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# How to Operate a Cord Type P.B.X. Switchboard

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Issued by the Traffic Department  
THE BELL TELEPHONE CO. OF CANADA

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# Foreword

This booklet covers the most important points in the operation of a cord type private branch exchange switchboard, and is provided by the Bell Telephone Company of Canada to its P.B.X. subscribers in the hope that the suggestions contained herein will be helpful.

The quality of the telephone service received by members of your organization and by others who call your Company from outside depends on the arrangements and operating methods used at your switchboard and at the central office.

We who operate the central offices and you who operate the P.B.X. switchboard thus have a joint responsibility, and the methods outlined herein are designed to co-ordinate your operating procedures with those used in the central office, so that a fast, dependable and courteous service will be assured.

In addition our P.B.X. instructor is available to answer questions and consult with you regarding the service at your switchboard. Our P.B.X. instructor will be glad to call on request.

THE BELL TELEPHONE CO.  
OF CANADA



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## GENERAL



Many people deal with your firm by telephone and their opinion of the firm is largely influenced by the quality of telephone service they receive. As P.B.X. attendant you have an unusual opportunity to assist in maintaining good business relations with customers. If you exhibit in your work promptness, courtesy, attention, a willingness to serve and a desire to please you will contribute materially in furthering the good will and business of your firm.

## THE VOICE

In telephone contacts the advantages of face to face discussion, appearance, facial expression, etc., are missing and the lack of these must be compensated by correct and best use of the voice. Attention to the following simple principles of good voice usage will prove beneficial both in the matter of public good will and efficient operation.

**PERSONAL INTEREST.**—A pleasing tone conveying the impression of a sincere desire to be of assistance and to give satisfaction on every call or request.

**CLEAR ENUNCIATION.**—Will avoid the annoyance of errors, repetition and delays.

**PROPER EMPHASIS.**—Will also assist in the avoidance of repetitions, errors and delays, particularly in respect to the pronunciation of numbers.

**QUIET TONE.**—Will avoid nerve strain, irritation and disturbance to others.

Suggestions to assist in meeting the above four qualifications for proper telephone voice usage are:—

Be polite and courteous at all times.

Adopt an alert and business-like manner of speaking.

Articulate clearly, giving full value and proper spacing to each sound.

Speak at a moderate speed, not too fast, but there is no value in excessive slowness.

Speak at a proper pitch suitable for telephone transmission. If your voice is inclined to be high pitched try to moderate it somewhat in speaking over the telephone. If it is abnormally low pitched, try to raise it for clearness in telephone talking.



If you speak clearly and properly with your lips not more than two inches from the transmitter, you do not need to make the effort of speaking loudly.

Supply the intended meaning to your words by proper inflection and emphasis.

The pronunciation of numbers is very important. Enunciate the different digits and party line letters in accordance with the following examples:

"44" as "Four four?"

"136" as "One three six?"

"300" as "Three hundred?"

"4000" as "Four thousand?"

"4375J" as "Four *three* seven *five* J?"



# OPERATING PROCEDURE



## *Attention to Signals*

When several signals await attention at your switchboard, it is more important to give immediate attention to some signals than to others. Signals of a given type such as trunk or local line signals should be answered in the order of their appearance. The following preference applies, however, between signals of different types.

### **FIRST—RECALL SIGNALS—(FLASHING CORD LAMPS)**

A recall signal should be answered in preference to answering a signal on a new call.

### **SECOND—INCOMING TRUNK SIGNALS**

It is a generally appreciated courtesy to give the promptest answer possible to people who are trying to reach your firm from outside.

### **THIRD—LOCAL LINE SIGNALS**

Next in order of importance are answers to local line signals.

### **DISCONNECT SIGNALS**

Connections on which a disconnect signal has appeared should be taken down promptly but this should not be allowed to interfere with the answering of recall signals or of new calls. So far as possible, connections should be taken down as an overlap operation, *i.e.*, while doing other work, such as ringing.

