AMERICAN TELEPHONE AND TELEGRAPH COMPANY

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AREA CODE 212   393-3178

C. K. COLLINS
ASSISTANT VICE PRESIDENT

Copy for W. G. MacMaster

July 31, 1963

File No. 3B5.14

Mr. D. E. Wansbury, Gen. Traf. Mgr.
Pacific Tel. & Tel. Co.
2700 Watt Ave., Rm. 3473
Sacramento 21, California

We are attaching a copy of Traffic Operating Practice, Division C, for use at Traffic Service Positions. We are offering it now in the hope that it will be useful to your people as they anticipate the manner in which operators will handle customer dialed "person," "collect" or other specially billed calls at these new "switchboards." In addition, having the practice in advance of equipment installation will be helpful to your Training Group as they prepare their programs to train operators now working on conventional type switchboards and new recruits who will be assigned to duty at the Traffic Service Position.

This division of the practice is preceded by a Foreword which we feel should be read first for best understanding. It suggests an order of reading when approaching the practice for the first time. This order of reading will help provide a basic understanding of the new equipment which is essential since the practice provisions are inseparably tied to equipment operations.

We have tried to write a practice that will be lucid as well as useful as a working reference. In some cases, more detail has been included than is usually found in a System operating procedure. We have done this in an effort to provide uniform handling procedures for conditions which will occur very infrequently.

In establishing these procedures, we have tried to emphasize that in order to give superb service, the operator will need to be (1) well versed in Company aims of providing the best possible telephone service in the most practicable manner, (2) very knowledgeable about equipment functions relating to the T.S.P. and (3) aware of the fact that her individual load carrying ability is diminished when more than one call is locked on a loop at her position.

We recognize that customer orientation and instruction present other aspects of concern relating to the introduction of the TSP and expanded customer dialing. You will, of course, be working with your Public Relations people

in considering them. At a later date, we will supply you with notes on Traffic
aspects of instruction for the customers. Until these notes are distributed,
we believe you will be able to answer many questions that arise by referring
to the Operating Practice to determine what the operator will be doing in speci-
fic situations and relating this to the call conditions that might be presented.

We will be happy to discuss any comments or questions that your people
may have relative to this portion of the Operating Practice or to its application
and suggest that you call Miss C. Northrop, Area Code 212 393-2983 or anyone else
in the Methods Group.

Yours very truly,

Assistant Vice President

Attachment

To all General Traffic Managers

Traffic Operating
Practice

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Someone attempting to work in an operating room equipped with traffic service positions with only procedures in mind for working on conventional type toll switchboards would have considerable difficulty. The layout of the room is very different and so are the individual positions. There are no switchboard cords. There is no multiple above the keyshelf. Everything seems changed.

The many changes that have taken place in operating rooms through the years reflect the tremendous increase in the number of telephone calls made by people everywhere and the new methods and facilities that have been added to provide ever-improving telephone service. Indeed, if we had to complete connections manually, it would probably be impossible to find the number of operators needed or the space in which to house them and their switchboards. Customer participation by dialing, together with more efficient and more compact equipment have offered a practical solution to the problem of handling constantly increasing call volumes. With this increase in call volumes the distinctions between local, nearby, and long distance calls have tended to drop away. Customers' acceptance of distance dialing has been good. The concept of the traffic service position is the latest step in the expansion of customer dialing to include person-to-person, collect and other specially billed calls.

The operating practice for use at traffic service positions has been written as a unit. It is intended to stand independently. However, it contains many points and procedures common to practices now in use for call handling at toll and assistance switchboards.

This practice contains a complete section describing equipment operation. One of the advantages of the traffic service position is that the positional equipment is standard everywhere. It is recognized, of course, that dial equipment arrangements with which the traffic service position operates are not uniform everywhere but vary somewhat with local conditions.

Though it is not usual to present a foreword to an operating practice, we have written this one as an introduction and as a means of offering a suggested order of reading when approaching the practice for the first time. The sections have been numbered in what appears to be the most logical order for using the practice as a reference in the Central Office. However, since practice provisions are inseparably tied to equipment operation, and since an understanding of the equipment is an essential part of understanding the practice, we recommend that the first reading be in the following order:

Foreword

Section 1   Principles of Operating at TSP
Section 28   Description of Equipment for TSP Operators
Section 3   General Description of call Disposition
Section 2   Answers — Acknowledgment — Responses
Section 4   Verifying Telephone Reached and Announcing Call
Section 10   Starting Conversation, Starting Timing
Section 5   Reaching Called Party
Section 6   Collect Calls
Section 8   Calls Charged to Third Telephone
Section 9   Credit Card Calls
Section 7   Enterprise or Special Collect Toll Calls

Continuing in numerically ascending order.

PRINCIPLES OF OPERATING AT THE TRAFFIC SERVICE POSITION

1. NATURE OF THE TRAFFIC SERVICE POSITION OPERATOR'S ROLE IN EXPANDED CUSTOMER DISTANCE DIALING. To understand the importance of giving good service at the Traffic Service Position, it is necessary that operators appreciate the role they play in the overall pattern of expanded distance dialing service. The accuracy, speed and helpfulness with which calls are handled at the TSP are dependent upon the TSP operator's ability to recognize and understand the kind of call represented by the signal which has reached her position. Operators should be alert to recognize what the customer has probably dialed and about what kind of additional directions he will give. In the case of calls on which the customer has dialed 7 or 10 digits, the operator will recognize which, if any, prefix was dialed and that the customer wants to reach a particular person, make the charge collect, or perhaps make some other billing arrangements such as charging the call to his credit card. In the case of dial "0" calls, the operator will understand that she is wanted and her proficiency will be reflected in her ability to obtain quickly the route and rate information needed to advance the call. In addition, she must recognize under what circumstances she should transfer a call on a dial "0" trunk to the cord board.

2. SERVICE OBJECTIVES. The objective of expanding Customer Distance Dialing to include person-to-person service, collect calls etc., is to give the customer the advantage of the speed that can be achieved by having the call advance through the equipment simultaneously with the operator's performance of those functions for which she is responsible and which she alone can perform. Call handling can be quickly and easily performed if the TSP operator grasps the situation immediately and recognizes what action she is to take. For the most part, the operator will not make any written records but rather will retain details of the customer's order, such as the called party's name, in her mind. In this way she takes advantage of her own memory plus the "memory" in her position circuit so that at the appropriate time the equipment can be "told" to "send" its information into the Automatic Message Accounting timing apparatus.

3. TONE OF SERVICE AND OPERATING VERSATILITY. Extending the range of Customer Distance Dialing with its accompanying shortening of operator work-time per call means that operators and customers will have fewer and in some cases very brief contacts. Therefore, it becomes most important that the TSP operator's tone of voice, and choice of words, be such that they reflect an attitude that is friendly, and helpful; displaying personal interest and experienced knowledge of call-handling. It is as important that the operator be knowledgeable as that she use a tone of service and choice of words which indicate she knows what she is doing. Therefore, it is essential that operators receive guidance on "Tone of Service" and "Voice Usage"; and also, that they be made familiar with those features of the Traffice Service Position and related AMA equipment which they control from their positions. To try to operate the Traffic Service Position without full knowledge of what happens each time a signal appears, or a key is depressed is to proceed blindly. The operators need to use good judgment and imagination if they are to do a good job. This is not possible unless each operator is given training sufficient for her to comprehend the functions of the traffic service position, as well as to understand the importance of her role of supplying the human intelligence which makes dialing "person," "collect" and other "specially billed" calls an improved service to the customers.

ANSWERS — ACKNOWLEDGEMENT — RESPONSES

In answering signals which come into your Traffic Service position or occur on a locked loop, you need not use specific phrases. You will want to convey to the calling customer, a sense of recognition, on your part, of the kind of call which he has dialed. And, you will also want to express willingness to serve the customer, and to comply with any reasonable request which he may make, after you have answered the signal.

Included in this section of the practice are examples of phrases that might apply. Additional suggestions of how to talk to customers are included in other sections of the practice that discuss particular types of calls, for example, "Collect Calls." Finally, the section "Description of Equipment for TSP Operators" will give you an understanding of what has happened on a connection, before your position has been attached to it.

If you receive no response to your answer, repeat your answer a second and third time, varying the answering phrase if necessary. If you still receive no response, operate the position release key.

