

PATROL TRANSFER METHOD

A—Patrol Operators

*Omit
until equipment installed*

1. Transferring line signals.

- a. When a line signal lights, determine the class of service of the calling line and select a patching cord used for that class of service and plug it into the answering jack of the calling line.
If there is no patching cord available for the particular class of service of the calling line, plug in and answer the call and handle it in the regular way. Whenever you establish a connection at a patrol position, be careful to supervise it closely so as to take care of recall and disconnect signals promptly.
- b. If the line lamp on a subscriber's line lights when a patching cord is in the answering jack, remove and reinsert the patching cord in the answering jack of the calling line.

2. Signal received on a transfer trunk.

- a. If a transfer trunk signal lights, disconnect the patching cord from the answering jack of the calling line.
- b. If a transfer trunk signal flashes, proceed as follows.
 - (1) If the calling line is a registered message rate line, substitute an idle back cord for the patching cord in the calling line, and operate the register key.
If the line signal lights before you disconnect the patching cord, proceed to register and then immediately reinsert the patching cord in the calling line.
 - (2) If the calling line is a coin box line, disconnect from the calling line.

3. Supervisor's bell rings.

- a. Plug into the proper supervisor's division jack and answer.

4. Stationary operator requests calling number.

- a. If the stationary operator requests the number of the calling line on a particular trunk, give it, saying for example, "Trunk 2-3, you have 1234."

5. Request received to register calls.

- a. If the stationary operator requests you to register a number of calls on a registered message rate line connected to a particular trunk, repeat the trunk number and the number of calls, as "Trunk 2-3, three calls," and proceed as provided in paragraph 2b(1), removing and reinserting the plug between registrations.

6. Reverting call referred by the stationary operator.

- a. If the stationary operator refers a reverting call to you, make a note of the information given, disconnect the patching cord from the calling line and proceed with the call at your position as though you had received the order from the subscriber.

7. Delayed call referred by the stationary operator.

- a. If the stationary operator passes a delayed call ticket to you, proceed with the call at your own position in the regular way.
- b. If the stationary operator refers a delayed call to you over the supervisor's circuit, write a delayed call ticket and proceed with the call at your own position in the regular way.

PATROL TRANSFER METHOD—Continued

8. Permanent signal referred by the stationary operator.

- a. When you receive a report of a permanent signal on a particular trunk, disconnect the associated patching cord from the calling line and substitute an idle front cord. Then proceed as provided for handling permanent signals under "Equipment Trouble."

9. Call from a line from which service is denied for non-payment.

- a. Where it is the practice to deny outward service at all hours, answer the call and if it is an emergency call, handle the call in the regular way. If the call is not an emergency call, proceed in accordance with local instructions.
- b. Where it is the practice not to deny outward calls during hours when the business office is closed, proceed as though the line were not marked for denial of service.

B—Stationary Operators

In handling connections over transfer trunks, proceed as provided for "A" operators in other sections in regard to establishing connections, ticketing or registering calls, collecting or returning deposits, etc., except as modified in the following instructions.

1. Transfer trunk signal lights.

- a. Plug in and proceed as if you had answered a subscriber's line signal, being guided by the class of service as indicated by the lamp cap on the transfer trunk.

2. Successive calls or overtime calls from a registered message rate line.

- a. If the calling party makes more than one call without hanging up, do not operate the register key on any of the calls but note on the back of a ticket immediately upon establishing the connection on the second call, the cord number and the patrol transfer trunk number. Associate the ticket with the cord pair used to establish the connection and tally each call to be charged.
- b. On calls having overtime, enter the cord and trunk number as in "a," on the back of the ticket on which you have made the time entries for overtime. At the end of conversation, determine the the number of overtime periods to be charged, add one call for the initial period, and enter the total on the ticket.
- c. After determining the total number of calls to be charged, in either "a" or "b," disconnect the front cord, reach the patrol operator on the front cord of an idle pair, and say, "**Trunk 2-3, register three calls.**" Wait for the patrol operator to repeat the order and then disconnect the back cord from the trunk jack without operating the register key.

3. Obtaining the calling party's number.

- a. Where it is necessary to know the calling party's number, request it of the calling party.
 - (1) If he only gives a letter indicating a party line station, request his full number, saying, "**Your full number, please?**"
 - (2) If there is any doubt as to the calling number or if you have difficulty in obtaining the calling number on any call, reach the patrol operator who established the connection and verify or obtain the number by asking, "**Trunk 2-3, what have I?**"

PATROL TRANSFER METHOD—Continued

4. **Long Distance flashes and requests calling number.**
 - a. Proceed as in paragraph 3 and when you obtain the calling number give it to Long Distance.
5. **Reverting calls.**
 - a. Establish connection either in the local multiple, or if there is no local multiple, over a trunk to the "B" board.
 - b. Where, however, there is no local multiple and the call is from a coin box party line or for an extension on a registered message rate line, reach the patrol operator and pass the details of the call to her.
6. **Completing delayed calls.**
 - a. On a call from a registered message rate or coin box line where there is no local multiple and the answering jack of the calling line is not available at your position, note the number of the transfer trunk on the delayed call ticket and pass it to the patrol operator for completion.
If you can not pass the ticket to the patrol operator, reach her and pass the details of the call, as for example, "Busy, Beacon 5678, Adams 1234, trunk 2-3." Cancel and file the ticket.
7. **Permanent signal.**
 - a. At the end of two minutes if you do not receive a response or receive a disconnect signal on a patrol transfer trunk, reach the patrol operator and say, "Trunk 2-3, permanent." Disconnect when you receive the disconnect signal on the cord connected to the trunk.
8. **Reaching the patrol operator.**
 - a. Reach her over the supervisor's line for the division where the transfer trunk originates.