## *Answering New Calls*

When you answer a signal, be sure that the *talking* key associated with the cord used is operated. **NEVER PLUG IN UNTIL YOU ARE READY TO ANSWER AS THIS STOPS THE RING-**



ING SIGNAL ON INCOMING CALLS AND MAY CAUSE THE CALLING PARTY TO HANG UP WITHOUT WAITING FOR YOUR ANSWER.

Do not have more than one talking key operated at a time on your position.

Answer a trunk signal with a front cord; that is, one of the cords toward you.

Answer a local line signal with a back cord; that is, one of the cords away from you.

It is generally a good idea to use cords in succession from left to right. This helps you to know on which calls to give reports, subsequent rings, etc. It also assists you in distinguishing calls on which conversation has not yet started because such calls will generally be on cords grouped together.

### *What to Say on Answering*

#### INCOMING CALLS

Answer incoming calls with your firm name or telephone number as, for instance "*Smith-Jones and Co.*" Long names may, of course, be abbreviated by leaving out initials or business designation. Care should be taken, however, to choose an answering phrase that will not be misunderstood or mistaken for the answer of any other well-known firm in your locality. During certain hours, where desired, a courteous touch may be added by using a phrase such as the following:

*"Smith-Jones and Co. Good Morning!"*

The use of "*good morning*" should not be continued for more than an hour or an hour and a half after the opening of business, unless your firm is one which does not often receive repeat calls from the same individuals at short intervals.

#### CALLS FROM LOCALS

Considerable variety may sometimes be employed in the answering of local line signals. If the call is from a local to which only one individual ordinarily has access and you know the name of this individual, the expression "*Yes, Mr. Smith*", or "*Good morning, Mr. Smith*", may be used. For more general use, "*Your call, please?*", "*Order, please?*", "*Yes, please?*" or "*Switchboard?*", may be employed. The word "*Operator*" is not generally advantageous for the reason that it may lead to an answer being con-



fused with the answer of a central office operator. If you receive no response and it is necessary to request the order again, do so using the same phrase.

## RECALL SIGNALS

Answer recalls with a phrase such as "*Yes, Mr. Smith,*" if you know definitely who is calling. Otherwise, you may answer with, "*Yes, please?*", "*Order, please?*", or "*Switchboard?*".

## *Incoming Trunk Calls*

### ACKNOWLEDGING THE ORDER RECEIVED

Listen closely to the order and repeat any part of it which you are not sure you understand. If you repeat, listen for a possible correction.

If you understand the order correctly without repetition, acknowledge with "*Thank you*", except that if you know the desired local is busy or that the desired party is not available, you may report to the calling party immediately without pausing to acknowledge the order.

If it was necessary to repeat a portion of your order and if the calling party corrected this repetition, acknowledge with, "*Thank you*".

If more details are required to establish the connection which is desired, question the calling party as may be necessary, using a phrase such as the following:

"*Is that Mr. J. F. Brown or Mr. W. G. Brown?*"

"*Is that the Mr. Brown in the Shipping Department?*"

"*Do you wish price information or is it to inquire about a shipment?*"

If the order was indefinite and it is necessary for you to determine which department is required, tell the calling party or operator as you establish connection, the individual or department to whom he will be connected. Say, for instance, "*I will give you the Credit Department,*" or "*Mr. J. F. Brown takes care of that, I will connect you with him.*"

In large organizations it is generally advantageous to have connections requested by local number instead of by the name of the desired individual or department. To further this you should, on calls placed by name, avail yourself of any suitable opportunity to tell the calling party the number he can use on

future calls. To do this you can vary the above phrases and say, for instance, *"I will give you the Credit Department, local 214,"* or *"That would be Mr. Brown on local 215. I'll connect you."* Again, if you have determined by questioning who is desired, say, for instance, *"Thank you. The number is 215. I'll connect you."*

When you answer an incoming trunk signal, if an out-of-town operator says, for example, *"One moment, please? Ottawa is calling"*, acknowledge the order by saying, *"Right"*, and wait on the line for the calling party to be connected. It gives an out-of-town customer a much better impression of your concern if you are waiting to receive and comply with his request. If an out-of-town operator says, for example, *"Mr. J. S. Allen, please? Ottawa is calling,"* acknowledge the order by saying, for example, *"Local 250, I will connect you."* Mentioning the local number in this case encourages the calling party, on future calls, to give the number instead of the called party's name.