Examples of phrases, in answer to particular signal conditions, are as follows:

1. **CAMA OR ANI FAILURE.** The "key calling" lamp lights when a call appears on your position requiring that you obtain the calling number and key it into the equipment. At the appropriate time ask, "Your number please?" or "Will you give me your number now please?"

2. **COIN STATION (Red).** When a call comes into your position with the "coin station" Kind-of-Call lamp lighted, acknowledge that you know the customer has dialed the digit "1," if required, followed by 7 digits or 10 digits from a coin telephone, by saying for example, "Please deposit (Amt.) more for first (No.) minutes."

3. **SPECIAL TOLL (White), SPECIAL TOLL (Red).** If, when the call comes into your position, one of these Kind-of-Call lamps is lighted with a steady signal, acknowledge the condition, (the customer has dialed 0 + 7 or 10 digits, and would like some special handling on the call, for example, reaching a particular party) by saying, for example, "Your call is advancing. Will you give me the rest of the details now please?" or "What special service do you wish please?". or "May I help you please?" or "Thank you for dialing. How may I help you please?"

4. **SIGNALS INDICATING THE CUSTOMER WANTS THE OPERATOR.** The signals enumerated below, appearing in the form described, indicate that the customer either dialed "0" for the operator, or flashed for the operator after being connected with the distant number.

   A. Dial "0" non-coin (steady lamp).

   B. Dial "0" non-coin (flashing).

   C. Dial "0" coin (steady).

   D. Dial "0" coin (flashing).

   E. Coin Station (flashing).

   F. Special Toll coin (flashing).

   G. Flash on calling or called supervisory signal—(connection being held on a locked loop).

   In responding to these signals say for example, "Operator", or "This is the operator. May I help you?"

ANSWERS — ACKNOWLEDGEMENT — RESPONSES

5. WHILE RECEIVING NEW CALL, FLASH OCCURS ON LOCKED LOOP.

Remain cut in on the call that has just reached your position, unless there is a recall or other signal on a locked loop. In such a case, release forward on the new call if appropriate to do so, and say "One moment please." Answer the signal on the other loop to determine what is wanted, or to take any required action such as notifying that the initial period has ended. If you can do so, comply with the request and release the connection. If you can not complete the action, ask the party to wait. Return to the new call and complete the action there. Having disposed of the new call, return to the connection awaiting your assistance.

6. ACCESS LAMP FLASHES AS CALL ARRIVES.

Understand that some kind of trouble has occurred on the call. Answer by asking, "What number did you dial please?" Procedures for handling such calls are outlined in the section, "Infrequently Encountered Call Conditions."

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GENERAL DESCRIPTION OF CALL DISPOSITION

Five categories of call disposition are described in this section. The descriptions are in broad terms and are not precise. Call handling for the various types of situations to which reference is made will be found elsewhere in the operating practice under section headings that describe the particular call situation.

The disposition is dependent upon the customer's order, whether or not he dialed the called number, whether or not the call is paid, collect or charged to a third telephone. In addition, such factors as whether the call originated from a coin telephone, a non-coin telephone, or a hotel affect the disposition. Equipment facilities and operating practices also play a part. It is important to remember:

Customer originated attempts are routed over "0", "0+" or "1+" trunks.

Operator originated attempts are routed over "Delayed Call Trunks."

1. **OPERATION OF KEYS—POSITION RELEASED.** The majority of calls that are connected to the Traffic Service Position can be disposed of by the operation of a Class-Charge key, Start-Timing key, and Position-Release key. Timing of the conversation interval is done automatically by the equipment.

   A. Non-Coin. The entries on the AMA tape show the calling number, the called number, the class of call, and the time at which the call took place. The customer's bill is prepared from the AMA tape.

   B. Coin Paid—Customer Dialed. Customer-dialed paid calls originating at coin box telephones are timed in two ways by the equipment. **First,** there is "trunk" timing. This provides automatic charge-computation by the trunk so that you are furnished with the charge information you need to collect for the initial period. At the end of the initial period, the call is returned automatically to your Traffic Service Position on a special lamp (NFY) so that you can give verbal notification of the end-of-interval and release the call again for automatic timing. Finally, the call is brought in at the end of conversation with information available to tell you how much overtime charge to collect. **Second,** there is AMA timing. This provides the "master" record for Accounting Department purposes.

2. **PREPARATION OF MEMO—OPERATION OF KEYS—POSITION RELEASED.** Certain sections of the operating practice require that a memo ticket be written when the call is not sent paid, or sent collect. In such instances, prepare a memo ticket reflecting the calling number, the called number, the billed-to number and any other pertinent information. Release the call for machine timing, following the operation of the Class-Charge and related keys, the preparation of the memo, and the answer of the called telephone. Calls requiring the preparation of a memorandum ticket are:

   A. Non-Coin. A memo ticket will be required when the call is to be billed to a 3rd telephone or a credit card.

   B. Coin. Calls originating from coin telephones that are charged to Q-Z type of bill-to-3rd numbers, and credit cards can be released from the position when the necessary ticket memorandum has been written, the proper keys have been operated, and the called station has answered.

3. **HELD AT POSITION FOR PORTION OF CONNECTION TIME.** Certain calls can be disposed of at the Traffic Service Position by placing the connection on a locked loop for a portion of the conversation interval, following which the call will be released from your position. Sometimes a memo ticket will be required and sometimes it will not be required.

GENERAL DESCRIPTION OF CALL DISPOSITION

A. Non-Coin. If the calling or called customer has requested that he be notified at the expiration of a certain interval, place the call on a locked loop, set the timer so that it will flash when notification is required. After notification has been given, release the call from your position. Usually no ticket will be required.

B. Coin. A bill-to-3rd-Number call originating from a coin station will be held at the Traffic Service Position, with care being taken to hold the connection and the **position circuit**, until acceptance of the charge by the 3rd Number has been secured. A memo ticket will be required so that the Accounting Department can bill the call to the correct number.

4. CALL HELD ON LOCKED LOOP-OPERATOR'S RECORD USED FOR BILLING. Some calls will need to be held and timed at the Traffic Service Position. When such a call is encountered, place it under "Operator Timing" control. Write the billing ticket and time the conversation. There will be no AMA record. Examples of such calls are:

A. Dial "0" Coin and **Non-Coin** to non-dialable points and to operator-dialable points in cases where the numbers route differs from the mark sense code (rating information).

B. Connections which you will establish, following a report of service difficulty, other than wrong number or party.

C. Paid Dial "0" calls from coin telephones, and calls collect to a coin telephone.

D. Non-Coin calls originating from hotels on which Time and Charges must be quoted, and calls from telephones other than hotels on which the customer requested that the Time and Charge be quoted. This includes collect calls on which Time and Charge is requested.

E. Coin. In the case of a bill-to-3rd Number call originating from a coin box, if the 3rd Number refuses the charge and the call becomes a paid call; it will be necessary to continue holding and timing the call at your position.

F. All connections established over a delayed call trunk. This includes calls for which there is no charge.

5. TRANSFER TO CORD BOARD. Under certain circumstances, the connection will be transferred to the Cord Board.

Dial "0" **Coin** and **Non-Coin** calls can be transferred physically to the Cord Board by means of the "Transfer" Key. You can wait on the line until the Cord Board answers, and will be able to hear and be heard by the Cord Board operator and the customer until you release your position from the connection. Once the transfer has been made, the call cannot be returned to the Traffic Service Position. The transfer operation is available for dial "0" trunks only.

6. RELEASING CALLED AND CALLING LINES (Call not completed).

If a call you are handling is not completed and becomes cancelled, or is one on which an attempt is to be made at a later time, release the connection in accordance with the following:

A. Release Forward whenever you are through dealing with the called telephone.

B. Release Your Position when the calling party hangs up or as soon as possible after you have obtained information you need from the display panel.

VERIFYING TELEPHONE REACHED AND ANNOUNCING CALL

1. **WHEN TO VERIFY THE TELEPHONE REACHED.** Verify the telephone reached (a) if the answer or report indicates that you may have reached a wrong telephone, (b) if you have been advised that a wrong telephone was reached or a cut-off occurred on the preceding attempt, (c) if it is evident that the call is for a rural line, unless experience indicates that a verification is usually unnecessary.

However, omit the verification in any case if the answer indicates that the right telephone has been reached or the calling party at once starts conversation.

