

## OBTAINING AND ACKNOWLEDGING ORDERS

### A. General

For the purpose of this practice a local office, an A-B toll point and a Long Distance point are defined as follows.

1. A local office is a central office in the local service area.
2. An A-B toll point is a toll point for which the "A" operator will accept a station-to-station call, establish the connection over an interoffice trunk or toll line, and ticket, time, and supervise the call.
3. A Long Distance point is a toll point to which all calls are handled by an operator at a toll board or position, who establishes the connection and tickets, times, and supervises the call.

### B. Calls to Local Offices

#### 1. Phrases to be used for acknowledging orders.

- a. Use any of the following phrases which may be appropriate, varying their use from time to time.

"Thank you."

"All right, sir."

"Yes, sir."

"All right, thank you."

"Yes, thank you."

"Thank you. I will try to get them for you."

"Yes, sir. I will try it again."

If a woman is calling, say "Thank you" instead of "Sir" where it appears in any of these phrases. If "Thank you" does not seem appropriate, substitute "Ma'am."

- b. Following are examples showing how these phrases may be used.

- (1) If the calling party says "Beacon 5678," say, "Thank you," "All right, sir," or "All right, thank you."
- (2) If the calling party asks "Will you ring 'M' on this line?" say, "Yes, sir" or "All right, sir."
- (3) If the calling party asks "Will you try to get Beacon 5678?" say, "Yes, sir" or "All right, sir."
- (4) If the calling party asks "Will you call Beacon 5678 for me?" say, "Yes, sir. I will try to get them for you."
- (5) If the calling party asks "Is that number still busy?", obtain the called number as in paragraph 3 and then say, "Thank you. I will try it again."

- c. Be guided by the instructions in other sections in regard to acknowledging special orders, reports, or requests which pertain to official, telegram, emergency calls, etc., also in regard to acknowledging reports of cut-off, wrong number, double connection, etc.

#### 2. Order received by telephone number.

- a. If the calling party in giving his order gives a central office name and number, proceed as follows.

- (1) If he gives the order in accordance with the standard method for repeating numbers, and you are sure you understand it, immediately acknowledge it.
- (2) If he places the number before the central office name, mispronounces the central office name, or does not give the digits of the number according to the standard method of repeating numbers, repeat the entire order.
- (3) If he abbreviates the office name or gives the letters of the office name printed in heavy type in the directory, repeat the order including the office name in full.
- (4) If the office name given is in the local service area and there is a frequently called A-B toll or Long Distance office having the same name, assume that the local office is desired.

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If, however, there is any doubt as to which office is desired, say, for example, "Is that Beacon in Boston?" mentioning the local office. Then wait for a reply before acknowledging the order.

- b. Where the office name is not given with the number, proceed as follows.
- (1) Where the office name is required, say, "5678, what office, please?"
    - (a) If the office name is then given, acknowledge the order.
    - (b) If the office name is not given, refer the case to your supervisor. (Sr. 1)
    - (c) If any subscriber makes a practice of calling without giving the office name, report the matter to your supervisor. (Sr. 2)
  - (2) Where the office name is required in a small multi-office area, where locally authorized, say, "Is that Adams 5678?" using your own office name.
    - (a) If the office name is then given, acknowledge the order.
    - (b) If the office name is not given, refer the case to your supervisor. (Sr. 3)
  - (3) In specially designated offices where it is desirable to educate the public to use the office name but not to insist upon their giving it, and you are so instructed, repeat the number, prefixing the name of your own office, and if not corrected, proceed with the call.
  - (4) In specially designated offices where calls can be accepted by number alone without an office name, and you are so instructed, acknowledge the order if you understand it.

#### 3. Order received without a telephone number.

- a. Say, "What is the number, please?"
- (1) If the number is then given, acknowledge the order.
  - (2) If the number is not then given, say, "Shall I give you information?" and proceed as requested.

*Single Op.* **Note:** Where operators handle their own information calls they should be instructed to say, "I will look it up for you. One moment, please?" and to proceed in general as directed for information operators.

#### 4. Calling party's number or station designation obtained immediately after receiving order.

- a. Where you request the calling number or station designation immediately after receiving the order, acknowledge both the calling and called numbers with but one "Thank you," saying it after receiving the calling party's number or station designation.