Keep a list of companies and persons from whom you are authorized to accept charges on collect toll calls and give acceptance promptly when asked. If the call is not from a person whom you know to be entitled to such service, refer the matter to an individual in your firm who can pass on such expenditures. On an incoming collect call, if it is necessary to have the charge quoted, say, *"Please quote the charge"*, as soon as the originating operator obtains the acceptance of the charge.

## ESTABLISHING CONNECTIONS

If the local is not busy, plug in and ring.

If the local is busy, you may say, for example, *"Mr. Smith's local (Local 250) is busy now, will you wait?"*

The answer you receive to this phrase sometimes does not give you all the information needed. This is particularly true if the incoming call is from an out-of-town point. If your firm receives many out-of-town calls, it is best to follow a practice that will help you to recognize them and will accelerate completion of calls on which the calling party might otherwise be put to unnecessary expense. To this end, if the local is busy, the following phrase may be used instead of the one shown above:

*"Mr. Smith's local (Local 250) is busy, will you wait, or do you care to leave your number?"*





In response to this question, if the calling party gives the number of an out-of-town station or mentions that he is talking on a long distance call, you should of course make every effort to connect him immediately. A good way of speeding-up the completion is to ring a local that you know is located close to the one called and request the person who answers to tell the desired individual that you are holding a toll call for him, giving the place and the name of the calling party, if you know them. A list of local numbers arranged in groups according to locations will help you in obtaining prompt action. You will find it helpful also to maintain a list of alternate parties who can talk satisfactorily for each other on business matters, so that if the party called is not available, you can suggest an alternate.

In case the calling party waits for connection to a busy local, make frequent attempts to secure the line and establish connection as soon as it becomes available. If you are establishing a connection after a slight delay, cut in on the line and say, for example, "*You may have Mr. Smith, now.*" If the delay has been considerable you may add, "*Thank you for waiting.*"

On an incoming toll call, if the party called cannot be reached, the calling operator may leave word for him to call, for example, "*Operator 45 at Ottawa.*" Make sure that you understand the name of the calling place and the number of the operator to be called, and make a memorandum of this information. Route a copy of this message to the desk of the party called and as soon as he is ready to talk, ask him to hold the line, reach Long Distance and report, for example, "*Operator 45 in Ottawa, is calling Mr. J. S. Allen. He is ready to talk.*" The operator will make an immediate attempt to have the call completed while the called party remains at the telephone. Give your listed number when Long Distance asks for it.

## RINGING

Start to ring immediately after plugging in. Ring steadily for about two seconds and then pause for about ten seconds and follow with another ring of about two seconds, continuing at these intervals until an answer is received or until it is evident that no answer is likely to be received.

## PROGRESS REPORTS

On calls which are delayed due to a busy or a slow answer, it is important to give progress reports to the calling party at frequent intervals. The calling party cannot hear you ring on a local line, and progress reports are required not only as an act of courtesy but also to encourage him to wait long enough to pro-



vide ample opportunity for the called party to answer. Progress reports furthermore enable the calling party, or operator in case of Long Distance, to change the order in the event that it would be better to talk to some one else than to wait any longer for an answer from the person first requested.

Give progress reports as frequently as every 20 seconds if your work permits and not less often than once every 40 seconds. In giving reports say, for example, "*Mr. Smith's local is still busy*", or in the case of a slow answer, "*I am trying to get Mr. Smith*".