2. **VERIFYING THE TELEPHONE REACHED.** If you know the address name, ask "Is this (address name)?" or "Is this (address name's) telephone?" and if it is not, ask "Is this (cld. No.)?" If the reply indicates that it is the called number, understand that you have been furnished a wrong number. If the reply indicates that it is not the called number, assume that you have reached a wrong number.

If you do not know the address name, ask "Is this (cld. No.)?" and if it is not, assume that you have reached a wrong number.

Do not ask any of the above questions if the answer has been indicated by the called telephone.

In any case, if it develops that you have not reached the desired telephone, excuse the call saying, "I am sorry, you were called by mistake" and try to reach the desired telephone as in the section "Wrong Number or Party."

3. **WHEN TO ANNOUNCE A CALL.** Having reached the desired telephone, announce the call in the following cases:

A. The call is for a person, department, office, branch, etc., unless conversation starts immediately or there is indication that the called party or the specified department, office, branch, etc., has been reached. If the calling party interrupts the announcement and tries to start conversation, discontinue the announcement.

B. The called telephone answers before you have obtained information you may need such as a credit card number, for example.

C. The calling party is not on the line.

4. **ANNOUNCING A STATION-TO-STATION CALL.** Say "One moment, please. Long Distance is calling."

If the person answering asks who is wanted or says that the call is for a party who is not there, say "The call is for anyone," supplemented by any necessary explanation.

If the person answering refuses to talk or is not qualified to talk; for example, if he is some one who cannot or will not take a message or answer questions, such as a young child, or a workman or a cleaner temporarily on the premises, say "All right, sir." Release forward. If it is necessary to repeat the report say to the calling telephone, "On your call to (cld. No.), no one is there now who will

VERIFYING TELEPHONE REACHED AND ANNOUNCING CALL

(or 'can') talk. Shall I try later, or would you prefer to place your call again?" If he will call again, say "Thank you." If it is appropriate, express regret at not having been able to complete the call. Release your position. If he wishes you to try later, ask "What time shall I try the call?" and proceed as directed. Record a ticket, mark the calling and called numbers and enter the report received. Consider this equivalent to a DA condition and do not change the classification of the call. However, if the calling party asks that word be left for some one who will talk or asks you to find out how soon some one will talk, tell him that if such action is taken, the call will be classed as a person-to-person call. If the action is still desired, change the Class-Charge key to "Person". If a ticket is required, mark "Pers." Proceed as on a person call. Add any additional details that may be required to the ticket. Enter the subsequent attempt time specified by the customer. Hold the ticket on your position for an attempt at the time it is due.

5. **ANNOUNCING A PERSON-TO-PERSON CALL.** Say for example, "Mr. (cld. pty.), please. Long Distance is calling," including any title with the called party's name. However, if there is indication that the called party has been reached, let conversation start.

If the calling party asks for the called party, permit him to continue without interruption unless it becomes evident that the called party is not available or the calling party fails to deal satisfactorily with the called telephone.

After a call has been announced if another party answers and conversation does not start immediately, proceed as follows: (a) if the calling telephone asks for the called party or if the party who first answered announces the call to the other party, wait for the response; (b) if it is evident that the person answering is the called party, start conversation unless the calling telephone has hung up. If you can do so, "ring back" the calling party and report ready. If you cannot ring back say to the called party, "Long Distance called you but the party has hung up. I will call you in a few minutes." Record a billing ticket before releasing your position. Establish the connection on a delayed call trunk; (c) if it is evident that the person answering is not the called party, announce the call again; (d) if you are uncertain whether the person answering is the called party, ask "Is this Mr. (cld. pty.)?"

In addition, be guided by the following:

A. If the party is designated other than by name, announce the call by the designation given, as for example, "The manager, please. Long Distance is calling."

B. If an alternate was specified, announce the call for both parties, as for example, "Mr. (one pty.) or Mr. (other pty.) please. Long Distance is calling" or "Mr. or Mrs. (cld. pty.), please. Long Distance is calling." However, if the calling party indicated a preference, announce the call for the preferred party only. If you then determine that the preferred party is not there, say "Long Distance will talk with Mr. (alternate)."

C. On a call for more than one person, announce the call, as for example, "Mr. (one pty.) and Mr. (other pty.) please?" supplemented by any necessary explanation. If the called telephone then indicates that it will be necessary to use more than one called line, give the report to the calling party if necessary, and unless the directions are changed, explain that it will be necessary to handle the call as a conference call. If he still wishes the connection, advise the called telephone that you will call him. Connect the calling party with the conference operator and pass the calling number to her.

D. If the call is for a department, office, branch, extension, room, or apartment, etc., announce the call, as for example, "Extension (no.), please. Long Distance is calling."

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VERIFYING TELEPHONE REACHED AND ANNOUNCING CALL

E. If the party is to be sent for, say for example, "Long Distance is calling Mr. (cld. pty.) at (address) and asks whether it would be possible for you to send for him."

F. If an extension number and name have been given, include both in the announcement, as for example, "Extension (no.), Mr. (cld. pty.), please. Long Distance is calling."

6. INCLUDING OR WITHHOLDING INFORMATION. If you have any information that will be helpful in locating a called party, such as the name of a department, office, branch, etc., include this in the announcement, as for example, "Mr. (cld. pty.) of the (name of dept.) department, please."

If the calling party wishes his name, title or descriptive title, firm name, or the name of the calling place, or any combination of these items, included in the announcement of a person call, say for example, "Mr. (clg. pty.), (title) in (clg. pl.), is calling."

If the calling party has requested that some or all calling details not be announced, omit these details.

If the person answering asks what place is calling, give him the name of the calling place if you know it, including the state name if the called place is in a different state unless it appears unnecessary. If you do not know the name of the calling place, say for example, "This is the (your ofc.) operator."

REACHING CALLED PARTY

1. NOT THERE OR NOT READY TO TALK AT ONCE. Determine how soon he is expected or will be available at this or another telephone, asking such questions as may be necessary. Omit asking questions on a recurring call if you know from experience that it will result in no helpful information.

Following are examples of questions which may be asked in order to secure the above information.

"How long will it take, please?" if the party is to be called to the telephone or looked for.

"How soon will he be ready to talk?" if the called party is not ready to talk, is busy personally, is attending a conference, etc.

"How soon (or 'When' or 'What time') do you expect him please?" if no information is received as to whether the party is expected or when he is expected.

"Do you expect him today?" if it is not known how soon the party is expected.

"Do you expect him tomorrow (or 'next business day')?" if the party is not expected on the same day and no mention of an expected time is made.

"What time today (or 'tomorrow' or 'this afternoon,' etc.) do you expect him?" if the party is expected on the same or a future day or during a certain period of the day and no mention of an expected time is made.

In addition, ask "Can he be reached at another telephone?" unless this would be inappropriate, as when the party is expected within a few minutes, is out to lunch or on vacation, or it is otherwise evident that he cannot be reached at another telephone. If the party can be reached at a different telephone and no mention of the number or listing of the other telephone is made, ask "Do you know the telephone number?"

2. EXPECTED OR READY TO TALK WITHIN 3 MINUTES. If the called party will be available within 3 minutes, and the calling party is agreeable to wait on the line say to the called telephone "Thank you. I will hold the line," remain cut in and wait for the called party. If the called telephone says for example, "Just a moment" or "I will get him" or "Wait a minute," or does not reply when you ask how long it will take, assume that the called party will be available in 3 minutes and wait for him, if the calling party stays on the line. Enter the report on a memo ticket as for example, "lk (time)" or "by tlk (time)" as an aid in determining the expiration of the 3 minutes. Also, be guided by the following:

A. While you are waiting for the called party, if the calling party indicates that he is unwilling to hold the line, say for example, "If you will hold the line, Mr. (cld. pty.) may be available at any moment." If the calling party is still unwilling to hold the line, say "Will you place your call again please when you are ready?" Explain the situation to the called telephone and add, "If they wish to talk later, I will call you." Release forward and release your position. However, if the calling party wishes you to keep trying the call, say "All right, sir." Enter the call details on a ticket. Enter a subsequent attempt time of five minutes, unless the calling party specifies a different time. Hold the ticket at your position.

B. If you have not reached the called party at the expiration of 3 minutes, ask "Is Mr. (cld. pty.) ready to talk?" If he is not ready, proceed as when the called party is not expected within 3 minutes. However, if either the calling party or the person at the called telephone indicate it would be desir-

REACHING CALLED PARTY

able to hold the line longer to reach the called party, proceed accordingly. Continue to wait so long as the party at the calling telephone remains on the line.

