

"A" OPERATORS

"A" BOARD TOLL CALLS

1-A. Interarea calls will be handled generally as prescribed in Division II, Section 13, with the following exceptions:

- a. Interarea calls will not be charged to a third telephone or to a toll credit card.
- b. Emergency calls will be handled the same as outlined in the section covering emergency calls.
- c. Official calls will be free to all customers in the exchange area.
- d. No voluntary attempts will be made to complete interarea calls; the same practice as now being followed for local calls should be applied.

1. TICKETING AND TIMING AN "A" BOARD TOLL CALL. (Supplementing Paragraph 1-b opposite.)

- b. Do not delay the call in order to enter your personal number in the space provided, but do this as soon as your work permits.

"A" BOARD TOLL CALLS

1. TICKETING AND TIMING AN "A" BOARD TOLL CALL

- a. Write a charge ticket on all calls using the abbreviations as outlined in the instructions governing the same.
- b. While obtaining and acknowledging the order, enter the name of the called place if it is required and then the called number. Also enter the name of the state where it is required. As an exception, on a straightforward or ringdown trunk connection, you may enter the called place and number as an overlap operation while waiting on the trunk or while passing the order. Where a ticket record is required on emergency or official calls, enter the word "Emergency" or "Official" at the top of the ticket, immediately after entering the called number.
- c. If the calling number is given voluntarily, acknowledge it and enter the number on the ticket as soon as possible after starting to establish the connection. Do not delay the establishment of the connection in order to enter the calling number. If the calling number is not given voluntarily, request the number and enter it on the ticket during the interval after the distant operator acknowledges the call and the answer of the called station.

Note: The above practice does not apply to calls from post-payment or prepayment coin-boxes.

When entering the calling number, if there is more than one office name shown on the ticket, encircle the proper one. On a call from a party line, obtain the calling station designation or number as follows and then enter it on the ticket.

- (1) On local multiple connections, while locating the jack of the called line and establishing connection, but before ringing the called station.
If you find before you obtain the calling station designation or number that the called line is busy or out of order, give the busy or out-of-order report and do not request the calling station designation or number unless the calling party requests that the call be completed or you are voluntarily to complete the call.
- (2) On call circuit trunk connections, after obtaining the trunk assignment and while locating and plugging into the trunk jack.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

- (3) On straightforward trunk, ringdown trunk, and toll line connections, after passing the order to the terminating operator.
- (4) On dial trunk connections, after you have finished dialing the called number.
- (5) On key indicator trunk connections, after you have plugged into the trunk.
- (6) As an exception, if service from one or more stations is denied for non-payment, obtain the calling station designation or number immediately after acknowledging the called number, except on an emergency call.

In entering the station designation on the ticket, encircle the corresponding letter if the calling station designation is a letter. If the designation is a combination designation, write it immediately after the calling line number.

- d. If necessary to assist you in later identifying a call for the purpose of giving the reports and taking the action specified in connection with the voluntary completion of the call, enter the rate in the remarks space.
- e. After the connection is established, associate the charge ticket with the cord pair used.
- f. Enter the connect time on the ticket when the called party answers. If, however, conversation does not start within about 5 seconds, due, for example, to the calling party's being off the line, the timing of the ticket should start as soon as communication is established between the two stations. If either the calling or called party immediately starts conversation, and it is apparent that communication is established, timing should be started and allowed to stand as of the called station's answer. Write the letter "A" or "P" indicating "A.M." or "P.M." immediately following the connect time.

When the calling party hangs up or it is otherwise evident that conversation has terminated satisfactorily, immediately enter the time on the ticket.

In entering the connect and disconnect time, show the hour, minutes, and tenths of minutes as shown by the switchboard clock. Where the tenths of a minute are not shown on the clock, enter the hour and minutes to the nearest minute.

In case the dials on a switchboard clock step forward just as you obtain the time, use the figures which were shown just before they changed.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

1. TICKETING AND TIMING "A" BOARD TOLL CALL.

(The following cancels the 1st paragraph of 1-f opposite, which should be ruled out with ink)

- f. Enter the connect time on the ticket when the called station answers and monitor until you are certain that the right station has been reached and that the parties are talking satisfactorily.