If it is desired to fix the number of the called party in the calling person's mind, this may be changed to "*Local 325 is still busy*" or "*I am ringing 325*".

If several progress reports are necessary on one call, the later reports may be varied by saying, for instance, "*Mr. Smith's local is still busy, I will watch it closely*," or "*Mr. Smith has not answered yet, I will keep on ringing*."

In giving a progress report, special care must be exercised to operate the right listening key in order that the report will be given to the person for whom it is intended.

If no response is received to a progress report and it appears to you that the calling party may have hung up, follow the report with "*Are you waiting?*"

If the called local is still busy or no answer has been received after a prolonged period as, for instance, two minutes, give a further progress report and add "*Will you talk with anyone else?*" If, however, you are in a position to suggest the name of some one else who could handle the call, you may vary this phrase in order to suggest the proper person or department. If the calling party accepts this offer, it will generally be advisable for you to explain the circumstances of the call to the other person answering before establishing connection. To do this, ring the other individual with an idle cord and when he answers, say, for instance, "*I have a call for Mr. Smith which I could not complete. Will you take it?*" Unless he gives you other instructions, establish the connection, using the cord pair with which you originally answered the incoming call.

If the calling party is unwilling to have his call transferred to anyone else, offer to take a message, saying, for example, "*If you will give me your name and telephone number, I will tell Mr. Smith you called*." Record any information furnished as a result of this offer and use whatever method is locally available for bringing it promptly to the attention of the desired individual.

## *Calls from Locals*



### ACKNOWLEDGING THE ORDER RECEIVED

Listen closely to the order and if you understand it, acknowledge with such a phrase as "Yes Sir," "All right, Sir," or "Thank you". If you do not understand the order, request the calling party to repeat by saying, for example, "What number, please?" or "What is the order, please?"

If the order is repeated and you understand it, acknowledge with "Thank you".

### ESTABLISHING CONNECTIONS

If the connection desired is to another local, plug into the proper jack if the line is not busy and immediately commence ringing. If the desired local is busy give a busy report and disconnect unless the calling party requests you to try the call again.

If the call is for an outside number pick up the front cord of the pair used in answering and immediately plug into the jack of an idle trunk to the central office.

If you have a separate group of trunks for outgoing service only, use one of these trunks in preference to a two-way trunk in reaching the central office. If you have no one-way outgoing trunks or if all of the one-way trunks are busy use a two-way trunk selecting an idle two-way trunk from the high numbered end of the group in preference to a low numbered trunk.

NOTE.—If your switchboard is served from a dial office, the above rule, with regard to selecting an idle trunk in the one-way out-going group, applies only on outside calls which will be dialed direct. On calls to Long Distance or to the operator you should select a trunk in the two-way group.

If the local user calls outside numbers himself, restore the talking key after you have plugged into a trunk to the central office. If your switchboard is served from a dial office you should operate the through dialing key, also, before plugging into the trunk. In this case leave the dialing key operated until you disconnect the cord.

If the call is given in such a way that it is apparent to you the calling party did not know that he should call outside numbers himself, say "*I will give you outside,*" or "*I will give you a line,*" as you connect him to the central office.

If your instructions are to call all outside numbers yourself or if there are certain locals, such as those of officials of your Company for which you are to furnish this service, or in the case of a local line not equipped with a dial when your switchboard is served from a dial central office, do not close the talking key but remain on the connection for the answer of the central office operator or to receive dial tone.

If your switchboard is served from a manual office pass the order as soon as the operator answers. Remain on the connection to furnish the number again if requested or to correct any mistake you may observe in the advancement of the call.

If your switchboard is served from a dial office commence to dial as soon as you hear dial tone. Dial the number exactly as listed beginning with the letters of the office name which are shown in heavy type in the directory. Be sure not to restore the talking key until the dial returns to normal after you have dialed the last number or the party line letter.