If no response is received when you ask if the called party is ready to talk, proceed as follows:

(1) **Called Number Reached by Dialing.** Release forward. Give the LK LF report, saying "I am sorry, I have not yet reached Mr. (cld. pty.). I will keep trying and call you." Enter the call details on a ticket. Release your position. Hold the ticket at your position.

(2) **Called Number Not Reached by Dialing.** Reach the terminating operator, say "Ring (cld. no.)" or "Ring (cld. pl.) (cld. no.)," and remain cut in. If the called telephone answers, say "This is Long Distance. Is Mr. (cld. pty.) ready to talk?" and be guided by the reply. If the distant operator reports "LF," say "Release." Proceed as above for a call reached by dialing.

C. If the calling and called P.B.X. attendants argue with each other, each trying to get the other to put on her party first, use your best judgment under the circumstances to get conversation started or to otherwise dispose of the call as promptly as possible. Understand that these cases are very wasteful of both operators' and circuit time. The following general procedure is suggested:

At once regain control of the connection if necessary, by saying "One moment please," "Just a moment," or "This is the operator." Then say to the called attendant, "Can you reach Mr. (cld. pty.) now?" If she cannot or will not, say to the calling attendant, "Shall I leave word for Mr. (cld. pty.) to call me when he is ready, or would prefer to place your call again?" and proceed as directed. If the called attendant indicates that she can or will reach the called party, say to the calling attendant, "They can (or will) reach Mr. (cld. pty.) now. Put on your party, please." If she does not then put on her party, say "I'd better cancel the call. Will you place it again, please when your party is ready?"

3. NOT EXPECTED OR NOT READY TO TALK WITHIN 3 MINUTES.

A. Report Obtained Concerning Called Party. Say to the called telephone "Will you hold the line, please?" Give the report to the calling party if necessary, and ask "Will you talk with anyone else?" unless the calling party volunteers further directions. If he will not talk with anyone else, proceed as follows:

(1) **Called Party Expected Today or Not Known Whether He will be there Today.** Say to the calling party, "Shall I leave word for Mr. (cld. pty.) to call me when he returns, or would you prefer to place your call again?"

(a) **Procedure**

If the calling party wishes you to leave word, do so, release forward. Say to the calling party, "I'll call you when Mr. (cld. pty.) reports.

(b) **Ticket Writing**

If the calling party will place his call again, say to the called telephone, "The calling party will call later." Do not write a ticket.

If the calling party wishes you to try later, write a ticket. Enter the call details and the subsequent attempt time on the ticket. Hold the ticket at your position.

If word is left at the called telephone, write a ticket if the calling party wishes you to make a subsequent attempt. Ask him at what time, enter the subsequent attempt time on the ticket, and hold it at your position.

(2) **Called Party Expected on a Future Day or Not Known When He will be There but It will Not be Today.** Say to the calling party, "Shall I try tomorrow (or 'given day') or would you

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prefer to place your call again?" If the calling party wishes you to try, and a time has not been specified, ask when he wishes the call tried. Say "I will call you at (time and day specified)." Say to the called telephone, "I will call again at (time and day specified)." Enter the call details on a ticket.

(3) **Called Party Not Expected.** If, for any reason, the called party is not expected at any future time, give the report if necessary, and proceed as directed.

B. **Report Phrases.** Following are examples of phrases which you may use in giving reports to the calling telephone. Where these phrases are not appropriate, give the report in words which will convey the information received.

(1) **Called Party Expected Shortly.**

"Mr. (cld. pty.) will talk in a few minutes."

"They expect Mr. (cld. pty.) in a few minutes."

"They will have to look for Mr. (cld. pty.). It will take a few minutes."

(2) **Called Party Expected at a Definite Time.**

"Mr. (cld. pty.) will talk at (or 'in') (time)."

"They expect Mr. (cld. pty.) at (or 'in') (time)."

(3) **Called Party Not Expected at a Definite Time.**

"They expect Mr. (cld. pty.) today (or 'period of day') but they do not know at what time."

"They expect Mr. (cld. pty.) (day expected) (period of day) but they do not know at what time."

"They do not know whether Mr. (cld. pty.) will be there today."

"They do not expect Mr. (cld. pty.) today and do not know when he will be there."

(4) **Subsequent Reports Concerning the Called Party.** If the time at which the party is expected differs from the time given in the preceding report, say "They now expect (Mr. Called Party) . . .".

4. WILL TALK FROM ANOTHER TELEPHONE OTHER THAN AN EXTENSION OF THE SAME P.B.X.

Leave word, release forward. You need not write a ticket. Give the report to the calling party saying "Mr (cld. pty.) is going to a different telephone. I will call you when he reports," and release your position.

5. UNWILLING OR REFUSES TO TALK.

Ask "Would you (or 'he') care to talk later?"

A. **Will Talk Later.** Determine how soon and proceed thereafter as in the case where the called party is expected today.

B. **Does Not Wish to Talk Later.** Say "All right, sir," release forward, and give the report to the calling telephone if necessary, saying "Mr. (cld. pty.) does not wish to talk."

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C. Does Not Respond. Assume that the party has hung up, release forward, and give the report to the calling telephone if necessary, saying "Mr. (cld. pty.) does not wish to talk."

6. PARTY TO BE SENT FOR.

A. Distant Telephone will Send and there will Not be a Charge for Sending. Ask "How long will it take, please?" If the delay will exceed 3 minutes, leave word, release forward, and say for example, to the calling party, "They will send for Mr. (cld. pty.). I will call you when he reports." You need not make a ticket.

B. Distant Telephone will Send and there will be a Charge. Say "One moment, please," give the report if necessary, saying "The charge will be (amt.) to send for Mr. (cld. pty.)," and ask if it will be satisfactory. If the charge will be satisfactory, say to the calling party "Hold the line please." Then say to the called telephone, "I will call you in a few minutes." Release forward. Record a ticket. Proceed as outlined for handling messenger calls in the section "Infrequently Encountered Call Conditions."

C. Distant Telephone Unwilling or Unable to Send. Say "All right, sir," release forward, give the report if necessary, saying "They are unable (or 'unwilling') to send for Mr. (cld. pty.)," and proceed as directed.

7. CAN BE REACHED AT DIFFERENT TELEPHONE OR PLACE.
Give the report to the calling party if necessary, adding "but he (or 'Mr. [cld. pty.]') may be reached at another telephone (or 'in [pl.]')." Then say "Shall I try the other telephone (or 'try [pl.]')?" unless the other telephone is in the calling place.

A. Will Talk with Called Party at First Telephone Only. Determine when the party is expected and proceed in the usual way.

B. Will Talk with Called Party at Other Telephone. Make a notation of both called numbers and area code if needed. Ask the calling party to hold the line. Then say to the called telephone, "That is all, thank you" and release forward. Reach the other telephone, and try to reach the called party there.

Also be guided by the following:

(1) If the called party can be reached at another extension and the first extension does not offer to transfer the call, ask to be transferred.

(2) If the called party can be reached at the calling place and the calling party indicates that he will call him there, say "All right, sir." If the calling party asks where he can reach the called party, try to secure the information before releasing the called telephone. If the calling party asks to be connected to the local number, say "That is a local call. Will you hang up, please, and then make your call?" Release your position.

C. Will Talk with Someone Else at First Telephone. Proceed in the usual way.

8. P.B.X. EXTENSION OR ROOM OR APARTMENT TELEPHONE BY OR DA.

A. Extension or Room or Apartment Telephone BY. Say "Thank you." Release forward. Give the report, saying "Mr. (cld. pty.'s) extension (or 'Extension [no.]') is busy. Shall I try later or would you prefer to place your call again?" If he wishes you to try later say "I will call you in about five

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minutes." Otherwise say "Thank you." Make a ticket showing the call details and a subsequent attempt time five minutes after the report. Hold it at your position. Release your position.

If the P.B.X. attendant at the called telephone asks you to hold the line, check with the calling party. If he will hold the line say "Thank you, I will hold the line," and remain cut in. Say to the calling party. "The extension may be available at any moment." However, if the calling party is unwilling to hold the line, again ask whether he wishes you to try later or whether he will place his call again. Release forward and release your position.

