

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS.

1. Order Received by Extension Number.

a. Acknowledge the order by the use of one of the phrases listed below or a combination of phrases whichever seems most appropriate to the manner in which the order was given:

"THANK YOU," "YES, SIR," "ALL RIGHT, SIR," "I'LL BE GLAD TO,"
or "I WILL CONNECT YOU."

Test the called line with the other cord of the pair used, and if it is idle, plug in and ring.

b. If you do not understand the order, say, for example, "WHAT NUMBER, PLEASE?"

If you then understand the number, acknowledge it with "THANK YOU," and proceed with the call. If you still do not understand the order, say, "I AM SORRY, WHAT NUMBER, PLEASE?" As an exception, if you are in doubt of only a part of the number, you may verify your understanding of it by repeating the order with questioning emphasis on the doubtful part.

c. If there is no such number, say, "THERE IS NO 1299, WHAT IS THE NAME OF THE PERSON YOU ARE CALLING, PLEASE?" and if a name or title is given, proceed as in "2" or "3."

d. When acknowledging an order or in asking for additional information, you may use the calling party's name if you know it.

2. Order Received by Name for an Individual Other Than the Manager or a Service Representative.

a. If you know the extension number, say, "THE NUMBER IS 123, I WILL CONNECT YOU," or "MR. JONES' NUMBER IS 123, I WILL CONNECT YOU."

b. If you do not know the number, consult the information records available, first saying, "ONE MOMENT, PLEASE," Having determined the number, proceed as in "a," preceding.

c. If it is necessary to know additional details, question the calling party, saying, for example,

"WHICH MR. SMITH DO YOU WISH, PLEASE?"
"DO YOU KNOW MR. SMITHS' INITIALS, PLEASE?"
"MR. SMITH - IN WHICH DEPARTMENT, PLEASE?"

Having determined the party desired, proceed as in "a" or "b," preceding.

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d. If you are unable to find an extension listed for the called party, say, "I'M SORRY, I HAVE NO TELEPHONE LISTED FOR MR. (CLD. PTY)." If the calling party accepts this report and hangs up, disconnect, but if he remains on the line and insists on reaching the called party, and a centralized record of all employees is maintained in your exchange connect him with the extension serving the Employee Information File, saying, "I WILL CONNECT YOU WITH OUR EMPLOYEE RECORD DEPARTMENT, THEY MAY BE ABLE TO HELP YOU." If such records are not maintained in your exchange, say, "I'M SORRY, I CANNOT HELP YOU, WILL YOU SPEAK TO MY CHIEF OPERATOR, PLEASE?"

CHIEF OPERATOR: Explain to the calling party again that your information records do not list the desired party and that it will be impossible to reach the called party unless he can further identify the employee, his department or the location at which he works.

e. Calls which you are able to identify as calls for officials or others visiting in your exchange should be referred to the supplementary list maintained on your switchboard for such information. Connections should be established in accordance with the listing found. However, if no listing for the party desired is found the calling party or operator should be questioned and the department and employee to be visited determined and the connection established to that extension.

CHIEF OPERATOR: Information should be maintained at your switchboard that will include the following facts regarding any visiting official. These data will be reported to you by the employee or department to be visited and if not complete the reporting employee should be questioned for all details.

1. Full name of visiting party.
2. Title of visiting party and home office exchange.
3. Extension where he may be reached.
4. Name and title of employee being visited.
5. Name of hotel where visitor is registered.
6. Date and time of arrival and departure.

3. Order Received by Title Other Than the Manager or a Service Representative.

- a. If you know the extension number, acknowledge the order and proceed as in "2a."
- b. If you do not know the extension number, proceed as in "2b."

Ask any appropriate questions that will insure your correct understanding of the party desired.

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4. Order Received by Department Name for a Department Other Than the Commercial Department Without Name or Title of the Person Desired.

a. Ask such questions as may be necessary in order to enable you to complete the call to the proper extension. For example, "WHAT IS YOUR CALL IN REGARD TO, PLEASE?"

b. Calls for the Employment Department, Employment Bureau or inquiries regarding employment should be handled by connecting the calling party with the employee in your exchange locally designated to handle such matters. If separate bureaus are maintained for men and women, male calling parties should be connected to the Employment Bureau for men and women to that for women unless the calling party indicates by his request the specific Bureau he desires. At other exchanges where employment inquiries are handled by the individual departments question the calling party and establish the connection as the answer to your question directs. Calling parties making inquiries regarding employment at customer private branch exchanges should be connected to the Chief P.B.X. Instructor.

5. Order not understood.

a. If an order is not understood request it again using for example, one of the following phrases or a similar one:

"WHAT IS THE NAME, PLEASE?"