### *Connections that have been Established*

#### **RECALL SIGNALS**

Answer recall signals promptly. Keep your eye on the key-board as much as possible when you are not required to look at the face of the board in connection with work in hand.

Do not allow memorandum pads or other objects to rest on the keyboard in such a position as to hide the cord signals.

Attempt immediately to carry out any instructions received on answering a recall signal.

#### **REQUEST TO TRANSFER A CALL**

If you are requested to transfer a call, acknowledge the request, remove the cord from the local line jack **BEING CAREFUL TO KEEP THE TALKING KEY OPERATED TO AVOID A CUTOFF**, and insert the plug in the jack of the desired local if that local is not busy.

If the desired local is busy report the fact to the person who is holding the line and proceed as on a new incoming call to a



busy local giving frequent progress reports and being governed by any change in the instructions which may be made.

### RECALLING THE CENTRAL OFFICE OPERATOR

If it becomes necessary to recall the central office operator for any reason, operate the talking key, then remove and reinsert the plug in the trunk jack. Continue to remove and reinsert the plug until the operator answers. The removing and reinserting of the plug should be at the rate of about two operations a second except that you should pause frequently while the plug is in the jack in order to listen for an answer.

NOTE.—Certain central offices are arranged so that you can recall the operator by removing and immediately reinserting the cord only once. If the office from which your switchboard is served is arranged for this feature you will be instructed locally to remove and reinsert the plug once and then listen for the central office operator's answer.

### DISCONNECTING

Disconnect a cord pair on which, after conversation, you receive a steady lamp signal associated with the back cord.

Do not mistake slow answers from locals for disconnect signals. If you are in doubt operate your talking key and challenge with "*Waiting*", before disconnecting. Likewise, do not mistake a disconnect signal with a slow answer on the part of a local. Some conversations are very short, and it is therefore necessary to watch the connections closely in order not to miss the retirement of the supervisory lamp when the called local answers. If care is not exercised with regard to this, you may unintentionally re-ring a local user.

Disconnect as soon after a disconnect signal is received as is possible without interfering with other operating work

Take down the front cord first and then the back cord.

In disconnecting always grasp the shell of the plug rather than the cord in order to avoid cord trouble.

Trace cords by hand as well as by eye in order to avoid cut-offs on other connections. Be careful not to disturb plugs in adjacent jacks.

### *Night Connections*

#### ESTABLISHING CONNECTIONS FOR NIGHT SERVICE

Before leaving the switchboard be sure to establish con-

nections for any night service required. Keep a list at the switchboard showing the locals used for night connections and the number of the trunk to be connected with each.

Care is required to avoid improperly set up night connections which will cause signals to appear at the central office throughout the night and put the trunks involved out of service.

When you establish a night connection operate the back key of the cord pair used away from you.

Locals requiring incoming or both way service at night are connected to trunks in the two-way group beginning with the listed number, except that where certain trunks are listed in the telephone directory for night service, these trunks, rather than the trunks beginning with the listed number, should be employed.

Before leaving the switchboard operate the buzzer key and the battery key to the "OFF" position.

The private branch exchange instructor will be glad to assist you in connection with any special routine that may be required for establishing night service.

### RELEASING NIGHT SERVICE CONNECTIONS

As soon as you occupy the switchboard in the morning, restore the battery key to normal, take down the cord pairs used for the night connections and restore all keys to normal.



# OUT-OF-TOWN CALLS



## *Description of Services*

There are two major classes of out-of-town calls, station-to-station and person-to-person.

### **STATION-TO-STATION CALLS**

A station-to-station call is one on which the calling customer does not specify that he wishes to reach a particular person or private branch exchange local at the called point. Such a call is handled at minimum rates and results in maximum speed of connection. A station-to-station call is considered established when anyone at the called number answers.

Day, Night and Sunday rates are available on station-to-station calls as follows:

Day Rates —4.30 A.M. to 7.00 P.M. on all days except Sundays.

Night Rates —7.00 P.M. to 4.30 A.M. on all days.