If the calling party asks you to hold the line, say to the called telephone "I will hold the line," and proceed accordingly.

If you hold the line and have received no further report at the end of 3 minutes, ask "Is Mr. (cld. pty.'s) extension (or 'room' or ['apartment']) telephone still busy?" If the extension is still busy after waiting for 3 minutes, or if no response is received when you ask if the extension is still busy, release forward and give the report to the calling telephone, saying "Mr. (cld. pty.'s) extension (or 'Extension [no.]') is still busy. Shall I try later or would you prefer to place your call again?" If he wishes you to try later, say "I will call you in about five minutes;" record a ticket and hold it at your position. Otherwise, say "Thank you." Release your position.

B. **Extension or Room or Apartment Telephone DA.** If a person has been specified and it seems appropriate, try to determine when he is expected and proceed in accordance with the report received.

If you are unable to secure a report concerning the called party, or if a person has not been specified, release forward and give the report, saying for example, "Extension (no. or 'Room [no.]') does not answer. Shall I try later or would you prefer to place your call again?" and proceed as when a called telephone is DA.

If the calling party asks to have the party paged, proceed as for a similar request following a "not registered" report.

9. NOT REGISTERED. Say "All right, thank you", and release forward. Give the report if necessary, saying "Mr. (cld. pty.) is not registered at (address name [or 'no.']). Shall I try later or would you prefer to place your call again?" If he wishes you to try later, ask "What time shall I try your call again?" Otherwise, say "Thank you." Write a ticket if a subsequent attempt is to be made, and hold it at your position.

If the calling party asks to have the party paged, say "All right, Sir. I will ask them to page him and I will call you when Mr. (cld. pty.) reports." Operate the start key and again reach the called station. Say for example, "Please have Mr. (cld. pty.) paged and notify him to call operator (No.) at (OTC) and ask for (clg. no.)."

10. UNKNOWN. Spell the name if you are not sure that it was correctly understood, verify the telephone reached if you are not sure that it is the right one, or verify the report in the hearing of the calling party if he questions it. Otherwise, say "All right, thank you" and release forward. Give the report if necessary, saying "Mr. (cld. pty.) is unknown at (address name's) telephone (or 'cld. no.')" and proceed as directed.

11. ALTERNATE TELEPHONE SPECIFIED BY CALLING PARTY.

A. **Alternate Telephone Specified When Call was Placed.** If the called party will be available within 3 minutes, wait for him. Otherwise, say, "All right, thank you" and try to reach the party at

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the alternate telephone. If he is not there, determine when he is expected. Give the calling telephone the report from each telephone, if necessary, and ascertain whether you should leave word at either or both telephones or whether the calling party will place his call again. Mark the first number on a ticket, write the second one in the space for reports.

If the party is reached at either telephone, when conversation starts, if a ticket is required, mark the correct called number.

If a second alternate telephone in the same or a different place was specified, or if more than 2 alternate telephones were specified, proceed in general as above.

B. Alternate Telephone Specified When a Report of Delay is Given. Release forward, then key the new number and proceed in general as if the alternate was specified when the call was placed.

12. ALTERNATE OR ADDITIONAL PARTY SPECIFIED BY CALLING PARTY.

A. If an alternate was specified when the call was placed, announce the call for both parties, as for example, "Mr. (one pty.) or Mr. (other pty.) please, Long Distance is calling" or "Mr. or Mrs. (cld. pty.), please, Long Distance is calling." If neither party is available, try to determine when each party will be available before giving a report to the calling party. If you are to leave word, do so for either or both parties, depending upon the report received.

However, if the calling party has indicated a preference, announce the call for the preferred party only. If the preferred party is not there or is there but not immediately available, at once announce the call for the alternate.

B. If an alternate is specified after it has been determined that the first party is not available or when you ask "Will you talk with anyone else?" say "My party will talk with Mr. (alternate)." Enter "ag (alternate)" in the space for reports, if a ticket is required, and proceed in general as if the alternate was specified when the call was placed.

C. If the calling party indicates that the person who answered will be acceptable as an alternate, say "All right, sir" and start conversation if necessary. If a ticket is required enter "ag (name [or 'pty ans'])" in the space for reports, draw a line through the entry in the "To Pers." space and enter the alternate's name, or "P" if his name is not known.

D. If the calling party says that he will talk with anyone, say "My party will talk with anyone." Understand that the classification of the call does not change.

If the calling party wishes the call handled on a station basis, say for example, "I'm sorry, but I am unable to change this to a station call now." If he attempts to cancel the call and place a station call to the same number, explain that you cannot accept such a request as a new call.

If the calling party is not satisfied with your explanation, for example if he asks why he cannot change the call now but he can hang up and then make a station call for the same number, explain in your own words that:

On a station call, timing starts when the telephone answers. We cannot change a person call to station after the telephone has answered, because the starting point has been passed.

Understand that what has happened on this call does not affect in any way the classification of calls placed later by the customer after he has hung up.

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E. If more than one party was specified when the call was placed, dependent upon all being there, and you encounter a delay in reaching any of them, obtain a report regarding each party. Be sure that any other party understands why the call is not being completed and that the calling telephone is given the reason for the delay.

13. ALTERNATE PARTY OFFERED BY CALLED TELEPHONE. If another party offers to talk in the called party's place, give the report to the calling telephone if necessary, saying "Mr. (cld. pty.) is not there now but Mr. (alternate) will talk," and ask "Will you talk with him?" or "Will you talk with Mr. (alternate)?" whichever seems appropriate, unless further directions are volunteered.

However, if you know that the calling party will not talk with anyone else, at once say to the called telephone, "My party wishes to talk with Mr. (cld. pty.) personally."

A. Calling Party will Talk with Alternate. Say to the called telephone, "My party will talk with Mr. (alternate)."

B. Calling Party will Not Talk with Alternate. If a ticket is made enter "only" in parentheses after the called party's name. Say to the called telephone, "My party wishes to talk with Mr. (cld. pty.) personally" and proceed as though no alternate had been offered.

14. ADDITIONAL INFORMATION REQUESTED BY CALLED TELEPHONE. If the called telephone asks for the calling place or number, the name of the calling party or firm, in what department or office the called party may be located, or which of 2 or more persons of the same name is wanted, give the information if you have it, or obtain the information, enter it on a ticket, if you have used one and give it to the called telephone if necessary. Understand that you will not be able to split the connection. Whatever is obtained verbally from either party will be heard by both telephones.

15. LEAVING WORD AT CALLED TELEPHONE.

A. Operator Numbers to be Used in Leaving Word.

(1) **Regular Leave Word Number.** Use this number on paid calls on which it is not necessary to take any special action in completing the WH report.

(2) **Individual Leave Word Numbers.** If individual leave word numbers are provided for conditions such as the following, use the proper number when leaving word on calls on which the specific condition applies. Such calls require special action as indicated, in completing the WH report.

Collect calls not requiring quotation of charges.
Collect calls requiring quotation of charges to called telephone.
T & C requests.
Third telephone charge calls.
Credit card calls.
Requests to notify at a stated period.
Calls on which special billing (Q-Z) numbers are given.
Calls on which you are not to cut in.
Calls originating at coin telephones.
Other calls requiring special action in completing the WH report, as specified locally.

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(3) **Special Leave Word Number.** Use this number when leaving word on calls for which individual leave word numbers have not been assigned as above. The special action required on these calls must be obtained from the calling party when the WH report is received.

B. **Leave word Phrases.** Say to the called telephone, "Please have Mr. (cld. pty.) call operator (no.) at (OTC) and ask for (clg. no.)."

If you know the calling party's name or extension number include this in the report, saying ". . . and ask for Mr. (clg. pty.) at (clg. no.) (or 'ask for [clg. no.] extension [no.]')."

If you know the calling place and it is different from the OTC, say ". . . and ask for (clg. pl.) (clg. no.)."

When leaving word at a telephone within your toll center area, substitute "Long Distance operator (no.)" for "operator (no.) at (OTC)."

If an alternate party has been specified, say "Please have either Mr. (one pty.) or Mr. (other pty.) . . ."

If the call is for more than one person dependent upon all being at the telephone at the same time, say for example, "When both (or 'all') parties are ready to talk, please have them call operator (no.) at (OTC) and ask for (clg. details)."