"WILL YOU REPEAT THE NAME, PLEASE?"

"I'M SORRY, BUT I AM UNABLE TO UNDERSTAND YOU."

"WHAT IS THE TITLE, PLEASE?"

6. Calling Party Asks for a Number Which He Should Dial Direct.

a. Acknowledge the request and attempt to establish the connection. However, if you have been locally instructed to do so, say, "YOU CAN CALL (CLD. NO.) DIRECT. WILL YOU DIAL THE NUMBER, PLEASE?" or, "YOU CAN CALL (CLD. NO.) DIRECT. WILL YOU DIAL IT, PLEASE?" whichever seems appropriate. If the calling party hangs up, disconnect. However, if he says he has been unable to reach the number for any reason, say, for example, "I WILL TRY IT FOR YOU," and attempt to establish the connection.

7. Order Received for the Manager, a Service Representative, the Commercial Department or the Business Office or the Calling Party Indicates That He is Calling on a Matter That Should be Handled by the Business Office.

In business offices having a number of service representatives' desks or "positions," each is equipped with the service and account records for a designated group or groups of telephone numbers. Certain of the positions are also equipped to handle new applications

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and other calls where the calling party has no telephone number. These service representatives' positions are arranged in sections of four in so far as practicable and within each section positions are arranged in pairs. Located close to each section there are usually one or more relief desks not equipped with records, which are used to handle calls during busy periods. A service representative is assigned to each position regularly and in addition relief representatives are provided to cover vacated positions in so far as possible and to work at relief desks during busy periods. One or more of these sections with their relief desks comprise a business office unit and in large offices there may be several such units each with a manager in charge.

Under this arrangement a call concerning a particular account can best be handled at the position where the required records are located. If the extension serving that position is busy, the representative at the other position of the pair can reach the records most easily and the representatives at the other two positions of the section can reach them more easily than anyone outside the group. The relief representatives' desks are next in order of accessibility to the records, and then adjacent sections within the unit. This arrangement shows in the official board multiple in a distinctive arrangement of jacks and in designation strips. It is your responsibility to determine the representatives' position at which an incoming call should be handled and then to direct it to that position or to the one nearest in order of accessibility.

Representatives' lines are equipped with busy test keys which the representative operates to the busy position when the desk is vacated. If you override the busy on a line on which the key is operated, the extension will not be rung and the call will not be answered.

Understand that calls are routed to the proper representative by the consideration of one of two factors. If the call is in regard to existing service the proper representative is determined by the station's telephone number. Instances where there is no existing service ("No Number") are handled alphabetically in accordance with the initial of the calling party's surname.

a. Orders received wherein the calling party clearly indicates his desire and his familiarity with our routines by volunteering required information necessary to the completion of his call should be acknowledged as follows: say, "THANK YOU," "YES, SIR," "I WILL GIVE YOU THE BUSINESS OFFICE," "I WILL CONNECT YOU WITH THE MANAGER (SERVICE REPRESENTATIVE)" as seems appropriate. Use any combination of these or similar phrases that seem desirable.

If the calling party asks whether he is connected with the Business Office, inquires as to your identity or indicates that he believes he is connected with the Business Office, say, "THIS IS THE SWITCHBOARD ATTENDANT" or "THIS IS THE BUSINESS OFFICE SWITCHBOARD ATTENDANT."

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Exception: Handle a call for a Public Office Representative or for the Public Office Manager as you would a call for other than a Service Representative or a Business Office Manager.

b. The calling party will usually volunteer sufficient information to enable you to complete his call to the proper service representative. It is intended that the calling party be permitted to furnish information in his own way even though part of the information is unnecessary. Be careful not to interrupt the calling party while he is speaking but try to tell him as early as possible that you will connect him with the Business Office, so as to avoid delaying his call.

When a customer does not volunteer sufficient information to enable you to decide to which business office extension he should be directed and there is more than one service representative in the office, question him to obtain just enough information to enable you to reach a decision on this point, and as soon as you have done so try to prevent the customer from going into any further detail by acknowledging at the first reasonable opportunity and then proceeding with the call.

Try to phrase your questions so as to bring out information you need to identify the call without causing the customer to tell his whole story. It frequently will be difficult to do this and no more, but it is the object to obtain the customer's telephone number or other identifying information in such a manner that a minimum of repetition will be required of the customer when he reaches the service representative, and yet to do this courteously, pleasantly, and smoothly. The phrases you use must, therefore, be chosen carefully, not only to fit the conversation but also to bring out as clearly as possible only the particular information you need. A few examples follow to illustrate this point.

Customer says;

You Might Reply:

"There is a mistake on my bill.
I am sure it shouldn't be so much."