Sunday Rates—4.30 A.M. to 7.00 P.M. on Sundays.

(Sunday rates are the same as Night rates).

Although reduced rates do not apply on connections to nearby points (to which the day rate is 35 cents or less) they offer a discount of as much as 50% of the day rate on calls to the more distant points. The information pages of your directory may be consulted for rates to nearby points.

The economy and speed of station-to-station service have made it popular. You may find that a larger use of this class of service would be to the advantage of your concern.

### **PERSON-TO-PERSON CALLS**

A person-to-person call is one on which the calling customer specifies that he wishes to reach a particular person or private branch exchange local.

Person-to-person rates are somewhat higher than the corresponding station-to-station rates and a small report charge is



made if the called telephone answers but the call is not completed because the specified person is not reached. Day, Night and Sunday rates are also available on person-to-person calls during the same periods as those for station-to-station.

The use of person-to-person service may be more satisfactory to the calling party in those cases, for example, where conversation is desired only with the party called and there is some doubt as to whether he will be readily available. On a person-to-person call repeated efforts will be made to reach the person desired. If, however, an answer from the called station is received but the call is subsequently cancelled by reason of failure to reach the desired person the calling party will be assessed a report charge, but not a message charge.

You should be quick to recognize the occasions on which person-to-person service is preferable, and as opportunity arises, to suggest the advantages to your local users.

### **COLLECT CALL SERVICE**

At the request of the calling party and with the approval of the called party or station, the charge on a person-to-person or station-to-station call may be reversed to the called station. There is no extra charge for this service except in the case of station-to-station calls on which the day rate is 20 cents or less. These low rate calls take a special collect rate which is a little higher than the regular rate.

### **SEQUENCE SERVICE**

Sequence service is offered which makes it possible for a customer to place at one time any number of out-of-town calls on which he wishes to talk consecutively. Sequence calls can be placed by telephone, or if many calls are involved, a detailed list may be sent to the toll office in advance of the time the calls are to be completed. If you expect to require the same sequence of calls frequently, you may arrange to have the list kept on file at the toll office so that you can refer to it by code numbers in requesting the service, and the toll operator can obtain from it the details of the calls. Sequence service is very popular with many business customers and you may find that it could be used to greater advantage by your concern. The Long Distance Chief Operator will be glad to discuss your service needs with you, and if you desire, will arrange to have a representative call to work out with you the most satisfactory service arrangement.

### **CONTRACT OR SHORT PERIOD PRIVATE LINE**

Contract or Short Period Private Line Service is available, whereby connection is established every day, at the same time

between two subscribers in different cities. This service makes it unnecessary for the subscriber to file the call with the toll operator, as the latter will establish it of her own accord and will leave it set up for the length of time agreed upon in the contract. When the contract time has elapsed, the toll operator will advise the subscriber to this effect. If an extension to the contract time is required overtime is available.

### CONFERENCE SERVICE

Conference service is offered which permits of connecting three or more stations in the same city or in different cities, so that a person at any one of the stations may talk with all other stations simultaneously. This service is of distinct value when several individuals located in different cities, or in different sections of the same city, wish to discuss a subject in conference.

You may find that your concern can use this service advantageously. All you have to do to secure a conference connection is to ask Long Distance for the "conference operator," and give the call to her.



### OVERSEAS TELEPHONE SERVICE

In addition to being able to talk with almost any point in Canada and the United States, it is now possible to place a call to practically any country in the world. The Long Distance operator will be glad to furnish you with information as to points and charges to which this service is available.

### *Outward Calls*

#### ROUTING CALLS TO THE PROPER OPERATOR

In some cities all out-of-town calls are handled by one group of operators. In other cities it has been found desirable to divide the operating work on out-of-town calls. Where the work is



divided, certain classes of calls such as station-to-station calls to nearby points should be given to the local operator, and other classes should be given to Long Distance. Your out-of-town service will be accorded the most satisfactory handling if your calls are always given directly to the proper operator. Placing calls with the correct operator can be easily accomplished by following instructions which can be obtained from the Long Distance Chief Operator or private branch exchange instructor. The front pages of your telephone directory also contain complete instructions on placing long distance calls.

