

File

Offic
Sw b

LOCAL OPERATING PRACTICE

OFFICIAL SWITCHBOARD

November 15, 1946

Official
copy.

CONFIDENTIAL

CONFIDENTIAL

TABLE OF CONTENTS

Section 1. Dealing with Customers.
General.

1. Attitude and Manner.
2. Your Voice.
3. Courtesy.
4. Accuracy.
5. Promptness.
6. Phrases.

Section 2. Answering Calls.

1. Answering Central Office Trunk and Tie Trunk Signals.
2. Answering Extension Station Signals.
3. Answering Attendant Trunk Signals.

Section 3. Receiving Orders and Establishing Connections.

1. Order Received by Extension Number.
2. Order Received by Name for an Individual Other Than the Manager or a Service Representative.
3. Order Received by Title Other Than the Manager or a Service Representative.
4. Order Received by Department Name for a Department Other Than the Commercial Department Without Name or Title of the Person Desired.
5. Order not Understood.
6. Calling Party Asks for a Number Which He Should Dial Direct.
7. Order Received for the Manager, a Service Representative, the Commercial Department or the Business Office or the Calling Party Indicates He is Calling on a Matter That Should be Handled by the Business Office.
8. Called Extension Busy - Call for the Business Office.
9. Called Extension Busy - Call for other than the Business Office.
10. Called Extension Slow in Answering - Call for the Business Office.
11. Called Extension Slow in Answering - Call for other than the Business Office.
12. Calling Party Asks to have a Message Delivered to the Called Party.
13. Calls Received During Closed Hours for an Extension other than a Business Office Line.
14. Calls Received for the Business Office During Hours when the Business Office is closed.
15. Calls Requiring Reference to the Directory.
16. Accepting Charges on Inward Collect Calls.
17. Calling Party Reports Telephone Equipment Out of Order.
18. Split Cord Operation.

TABLE OF CONTENTS - (Continued)

- Section 4. Supervising and Disconnecting.
1. Central Office Trunk and Tie Trunk Calls.
 2. Extension-to-Extension and Attendant Trunk to Extension Calls.
- Section 5. Intercepting and Vacant Level Trunk Calls.
1. Answering Calls.
 2. Acknowledging and Giving Reports.
 3. After Giving a Report.