If conversation does not start immediately, and the calling party is holding the line, cut in and say, "GO AHEAD, PLEASE," or "HERE'S YOUR PARTY."

If the calling party is not holding the line, enter the connect time as soon as any one at your station speaks to and receives a response of any nature from any one at the other stations.

Write the letter "A" or "P" to indicate "AM" or "PM" immediately following the connect time.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

2. CALLING PARTY AFTER CONVERSATION INDICATES THAT HE WISHED TO TALK WITH A PARTICULAR PERSON OR THAT HE WISHED TO HAVE THE CALL MADE COLLECT OR CHARGED TO A BELL SYSTEM TOLL CREDIT CARD.
(The following supplements Paragraph 2-a, opposite)
 - a. Calls charged to toll credit cards are accepted to all points.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

- g. Where it is necessary to determine the elapsed time of conversation, note the difference between the time of connection and of disconnection in the elapsed time space.

In determining the time to be charged in offices where the clock shows the tenth of a minute, disregard one tenth of a minute, and consider as a whole minute any fraction amounting to more than one tenth.

In determining the time to be charged in offices where the clock is arranged for readings in seconds, disregard any fraction of a minute amounting to five seconds or less, and consider as a whole minute any fraction amounting to more than five seconds.

Note: As an exception to the above in the case of prepayment coin-box calls, where the clock shows the tenth of a minute, disregard two tenths of a minute and consider as a whole minute any fraction amounting to more than two tenths. In offices where the clock is arranged for readings in seconds, disregard any fraction of a minute amounting to ^{fifteen} ~~ten~~ seconds or less, and consider as a ^{fifteen} ~~ten~~ whole minute any fraction amounting to more than ~~ten~~ seconds.

- h. If the call is canceled or abandoned before an attempt is made to establish the connection, or if a ticket is written or started on a call not requiring a ticket, scratch the ticket.

2. CALLING PARTY AFTER CONVERSATION INDICATES THAT HE ^{Wished} ~~WISHED~~ TO TALK WITH A PARTICULAR PERSON OR THAT HE WISHED TO HAVE A CALL MADE COLLECT *or charge to*
at Bell System Toll

a. If the called point is one to which such service is given, connect him with your supervisor. (Sr. 1)

b. If the called point is one to which such service is not given, say, "I AM SORRY, BUT WE DO NOT ACCEPT PERSON-TO-PERSON (OR COLLECT) CALLS TO BEACON."

If the calling party is not satisfied with your report or asks for further information, connect him with your supervisor. (Sr.2)

3. CALLING PARTY ASKS FOR THE RATE TO AN "A" BOARD TOLL POINT OR THE CHARGE ON AN "A" BOARD TOLL CALL

a. Proceed as provided under "Requests for Rates and Charges."

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

- b. If the calling party requests when giving his order that he be notified of the charge at the end of conversation, or if the attendant at a pay-station says "Attended" when giving her order, enter the code "Chg" in the remarks space on the charge ticket. At the end of conversation determine the charge and quote it as provided under "Requests for Rates and Charges."
If the calling party requested that charges be quoted at the end of conversation but does not wait for you to quote the charge, ring back the calling party and quote the charge, as for example, "ON YOUR CALL TO BEACON 5678, THE CHARGE IS FIFTEEN CENTS."
 - c. Whenever you quote the charge for an "A" board toll call, enter it in the charge space on the ticket and encircle it.
4. CALLING PARTY ASKS TO BE NOTIFIED AT THE END OF THE INITIAL PERIOD OR SOME OTHER SPECIFIED TIME
- a. Acknowledge the request and enter "Nfy" in the remarks space on the ticket. When conversation starts, enter the time when the initial period, or other period as requested, expires.
At the time shown in the remarks space listen in and say, for example, "YOUR FIVE MINUTES ARE UP" and listen out.
 - b. At the end of conversation, refer the ticket to your supervisor. (Sr.3)
5. CALLING PARTY ASKS TO HAVE THE CHARGES ON AN "A" BOARD TOLL CALL TRANSFERRED TO A THIRD TELEPHONE
- a. Connect the calling party with your supervisor. (Sr. 4)
6. DELAYED CALLS WHICH YOU ARE TO ATTEMPT TO COMPLETE
- a. Make voluntary attempts to complete the following classes of delayed "A" board toll calls from all classes of service.
 - (1) Busy calls to all points.
 - (2) Slow answer calls to certain points as locally specified.
 - (3) Abandoned calls to all points.
 - (4) Out-of-order calls to all points.
 - (5) No circuit calls to all points.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

Note: Where, due to local conditions, it does not appear advisable to voluntarily complete delayed calls from public stations, attended or coin, these instructions may be modified locally to complete these calls only on request.

