

MESSAGE RATE CALLS—TICKETED

1. Writing message rate tickets.

- a. Write a message rate ticket on all calls from message rate lines, except those specified in paragraph 2.

Include in the calls on which a message rate ticket is to be written, reverting calls, including calls between stations on an individual line on which you are required to ring.

Where the same party makes successive calls without hanging up, write a ticket to cover each charged call. If, however, you have written a ticket on the first call and the call was not completed, use the original ticket for the new call if it is a local call requiring a ticket or if it is an A-B toll call and the same ticket form is used for A-B toll and local message rate calls. However, if you have converted the original ticket into a delayed call ticket, write a new ticket to cover the new call.

- b. While obtaining and acknowledging the order, enter the calling line number on calls from individual and jack per line party lines.

When entering the calling line 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 party's 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.

- (2) On call circuit trunk connections, after obtaining the trunk assignment and while locating and plugging into the trunk jack.

- (3) On straightforward and ringdown trunk 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.

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.

Where the calling party on a party line makes successive calls without hanging up, request the station designation or number of the calling party, on each call that is to be ticketed, unless he gives it voluntarily.

In entering the station designation on the ticket, encircle the corresponding letter.

- c. Associate the charge ticket with the cord pair used.

- d. When the called station answers, file the ticket.

- e. If the call is not completed, cancel the ticket unless you can use it for a succeeding call as in "a," or convert it into a delayed call ticket, if one is required.

- f. If the call is canceled or abandoned before an attempt is made to establish the connection, or if a ticket is written on a call not requiring a ticket, scratch the ticket, unless you can use it for a succeeding call as in "a."

2. Calls on which message rate tickets are not to be written.

- a. On the following classes of calls do not write a message rate ticket.

- (1) Calls for official lines for which no charge is to be made.
(2) A-B toll calls.

MESSAGE RATE CALLS—TICKETED—Continued

- (3) Long Distance calls.
- (4) Emergency calls.
- (5) Calls for special numbers for which no charge is to be made as locally specified.
- (6) Certain calls on which a cut-off, wrong number, or double connection is reported, as provided in paragraph 6.
- (7) Calls on which no connection is required, such as "bell rang" reports, calls between stations on the same individual line on which you are not required to ring, etc.

3. ~~Timing overtime connections on local calls.~~

- a. ~~As soon as you observe that conversation has exceeded the initial period, remove the ticket from the file and note on the back the time at which you observed that conversation has exceeded the initial period. When conversation ends, note the time on the back of the ticket and refer it to your supervisor. (Sr. 1)~~

4. Delayed calls.

- a. If you are not to complete the call, cancel the ticket.
If you are to complete the call, convert the ticket into a delayed call ticket.
- b. If you later complete a busy, don't answer, or no circuit call, enter the code "OK" below the last attempt entry and file the ticket.

5. Canceled and abandoned calls.

- a. If the calling party cancels his call without calling another number, or if he abandons his call, cancel and file any message rate ticket you have written on the call.
- b. If the calling party cancels his call by calling another number, cancel the ticket unless you can use it on the next call as provided in paragraph 1a.
- c. As an exception to "a" and "b," if the calling party cancels or abandons his call before you have made an attempt to establish the connection, scratch and file the ticket.

6. Restoring connections, wrong number calls, and double connections.

- a. If a cut-off is reported when you answer a line signal and you do not know the direction of the original call, say to the calling party, "Did they call you?" and wait for a reply, before saying, "I will try to get them for you."
- b. If the party reporting the cut-off or double connection made the original call, or if a wrong number is reported by the calling party, write a ticket showing the calling and called numbers and enter the words "credit clg" in the remarks space.
 - (1) If you reestablish the connection, cancel the new ticket and let the original ticket stand as a charge ticket.
 - (2) If there is a delay in reestablishing the connection, convert the new ticket into a delayed call ticket and proceed as follows.
 - (a) If you complete the call later, proceed as in "(1)."
 - (b) If you do not complete the call later, cancel the delayed call ticket and write a credit ticket.
- c. If the party reporting the cut-off or double connection did not make the original call, do not write a message rate ticket when reestablishing the connection.

MESSAGE RATE CALLS—TICKETED—Continued

If you can not complete the call, write a delayed call ticket if you are to make further attempts to complete the call, and mark the ticket "cut off" or "dbl." If you subsequently complete the call, cancel the ticket and do not write a charge ticket to cover the restored conversation.

7. Request for a better connection.

- a. If you receive a request for a better connection, write a ticket showing the calling and called numbers and enter the words "credit clg" in the remarks space.
 - (1) If you secure a satisfactory connection, cancel and file the new ticket.
 - (2) If you do not secure a satisfactory connection, cancel the new ticket and write a credit ticket.

8. Intercepted calls.

- a. On a local multiple connection where you give a report to the calling party without establishing connection to the intercepting operator, cancel the ticket unless you are to establish connection to a number following the report and you can use the ticket for the new call as provided in paragraph 1a.
- b. On a local multiple connection where you establish connection with an intercepting operator, proceed as follows.
 - (1) Where the front supervisory signal is not retired by the answer of the intercepting operator, hold the ticket.

If the calling party hangs up, cancel the ticket.

If the calling party flashes and calls a number or you receive a report from the intercepting operator over the circuit to your telephone set, use the ticket on the new call if you can use it as provided in paragraph 1a.
 - (2) Where the front supervisory signal is retired by the answer of the intercepting operator, hold the ticket.
 - (a) Where you are to establish connection to a number after receiving a report from the intercepting operator or a request from the calling party, use the ticket for the new call if you can use it as provided in paragraph 1a.
 - (b) Where you are not to establish connection to a number after receiving a report from the intercepting operator, cancel the ticket.
- c. On a call circuit or straightforward trunk connection, if you receive a report from an intercepting operator, proceed as in "b(2)(a)" or "b(2)(b)."
- d. On a ringdown trunk or built-up connection, if you receive a report from the terminating ringdown or intercepting operator, cancel the ticket unless the call is completed satisfactorily.

9. Writing credit tickets.

- a. Enter the calling number and write the word "Credit" in the space reserved for the called office name.

10. Correcting entries on charge tickets.

- a. If you have circled the wrong party line station designation or a station designation on a call from an individual line, cross the letter incorrectly circled and circle the correct letter if the call is from a party line.
- b. If you have made any other incorrect entry, scratch the ticket and write a new ticket.

11. Canceling and scratching tickets.

- a. To cancel a ticket, draw an "X" across the lower part of the ticket.

MESSAGE RATE CALLS—TICKETED—Continued

b. To scratch a ticket, draw a waving line downward through the ticket.

12. 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 calls from message rate lines. 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."