

"A" OPERATORS

REQUESTS FOR RATES AND CHARGES

1. ACKNOWLEDGING A REQUEST FOR A RATE OR THE CHARGE ON A CALL AND OBTAINING ADDITIONAL DETAILS WHERE NECESSARY
 - a. Acknowledge the request briefly, as for example by repeating the essential details of the call. Add, "ONE MOMENT, PLEASE?", unless you can give the information desired immediately, or are to connect the calling party with another operator.
 - b. If the calling party does not give sufficient information to enable you to handle the request properly, obtain the necessary details from him, as for example as follows:
 - (1) If he requests the charge on a previous call and does not state the point called, as, "WHAT POINT DID YOU CALL, PLEASE?"
 - (2) If he makes a request concerning an "A" board toll point, but does not make it clear whether he wishes the charge on a previous call or wishes you to quote a rate, ascertain this by asking, "HAVE YOU HAD THE CALL?"
2. REQUEST FOR THE RATE OR CHARGE ON A LOCAL CALL
 - a. Say to the calling party, "THAT IS A LOCAL CALL. THERE IS NO TOLL CHARGE."
3. REQUEST FOR THE RATE TO AN "A" BOARD TOLL POINT TO WHICH ONLY STATION-TO-STATION SERVICE IS GIVEN
 - a. Obtain the rate from the switchboard bulletin and give it to the calling party, saying for example, "THE RATE TO BEACON IS FIVE CENTS FOR THE FIRST FIVE MINUTES."
If the calling party then requests the overtime rate, add, "THE OVERTIME RATE IS FIVE CENTS FOR EACH ADDITIONAL FIVE MINUTES."
 - b. Where the calling party asks for the evening or night rate, add to the above information, "THERE IS NO EVENING (OR NIGHT) RATE."
 - c. If the calling party requests the collect, messenger, or person-to-person rate, say, "I AM SORRY BUT WE DO NOT ACCEPT COLLECT (MESSENGER OR PERSON-TO-PERSON) CALLS TO BEACON," and add, "THE STATION-TO-STATION RATE IS FIVE CENTS FOR THE FIRST FIVE MINUTES," except where you have already given this information.
 - d. As an exception, in cases where the rates are not shown on the switchboard bulletin, obtain the rate if you do not know it from the supervisor or a special operator as locally designated and then proceed as in "a", "b", or "c".

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4. REQUEST FOR THE RATE TO AN "A" BOARD TOLL POINT TO WHICH BOTH STATION-TO-STATION AND PERSON-TO-PERSON SERVICE ARE GIVEN
 - a. If the calling party asks for the collect, messenger, or person-to-person rate, say, "WILL YOU SPEAK WITH LONG DISTANCE, PLEASE? I WILL CONNECT YOU," and establish connection with Long Distance.
 - b. If the calling party asks for the station-to-station rate, or asks for the rate without specifying whether he wishes the station-to-station or person-to-person rate, obtain the station-to-station rate from the switchboard bulletin and proceed as follows:
 - (1) If the day rate for the initial period is thirty-five cents or less, proceed as follows:
 - (a) If the calling party has not specified the period for which he wishes the rate, say for example, "FIFTEEN CENTS FOR THE FIRST FIVE MINUTES." If he then asks for the Sunday or night rate, say, "THE SUNDAY (NIGHT) RATE IS THE SAME."
 - (b) If the calling party has specified the Sunday or night rate, quote the day rate as in "a" preceding.
 - (2) If the day rate for the initial period is more than thirty-five cents, proceed as follows:
 - (a) If the calling party has indicated that he wishes the week-day rate, say for example, "BETWEEN 4:30 A.M. AND 7 P.M. ON WEEK DAYS, FIFTY-FIVE CENTS FOR THE FIRST THREE MINUTES."
 - (b) If the calling party has indicated that he wishes the week-day night rate, say for example, "BETWEEN 7 P.M. AND 4:30 A.M., THIRTY-FIVE CENTS FOR THE FIRST THREE MINUTES." If he then asks for the Sunday rate, say, "THE SUNDAY RATE IS THE SAME."
 - (c) If the calling party has asked for the Sunday rate or for the day or night rate on Sunday, say for example, "THE RATE ALL DAY SUNDAY IS THE SAME AS THE NIGHT RATE, THIRTY-FIVE CENTS FOR THE FIRST THREE MINUTES."
 - (d) If the calling party has not specified whether he wishes the day rate or the night or Sunday rate, quote the rate in effect at the time the request is received, proceeding as in "(a)", "(b)", or "(c)" preceding.
 - c. Where the rates are not provided on the switchboard bulletin, obtain the rate if necessary from the supervisor or a special operator as locally specified and then proceed as in "b", or if locally instructed connect the calling party with Long Distance.