If the calling party has requested that in leaving word the called party be asked to call him at a telephone other than the calling telephone, say "Please have Mr. (cld. pty.) call the universal operator at (OTC or other pl.) and ask for (other tel. no.)." If the calling party has also requested that the call be charged to the calling telephone rather than the other telephone, tell him that the operator will make arrangements for the charge when the call is completed.

C. **Enter clock times** in accordance with the following:

24-hour clock In writing reports on tickets, enter the hour followed by a dash and the minutes. Since the hour is always identified, you will not need to use the terms, "a.m." or "p.m."

12-hour clock times In talking to customers or in entering times that are an integral part of reports, use "a" for a.m. and "p" for p.m. following the hour and minutes.

These principles are followed in the examples included in Paragraph 16.

D. **Ticket Entries if Required.** When you leave word, enter "lw" and the operator number on a line with the party delay report, as for example, "u today 15-28 lw 302."

16. SAMPLE TICKET ENTRIES. The following are examples of entries that would appear in the space for reports, in instances when you are required to write a ticket.

A. LK LF finally resulting in release of called line and calling party.
   lk 9-25 lf 28
   〈9-33〉

B. Expected or will talk at a definite time.

(1) Time specified—customer requested leave word, and subsequent attempt.
   u 10-00a 9-13 lw 302
   〈ag 10-30〉

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(2) Alternate party specified—customer requested leave word, and subsequent attempt.
Brown u 1 hr 9-30 lw 302
Smith u 2-00p 31 lw 302
(ag 11-00)

C. Expected at an indefinite time.

(1) Same day—customer requested leave word, and subsequent attempt.
u aft 9-23 lw 302
(ag 14-30)

(2) Future day, calling party specified subsequent attempt time.
u tomorrow 9-31   (ag 10-30 9-20-63) on back of ticket.
Also, enter ("ag 10-30 9-20-63") in "Spec. Inst." space and encircle the entry.

D. Called party may be reached at another telephone. Subsequent attempt specified.

(1) In the same place.
u eve fc Main 7-2000 9-31
ag other tel
(ag 21-00)

COLLECT CALLS

A collect call is a call charged to the called telephone. Such calls are handled in general as provided for paid calls except as modified by this section.

1. ACKNOWLEDGING AND ACCEPTING. If, after you have answered a new signal, the customer says he wishes the charges made collect to the called telephone, acknowledge and then ask if the called telephone is a coin telephone. Say, for example, "Thank you. Is the number you are calling a coin telephone?" If he says "No," proceed as in "Rule 4" of this section. If he says he doesn't know, check the called station as in "Rule 2." If he says "Yes," proceed as in "Rule 3B" of this section.

If the calling party has not given you his name, request it.

2. CHECKING CLASS OF CALLED TELEPHONE.

A. DDD Calls.

If you do not determine whether the called telephone is a coin telephone by questioning, release forward. Display the called number, refer to your position information and check for coin series. If necessary reach the Rate-Route Operator. Say, for example, "TSP operator. (NPA-NNX or Cld. Pl.) Collect Route". The route operator will give you the coin series to be checked and the routes for operators and numbers. If the called number is in the coin series, operate the KP forward key, and key the operator's route plus the code for information. Ask the TTC information operator, "Is (NPA Code) (called no.) a coin telephone?"

B. Dial "0" Calls.

If the called place is a dialable point, check for coin as above. If it is not a dialable point reach the distant operator who rings the number and pass your order for the called telephone by prefixing the word "Collect."

To check the class of a non dialable called telephone without reaching it, reach the distant inward operator, and ask "Is (cld. Pl.) (Cld. No.) a coin telephone?"

3. CLASS OF CALLED TELEPHONE DETERMINED.

A. Called Telephone Not a Coin Telephone. If you have reached the TTC Information, release forward, key the number and reach the called telephone in the regular way. If you have passed an order to a distant operator prefixed by "Collect," proceed with the call; remain cut in continuously awaiting an answer or until a report is received.

B. Called Telephone a Coin Telephone. Write a ticket, let the call advance and announce it in the usual way. If the charge is accepted, mark the "CN. COL." bubble. Do not mark the "YES" bubble.

Secure the called party's name if you have not already done so, and say to the called telephone, "If you will hang up for a moment, I will call you right back." Continue to hold the calling party on the line. Reach the universal operator at the TTC, and say, for example, "Reach (cld. no.) prepay (cld. pty.) and secure deposit of (amt.) for (initial period) on a collect call from (clg. pty.)" As the coins are deposited, note them on the ticket. When the TTC operator reports "(Amt.) ok," acknowledge and start conversation if necessary. Place call under "OPR. Timing" and put it on a locked loop. Hold and time the connection, and notify at the end of the initial period. Understand that your ticket is the billing ticket.

COLLECT CALLS

At the end of the conversation, again reach the distant operator by ringing forward if she does not challenge. Determine if there is an additional charge and proceed as follows:

(1) **No Additional Charge.** Say "Clear." Then release forward. Enter the minutes and charge on the ticket.

(2) **Additional Charge.** Say "There is an additional charge. Collect (amt.) for (no.) minutes." As the coins are deposited, note them on the ticket. When the TTC operator reports "(Amt.) ok," say "Clear" and release forward. Enter the minutes and charge on the ticket.

(3) **Deposit not Obtained for Full Amount Due.** Proceed as on a coin paid call as provided in the section "Public Telephone Calls."

If the charge is not accepted at the called telephone, proceed as when you encounter the same condition on a collect call to a non-coin telephone.

4. ANNOUNCING CALL. Operate the proper Class-Charge key. Announce the call to the first person who answers at the called telephone. If you are asked what place is calling, give this information if you know it. Otherwise, say "This is the (your ofc.) operator." On a person call, if the first person does not accept the charge but connects you with another party, repeat the announcement.

In announcing the call, say for example, "I have a collect call for anyone (or 'Mr. [cld. pty.]') from Mr. (clg. pty.). Will you accept the charge?"

If the call is for a department, office, branch, extension, room, apartment, etc., and a person has not been specified, announce the call for the department, office, branch, etc., saying for example, "I have a collect call for the freight department from Mr. (clg. pty.). Will you accept the charge?"

If the charge is accepted, say "Go ahead please." Start timing when conversation has started. Release your position and the call, except when you are to time the billing ticket. In this latter case, place the call on a locked loop.

A. If it is obvious that you are dealing with a hotel, ask "Do you wish to know the charge?" If the answer is "Yes," write a billing ticket. Hold and time the connection on your position. Recall the distant party after conversation and quote the charges.

B. On an address name call to a non-dialable point, if the distant operator has connected the telephone without giving you the telephone number, secure it from the called telephone before permitting conversation to start. Enter the number on your billing ticket. Hold and time the connection.

C. If the called telephone gives you an extension, room, apartment, or booth number, and you have recorded a ticket, enter this information following the called party's name. If you are not required to have a ticket, acknowledge the information but make no note of it.

5. CHARGE NOT ACCEPTED. If the person answering on a station call, or the called party or some one acting for him on a person call, refuses to accept the charge, ask "Will you hold the line, please?" Ask the calling party "Will you pay for the call?" explaining if necessary, that the called telephone will not accept the charge. Then if the calling party will pay for the call, say to the **called** telephone, "Mr. (clg. pty.) will pay for the call," and proceed as on a paid call.

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COLLECT CALLS

If the calling party will not pay for the call, proceed as directed, being guided by the following:

A. On a station call, if the called telephone refuses to talk, says he will talk later, says the charge will be accepted later, or says there is no one there to talk or to accept the charge, consider this as a refusal to accept the charge. If it is necessary to give a report, include the supplemental information in the words in which it was received from the called telephone. However, if the person answering plainly is not qualified to talk, consider this equivalent to a DA and proceed as for this condition in the section "Verifying Telephone Reached and Announcing Call." If you are uncertain as to whether the person is qualified to talk, ask such questions as are necessary to determine who has answered.

B. On a station call, if the calling party asks you to reach a specified person who will accept the charge, or to leave word for some one who will accept it, or to find out how soon some one is expected who can accept it, explain that if such action is taken the call will become a person call. If he agrees, change the charge classification, and proceed as on a person call.

C. On a station or person call, if the calling party asks you to try the call later or to hold the call until he asks you to try it, say for example, "I'll be glad to do so or it may be more convenient for you to place your call again when you are ready." If he agrees to place the call again, thank him, and cancel the call. If he wishes you to try the call later, write a ticket, and hold it at your position to make the subsequent attempt.