## RECORD OF FREQUENTLY CALLED NUMBERS

Undoubtedly you have noticed that it is possible for faster service to be given on out-of-town calls if the operator is furnished with the called number. You will find it desirable, therefore, to maintain a list of out-of-town numbers for persons or firms frequently called so that the number will be available when a call is placed. It generally is advisable for local users to maintain their own lists as well. The faster service not only saves time for you and the local users but also makes your trunk lines available sooner for other calls. The Long Distance Chief Operator, or the P.B.X. instructor will be glad to assist in furnishing numbers and in preparing the lists.

Whenever it is necessary to pass a call by name and address, because the telephone number is not known, you will find it desirable to add the number to your list immediately on learning it from the operator. Always correct your list when you learn that one of the numbers has been changed.

## PLACING OUTWARD CALLS

On out-of-town calls, connect the local user to a trunk to the proper operator so that he can give his call to her direct. The operator receiving the call will make an immediate attempt to complete it while the calling party remains at the telephone.

It will facilitate the giving of fast service if the details of the called place and station are given to the operator first and the calling number is given later when requested. This permits the operator to secure the calling number and any further details while waiting for the called telephone to answer, and thus results in saving time. When a call is placed, the operator should be given the name of the called place, the province or state if the called place is not in your province, the called number, and on person-to-person calls, the name of the party called.

EXAMPLES—CALL PLACED WITH LOCAL OPERATOR

*"Hamilton, Regent 1234"*



EXAMPLES—CALL PLACED WITH LONG DISTANCE OPERATOR  
STATION-TO-STATION CALLS

*"Peterborough, Anyone at the residence of  
J. H. Reynolds, 129 Locust Street"*

*"Paterson, New Jersey, Hansen & Company, 999 Market St."*

PERSON-TO-PERSON CALLS

*"Chicago, Illinois, Plaza 5678, Miss F. B. Carson."*

*"Montreal, Mrs. Adrienne Belanger, 706 Dorchester Street W."*

If it is desired to have the charge quoted, *"Please quote the charge,"* should be added to the order.

If you are required to place calls for local users, secure all the necessary details, request the local user to hold the line, and in his hearing pass the details of the call promptly and accurately to the proper operator as outlined in the preceding examples. Remain in on the connection until the start of conversation or until the call is otherwise disposed of, lending whatever assistance is necessary to assure prompt and complete service. When asked to furnish the calling number, always give the number shown in the telephone directory for your firm instead of the trunk number.

If you are required to keep a record of all out-of-town calls, you can do this on calls you did not place yourself by leaving the talking key operated and recording the details of the call as they are given to the operator by the local user.

### *Calls Not Completed while you Hold the Line*

All out-of-town calls which are not completed or cancelled on the first attempt are followed up by the operator in accordance with a schedule designed to render as fast and reliable service as possible without annoyance to the calling or called parties. In giving a report of delay, the operator may tell you the time at which she plans to try the call again, in order that you may suggest a more convenient time if this is desirable. If you wish no further reports on your call until the called party or station has been reached, simply tell the operator to give you no further reports until she is ready with the call.

If you do not keep a record of out-of-town calls, it is assumed that the local user will identify himself by giving the operator his name or local number at the time he receives the first report of delay. This will make it easy to locate him when the operator is ready with the call.

If you keep a record of out-of-town calls, the identifying information may not be necessary because the operator will give

you all subsequent reports and your record of the call will identify the calling party. If, however, there are several occupied positions at your switchboard, furnish the operator with either the local number so that she can locate the calling party, or with your position number so that she can get back to you.