- b. Make attempts to complete all "A" board toll calls on request, including calls from public stations (attended or coin).

7. BUSY CALLS

- a. If the call is one which you are to complete voluntarily, proceed as follows:
 - (1) If you give a verbal busy report, add, "I WILL CALL YOU IN A FEW MINUTES" to the report.
 - (2) On any call, convert the ticket into a busy ticket and try to complete the call as provided under "Completing Delayed Calls."
- b. If the call is not one which you are to complete voluntarily, proceed as on a local call, canceling and filing the ticket if the calling party does not ask you to call him.

8. CANCELED AND ABANDONED CALLS

- a. If the calling party cancels his call, acknowledge the request and cancel and file the ticket if you have it. If you do not have the ticket, notify your supervisor. (Sr. 5)
If, however, you know that the original call was handled by Long Distance or if the subscriber indicates that the call was handled by Long Distance, proceed as provided for this condition under "Long Distance Calls."
- b. If the calling party abandons his call, proceed as follows:
 - (1) If the call is one which you are to complete voluntarily, disconnect both cords and try to complete the call as provided under "Completing Delayed Calls."
 - (2) If the call is not one which you are to complete voluntarily, cancel and file the ticket.
- c. As an exception to "a" and "b", if the calling party cancels or abandons the call before you have established the connection, scratch and file the ticket.

July 15, 1936

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

9. SLOW ANSWER CALLS

- a. If the called station does not answer within two minutes after you have established the connection, disconnect the front cord and say to the calling party, "I AM SORRY, THEY DO NOT ANSWER. I WILL CALL YOU IN ABOUT TWENTY MINUTES." Convert the ticket into a don't answer ticket, disconnect and immediately make another attempt to reach the called number. If an answer is not received in two minutes, disconnect and try to complete the call as provided under "Completing Delayed Calls." If, however, you have previously requested the inward toll operator to change connection and ring, do not make an immediate attempt to reach the called number.

10. NO CIRCUIT CALLS

- a. Convert the ticket into a no circuit ticket and try to complete the call as provided under, "Completing Delayed Calls."

11. OUT-OF-ORDER CALLS

- a. If you give an out-of-order report, say, "BEACON 5678? I AM SORRY, THE LINE IS OUT OF ORDER." Then proceed as follows:
 - (1) If the call is one which you are to complete voluntarily, add, "I WILL CALL YOU IN ABOUT TWENTY MINUTES." Convert the ticket into an out-of-order ticket and try to complete the call as provided under, "Completing Delayed Calls."
 - (2) If it is a call which you are not to complete voluntarily, proceed as on a local call, canceling and filing the ticket if the calling party does not ask you to call him.

12. REORDER SIGNAL RECEIVED

- a. If the calling party hangs up when the reorder signal is received, proceed as follows:
 - (1) If the call is one which you are to make voluntary attempts to complete, convert the ticket into a busy ticket and try to complete the call as provided under "Completing Delayed Calls."
 - (2) If the call is not one which you are to make voluntary attempts to complete, cancel and file the ticket.

"A" BOARD TOLL CALLS - Continued

13. DELAYED CALL COMPLETED

- a. If you complete a delayed call, enter the connect and disconnect time on the ticket.

14. REQUEST TO TRY A CALL AGAIN

- a. If the calling party gives the name of the point called and the number, try to establish connection.
If you do not have the ticket on the original call, write a new ticket and immediately notify your supervisor. (Sr. 6)
- b. If the calling party gives the name of the point called but not the number, try to obtain the called number.
 - (1) If you obtain the called number, proceed as in "a".
 - (2) If you do not obtain the called number, say, "I WILL TRY IT AGAIN AND CALL YOU" and notify your supervisor. (Sr. 7)
- c. If the calling party at any time indicates that the call is one which is handled by Long Distance, proceed as for this condition under "Long Distance Calls."