#### 5. Order not understood.

- a. Say, "What number, please?" If you still do not understand the order, say, "I am sorry. <sup>h</sup>What number, please?"
- (1) If you then understand the order, acknowledge it.
  - (2) If you still do not understand the order, refer the case to your supervisor. (Sr. 4)

#### 6. Simultaneous calls on a party line.

- a. When answering a line signal on a party line, if you find that two parties are calling simultaneously, repeat the order which you first understand and then say, "Will the other party call a little later, please?"
- (1) When the other party hangs up, proceed with the call you have accepted.
  - (2) If the other party does not hang up or if he insists upon having his call accepted, refer the case to your supervisor. (Sr. 5)

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2. ORDER RECEIVED BY TELEPHONE NUMBER  
(Supplementing Paragraph 2, Opposite.)

- c. If the calling party gives an incorrect office name, proceed as follows:
- (1) If the calling party mispronounces the office name, or gives a name similar to a central office name in your exchange, say, for example, "IS THAT GLENDALE?" naming the office that you think is intended.
  - (2) If the office name is one which you know has been abandoned, say, for example, "ALL BEACON NUMBERS HAVE BEEN CHANGED," or "THERE ARE NO BEACON NUMBERS NOW." On a call other than from long distance add, "WILL YOU LOOK UP THE NUMBER AGAIN, PLEASE?"
  - (3) If you do not recognize the office name, say, "THERE IS NO BEACON 5678" and on a call other than from long distance add, "WILL YOU LOOK UP THE NUMBER AGAIN, PLEASE?"

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OBTAINING AND ACKNOWLEDGING ORDERS - Continued

7. REPEATING ORDERS

(The following cancels Paragraph 7e(2), opposite, which should be ruled out with ink.)

- (2) If correction is made, repeat the correct order, and say, for example, "I BEG YOUR PARDON," "I AM SORRY," "THANK YOU," or use any other appropriate phrase expressing a real desire to correct the order.

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### 7. Repeating orders.

- a. Whenever it becomes necessary to repeat an order, be careful to speak distinctly and deliberately.
- b. If the order includes an office name, repeat the office name first and then the number.
- c. Pronounce each digit of the number separately except in the cases of even hundred and thousand numbers.
  - (1) Except on even thousand numbers, emphasize the digits as follows.
    - (a) Emphasize the last digit of the stile strip. For example, repeat
      - "44" as "Four four?"
      - "80" as "Eight oh?"
      - "136" as "One three six?"
      - "1478" as "One four seven eight?"
      - "2110" as "Two one one oh?"
      - "3266" as "Three two six six?"
      - "0004" as "Oh oh oh four?"
      - "0028" as "Oh oh two eight?"
      - "0375" as "Oh three seven five?"
    - (b) In repeating a party line number, emphasize the last digit of the stile strip and also the last digit of the jack number. For example, repeat
      - "4375-J" as "Four three seven five J?"
      - "235-J-2" as "Two three five J two?"
      - "42-F-21" as "Four two F two one?"
    - (c) In repeating a five digit number, emphasize the first digit of the number as well as the last digit of the stile strip. For example, repeat
      - "10008" as "One oh oh oh eight?"
      - "51432" as "Five one four three two?"
  - (2) In repeating an even hundred or thousand number, repeat and emphasize as follows.
    - "300" as "Three hundred?"
    - "0300" as "Oh three hundred?"
    - "3000" as "Three thousand?"
    - "3100" as "Three one hundred?"
    - "10100" as "One oh one hundred?"
    - "10000" as "Ten thousand?"
    - "32000" as "Three two thousand?"
- d. Use a rising inflection on the central office name and on the last two digits of the number, or in the case of a jack per line party line number, on the station designation.
- e. After repeating an order, listen carefully for a possible correction.
  - (1) If no correction is made, or if the repetition is acknowledged as correct, proceed with the call.
  - (2) ~~If correction is made, repeat the correct order, say, "I beg your pardon" and proceed with the call.~~
- f. As an aid to clearness and distinctness, enunciate the different digits and party line letters in accordance with the following examples.
  - "0" to be spoken as "OH" —with a long O
  - "1" to be spoken as "WUN" —with a strong W and N
  - "2" to be spoken as "TOO" —with a strong T and long OO

