INTERCEPTING AND VACANT LEVEL TRUNK CALLS

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1. Answering Calls.

    a. Answer with the front cord of an idle pair and say, "WHAT NUMBER DID
    YOU DIAL, PLEASE?" If you do not receive an immediate response, say,
    "WHAT NUMBER, PLEASE?" If you still receive no response, release the
    trunk.

2. Acknowledging and Giving Reports.

    a. Repeat the number given and add, "THANK YOU," Refer to the inter-
    cepting records and proceed as follows:

        (1) If the call is for a number affected by an entry in the
        intercepting records, give out the proper report, say, for ex-
        ample, "1234 HAS BEEN DISCONNECTED," or "THAT IS CHANGED TO
        3210, WILL YOU CORRECT YOUR DIRECTORY, PLEASE?"

        (2) If the call is for a number not affected by an entry in
        the intercepting records, say, "SOME MISTAKE HAS BEEN MADE IN
        DIALING. WILL YOU HANG UP FOR A MOMENT, PLEASE, AND DIAL THAT
        NUMBER AGAIN?"

        (3) If the call is for a number for which there is no corr-
        esponding terminal in the extension line multiple, say, "THERE
        IS NO 3678," and add, "WILL YOU LOOK UP THE NUMBER AGAIN, PLEASE?"

        (4) If the call is for a number reached by dialing the central
        office code or any other code, instruct the calling party how
        to place the call.

    b. If there is any delay in giving a report, say, "ONE MOMENT,
    PLEASE?" if this appears desirable.

3. After Giving A Report.

    a. If the calling party repeats a number which you have given him,
    acknowledge using any appropriate phrase. If the calling party re-
    peats the number incorrectly, say, "NO SIR (MA'AM)." and repeat the
    number emphasizing the part that was misunderstood.

    b. If the report is not understood, repeat it, modifying the wording,
    if necessary.

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c. If the calling party stays on the line after receiving a report, apparently not knowing what action to take, proceed as follows:

(1) After giving a report on a number unaffected by an entry in the intercepting records or a report on a number which has been changed, say, "WILL YOU HANG UP FOR A MOMENT, PLEASE, AND THEN DIAL (NUMBER)?"

(2) After giving a report on a number which has been disconnected or a number for which there is no corresponding terminal, say, "WHAT IS THE NAME OF THE PERSON YOU ARE CALLING, PLEASE?" If a name is given refer to such information records as are available and if you find an extension listed for the desired person, say, "(CLD. PTY.)'S NUMBER IS (NUMBER). WILL YOU HANG UP FOR A MOMENT, PLEASE, AND THEN DIAL (NUMBER)?"

d. When the calling party hangs up, disconnect.