and say, "Number, please?"

### 2. No response to "Number, please?"

- a. Repeat the phrase.
- b. If you still receive no response, remove the back plug and insert the front plug of another pair. Challenge again with "Number, please?" If you still do not receive a response, hold the line for two minutes and then if you have not received a disconnect signal, challenge again. If you still receive no answer, proceed as for permanent signals under "Equipment Trouble."
- c. If you receive no response on several calls in succession, report the condition to your supervisor. (Sr. 1)

### 3. Selecting cords.

#### Rotating Method.

- a. Use the cords beginning with the third pair from the left of the position, then the fourth, fifth, etc., up to and including the third pair from the right. Then begin again with the third pair to the left or if this pair is busy, the next idle pair to the right. Do not use a disconnected cord pair until it is again reached in rotation.  
Use the first two and the last two cord pairs (1) for long reaches, (2) when all other cords are busy, or (3) for passing to other operators in cases where you can not reach the answering jack.  
To avoid tangled cords, draw the back cord out from under and in front of existing connections.
- b. If you are waiting for a call, hold the back plug of the next cord pair to be used with the listening key operated. Draw the cord straight toward you and rest the hand on the edge of the key shelf. When required to perform other work before answering a call, if necessary release the cord you are holding, and restore the listening key.
- c. When a line signal lights, proceed as follows.
  - (1) If you are holding the cord which should be used, plug in.
  - (2) If you are holding a cord, but the call to be answered requires the use of an end cord, release the cord you are holding and restore the listening key. Then pick up the end cord to be used, operate the listening key and plug in.
  - (3) If you are not holding a cord, pick up the cord to be used, operate the listening key and plug in.

#### Selective Method.

- a. If you are waiting for a call, select an idle pair of cords near the middle of the position and hold the back plug with the listening key operated. Draw the cord straight toward you and rest the hand on the edge of the key shelf.  
When required to perform other work before answering a call, if necessary release the cord you are holding, and restore the listening key.
- b. When a line signal lights, proceed as follows.
  - (1) If you are holding a cord and can conveniently reach the answering jack with it, plug in.
  - (2) If you are holding a cord and can not conveniently reach the answering jack with it, release it and restore the listening key. Then pick up the back plug of an idle cord pair near the answering jack, operate the listening key and plug in.
  - (3) If you are not holding a cord, pick up the back plug of an idle cord pair near the answering jack, operate the listening key and plug in.

## ANSWERING CALLS—Continued

### 4. Order of answering line signals.

- a. Answer signals received in primary answering jacks on your own and adjacent positions in the order in which the signals appeared, before answering signals in the multiple answering jacks.
- b. If there are no signals waiting in the primary answering jacks, answer signals in the multiple answering jacks in the order in which they appeared.

### 5. When to answer a line signal.

- a. Answer a line signal only when you are ready to accept the order. Do not, however, answer a line signal under the following conditions.
  - (1) Before making an attempt to establish connection on the call previously answered.
  - (2) If there is a recall or reorder signal on your position.
  - (3) When you have three established connections on none of which the called party has answered.  
**Note:** Where locally authorized in single office areas, or in multi-office areas where there is no message rate service, operators may have four established connections on none of which the called party has answered.
  - (4) If you have two calls on which you have not established connection.
- b. Answer a line signal if you have said "Number, please?" twice on a previous call and have received no response.

### 6. Passing cords.

- a. If you can not conveniently reach a line signal on an adjacent position and your work permits you to handle the call, pass an end cord to the operator at the adjacent position.
- b. When an adjacent operator passes a cord to you, immediately accept it and plug into the answering jack unless the signal has already been answered.

### 7. Another operator answering the same call.

- a. When an adjacent operator reaches over into your position to answer a call which you are about to answer, allow her to take the call.
- b. If you hear another operator answering when you plug in, disconnect without answering and allow her to take the call.
- c. If you hear another operator answering when you answer a call, proceed as follows.
  - (1) If you are answering in a primary answering jack, remove the plug at once and allow the other operator to take the call.
  - (2) If you are answering in a multiple answering jack or in a subscribers' multiple jack, take the call and understand that the other operator will disconnect.

## ANSWERING CALLS

**1. Operator obtains no response to "Number, please?" on several successive calls.**

["A" operators—2c]

- a. Report the line or lines to the trouble operator as provided for "A" operators reporting permanent signals under "Equipment Trouble."