"I'll have some one go over it with you if you will give me your telephone number," or "Our service representative will be glad to check it with you. May I have your telephone number?"

"I should like an extension put in my office."

"Just let me have your telephone number and I'll give you the service representative who has your account," or "Thank you, the service representative who has your account will take care of it. What is your number, please?"

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"I want to arrange for service in the office I am opening."

"Oh, a service representative had better take the details. May I have the name, please?"

As indicated in the foregoing examples the proper service representative to whom connections should be established in larger business offices is determined by obtaining the telephone number, or the customer's name. Contacts with regard to existing services are directed to the proper representative by determining the telephone number of the customer's service. Where no service exists the customer is questioned for his name and this information indicates the proper service representative.

c. If it is apparent that the calling party wishes to be connected with the business office but he does not volunteer his telephone number, after acknowledging as in "a" ask, for example, "WHAT IS YOUR TELEPHONE NUMBER, PLEASE?" or "WHAT IS THE NUMBER OF THE TELEPHONE YOU WISH TO TALK ABOUT, PLEASE?"

d. If the calling party wishes to have a telephone installed or wishes information regarding telephone service, but does not indicate whether new service or an addition to existing service is desired, say, "DO YOU HAVE TELEPHONE SERVICE NOW?" or "IS THAT NEW SERVICE OR ARE YOU MOVING?"

e. If the call is in connection with a matter not associated with a telephone number, such as an application for new service or an inquiry regarding an order placed previously for new service, proceed as follows:

If it is necessary to know the name under which the telephone is to be listed in order to complete the call to the proper service representative handling "No Number" work, ask, for example, "UNDER WHAT NAME IS THE TELEPHONE TO BE LISTED?" If the calling party indicates the name is not to be listed in the telephone directory, "WHAT IS THE NAME OF THE SUBSCRIBER?" and if you are unable to obtain either the listed name or the subscriber's name, then ask, "WHAT IS YOUR NAME, PLEASE?" and if you obtain the calling party's name, proceed as though you had obtained a listed name, otherwise establish connection to any available service representative handling "No Number" work.

Where the calling party questions the need for giving his telephone number, or name, say, "I NEED YOUR TELEPHONE NUMBER (or NAME) IN ORDER TO CONNECT YOU WITH THE PROPER SERVICE REPRESENTATIVE." If he refuses to give his telephone number, or name, say, "I WILL CONNECT YOU WITH A SERVICE REPRESENTATIVE," and establish connection to any service representatives' line available.

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f. Instances where the customer asks for an indefinite title or department name, such as, "the installation department," "the bookkeeper," or "the man in charge" should be handled by questioning the calling party to determine the customer's wishes. Questions which suggest what you think he may wish to talk about are useful. "DO YOU WISH TO HAVE A TELEPHONE INSTALLED?" "DO YOU WISH TO TALK ABOUT YOUR BILL?" are examples. On a request for the man in charge, recognize that this may be the customer's way of asking for anyone who can serve him and question him sufficiently to determine what he wishes. However, if you develop the fact or if there is any indication by the customer's manner, voice, etc., that he really wishes to speak to the person in charge or is appealing to some one in a supervisory position, connect him to the business office manager, announcing the call on a split connection if it seems desirable.

g. Acknowledging an Order.

After you have ascertained the extension to which the call should be directed, acknowledge the request with a phrase that fits naturally into the exchange of remarks and conveys the impression that you understand the customer's wishes and will take action regarding them. This acknowledgment may vary from, "YES, SIR," or "ONE MOMENT, PLEASE," to "I'LL CONNECT YOU WITH ONE OF OUR SERVICE REPRESENTATIVES," or "JUST A MOMENT, I'LL GIVE YOU A SERVICE REPRESENTATIVE."

When it has been necessary to question the customer, try to make this acknowledgment as soon as you obtain the information you need, so as to prevent the customer giving you details that he should give to a representative.

8. Called Extension Busy - Call for the Business Office.

a. When you attempt to establish a connection, if the line tests busy, (or a busy lamp is lighted) proceed as follows:

(1) If the extension is the first in the section, that is, the upper left-hand corner, test (or observe the busy lamp signals on) the extension to the right and then, if necessary, the extension in the lower left-hand corner, followed by the extension in the lower right-hand corner.

(2) If the extension is the second in the section, that is, in the upper right-hand corner, test (or observe the busy lamp signals on) the extension in the upper left-hand corner and then, if necessary, the extension in the lower right-hand corner, followed by the extension in the lower left-hand corner.

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(3) If the extension is the third in the section, that is, in the lower left-hand corner, test (or observe the busy lamp signals on) the extension to the right, and then, if necessary, the extension in the upper left-hand corner, followed by the extension in the upper right-hand corner.

