

**VERIFICATION OPERATORS**

CONTENTS	PAGE
1. ANSWERING . . . . .	1
2. ACKNOWLEDGING . . . . .	1
3. NOTING DETAILS OF THE ORDER . . . . .	1
4. DETERMINING STATUS OF CALLED LINE . . . . .	1
5. REQUEST TO INTERRUPT CONVERSATION FOR EMERGENCY OR URGENT CALL . . . . .	1
6. REQUEST FOR AN OUT OF ORDER VERIFICATION . . . . .	2
7. REQUEST FOR A BY VERIFICATION . . . . .	2
A. Reaching the Line . . . . .	2
B. Determining the Condition of the Line . . . . .	3
C. Reporting the Condition of the Line . . . . .	3
8. ORDER RECEIVED AS "CUT OFF" . . . . .	4
9. REQUEST FOR A DA VERIFICATION . . . . .	4

**1. ANSWERING**

**1.01** Say "Verifying?" If you receive no reply, repeat your answer. If you still receive no reply and no disconnect signal, flash on the trunk and when you receive a reply, repeat your answer.

**2. ACKNOWLEDGING**

**2.01** If you understand the order, acknowledge appropriately saying for example, "Thank you," or "I will see." When you can give a report immediately, do so as an acknowledgement. If you do not understand the order, repeat it in a questioning manner and wait for an acknowledgement, or ask for a repetition of all or part of it.

**3. NOTING DETAILS OF THE ORDER**

**3.01** Make a note of the called number and any other details of the request if necessary, in order to handle the call accurately.

**4. DETERMINING STATUS OF CALLED LINE**

**4.01** Consulting Your Position Records to Determine if Line is OD, etc.

(a) BY Verification Request: Determine if the line is OD, intercepted, or is in an office with no verifying equipment.

(b) DA Verification Request: Determine if the line is working, is OD, or in an office with no verifying equipment.

(c) Cut-off Report: Determine if the line is in an office with no verifying equipment.

(d) None of the above Conditions Apply: Verify the condition of the line.

(e) Number is intercepted, OD or No Verifying Equipment is Available: Proceed as follows:

(1) Number Intercepted: Give a report as an intercepting operator if you can, or reach the intercepting operator, determine the status of the line, and report accordingly. \*

(2) Line OD: Say "I am sorry (Cld. no.) is out of order." \*

(3) No Verifying Equipment for Called Office: Say, "I am sorry, but we have no means to verify a call to (Cld. ofc.)." \*

**5. REQUEST TO INTERRUPT CONVERSATION FOR EMERGENCY OR URGENT CALL**

**5.01** *Securing Identification of Calling Party:*  
The originating operator will identify herself on any such requests she handles, otherwise, \*

#### 4. DETERMINING STATUS OF CALLED LINE.

Item 4.01 replaced and new Items 4.02, 4.03 and 4.04 (Pacific Company).

4.01 Consulting Your Position Records: Determine if the request is in an office with no verifying equipment. If it is, say for example, "I am sorry, but we have no means to verify a call to (cld. ofc.)."

4.02 If you receive a request for example, "Interrupt conversation on (cld. no.) for (clg. name)," verify the line in the usual manner. If you encounter conversation, interrupt by saying for example, "I beg your pardon, I have an urgent call for (cld. no.) from (clg. pty.). Will you accept the call?" Give the report to requesting operator. Report any trouble encountered to Plant.

#### 4.03 "BY" or "OD" Verification Request:

Advise the calling party, for example, "In order to verify I may have to interrupt conversation and indicate you have an urgent need to secure the line. Do you wish that done?"

(a) Calling Party Requests Interruption:  
Secure his name and number and verify as in Item 4.02.

(b) "BY" Requests - Calling Party Does Not Want Conversation Interrupted:  
Encourage him to hang up by saying, for example, "Will you please try your call later?"

(c) "OD" Request-Calling Party Does Not Want Conversation Interrupted but Says He Must Know if Line is OD: Refer the call to the Service Assistant.

Service Assistant: Advise the customer you will have the line checked. Secure his name and number for call back. Reach Plant, ask for a trouble check. Proceed according to the report received.