15. RESTORING CONNECTIONS

- a. If the cut-off is momentary, disregard the interruption to conversation in timing the connection. The instructions in the following paragraphs apply only to appreciable interruptions to conversation.
- b. If you do not know the direction of the original call, say, "DID THEY CALL YOU?" and wait for a reply, before saying, "I WILL TRY TO GET THEM FOR YOU."
- c. If the subscriber reporting the cut-off made the original call and you have the original "A" board toll ticket, enter the time the cut-off was reported in the disconnect space, if it has not already been entered, and then proceed as follows:
 - (1) If you restore conversation, enter the time of the beginning and the end of the restored conversation in the remarks space, and then refer the ticket to your supervisor. (Sr. 8)
 - (2) If you are unable to restore conversation, proceed as follows:

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

- (a) If the calling party cancels the call, cancel and file the ticket.
 - (b) If the calling party does not cancel the call, convert the ticket into a delayed call ticket.
Make later attempts to complete the call and if you are successful, proceed as in "(1)".
 - (3) If conversation is restored from the terminating end, file the ticket.
- d. If the subscriber reporting the cut-off made the original call and you do not have the original ticket, write a new charge ticket and proceed as follows:
- (1) If you restore conversation, enter the time of the beginning and end of the restored conversation in the regular way on the new ticket.
At the close of conversation, refer the ticket to your supervisor. (Sr. 9)
 - (2) If you are unable to restore the conversation, proceed as follows:
 - (a) If the calling party cancels the call, cancel and file the ticket.
 - (b) If the calling party does not cancel the call, convert the ticket into a delayed call ticket.
Make later attempts to complete the call and if you are successful, enter the beginning and end of the restored conversation and refer the ticket to your supervisor. (Sr. 9)
 - (3) If conversation is restored from the terminating end, cancel and file the new charge ticket.
- e. If the subscriber reporting the cut-off did not make the original call, proceed as follows:
- (1) If you have the original "A" board toll ticket, enter the time the cut-off was reported in the disconnect space and file the ticket.
 - (a) If conversation is restored, do not write a charge ticket to cover the restored conversation.
 - (b) If you are unable to restore conversation and the party reporting the cut-off does not cancel the call, write a delayed call ticket entering the words "Cut off" in the remarks space.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

Make subsequent attempts to complete the call and if you are successful, cancel and file the ticket.

(2) If you do not have the original "A" board toll ticket, proceed as in "(1)(a)" or "(1)(b)."

f. If you know that the original call was handled by Long Distance, or if the subscriber at any time indicates that the call was handled by Long Distance, proceed as provided for this condition under "Long Distance Calls."

16. WRONG NUMBER CALLS

a. Make no charge for a wrong number connection discovered by you or reported to you, even though the wrong number was reached through error of the calling party.

b. If you have the original "A" board toll ticket, proceed as follows:

(1) If the call to the correct number does not require a charge ticket, cancel and file the original ticket.

(2) If the call to the correct number requires a charge ticket, proceed as follows:

(a) If the correct called number is on the ticket, use the original ticket. If the connect and disconnect times are on the ticket, draw a line through each of them and write the new connect and disconnect times in the remarks space.

(b) If the correct number is not on the ticket, cancel and file the original ticket and write a new charge ticket to cover the call.

(3) If the call to the correct number is not completed, cancel any ticket which you have written. If, however, the calling party wishes the call completed, convert the ticket into a delayed call ticket.

c. If you do not have the original ticket, report the case to your supervisor. (Sr. 10) Write a charge ticket on the call to the correct number as on a new call.

"A" OPERATORS

"A" BOARD TOLL CALLS - Continued

- d. If you know that the original call was handled by Long Distance, or if the subscriber at any time indicates that the call was handled by Long Distance, proceed as provided for this condition under "Long Distance Calls."