(4) If the extension is the fourth in the section, that is, in the lower right-hand corner, test (or observe the busy lamp signals on) the extension in the lower left-hand corner, and then, if necessary, the extension in the upper right-hand corner, followed by the extension in the upper left-hand corner.

b. If all lines to the section are busy follow the sequence below in making further tests.

(1) Supplementary fifth or sixth positions to the original section if provided.

(2) Adjacent relief positions for the original section.

(3) Positions in adjacent sections.

(4) Relief positions for adjacent sections.

(5) Supervisor of original section.

(6) Adjacent supervisors within the group.

(7) Manager (unit) of original section.

(8) Other Managers (unit) in group.

Note: The word "group" refers to one or more units comprising the business office when located on a single floor or those units on a single floor when the business office is divided between two floors.

If all lines are found to be busy to all positions of the original and adjacent sections you should test the line of the supervisor of the original section as specified above and if this line is busy test successively the lines specified in "6," "7," and "8." Plug into the first idle line encountered, using a split connection, ring and when an answer is received announce the call telling the supervisor or manager reached that all lines to the business office group are busy, saying, for example, "THIS IS AN OVERFLOW CALL." Then establish the connection and start conversation if necessary.

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c. If the manager's line, as well as all lines in the specified business office groups are busy, attempt to complete the connection to other business office groups as specified locally. If all business office lines are busy, say to the calling party, "THE LINES ARE BUSY NOW. WILL YOU WAIT?"

(1) If the calling party indicates that he will wait, enter the called extension number on a memorandum ticket and make frequent attempts to secure a line at least once every 15 seconds. When you secure a line, say, for example, "YOU MAY HAVE THE BUSINESS OFFICE NOW. THANK YOU FOR WAITING," and establish the connection, proceeding as in "b," preceding, if you have secured the supervisor's or the manager's line. If you are unable to secure a line, at approximately 30-second intervals, report the status of the call to the calling party, saying, for example, "THE BUSINESS OFFICE LINES ARE STILL BUSY," or "I AM TRYING TO GET THE BUSINESS OFFICE."

At the end of two minutes from the time the call was received, if you are still unable to secure a line, say, for example, "THE BUSINESS OFFICE LINES ARE STILL BUSY. MAY I CALL YOU?" If the calling party wishes to be called, proceed as in "(2)," following. If the calling party does not wish to be called and hangs up, disconnect.

(2) If the calling party indicates at any time that he would like to be called, ask, "WHAT IS YOUR NUMBER, PLEASE?" unless this information has been volunteered, and when he gives his number, say, "THANK YOU. I WILL CALL YOU," and disconnect. Enter the calling number, the calling party's name or extension number if volunteered, and the called extension number on a memorandum ticket and keep the memorandum on the keyboard until you dispose of the call.

Make frequent attempts to secure a line, at least once every 15 seconds. When you secure a line, ring and, when you receive an answer, say, for example, "THIS IS THE ATTENDANT. I HAD A CALL FOR YOU BUT YOUR LINES WERE BUSY. ONE MOMENT, PLEASE?" Then reach the calling station as on an outward call, say, for example, "THIS IS THE TELEPHONE COMPANY. YOU MAY HAVE THE BUSINESS OFFICE NOW," establish the connection, cut out, and file the memorandum.

Exception: If the calling party indicates that he is at a Long Distance point, proceed as in "9d."

(3) If the calling party indicates that he does not wish to wait, say, "ALL RIGHT, SIR," and release the trunk.

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d. If the desired station is the Manager's and tests busy, establish a connection with an extension in his business office group. Give a two bell ring on this connection to indicate to the Service Representative who will answer that the call is for the Manager.

Exception: If the call was for the Public Office Manager and his extension tests busy, give a busy report and proceed as in "9."

e. If the call for a service representative was received by name and the service representative's line is busy, proceed as in "a" and "b," preceding, except use a split connection and announce the call to the extension reached, saying, for example, "PLEASE TAKE A CALL FOR MISS (CALLED PARTY)," and then establish the connection.

f. Business office extensions in the smaller exchanges are cross-connected to a strip of jacks on the switchboard so that testing continuously from an extension toward the right in the layout of the business office multiple gives a complete test in the desired order of the initial group called, adjacent relief representatives, etc. Local variations and the use of colors in the designation strips to designate the order of testing and precedence make it necessary to follow local instructions agreed upon with the Commercial Department. However, the practice as described herein should be followed in general and only modified to the extent that local equipment makes necessary.