(d) Customer Questions Why Only Emergency or Urgent Calls Can Be Verified: Explain that customers can be assured of complete privacy on their calls except on emergency or urgent situations when conversation is actually interrupted. Proceed further as for this condition in the section "Reaching Called Telephone."

4.04 Number is Intercepted: Give a report as an intercepting operator if you can, or reach the intercepting operator, determine the status of the line, and report accordingly.

- \* secure the calling customer's name and number
- \* including the area code as required. Record this
- \* information on a memo ticket with the called
- \* details.

**5.02 Reaching Called Number:** Reach the desired line as when verifying a BY report and proceed as follows:

**5.03 Conversation Not of an Emergency Nature Heard:** Interrupt by saying, "I beg your pardon. I have an emergency (or 'urgent') call for (cld. no. or 'you') from Mr. (clg. pty.). Will you accept the call?"

(a) Customer or Called Telephone agrees to accept call:

(1) If the request to interrupt was received from another operator, say to the customer, "Will you hang up please? You will be called back immediately." When the party hangs up, say to the calling operator, "cld. no. O.K., I will connect you," establish the connection and if necessary say, "Here's your party." However for transmission reasons, if locally directed, ask the calling operator to establish the connection and release the line.

\* (2) If the request to interrupt was received  
\* directly from a customer, and involves  
\* a call to the Police, Fire Department or Am-  
\* bulance, proceed as in "1" above, connecting  
\* the calling party. If other than a call to  
\* Police, Fire, Ambulance say "(Cld. no.) has  
\* agreed to accept your call. Will you hang  
\* up and place your call immediately or reach  
\* your operator for assistance in completing  
\* the call." Release both the called and calling  
\* lines when you receive a disconnect signal  
\* from the calling line.

(b) Called Telephone Will not Accept the Call: Release the line and give this report to the calling employee or customer.

**5.04 Conversation of an Emergency Nature Heard:** Release the called line and report that the line is in use on an emergency call.

**5.05 No Conversation Heard:** Ask "Are you using this line?" and if you receive a reply, proceed in general as above when you hear

a conversation not of an emergency nature. If you receive no reply, ring and if you receive an answer, proceed accordingly. If you meet an operator, explain the situation and ask her to release the line.

## 6. REQUEST FOR AN OUT OF ORDER VERIFICATION

**6.01 Line Appears in Your Record of Lines Out of Order:** Reach the test desk and ask if the line is still OD.

**6.02 Line Does Not Appear in Your Records:** Try to reach it over a no-test trunk and if you receive the out-of-order signal, investigate, obtaining the supervisor's help if necessary.

## 7. REQUEST FOR A BY VERIFICATION

### A. Reaching the Line

**7.01 General Procedure on Reaching the Line:** Cut out of the verification request trunk and use the front cord of an idle pair.

(a) Dial Office: Plug into a no-test trunk in the proper group, dial the number, and immediately after depressing the "Start Key" or the dial returns to normal, operate the listening key to the listening position.

(b) Community Dial Office Arranged for Verification: Plug into a trunk to the called office and dial the no-test code, followed by the called number, or dial the special no-test number shown in your record for the called number, depending on local arrangements. Immediately after depressing the "Start Key," or the dial returns to normal, operate the listening key to the listening position.

(c) Centrex:

(1) Centrex C.O.: It is possible to verify on "Centrex C.O." lines as regular telephone facilities are used.

(2) Centrex CU.: It is not possible to verify on "Centrex CU. lines since the equipment is on customer's premises and the telephone company has no means to gain access to verify such lines.

**B. Determining the Condition of the Line****7.02 Crossbar and Step-by-Step Equipment:**

(a) Cord Signal Lights Steadily: Assume that the line is clear. However, if locally directed to do so, before assuming that the line is clear, reach the number over a regular trunk without ringing and see if the cord signal also lights steadily. If it does not light, report the case to repair service, saying, for example, "(No.) busy, no talking."

(b) Cord Signal Changes from a Steady to a Rapidly Flashing Signal: This indicates there is a trunks busy condition on the no-test train. Continue attempts to reach the number.

(c) Cord Signal Changes from a Steady to a Slowly Flashing Signal when the line is reached: Consider the line OD.