17. DOUBLE CONNECTIONS

- a. Make no charge for a call affected by a double connection unless the call is satisfactorily completed following the double connection.
- b. If you have the original charge ticket, proceed as follows:
- (1) If conversation has not taken place, draw a line through the connect time if it has been entered.
If you complete the call, enter the new connect time in the remarks space.
If you can not complete the call, proceed as in "d".
- (2) If conversation has taken place and there is an appreciable interruption to conversation, enter in the disconnect space the time the double connection was reported.
If you complete the call, enter the new connect and disconnect time in the remarks space. At the close of conversation refer the ticket to your supervisor. (Sr. 8)
If you can not complete the call, proceed as in "d".
- c. If you do not have the original ticket, write a new ticket.
If you complete the call, enter the connect and disconnect time and refer the ticket to your supervisor at the end of conversation.
(Sr. 9)
If you can not complete the call, proceed as in "d".
- d. If you can not complete the call, cancel and file any ticket you may have written, or convert the ticket into a delayed call ticket if the calling party requests that subsequent attempts to complete the call be made.
- e. If you later complete a busy, don't answer, or no circuit call, enter the connect and disconnect time in the regular spaces on the ticket. If entries have already been made in these spaces, enter the connect and disconnect time in the remarks space.
Refer the ticket to your supervisor (Sr. 8), except where you have the original ticket and there was no conversation before the double connection occurred.

"A" BOARD TOLL CALLS - Continued

18. OBTAINING BETTER CONNECTIONS

- a. If you have started a charge ticket on the call, enter in the disconnect space the time the request for a better connection is received.
 - (1) If you are able to establish a connection on which conversation is continued satisfactorily, enter the time of the beginning and the end of this portion of the conversation in the remarks space and then refer the ticket to your supervisor. (Sr. 11)
 - (2) If the connection can not be made sufficiently clear to enable the subscribers to continue their conversation, cancel and file the ticket.

19. CALL FOR A RURAL LINE

- a. If the call is for a rural line in your own office, proceed as follows:
 - (1) If you have access to the rural line multiple, proceed as for this condition under "Calls for Rural Lines."
 - (2) If you do not have access to the rural line multiple, plug into an idle trunk to the rural operator, selecting a trunk of the group reserved for toll calls. When the rural operator answers, pass the order to her, and when the called station answers, consider the call completed.
- b. If the call is for a rural line in another office, establish connection as provided under "Calls for Rural Lines."

20. INTERCEPTED CALLS

- a. If you are to try to establish connection to the desired number after a call has been intercepted, dispose of the charge ticket as follows:
 - (1) If the new call requires a charge ticket, proceed as follows:
 - (a) If the correct called number is on the ticket, use the original ticket. If the connect time has been entered on the ticket, draw a line through it and enter the new connect time in the remarks space.

"A" OPERATORS

"A" BOARD TOLL CALLS -- Continued

(b) If the correct number is not on the ticket, cancel and file the ticket and write a new charge ticket.

(2) If the new call does not require a charge ticket, cancel and file it.

b. If you are not to try to establish connection to the desired number after the call has been intercepted, cancel and file the ticket.

21. TIMING TICKETS WHEN A SWITCHBOARD CLOCK IS OUT OF ORDER

a. When you notice that a switchboard clock has stopped, notify your supervisor. (Sr. 12)

22. TIMING CONVERSATION TERMINATED DURING FIRE DRILLS

a. Enter the time you return as the disconnect time on tickets covering calls on which conversation terminated while the fire drill was taking place. Compute the elapsed time, enter it, and refer any ticket showing overtime to your supervisor for the adjustment of the time. (Sr. 13)

23. CORRECTING ENTRIES ON CHARGE TICKETS

a. Entries on charge tickets may be corrected if they can be made as provided in the following paragraphs and the ticket remain legible, otherwise the ticket should be scratched and a new ticket written.

(1) If the wrong party line station designation or a station designation on a call from an individual line has been encircled, cross the letter incorrectly circled and circle the correct letter if the call is from a party line.

(2) The name of the called office or place may be changed to another name, provided there is sufficient space on the line reserved for the office name. In making this alteration, draw a line through the incorrect and add the correct name.