D. On a station call, if either telephone asks you to call a different number at which the charge may be accepted, release the called telephone and proceed as requested.

E. On a station call, if the acceptance of the charge has not been secured at the end of 3 minutes, say to the called telephone, "This is the Long Distance operator. Will you accept the charge?" If no response is received or if the called telephone asks you to continue waiting, consider this as a refusal to accept the charge, give the report if necessary, saying, "I have been unable to get anyone to accept the charge." Then, unless the calling party will pay for the call, say in the hearing of both telephones that the connection cannot be held longer, and release forward. If the calling party indicates that you should continue waiting for some one to return to the telephone, tell him that the connection cannot be held longer and ask "Will you place your call again later, please?"

F. On a person call, if the called telephone will not accept the charge but will accept it for a station call, consider this as a refusal to accept the charge. Then, if the calling party wishes the call completed as a station collect call, say for example, "I'm sorry, but I am unable to change this to a station-to-station call now" and proceed as for a similar condition on a paid call in the section "Reaching Called Party."

6. ADDITIONAL INFORMATION REQUESTED BY CALLED TELEPHONE. On a station call, if the called telephone, before accepting the charge, asks to whom the calling party wishes to talk or what department is wanted, say "The call is for anyone." If he still wishes the information, tell him that if it is given, the call will become a person call. If he agrees, try to obtain it from the calling party. If it is given, proceed thereafter as on a person call. If it is not given, proceed as directed by the called telephone.

If the called telephone asks if the call is for the purpose of placing an order or makes a similar inquiry, explain that such information cannot be given.

COLLECT CALLS

7. REQUEST TO MAKE CALL COLLECT RECEIVED AFTER CALL HAS BEEN ADVANCED.

A. Requested by Calling Party Before Start of Conversation. Continue with the call but ask if the telephone is a coin telephone. When the called telephone answers, announce the call as collect and start conversation if necessary.

B. Requested by Calling Party After Finish of Conversation. If a customer reaching your position on a new call asks you to make a completed call collect, explain to him that timing was automatic and that it will be difficult to change the billing after conversation but that you will try. Advise the party that in the future he can obtain this service by prefixing the digit zero to the called area code and number or to the called number and asking the operator to establish the call on a collect basis. Record the call details on a ticket. Mark it "Memorandum." Enter "Make collect after conversation" in the "Special Instructions" space. Obtain the approximate time conversation started and enter it in the "Spec. Inst." space also. File the ticket with the memorandums.

8. TIME OR CHARGE REQUESTED BY CALLED TELEPHONE.

A. After the call is announced if the called party asks to have the time or charge quoted, say that you will call after the finish of conversation. Write a billing ticket. Make the proper entry in the "Spec. Inst." space, enter the rate on the ticket unless the request is for time only. Operate the OPR Timing key. Hold and time the connection on a locked loop. Reach the called station after the end of conversation to quote the charge.

Quote the desired information saying, "On your Long Distance call, the charge (or 'time') is, etc." If the called telephone is holding the line, say "One moment, please" if you cannot quote the information at once. After quoting the information, if a P.B.X. operator at the called telephone gives her number, or initials, or serial, or voucher number, enter this information in the "Spec. Inst." space, for example, "ref 62," "ok by DB," "ser 3b," or "vo 27."

B. When you answer a signal, if a request is received for the time or charge on a completed inward collect call, explain that billing is automatic and that while it will be very difficult to obtain time and charge, you will try and will call him in two or three days to quote the information desired. Write a memo ticket showing all the call details including the approximate time conversation started. Enter "In Col. Quote T&C Requested after conversation" in the "Spec. Inst." space. File the ticket with other memorandums.

ENTERPRISE OR SPECIAL COLLECT TOLL CALLS

A customer may by special arrangement permit customers in specific exchange or central office areas to call him at his expense without requesting reversal of the charge. The customer may be assigned a special collect number or a 7-digit number. Special collect numbers are usually identified by a prefix, such as "Enterprise," "Zenith," "Commerce," "WX," etc. The 7-digit numbers are regular, dialable telephone numbers.

A call for a number with enterprise service is completed to that number as on a paid station call, and billed to the called party.

A call for a 7-digit Enterprise number can be dialed by the calling station. He will say "Enterprise service" when you answer.

1. **CALL RECEIVED.** If you receive a call for a special collect number, or if the customer says he wants "Enterprise" service, acknowledge the request. Release forward if the customer dialed the number, and check for calling privilege as outlined below.

2. **TRANSLATING SPECIAL COLLECT NUMBER.** If the customer gave you a number with fewer than 7 digits, obtain the regular number from your position information, from the route operator, or from Information, as locally specified. To obtain the number from an operator, say "(Clg. exchange or ofc.) calling (spec. col. no.)."

3. **CHECKING CALLING OFFICE PRIVILEGE AND CONNECTING.**

A. Display Calling Number. Check your bulletin to determine whether the calling office is authorized to be connected with the called enterprise number. If it can, dial the number, if need be, or let the call advance. Operate the "Enterprise" Class-Charge key, Start Timing key, and Position Release key in the usual manner.

B. If the special collect number may not be used from the calling office, say "(Spec. col. no.) is not for the use of (clg. ofc.) customers. Do you wish the call on a paid basis? The regular rate will apply." If he wishes to be connected, handle the call in accordance with his wishes.

C. If the service has been discontinued, say "I am sorry, (spec. col. no.) has been discontinued." If the called customer still has a regular telephone number, as indicated on the translation record, say "Do you wish to call the regular number? The regular rate will apply," and then proceed as directed.

D. If there is no record of the special collect number, say "I am sorry, (cld. no.) does not have Enterprise service," or "I have no record of (spec. col. no.). Do you wish to call their regular number?" If he says that he does connect him.

E. On a call from a coin telephone, return the 10¢ dial tone deposit and proceed as on a call from a noncoin telephone, no deposit being required.

F. On a call from an attended public telephone, at the first opportunity before the start of conversation, say to the attendant "There is no charge," adding if necessary "The called party pays for such calls."

CALLS CHARGED TO A THIRD TELEPHONE

A call is considered as "charged to a third telephone", rather than paid or collect, if the charge is transferred to a telephone other than one of the two between which conversation is held. A charge may be transferred to a third telephone anywhere in the United States (including Alaska and Hawaii) or Canada, at the request of either the calling or called party.

On a call originating from a non-coin telephone, the charge may be transferred to a third telephone without reaching that telephone to secure acceptance. On a call originating from a coin telephone, acknowledge the request, saying for example, "Thank you. You will be connected, and then I'll check that number"; after the connection is established, reach the third telephone to secure acceptance of the charge.

As an exception, where locally directed for locations with high third number uncollectibles, secure the acceptance of the charge after the connection is established on calls from non-coin telephones, or secure the acceptance of the charge before the call is advanced on calls from either or both non-coin and coin telephones.

If the charge is refused, or if the calling party is unknown, or if the third telephone is intercepted or a coin telephone, interrupt conversation, release the called party and explain, for example, that the third telephone would not accept the charge and request the calling party to deposit the amount due. Do not re-establish conversation until the deposit is secured or other satisfactory arrangements are made to bill the call, such as to make the call collect or charge it to another third telephone.

If the party requesting the transfer states that there is no one at the third telephone to accept the charge, determine when some one will be there. Secure the calling party's address, his connection with the third telephone and then allow the call to advance.

When securing acceptance of the charge immediately after the call has advanced, or connection has been established, if the third telephone is BY, DA, or the party reached is unauthorized to accept the charge, hold the connection at your position and reach the party requesting the transfer at the end of conversation. Explain the situation and secure his address, his connection with the firm or person that he wishes to pay for the call, and the listing of the third telephone.

In cases on which you do not secure acceptance of the charge, cancel the AMA timing, hold the connection at your position, time the connection manually and mark the ticket as the billing ticket.

In any case of BY or DA or unavailability of someone to accept the charge, make subsequent attempts to reach the third number and obtain acceptance of the charge. However, if acceptance of the charge is not obtained by the end of the next business day, refer the ticket to the appropriate ticket investigation bureau or security group.

A charge may also be transferred to a special billing (Q-Z) telephone number anywhere in the United States or Canada. Such calls are handled as calls charged to a third telephone except that no attempt is made to secure acceptance of the charge.