9. Called Extension Busy - Call for Other than the Business Office.

a. On a call by number, name, or title, say, for example, "THAT EXTENSION (OR EXTENSION (NO.)), OR, MR. (CLD.PTY'S) EXTENSION) IS BUSY. WILL YOU WAIT?" If the calling party indicates he does not wish to wait, say, "ALL RIGHT, SIR," and release the trunk. If he indicates he will wait, enter the called extension number on a memorandum ticket and make frequent attempts to secure the line, at least once every 15 seconds. When you secure the line, say, for example, "YOU MAY HAVE MR. (CLD. PTY.'S) EXTENSION NOW," and establish the connection. If you are unable to secure the line, at approximately 30-second intervals, report the status of the call to the calling party, saying, for example, "EXTENSION (NO.) IS STILL BUSY."

Note: If the call is identified as coming from Long Distance, attempt to speed up the completion of the call by reaching the called party's office, or a nearby extension, where you have information regarding such supplementary or office listings and request the person answering to tell the desired party that you are holding a long distance call for him. Or if the call is by extension number and you have not been given the name of the desired party, inform the person answering that you are holding a long distance call for the extension involved.

Receiving Orders and Establishing Connections - continued

This practice supercedes and cancels paragraph "d" opposite on page 10 which should be ruled out in ink. The "Exception" to this practice should be retained.

d. Calls for the Manager

1. Call for the Manager by name.

If the Manager's line is not busy complete the call as requested.

If the Manager's line is busy establish a connection with a service representative in his group, split the connection and announce, "This is a call for Mr. (Manager)." However, if the call originated at a Company extension give a busy report and make no further attempt to complete the connection.

2. Call for the Manager by Title.

Calls for the Manager by title shall be handled by establishing a connection to the service representative handling the customer's account. Give a two bell ring on this connection to indicate to the service representative that the calling party asked for the Manager.

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If the called extension is busy on a call from Long Distance and the call cannot be handled as above, say to the calling party, "THAT EXTENSION (OR MR. DOE'S EXTENSION) IS BUSY. WILL YOU WAIT OR SHALL I HAVE YOUR PARTY (OR MR. DOE) CALL YOU?" Then, proceed as directed by the calling party.

b. At the end of two minutes from the time the call was received, if the desired line is still busy, say, for example, "EXTENSION (NO.) IS STILL BUSY, WILL YOU WAIT OR WILL YOU TALK WITH ANYONE ELSE?" If the calling party gives the name or extension number of another employee, proceed with the call. If the calling party does not wish to talk with anyone else and hangs up, disconnect and scratch and file the memorandum, but if he asks you to call him or if it appears desirable to make such an offer, say, "IF YOU WILL GIVE ME YOUR NAME AND NUMBER, I WILL TELL MR. (CLD.PTY.) or (EXTENSION NO.) or (TITLE) YOU CALLED." Having secured the calling party's name and number, say, "THANK YOU," and disconnect. However, if the calling party volunteers this information say, "I WILL TELL MR. (CLD. PTY.) YOU CALLED." Enter the calling number and name on the memorandum ticket and keep the memorandum on the keyboard until you dispose of the call.

Having released the calling party make frequent attempts to secure the called line, at least once every 15 seconds. When you secure it, ring and when you reach the called party, say, "THIS IS THE ATTENDANT. MR. (CLG. PTY.) at (CLG. NO.) CALLED YOU BUT YOUR EXTENSION WAS BUSY. I TOLD HIM THAT I WOULD TELL YOU HE CALLED." Release the called extension as soon as acknowledgment is received and scratch and file the ticket.

c. As an exception to "b," if you are locally instructed to do so, when the calling party asks you to call him, unless he indicates he is at a long distance point, secure his number unless he volunteers this information, tell him that you will call him and make a memorandum of the necessary details as above. When you reach the called party, say, "THIS IS THE ATTENDANT. I HAD A CALL FOR YOU BUT YOUR LINE WAS BUSY. ONE MOMENT, PLEASE?" Then reach the calling station and say, "THIS IS THE TELEPHONE COMPANY. YOU MAY HAVE EXTENSION (NO.) (or MR. (CLD. PTY.'S) EXTENSION) NOW," establish the connection, cut out and file the memorandum.

d. If the call is from a long distance point and the calling operator asks you to call her, enter that operator's number and the name of the calling place on a memorandum ticket. When you reach the called extension, say, "THIS IS THE ATTENDANT. LONG DISTANCE CALLED YOU BUT YOUR EXTENSION WAS BUSY, WILL YOU CALL OPERATOR (NO.) AT (CLG.PL.) PLEASE?" and file the memorandum.

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS - Continued

10. Called Extension Slow in Answering - Call for the Business Office

a. If a business office line has not answered at the end of approximately 30 seconds, release the line and proceed as though that particular line had tested busy. After the connection has been completed to another line, report the case to the chief operator who if she believes conditions warrant such action will report the case to the commercial employee locally designated.