(3) A connect or disconnect time entry may be corrected by drawing a line through the incorrect time and entering the correct figures in the remarks space.

"A" BOARD TOLL CALLS - Continued

24. CANCELING AND SCRATCHING TICKETS

- a. To cancel a ticket, draw an "X" across the lower part of the ticket.
- b. To scratch a ticket, draw a waving line downward through the entire ticket.

"A" SUPERVISORS

"A" BOARD TOLL CALLS

1. CALLING PARTY AFTER CONVERSATION INDICATES THAT HE WISHED TO TALK WITH A PARTICULAR PERSON OR THAT HE WISHED TO HAVE AN "A" BOARD TOLL CALL MADE COLLECT OR CHARGED TO A BELL SYSTEM TOLL CREDIT CARD, AND THE CALLED POINT IS ONE TO WHICH SUCH SERVICE IS GIVEN.
(Supplementing Paragraphs 1-b(1) and 1-b(2), opposite)

If the calling party does not volunteer his name, the supervisor will obtain his name and pass it to the long distance supervisor with the details of the call.

(The following supplements Paragraph 1, opposite)

- c. If he wished to have the call charged to a toll credit card, proceed as follows:
 - (1) Obtain the following details from the calling party:
 - (a) Name of the calling party.
 - (b) Toll credit card number.
 - (c) Name of the place in which the home or home office is located.
 - (d) Telephone number of the home or home office.
 - (2) Pass the ticket details recorded by the operator, together with the additional information obtained from the calling party, to the long distance supervisor for proper ticketing. Cancel the original ticket.

A-B TOLL CALLS

1. Calling party after conversation indicates that he wished to talk with a particular person or that he wished to have an A-B toll call made collect, and the called point is one to which such service is given.

["A" operators—2a]

a. If he wished to talk to a particular person, question him and proceed as follows.

- (1) If the calling party states that he talked with the person desired but was delayed in reaching him after the called station answered and that he therefore requests a reduction in the elapsed time, reach the Long Distance rate operator and ascertain the amount of the charges which would apply on the call at the person-to-person rate on the basis of the time which in your judgment should be charged.
 - (a) If the adjusted charge at the person-to-person rate is less than the station-to-station rate for the actual elapsed time, advise the calling party of the charges and arrange with the Long Distance supervisor to ticket the call on that basis. Cancel the original ticket.
 - (b) If the adjusted charge at the person-to-person rate is more than the station-to-station rate for the actual elapsed time, advise the calling party of the charge at the person-to-person rate for the actual time of conversation and of the charge at the station-to-station rate, and that you will charge the call at the lower rate.
- (2) If the calling party has not talked with the person desired and still wishes to reach him, connect him with Long Distance. Cancel the original ticket if you are satisfied that conversation was not held other than in an attempt to reach the desired person.
- (3) If the calling party has not talked with the person desired and does not wish to place a call for him, explain that the charge for the conversation with the calling station will be canceled, but a report charge will be made. Cancel the original ticket and arrange with the Long Distance supervisor to ticket the call properly, advising her of the report received.

b. If he wished to have the call made collect, proceed as follows.

- (1) Where the old rate schedule is in effect, explain that if we try to make the call collect it will be charged for at the person-to-person rate. If the calling party still wishes it made collect, arrange with the Long Distance supervisor to ticket the call properly and to arrange for the reversal of the charge. Cancel the original ticket.
- (2) Where the new rate schedule is in effect, proceed as follows.
 - (a) If the day station-to-station rate is less than twenty cents, explain to the calling party that if we try to make the call collect it will be charged for at the person-to-person rate. If the day station-to-station rate is twenty cents, explain that if the call is made collect it will be charged for at a collect rate of twenty-five cents. If the calling party still wishes it made collect, arrange with the Long Distance supervisor to ticket the call properly and to arrange for the reversal of the charge. Cancel the original ticket.
 - (b) If the rate is twenty-five cents or more, arrange with the Long Distance supervisor to ticket the call properly and to arrange for the reversal of the charge. Cancel the original ticket.
- (3) In any case, if the calling party asks what the person-to-person rate is, give it if you know it. If you do not know it, obtain it from the Long Distance operator and then give it to the calling party.

