

Omit
AUTOMATIC LISTENING POSITIONS

1. **Guard signal flashes on an idle trunk.**
 - a. Understand that you are connected with the trunk.
2. **Order received.**
 - a. If you understand the order, operate the release key and proceed with the call.
 - b. If you do not understand the order, say, "**What office, please?**"
 - (1) If you then understand the order, proceed with the call.
 - (2) If you still do not understand the order, connect the trunk to a reorder jack.
 - c. If the "A" operator passes both the called office name and number, or if you receive an order from the calling party by called office name and number, say, "**I will give you Cedar,**" and proceed with the call.
 - d. If it is evident from the order received that the calling operator has selected a wrong trunk, proceed as follows.
 - (1) If you received the order from the calling party, say, "**I am sorry. You have been connected with the wrong office. Will you call that number again, please?**"
 - (2) If you received the order from an operator, say, "**Wrong office.**"
If you do not then receive a disconnect signal immediately, or if you then receive an order from a calling party for a number not reached through your office, or if the calling party questions your report, give a report as in "(1)."
 - e. If two orders are passed at the same time, say, "**Select another trunk, please?**"
 - f. If the calling party corrects the order given by the "A" operator, proceed as follows.
 - (1) If the operator acknowledges the correction, say, "**Right**" and proceed with the call.
 - (2) If the operator does not acknowledge the correction, repeat the called office name to the calling party and proceed with the call.
 - g. If you find after operating the release key that you have forgotten the order, or if you have released a trunk by operating the release key before receiving an order, insert the plug of the trunk into a listening jack and say, "**What office, please?**"
 - h. During night hours as locally specified, repeat the order and wait for the calling operator's acknowledgment.
 - (1) If the calling operator acknowledges your repetition, proceed with the call.
 - (2) If the calling operator says "No," and gives the order again, repeat it and again wait for the acknowledgment before establishing connection.
 - (3) If you receive no acknowledgment after you have repeated the order, proceed as follows.
 - (a) If you are sure you understand the order, proceed with the call.
 - (b) If you are not sure you understand the order, say, "**Is that Cedar?**" and wait for the acknowledgment before establishing connection.
3. **Trunks to the called office out of order.**
 - a. If previously instructed by your supervisor that calls to a specified office can not be completed due to trunk trouble, say, "**Cedar trunks out of order**" before operating the release key.
4. **Order received, no flashing guard signal.**
 - a. Say, "**No signal,**" and operate the release key.
If, however, the "A" operator is not in on the trunk, say to the calling party, "**Will you signal your operator, please?**" When the operator answers, say, "**No signal**" and operate the release key.

AUTOMATIC LISTENING POSITIONS

1. **Order received, no flashing guard signal on several successive calls.**
[Tandem operators—4b]
 - a. Proceed as in paragraph 6.
2. **No order tone, or no order received on several successive calls.**
[Tandem operators—5b, 7a]
 - a. Instruct the operator to challenge on each flashing guard signal with "What office, please?" and report the condition to repair service.
3. **No order received, lighted guard signal on an idle trunk, no flashing guard signal.**
[Tandem operators—6a]
 - a. Operate the emergency key for emergency operation as in paragraph 6.
 - b. Report the trouble to repair service.
4. **Operator notices lighted guard signal which is not connected to her set in sequence.**
[Tandem operators—6b]
 - a. Test the trunk with the originating office and report any trouble found.
5. **No disconnect signal received on a trunk which has been up for about thirty minutes.**
[Tandem operators—11a]
 - a. At an adjacent section listen in on the completing trunk with which the tandem trunk is connected.
 - (1) If conversation is proceeding satisfactorily, take no further action.
 - (2) If you do not hear conversation, challenge on the trunk with "Waiting?"
 - (a) If a subscriber is holding the line, take no further action.
 - (b) If you receive no response to your challenge, remove the tandem trunk plug from the tandem completing trunk jack.
If the guard signal on the original trunk neither lights nor flashes, report the trunk to repair service.
If the guard signal on the original trunk lights or flashes, call the chief operator at the originating office and ask to have an investigation made to determine why the trunk is being held.
 - (3) If it is evident that the called party is trying to reach his operator after you plug in on the completing trunk, or when you challenge, say, "Will you hang up for a moment, please, and then call your operator?" and then disconnect the trunk. Report the trouble as in "(2)(b)."
6. **Emergency operation.**
 - a. If it is desirable to do so, group the position in trouble with an adjacent position of a similar type.
 - b. If it is not desirable to group the position with another position, proceed as follows.
 - (1) Operate the emergency key for emergency operation with order tone and instruct the operator to answer lighted guard signals in accordance with the jack listening method.
 - (2) If no orders are then received, operate the emergency key for emergency operation without order tone, and instruct the operator to answer lighted guard signals in accordance with the jack listening method, challenging on each call with "What number, please?"

AUTOMATIC LISTENING POSITIONS—Continued

7. Routine test of listening jacks.

- a. See that each listening jack is tested each day during a period of light traffic by having it used on a few calls.

When a listening jack is being tested, arrange for emergency operation as in paragraph 6.

8. "A" supervisor requests that you locate a tandem completing trunk which is in trouble.

- a. Ascertain the number of the tandem completing trunk to which the tandem trunk is connected and connect the tandem trunk with the trunks busy signal.

- b. Test the tandem completing trunk with the "B" supervisor and report any trouble found.