11. Called Extension Slow in Answering - Call for Other Than The Business Office.

a. If an extension other than a business office line has not answered at the end of one minute, say, for example, "I AM RINGING EXTENSION (NO.) (OR MR. (CLD. PTY.'S) EXTENSION)." If the extension has not answered at the end of a second full minute of ringing, release the extension and say, "THEY DO NOT ANSWER. WILL YOU TALK WITH ANYONE ELSE?" If the calling party gives the name, title or extension number of another employee, proceed with the call. If the calling party does not wish to talk with anyone else and hangs up, disconnect; but if he asks you to call him, say, for example, "IF YOU WILL GIVE ME YOUR NAME AND NUMBER, I WILL TELL MR. (CLG. PTY.) (OR EXTENSION (NO.) OR (TITLE)) YOU CALLED." Having secured the calling party's name and number, say "THANK YOU" and disconnect. However, if the calling party volunteers this information, say, "I WILL TELL MR. (CLD. PTY.) YOU CALLED." Enter the calling number, name and called extension number on a memorandum form and keep the memorandum on your keyboard until you dispose of the call.

b. Make another attempt to reach the called extension 20 minutes from the time you gave the DA report or sooner if you have reason to believe that the called extension will answer. If you reach the called party, say, "THIS IS THE ATTENDANT. MR. (CLG. PTY.) AT (CLG. NO.) CALLED YOU BUT YOUR EXTENSION DID NOT ANSWER." Release the called extension as soon as acknowledgement is received and scratch and file the memorandum. If the extension has not answered at the end of 2 full minutes of ringing, release the extension and if you believe that you will be able to reach the called extension by making a further attempt during business hours, make a later attempt in the usual way. However if you know of an extension located near the called extension try to reach that extension and if you succeed ask the person who answers to take a message that Mr. (clg. pty.) at (clg. no.) called extension (no.) but that the extension did not answer. Release the nearby extension as soon as acknowledgement is received and scratch and file the memorandum.

c. If you do not believe that you will be able to reach the called extension or a nearby extension during business hours arrange to have the necessary message sent to the called extension by messenger or company mail.

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d. As an exception to "a" and "b," if the call is from a long distance point and the calling operator asks you to call her, enter "opr (no.)" and "(Name of clg.pl.)" on the memorandum ticket. When you reach the called party say, "THIS IS THE ATTENDANT. LONG DISTANCE CALLED YOU BUT YOUR EXTENSION DID NOT ANSWER. WILL YOU CALL OPERATOR (NO.) at (CLG.PL.) PLEASE?"

12. Calling Party asks to have a Message Delivered to the Called Party.

a. If upon giving a busy or don't answer report the calling party asks you to deliver a message to the called party, refer the call to your chief operator.

CHIEF OPERATOR: If in your judgement depending upon the length and character of the message and the probability of reaching the called party, acceptance of the message seems warranted, make a memorandum of the message and advise the calling party that you will attempt to deliver it. Make frequent attempts to reach the called party or a nearby extension. If you reach a nearby extension request the party answering to leave a memorandum for the called party to call you.

13. Calls Received During Closed Hours For an Extension Other Than a Business Office Line.

a. If the call was received by extension number, name or title, ring the desired extension and if no answer has been received at the end of one minute, say, "I AM RINGING EXTENSION (NO.)." If the extension has not answered at the end of two minutes release the extension and say, "THEY DO NOT ANSWER. THE OFFICE IS CLOSED" or "MR. (CLD. PTY.)'S OFFICE IS CLOSED ON SATURDAY," "THE (CALLED PARTY TITLE)'S OFFICE IS CLOSED TODAY." If the calling party accepts this report and hangs up, release the trunk.

b. However, if the calling party indicates that he wishes to be called on the next business day obtain his name and number, enter these on a memorandum form together with the name and extension number of the called employee, the time and date and a notation to call on the next business day. Acknowledge this request by saying, "I WILL TELL MR. (CLD. PTY.) THAT YOU CALLED AND ASK HIM TO CALL YOU." Send the memorandum to the Chief operator who should arrange to have it delivered on the next business day.

c. If the calling party wishes to leave a message proceed as above but record the message as given on the memorandum form and acknowledge by saying, "I WILL ARRANGE TO HAVE YOUR MESSAGE DELIVERED ON (NEXT BUSINESS DAY)." Send the memorandum to your chief operator who should arrange to have it delivered on the following business day.

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d. If the calling party does not wish either to leave a message or to be called but inquires if he can reach the called party at some other telephone say, "YOU MAY BE ABLE TO REACH HIM AT HIS RESIDENCE," and if he requests the residence telephone number of the called party say, "THE NUMBER IS ADAMS 1234." If the calling party asks to be connected say, "I AM SORRY, I CANNOT CONNECT YOU. WILL YOU HANG UP FOR A MOMENT, PLEASE, AND CALL THAT NUMBER."