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"3" to be spoken as "TH-R-EE"	—with a slightly rolling R and long EE
"4" to be spoken as "FO-WER"	—with a long O and strong W and final R
"5" to be spoken as "FI-IV"	—with a long I changing to short and a strong V
"6" to be spoken as "SIKS"	—with a strong S and KS
"7" to be spoken as "SEV-VEN"	—with a strong S and V and well sounded VEN
"8" to be spoken as "ATE"	—with a long A and strong T
"9" to be spoken as "NI-YEN"	—with a strong N at the beginning, a long I and a well sounded YEN
"10" to be spoken as "TEN"	—with a strong T and N
"J" to be spoken as "JAY"	—with a strong J and long AY
"M" to be spoken as "EM"	—with a short E and strong M
"R" to be spoken as "AHR"	—with a strong R
"W" to be spoken as "DUBBLE-YOO"	—with a full value given to every syllable
"F" to be spoken as "EF"	—with a short E and strong F

#### C. Calls to A-B Toll Points

Proceed as provided for "Calls to Local Offices" except as modified in the following instructions.

##### 1. Doubt as to identity of called office or point.

- If you are uncertain of the name of the called office or point as in the case of a difficult or unusual name or a name that may easily be confused with another name of a similar sound, verify the spelling or say, "Will you spell that name, please?" Acknowledge the order after receiving a reply.
- If the name of the called office or point is duplicated at more than one toll point (A-B or Long Distance) or in more than one state, and there is any doubt as to which place is desired, say for example, "Is that Beacon in Boston?" or "Is that Newport, Rhode Island?", mentioning the office or point most frequently called. Acknowledge the order after receiving a reply.

##### 2. Calling party places a person-to-person, messenger, or collect call to an A-B toll point, either with or without a telephone number.

*or Bell System Toll Credit Card*  
*or change to a Pac Co. credit card*  
**Note:** A person-to-person call is a call on which the calling party specifies by name, title, or otherwise, that he wishes to talk with a particular person, or gives a private branch exchange extension number or a hotel room number, or a particular department or office of a concern.

- 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 (messenger 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. 6)
  - If the called point is one to which such service is given, say, "I will give you Long Distance."
- ##### 3. Calling party places a call for an A-B toll point by office name, by name of place, by firm or hotel name, or by address, without mentioning a telephone number or a particular person.
- Say, "What is the number, please?"
    - If the number is then given, acknowledge the order.
    - If the number is not then given, proceed as follows.

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2. CALLING PARTY PLACES A PERSON-TO-PERSON, MESSENGER, COLLECT, OR BELL SYSTEM TOLL CREDIT CARD CALL TO AN "A" BOARD TOLL POINT EITHER WITH OR WITHOUT A TELEPHONE NUMBER.

(The following supplements Paragraph 2-b, opposite)

- b. Toll credit card calls are accepted to all points and such requests shall be referred to Long Distance.

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OBTAINING AND ACKNOWLEDGING ORDERS - Continued

D. CALLS TO LONG DISTANCE POINTS.

(The following cancels Paragraph 1 opposite)

1. CALL FOR "LONG DISTANCE."

a. Acknowledge the order.

Note: Calls received concerning the following services should be referred to Long Distance.

- (a) Conference Calls.
- (b) Credit Card Calls.
- (c) Sequence Service Calls.
- (d) Transient Calls.
- (e) Overseas Calls.
- (f) Alaska Calls.
- (g) Toll Terminal Calls. (Exchange L. D. (number)).
- (h) Ship Telephone Calls.
  - (Marine Calls)
  - (Harbor Calls)
  - (Radio Station KOW)
  - (Ship to Shore Calls)
  - (Radiotelephone Calls)
  - (Dispatch Calls)

## OBTAINING AND ACKNOWLEDGING ORDERS—Continued

- (a) If the called point is reached via interoffice trunks, say, "Shall I give you Information?" and proceed as requested.
- (b) If the called point is reached via toll lines, say, "I will give you Long Distance."
- (3) If you then find that the calling party wishes to place a person-to-person, messenger, or collect call, proceed as in paragraph 2.

### 4. Other orders or requests on calls to A-B toll points.

- a. If the calling party gives an order or request of a special nature in connection with a new or previous call, such as a report of cut-off, wrong number, or double connection, or a request for a report on a call, a request to cancel a call, or a request for the rate or charges on a call, proceed as provided for these conditions under "A-B Toll Calls."

