

### ANSWERING CALLS

The instructions for "A" operators shall be followed in general in the operation of the Telephone Company's private branch exchange except as modified herein

#### ANSWERING CALLS.

1. Answering Central Office Trunk and Tie Trunk Signals.

a. Answer with the proper cord of an idle pair, operate the listening key and say, "THIS IS PACIFIC TELEPHONE." However, if the call is received before 11:00 A.M. and you have been locally instructed to do so, say, "GOOD MORNING, THIS IS PACIFIC TELEPHONE."

b. As an exception to "a," above, when answering a tie trunk signal from an official P.B.X. switchboard in another exchange, say, "(NAME OF EXCHANGE)."

c. If you do not receive an immediate reply, say, "THIS IS PACIFIC TELEPHONE, MAY I HELP YOU."

If you still receive no response, release the trunk.

2. Answering Extension Station Signals.

a. Answer with the proper cord of an idle pair, operate the listening key and say "ATTENDANT."

If you receive no response, repeat this phrase or say, "ARE YOU CALLING?"

If you still receive no response, disconnect.

3. Answering Attendant Trunk Signals.

a. Answer with the proper cord of an idle pair, operate the listening key and say, "ATTENDANT."

If you do not receive an immediate response, repeat this phrase or say, "ARE YOU CALLING?"

If you still receive no response, disconnect.

Existence of permanent signals as indicated by a lighted line lamp or a visual busy should, after challenging, be handled as trouble in accordance with the regular instructions.