(d) Cord Signal is out:

(1) With the listening key still in the listening position, listen on the line. If you hear conversation, the ringing or busy signal, the sound of dialing, or a series of high-pitched tones indicating that data are being transmitted, say that the line is busy and disconnect.

(2) If you hear dial tone, say "Operator." If you receive a response, ascertain what the customer is trying to do, excuse the interruption, ask him to make his call again or give any necessary directions, and report the line as busy. If you receive no response, report the case to repair service.

(3) In other cases, ask "Is anyone using this line?" If you receive a response from a customer, excuse the interruption, consider the line busy, and disconnect. If you meet an operator, ask if the line can be released, and proceed in accordance with the reply received. If you receive no response, report the case to repair service.

**7.03 Panel Equipment:**

(a) Cord Signal Changes from Steady to Flashing: Disconnect and try again.

(b) Signal Remains Steady after the Connection is Established: Listen on the line. If

you hear the out-of-order tone, give a report of out-of-order. Otherwise, proceed as when the cord signal is out except that, if you are locally directed to do so, before assuming a trouble indication, disconnect and reach the number over a regular trunk without ringing.

(c) Cord Signal Lights Steadily: Assume that the line is clear and disconnect but if you receive a busy signal report the case to repair service.

**7.04 Community Dial Office Arranged for Verification:**

Proceed as for a crossbar type office except that if you do not have controlled type ringing trunks to the called office, disconnect and try to reach the number in the usual way. If it is idle, wait for the telephone to answer, announce that you have a call for the number and that he will be called back promptly. When you receive a disconnect signal, report that the line is clear, as provided below under "Reporting the Condition of the Line."

**C. Reporting the Condition of the Line**

**7.05** Report the condition of the line to the operator or customer after releasing the connection adding any details that may be requested if you can.

(a) Line Appears to be Clear: Say, for example, "(Cld. no.) isn't busy. Will you please hang up and place your call again."

(b) Line Appears to be Busy but there is No Indication that it is in Use: Say "There seems to be some trouble on (Cld. no.). I will report it." However, if you assume that the condition is due to receiver being off the hook from the fact that you find dial tone on the line but receive no response, that the line is connected to a permanent signal holding trunk, or that it is a manual line held for an apparent receiver off-hook condition, report this, as "The receiver seems to be off the hook on that line (or 'cld. no.'). I will report it."

(c) Line is out of order: Say "(Cld. no.) is out of order."

(d) Line is BUSY: Say "(Cld. no.) busy talking," or "(Cld. no.) busy transmitting data," or "(Cld. no.) busy," whichever is appropriate.

\*  
\*  
\*  
\*

**7.06 *Calling Party Asks You to Complete Call:***

\* Say for example, "I'm sorry, but it's  
\* necessary for you to signal your operator and  
\* ask her to connect you" or "The line appears to  
\* be clear, you can dial (Cld. no.) direct if you  
\* wish." If a customer insists on being connected,  
\* and the call does not involve an emergency, ex-  
\* plain that due to transmission and billing limita-  
\* tions you are unable to connect him.  
\*

**8. ORDER RECEIVED AS "CUT-OFF."**

**8.01** Proceed as when verifying a BY report except that, when you listen on a line, if conversation indicates that a service reaction has occurred or if you hear no conversation, interrupt if necessary and say for example "I beg your pardon. Were you cut off?"

(a) Party Wishes the Connection Re-established: Say for example, "Will you hang up, please. We will call you right back" and then report the line clear and release it. However, if you have been directed to establish connections at your position, and you are deal-

ing with an operator, say "Just a moment, please, here's your party," establish the connection, and supervise it as locally directed.

(b) Party Does not Wish the Connection Re-established: Acknowledge the reply, release the line, give a BY report, and add that the party does not desire the connection.

**9. REQUEST FOR A DA VERIFICATION**

**9.01 *Position Not Equipped with a Voltmeter:***

Try to reach the called telephone in the regular way. After you have rung for a minute, if the called telephone has not answered, give the DA report.

**9.02 *Position is Equipped with a Voltmeter:***

Test the line and report the result of your test to the calling employee or customer. If you find any indication of trouble, report the line.

**9.03 *Desired Line is Served by Community Dial***

***Office:*** Determine the status of the line and then report as locally directed.