All subsequent reports which you receive from the operator should be given promptly to the calling party unless you know that he does not wish further reports until you are ready with his call. To avoid delay in the completion of calls, the local user should be requested to notify you where he may be reached, if while his call is active, he leaves his office or the local from which the call was filed.

It may occasionally happen that, when the operator is ready with the call, your party will not be available. The operator, in this case, will leave word for him to call, for example, "*Long Distance operator 45.*" It is important that you make a note of the operator's number. As soon as the calling party is ready to talk, ask him to hold the line, reach Long Distance and say, "*Operator 45.*" When Operator 45 answers, say, for example, "*This is Elgin 5678. Mr. Jones is ready to talk on his call to Windsor.*" The operator will at once make another attempt to complete the call while the calling party remains at the telephone.

If an operator reports, for example, "*On your call to London, Metcalfe 2345, we are ready,*" and you think you can reach your party without delay, say, "*Thank you. One moment, please.*" Reach your party as promptly as possible, using the other cord of the pair used in answering. When the calling party answers, say, "*Ready on your call to London,*" and cut out of the connection as soon as it is obvious the parties are ready to talk.

If while a call is active, the calling party leaves the office unexpectedly or becomes occupied so that he will not be available to answer the telephone for a considerable period of time, reach the operator and ask her to hold the call until a specified time, or until you ask for another report on it. This will prevent the called station or party from being bothered unnecessarily. In this connection, avoid cancelling a call which you think will be required later the same day or on the following day. The operator will hold the call until you wish the attempt made. Two person-to-person calls, where one would do, might result unnecessarily in two report charges, or in both a report charge and a message charge. In requesting a report on a previously placed call, be careful not to give the operator the impression that you are placing a new call. Say, for example, "*This is Elgin 5678. I would like a report on my call to Quebec.*"



# IMPORTANT POINTS TO KEEP IN MIND



## USE OF CITY TELEPHONE DIRECTORY

On a call for a number which you do not know, consult the directory unless you are reasonably sure that the number has been added since the directory was published. You can generally save time by looking up numbers listed in the directory yourself rather than calling

Information. Call Information to obtain a number which you think has been added since the directory was issued, and give the information operator the name, initial and address, and if possible the business of the desired party.

## MAINTAINING A LIST OF NUMBERS

It is desirable to keep a list of numbers frequently called so that the numbers will be readily available to you. New numbers obtained from information or reported by an operator should be retained for this list because generally such numbers if called once will be called again.

## USE OF P.B.X. TELEPHONE DIRECTORY

It is a good plan to maintain at the switchboard an alphabetical list of all officials and employees of your Company, with their local numbers. This list should be consulted whenever you are not certain of the local number of the called party, so that connections may be established promptly.

## REPORTING EQUIPMENT OUT-OF-ORDER

Switchboard equipment or station equipment which is out of order should be reported to repair service promptly. Before, however, reporting a false signal on a local line, hold the line for several minutes on an idle cord challenging from time to time and if it does not come clear, arrange for someone to visit the station to assure that the receiver is not off the hook.

## EMERGENCY CALLS

To report a fire, or call the police or an ambulance, if you do not know the number call or dial the operator and say, "*I want to report a fire,*" or "*I want to call the police,*" or "*I want an ambulance*".



If you have to leave the switchboard before the desired department answers, tell the operator the address where the help is wanted and anything else needed to be sure that you are correctly understood.

If you receive a call from one of your locals in which it is plain to you that the calling party wishes to report an emergency, give the call to the central office operator as above and remain in on the connection in order to help pass any information which may be necessary.

If your switchboard is served from a dial office and numbers for reaching the several emergency departments are published in the directory, you may, if you wish, keep a list of these numbers and complete emergency calls by dialing them yourself.

### EMERGENCY REFERENCE LIST

It is a good plan to maintain a list of officials and employees of your company whom you should reach when you receive important calls with reference to any emergency that may require prompt action. The home telephone numbers, also, of some individuals should be recorded in order that situations requiring immediate attention may be disposed of at all times.