### D. Calls to Long Distance Points

Proceed as provided for "Calls to Local Offices" except as modified in the following instructions.

#### 1. Call for "Long Distance."

- a. Acknowledge the order.

#### 2. Doubt as to identity of called office or point.

- a. If you are uncertain of the name of the called office or point as in the case of a difficult or unusual name or a name that may easily be confused with another name of a similar sound, verify the spelling or say, "Will you spell that name, please?" Acknowledge the order after receiving a reply.
- b. If the name of the called office or point is duplicated at more than one toll point (A-B or Long Distance), or in more than one state, and there is any doubt as to which place is desired, say, for example, "Is that Beacon in Boston?" or "Is that Newport, Rhode Island?" mentioning the office or point most frequently called. Acknowledge the order after receiving a reply.

#### 3. Calling party places a person-to-person, messenger, or collect call to a Long Distance point, either with or without a telephone number.

*Bell System Toll*  
*or charge to Paulo credit card,*  
**Note:** A person-to-person call is a call on which the calling party specifies by name, title, or otherwise, that he wishes to talk with a particular person, or gives a private branch exchange extension number or a hotel room number, or a particular department or office of a concern.

- a. Say, "I will give you Long Distance."

#### 4. Calling party places a call for a Long Distance point by office name, by name of place, by firm or hotel name, or by address, without mentioning a telephone number or a particular person.

- a. Say, "What is the number, please?"

- (1) If the number is then given, acknowledge the order. *N*
- (2) If the number is not then given, or if you find that the calling party wishes to place a person-to-person, messenger, or collect call, say, "I will give you Long Distance."

## OBTAINING AND ACKNOWLEDGING ORDERS—Continued

### 5. Other orders or requests on calls to Long Distance points.

- a. If the calling party gives an order or request of a special nature in connection with a new or previous call, such as a report of cut-off, wrong number, or double connection, or a request for a report on a call, a request to cancel a call, or a request for the rate or charges on a call, proceed as provided for these conditions under "Long Distance Calls."

## OBTAINING AND ACKNOWLEDGING ORDERS

1. **Office name not given.**  
["A" operators - B-2b(1)(b)]
  - a. Try to obtain the office name from the calling party. If you obtain it, instruct the operator to establish the connection. If you can not obtain it, explain to the calling party that you are unable to complete the call unless the office name is given. If it appears advisable, offer to connect the calling party with Information in order that he may obtain the correct number.
  
2. **Calling party makes a practice of not giving the office name.**  
["A" operators - B-2b(1)(c)]
  - a. Make a memorandum of the condition and refer it to your chief operator.
  
3. **Office name not given where required in a small multi-office area.**  
["A" operators - B-2B(2)(b)]
  - a. Assume that the calling party does not understand that it has become necessary to include the office name when giving an order, and explain why the office name is needed.
  
4. **Order not understood. N?**  
["A" operators - B-5a(2)]
  - a. Try to obtain the order from the calling party. If you understand it, instruct the operator to establish the connection. If the difficulty in obtaining the order is apparently due to trouble on the line, endeavor to make the calling party understand that there is trouble on his line and that you will have it cared for, stating that you will report it to repair service.  
If the station in trouble can not be determined, report the line number, or any one of the numbers appearing on the number plate in the case of a jack per station party line, and inform repair service that you do not know which station on the line is in trouble.
  - b. If the order can not be understood due to poor articulation by the calling party, or because the calling party has difficulty in speaking English, request him to ask someone else to come to the telephone. If another person comes to the telephone, endeavor to obtain the order from him.
  
5. **Two parties making a call simultaneously on a party line and neither party will hang up.**  
["A" operators - B-6a(2)]
  - a. Try to persuade one party to hang up, explaining to both parties that one must hang up before a call can be completed for either. When one party hangs up, obtain the other party's order and instruct the "A" operator to proceed with the call for the desired number.
  
6. **Calling party places a person-to-person, messenger, or collect call to an A-B toll point to which such service is not given.**  
["A" operators - C-2a]
  - a. Explain that such service is not given to the point he is calling.  
If he requested a collect call, ask if he wishes the call completed and if he will pay for the call.  
If he requested a particular person, ask if he desires the call completed by number only.