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REQUESTS FOR RATES AND CHARGES - Continued

5. REQUEST FOR THE CHARGE ON A CALL TO AN "A" BOARD TOLL POINT

- a. If you locate the ticket at your own or at an adjacent position, determine the elapsed time of conversation by noting the difference between the time of connection and the time of disconnection in the elapsed time space. In determining the time to be charged, disregard any fraction of a minute amounting to one tenth or less and consider as a whole minute any fraction amounting to more than one tenth.

As an exception, in offices having switchboard clocks 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.

- (1) If the elapsed time of conversation did not exceed the initial period, quote the initial period rate, as for example, "THE CHARGE IS FIFTEEN CENTS."
- (2) If the elapsed time of conversation exceeded the initial period, determine the charge for the elapsed time shown on the ticket, using the table of computed charges if one is provided. Quote this charge as for example, "THE CHARGE IS TWENTY-FIVE CENTS."
- (3) If the calling party makes inquiry regarding the time, after you quote a charge, say for example, "THE CHARGE IS TWENTY-FIVE CENTS FOR SEVEN MINUTES," giving the number of chargeable minutes, regardless of the actual length of conversation.
- (4) After quoting a charge, enter it, enclosed in a circle, in the charge space on the ticket.

- b. If you cannot locate the ticket as your own or at an adjacent position, notify your supervisor. (Sr.1)
- c. If you know that the original call was handled by Long Distance or if the subscriber indicates that the call was handled by Long Distance, say, "WILL YOU SPEAK WITH LONG DISTANCE, PLEASE?" I WILL CONNECT YOU," and establish connection with Long Distance.
- d. If the calling party indicates that he has experienced trouble on the call concerned, connect him with your supervisor. (Sr.2)

6. REQUEST FOR THE RATE OR THE CHARGE ON A LONG DISTANCE CALL

- a. Say, "WILL YOU SPEAK WITH LONG DISTANCE, PLEASE? I WILL CONNECT YOU," and establish connection with Long Distance.

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REQUESTS FOR RATES AND CHARGES - Continued

7. REQUEST FOR THE CHARGE ON AN EMERGENCY, OFFICIAL, OR UNCOMPLETED CALL
 - a. Say to the calling party, "THERE IS NO CHARGE."
 - b. As an exception, on official calls where it is the practice to charge for certain calls outside of the district in which the calling party is located, quote the charge in the regular way.

"A" SUPERVISORS

REQUESTS FOR RATES AND CHARGES

1. OPERATOR UNABLE TO LOCATE THE TICKET COVERING A CALL TO AN A-B TOLL POINT ON WHICH THE CHARGES HAVE BEEN REQUESTED
("A" Operators - 5b)
 - a. Try to locate the ticket by asking the operators likely to have handled the call, whether they remember having had it.
 - (1) If the ticket can be located promptly, give it to the operator who received the request for the charges.
 - (2) If the ticket can not be located promptly, ask the calling party if necessary, when the call was made, then say that you will try to find the record of his call and will call him and give the charge when you are able to do so.

Continue your attempts to locate the ticket, seeing that every possible effort is made to find it. If the ticket is found, call the calling party and notify him of the charges. If the ticket can not be found, pass the request to the Long Distance supervisor, giving her any information you may have regarding the call. Give your Chief Operator a memorandum of the call.

If your Chief Operator later advises you that Long Distance can not find the ticket, call the calling party and tell him that you can not find the record of his call, informing him of the rate for the initial period, if it appears advisable.
2. CALLING PARTY INDICATES THAT HE HAS EXPERIENCED TROUBLE ON A CALL TO AN A-B TOLL POINT ON WHICH HE DESIRED TO KNOW THE CHARGES
("A" Operators - 5d)
 - a. If you locate the ticket, ascertain from the operator who handled the call whether any trouble was experienced either before or after completion, which would account for the calling party's claim.
 - (1) If it appears that trouble was experienced which would affect the elapsed time of conversation, and for which a reduction in the amount of charges should be made, proceed in general as provided for this condition in your instructions on wrong number calls, restoring connections, double connections, and obtaining better connections.
 - (2) If it does not appear that any trouble was experienced on account of which a reduction in the amount of charges should be made, quote the charges based on the elapsed time of conversation shown on the ticket.
 - b. If you do not locate the ticket, refer the calling party's report of trouble to the Long Distance supervisor when passing the details of the call to her.