NOTE: Residence telephone numbers of employees subject to call are given in the "Telephone Directory, Supervisors Subject To Call."

14. Calls Received For the Business Office During Hours When the Business Office is Closed.

a. If the call concerns an application for service, a question regarding billing, moving a telephone or any other routine matter handled by the business office, inform the calling party that the business office is closed and ask him if he will call during open hours. Say, "THE BUSINESS OFFICE IS CLOSED. WILL YOU CALL AFTER (OPENING HOUR) ON (NEXT BUSINESS DAY) PLEASE?" or "THE BUSINESS OFFICE IS CLOSED NOW BUT IT WILL BE OPEN (NEXT BUSINESS DAY) MORNING AT (TIME). WILL YOU CALL THEN, PLEASE?" or "THE BUSINESS OFFICE WILL BE OPEN AT (TIME), WILL YOU CALL AGAIN, PLEASE?" using the phrase which seems most appropriate. If the calling party accepts the report, say, "THANK YOU," and disconnect but if he appears dissatisfied or attempts further discussion of his problem say, "I CAN HAVE A SERVICE REPRESENTATIVE CALL YOU TOMORROW (or NEXT BUSINESS DAY)." If he wishes to be called obtain his name and telephone number and enter these on a contact memorandum (Form K-3045) together with a short statement of the matter the customer wishes to discuss under "Detail of Contact" and say, "I WILL HAVE A SERVICE REPRESENTATIVE CALL YOU ON (NEXT BUSINESS DAY)." Enter the date and your name on the form and forward the memorandum to the business office.

b. If the calling party indicates that his call concerns an urgent matter, such as service in connection with an emergency, an out of order condition in connection with an important line, or states that he has mailed a check to cover a delinquent account or that his service has been temporarily disconnected in error or matters of similar nature determine as early in the contact as possible whether you should record the Contact Memorandum necessary in such cases or establish the connection to your chief operator who will handle the case. However if the case being recorded is one merely necessitating the entry of the details on a memorandum, do this, asking any questions that appear desirable in order to obtain full understanding of the situation. Obtain the calling party's name, address and telephone number, record these together with the date and a concise statement of the request on the memorandum and dismiss the customer saying, "THANK YOU, WE WILL TAKE CARE OF THAT FOR YOU," or "I'M SORRY MR. (CLG. PTY.) WE WILL TAKE CARE OF THAT FOR YOU." Be careful not to specify a definite time for any action you discuss and if such a promise is insisted upon refer the case to your

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS - Continued

chief operator, saying, "WILL YOU SPEAK TO MY CHIEF OPERATOR, PLEASE? I WILL CONNECT YOU." Generally requests of the nature considered in this paragraph should be referred to the chief operator as soon as you have determined the condition and can courteously do so, using the preceding or a similar phrase. If you have already obtained partial entries for the memorandum pass the form to your chief operator and if you believe it desirable give her any details she should know over a split connection before connecting the calling party.

Chief Operator: The chief operator should be guided by the following rules in handling the requests named above or similar conditions:

Restoration of service:

Instances of requests for restoration of service temporarily disconnected at the customer's request, for non-payment, or where the customer reports disconnection in error should be considered by the chief operator on the basis of the customer's statement and the degree of emergency involved. Such requests should be referred to the chief operator of the central office involved and arrangements made to restore service in accordance with Traffic Instruction No. 66. Care should be taken to inform the customer that service is only being restored to assist him in the emergency. Prepare a Contact Memorandum for forwarding to the Business Office. Enter the details specified in "e" following and include a statement of the action taken and the name of the Chief Operator to whom the request was referred in the local office.

Failure of service due to an out-of-order condition should be handled by reporting the condition to the Plant Department representative on duty at the time and informing him of any facts given you by the customer regarding emergency conditions that might prompt immediate restoration of service. Prepare the usual Contact Memorandum and make an entry of the name of the Plant Department employee to whom the case was reported and the action taken.

Reports of plant equipment failures such as leaning or fallen poles, hanging wires, or other conditions likely to endanger life, property or telephone service should be relayed to the Plant Department representative on duty at the time. Prepare a Contact Memorandum showing in addition to the usual entries a notation of the report and the name of the Plant Department representative to whom the report was given. It is desirable to express your appreciation to the calling party for the interest shown by his report.

If the calling party requests a temporary transfer of incoming calls prepare the usual Contact Memorandum and refer the request to the Chief Operator of the central office involved.