A-B TOLL CALLS—Continued

2. **Calling party after conversation indicates that he wished to talk with a particular person or that he wished to have an A-B toll call made collect and the called point is one to which such service is not given.**

["A" operators—2b]

- a. Explain that such service is not given to the point he called.

3. **Operator refers A-B toll ticket on a call on which the calling party was notified at the end of the initial period or some other specified time.**

["A" operators—4b]

- a. Compute the elapsed time and enter it on the ticket. If the elapsed time exceeds the period specified, deduct two tenths of a minute and enter the time to be charged in the charge space, followed by your initials.

4. **Calling party asks to have the charge on an A-B toll call transferred to a third telephone.**

["A" operators—5a]

Note: Instructions will be issued locally as to the area in which transfers of charges may be made. The following instructions apply to requests for transfer of charges within the prescribed area. If the calling party requests that the charge be transferred to a telephone located outside of the prescribed area, the supervisor should advise him that the transfer of the charge can not be made.

- a. If the station from which the request is received is not a public telephone, proceed as follows.

- (1) If the calling party has not given the number to which he wishes the charge transferred, obtain it. Advise him that the charge will be transferred and instruct the operator to proceed with the call.
- (2) Enter the number to which the charge is to be transferred in the from space on the ticket, with the words "Charge to" above the number. Enter the called number in the to space and the code "WT" (Will Talk), followed by the number from which the call was made and your initials, in the remarks space.
- (3) If the call is completed, enter the charge for the call on the ticket and file it. In computing the charge, use the rate which applies for the station from which conversation was held.

- b. If the station from which the request is received is a public telephone, proceed as follows.

- (1) Obtain the name of the calling party and the number to which he wishes the charge transferred, if he has not given it.
- (2) Unless other means are provided for obtaining the information, reach the employee having access to the numerical records and ascertain whether or not the telephone to which it is desired to transfer the charge is a public telephone.

- (a) If it is not a public telephone, try to reach the station.

- [1] If a response is received, advise the person answering of the circumstances, giving the name of the calling party, and ascertain whether he will accept the charge.

- [a] If he agrees to accept the charge, instruct the operator to proceed with the call. Make ticket entries as in "a(2)" and "a(3)," entering also the code "OK" preceding your initials.

- [b] If he does not agree to accept the charge, advise the calling party accordingly and tell him that we can not, therefore, transfer the charge.

"A" SUPERVISORS

"A" BOARD TOLL CALLS - Continued

3. OPERATOR REFERS A-B TOLL TICKET ON A CALL ON WHICH THE CALLING PARTY WAS NOTIFIED AT THE END OF THE INITIAL PERIOD OR SOME OTHER SPECIFIED TIME.
("A" Operators - 4b)
(The following cancels Paragraph 3, opposite)

a. Compute the elapsed time and enter it on the ticket.

In offices where the clock shows the tenth of a minute, disregard two tenths of a minute and consider as a whole minute any fraction amounting to more than two tenths.

In offices where the clock is arranged for readings in seconds, disregard any fraction of a minute amounting to fifteen seconds or less, and consider as a whole minute any fraction amounting to more than fifteen seconds.

4. CALLING PARTY ASKS TO HAVE THE CHARGE ON AN "A" BOARD TOLL CALL TRANSFERRED TO A THIRD TELEPHONE.

(The following cancels the Note, which should be ruled out with ink)

Note: Requests for transfer of charges to a third telephone will be accepted, except on calls to those points on which exclusive station rates apply. If the third telephone is not within the local exchange area the supervisor should advise the calling party that long distance will handle his call, and instruct the operator to establish the connection to long distance.

"A" SUPERVISORS

"A" BOARD TOLL CALLS - Continued

4. CALLING PARTY ASKS TO HAVE THE CHARGE ON AN "A" BOARD TOLL CALL TRANS-
FERRED TO A THIRD TELEPHONE. (The following supplements Paragraph 4)

- c. If the calling party after conversation requests that the charge be transferred to a telephone not within the local exchange area, obtain the details of the call and arrange with the long distance supervisor to ticket the call properly and to arrange for transfer of the charge. Cancel the original ticket.