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS - Continued

Other requests of unusual nature which you cannot dispose of satisfactorily and which because of the emergency involved warrant further action should be referred to the Traffic Man in charge and action taken in accordance with his instruction.

c. If the calling party requests information in connection with any matters normally handled by the business office such as rates, installation charges, reason for number changes or probable time of installation of service ordered, etc., say, for example, "THAT IS HANDLED BY OUR BUSINESS OFFICE. IF YOU WISH I SHALL BE GLAD TO HAVE THEM CALL YOU DURING BUSINESS HOURS." Obtain the calling party's name, address and telephone number and record this together with a brief outline of his request on a Contact Memorandum.

d. Instances where the calling party is calling the business office or the Manager to make a complaint regarding service should be handled by saying, for example, "THE BUSINESS OFFICE (MANAGER'S) IS CLOSED. SHALL I GIVE YOU THE CHIEF OPERATOR?" and establish the connection if the customer agrees. Prepare a Contact Memorandum outlining briefly the complaint.

e. Contact Memoranda, Form K-3045 should be prepared in duplicate if a file copy is desired for your office. Prepare the form for each call on which you accept the details of a request from the calling party.

Details to be entered are as follows:

- Telephone number -
- Name - of the calling party.
- Address -
- The date and time of the request
- A detailed statement of the request followed by your initials.

If the request concerned an urgent or emergency matter which it was necessary for you to refer to another employee or department include a statement to this effect and of the action to be taken and include the name of the other party receiving the report.

When the request was not urgent and no immediate action was taken, arrange to notify the proper business office representative by telephone as soon as the office opens. Make an entry noting this and the name of the service representative to whom the report was made.

In either case send the original copy of the Memorandum to the business office by messenger or company mail. Retain the duplicate copy, if prepared, for your office file.

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS - Continued

15. Calls Requiring Reference to The Directory.

a. Search the P.B.X. records for the name or title given. When looking for a name search for all possible spellings, for example, "STEWART" or "STUART." If you find a listing which differs from the details given, but which you believe, from points of similarity, is the listing desired, suggest it to the calling party.

If you are unable to find a listing, question the calling party for other details that may serve to identify or locate the party called.

b. If you find the proper listing, establish the connection, first giving the extension number to the calling party.

c. If, after searching the records and further questioning the calling party you are still unable to identify and locate the party called, proceed as in "2d" preceding.

Also, if a calling party requests information concerning an employee, such as verification of employment, title, department or other information of a personal nature establish the connection to the Employee Information File if such a bureau is maintained in your exchange, saying, "I WILL CONNECT YOU WITH OUR EMPLOYEE RECORD DEPARTMENT, THEY MAY BE ABLE TO HELP YOU." If such a bureau is not maintained in your exchange connect the calling party with the employee of the department concerned locally designated to handle such inquiries, saying, "I WILL CONNECT YOU WITH THE (TITLE), HE (OR SHE) MAY BE ABLE TO HELP YOU."

d. If a request of a special nature is received and you are in doubt as to the proper procedure, refer the request to your chief operator.

16. Accepting Charges on Inward Collect Calls.

a. Do not accept charges on inward collect calls. If you receive such a request, refer the calling operator to the called party or extension for acceptance of charges.

17. Calling Party Reports Telephone Equipment Out of Order.

a. If you are locally instructed to do so and the call originates with a station of your P.B.X. secure the necessary details, dismiss the party by saying, "WE WILL TAKE CARE OF THAT FOR YOU," and report the trouble to repair service.

b. On such calls originating at a station of your P.B.X. and you have not been instructed to proceed as in "a" and on such calls originating at all other stations, say, "THAT IS HANDLED BY REPAIR SERVICE. I WILL CONNECT YOU," and establish the connection to Repair Service.

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS - Continued

18. Split Cord Operation.

While split cord operation may be required on official switchboards somewhat more frequently than on "A" boards, it should not be used unnecessarily. In general, use a split connection for announcing a call when you are going to connect to an extension other than the one which the calling party expects. It is always advisable to employ split cord operation when you wish to inform the called party of the circumstances of the call without having the calling party overhear you.

RECEIVING ORDERS AND ESTABLISHING CONNECTIONS - Continued

19. Customer at a Coin Station Claims His Deposit Was Not Returned.

Understand that local calls to the official switchboard or to official lines of the Company are not charged for from coin-box stations. When a calling party claims that a refund is due him because of collection in error or because the automatic return did not operate correctly accept his statement and arrange for a refund.

Tell the calling party that if he will give you his name and address, you will have the amount mailed to him. Obtain and enter his name and address on a memorandum together with the calling telephone number, date, time, the amount to be refunded and your initials and refer the memorandum to your Chief Operator.

Chief Operators should arrange to mail the amount to the calling party in accordance with Traffic Instructions on this subject.