> NOTE: If the Bill-to number is a Q or Z type number, record a memorandum and handle the call exactly as a regular "charge-to-third-number" call. Keying a Q or Z number into the equipment as though it were a calling number is an exception for CAMA call handling only.

Calls charged to a third telephone are handled in general as provided for paid calls except as modified by this section.

1. ACCEPTING CALL.

A. Call Originating At a Non-Coin Telephone. Write a ticket, mark the memorandum bubble and also mark the "3rd No." bubble. In the "Bill to" space, enter the place and/or NPA code and tele-

CALLS CHARGED TO A THIRD TELEPHONE

phone number of the third telephone, or the place and/or NPA code where the special billing (Q-Z) number is located, together with the Q-Z number.

If the person requesting the transfer is the calling party, secure and enter his name on the second line of the bill-to space. If he is the called party, enter " cld. pty." by his name.

Allow the call to advance. Make any announcement required in the usual way. Set the appropriate Class-Charge key.

At the first waiting moment secure and enter the calling and called numbers together with NPA codes from your positional display panel.

Hold the connection on your position until conversation starts, as defined in the section entitled "Starting Conversation, Starting Timing," enter the connect time on the ticket in the connect space then release the call from the loop and from your position. File the memorandum ticket for forwarding to the Accounting Department. In general, customers take their own DA reports on station calls. However, if after about a minute of ringing, a calling party is still waiting, give him a report. Mark the cancel bubble on the ticket.

Enter any other details required on the ticket, including a mark in the "Hotel" bubble if the call originated at a hotel.

B. Call Originating At a Coin Telephone. Proceed as on a call originating at a non-coin telephone, except that after receiving the request say for example, "Thank you. I'll check that number, after you are connected."

2. PROCEDURE AFTER ACCEPTING CALL ORIGINATING FROM A NON-COIN TELE-PHONE.
Acknowledge the request and let the call advance in the usual way except that you do not quote the charge on an attended public telephone or a hotel extension call. However, if you know or if the customer indicates in any way that the third telephone is a hotel, make your ticket the billing ticket. Hold and time the connection at your position. At the end of conversation reach the hotel, explain that the calling party (or called party) made a call from another telephone which is to be charged to his room number and then quote the details in the usual way. At the end of conversation, file the ticket with the regular billing tickets for forwarding to Accounting.

If you recognize that the third telephone is a coin telephone, advise the customer, explaining that you cannot transfer the charge to a coin telephone, and then determine how he wishes the call charged.

3. PROCEDURE AFTER ACCEPTING CALL ORIGINATING FROM A COIN TELEPHONE.
Proceed as on a third telephone call from a non-coin telephone except that if the third telephone is not a special billing (Q-Z) number, after the connection is established, enter the connect time on your ticket, operate the Start Timing Key and hold the connection on the loop being careful not to release your position circuit. Then, reach the third telephone using another loop and try to secure acceptance of the charge as provided hereafter.

A. Securing Acceptance of Charge At Third Telephone. When you reach the third telephone, identify yourself and if the request was received from the calling party say for example, "Mr. (clg. pty.) is calling (or 'has just talked with') (cld. pl.) from another telephone (or clg. pl.) and wishes the call charged to this telephone. Will that be satisfactory?" If the request was received from the called party say for example, "(Clg. place) is calling (or 'has just talked with') Mr. (cld. pty.) at another telephone (or cld. pl.) and he wishes the call charged to this telephone. Will that be satisfactory?"

CALLS CHARGED TO A THIRD TELEPHONE

(1) CHARGE ACCEPTED AT THIRD TELEPHONE

If the charge is accepted, acknowledge, release the connection to the "bill-to" number and enter "ok" following the telephone number in the "Bill-to" space and separate it from the number by a dash. Then, release the talking connection from the loop by operating "Acs" key and Position Release. Mark the ticket "memorandum" and file it.

(2) CHARGE NOT ACCEPTED AT THIRD TELEPHONE

If the charge is not accepted, or if the calling party is unknown, or if the third telephone is intercepted or a coin telephone, before releasing the connection to the bill-to number verify that you have reached the number recorded on your ticket, and then proceed as follows:

(a) **Calling Party Has Requested Transfer of Charge.** Determine the charge for the initial period, or the elapsed time. Enter the disconnect time on the ticket. Also, cancel the AMA timing and then immediately interrupt the conversation, saying for example, "I beg your pardon Mr. (Clg. pty.) there will be a slight delay. (Cld. pty.), please hang up. I will call you in a few minutes." When the called station hangs up, release the forward end of the connection. Explain that the third number would not accept the charge (or calling party unknown, etc.) and request the calling party to deposit the amount due. Say for example, "I'm sorry, but (3rd no.) will not accept the charge for this call. Please deposit (amount) for the first (initial period) or the (elapsed time)."

Do not re-establish conversation until the deposit is obtained or other satisfactory arrangements are made to bill the call, such as to make the call collect, charge it to another third telephone or a credit card, etc. If the customer gives another third number, again proceed to secure acceptance of the charge in the same manner as with the number first given.

When satisfactory billing arrangements have been made, re-establish the connection. Say to the called party, for example, "I'm sorry you were inconvenienced. Please continue your conversation with Mr. (Clg. pty.) in (Clg. place) now." Place the connection under "Operator Timing Control." Mark your ticket as the "Billing ticket." Enter the new connect and disconnect times, and any other required details.

If the calling party refuses to deposit the amount due or make other satisfactory arrangements to bill the call say "All right. I will be unable to reconnect you." When the calling party has hung up, operate the "ST" key to recycle the call to the called number. When you reach the called party, say for example, "I'm sorry, there has been some difficulty in arranging for the payment of charges on this call and the call has been cancelled." Handle the ticket as a shortage.

(b) **Called Party Has Requested Transfer of Charge.** Explain the situation in the hearing of both parties. (Your connection cannot be split. You cannot release the calling party). Tell the called party that you cannot transfer the charge, and ask him if he will pay for the call. If he refuses, refer to the calling party and proceed as if he had requested the transfer. Understand that if conversation is re-established you will use your ticket as the billing ticket.

B. Delay in Securing Acceptance of Charge. If the party requesting the transfer states that there is no one at the third telephone to accept the charge, ask if necessary when someone will be there. Enter any information received in the space for reports. In addition, secure and enter the calling (or called) party's address, his connection with the firm or person he wishes to pay for the call and the listing of the third telephone. Then proceed with the call and at the time specified by the customer make an attempt to reach the third telephone to secure acceptance. On calls such as this, establish the connection in the usual way but hold and time conversation manually. Your ticket will be the billing ticket, if the called telephone answers and the call is completed.

CALLS CHARGED TO A THIRD TELEPHONE

When securing acceptance of the charge immediately after establishing the connection, if the third telephone is BY, DA, or the party reached is unauthorized to accept the charge, re-enter the talking connection. Cancel AMA timing. Put the loop in Hold condition. Release your position from it. Mark your ticket "Billing Ticket" and continue to time the conversation manually. Erase the mark in the memo bubble if you have made one. Reach the party requesting the transfer at the end of conversation, explain that the third telephone is BY or DA, etc., and secure the party's address, his connection with the third telephone, etc., as above.

In any case of BY, DA, or unavailability of someone to accept the charge, make hourly attempts to reach the third number plus additional attempts on the next business day, if necessary. If acceptance of the charge is not obtained by the end of the next business day, or if charges are refused when you finally reach the third telephone, refer the ticket to the Centralized Ticket Investigation group or security group as appropriate.

C. Timing. When conversation is interrupted due to the third telephone's refusing to accept the charge, etc., cancel AMA timing and enter the disconnect time on your ticket.

If the calling party deposits the money for the initial period, subtract the elapsed conversation time from the initial period, then determine and enter the time the initial period will expire and proceed as on a Dial "0" coin paid call, i.e., hold it on a loop and time it manually.

If arrangements are made to make the call collect, charge to a credit card, etc., place the connection under "Operator Timing" control and start timing when conversation resumes. When computing the total chargeable minutes, make only the usual coin timing allowance. Make no additional timing allowance for the interruption of conversation. Mark the ticket "Billing ticket."

4. SPECIAL PROCEDURES FOR LOCATIONS WITH HIGH THIRD NUMBER UNCOLLECTIBLES.

When locally directed to do so, on calls from telephones in designated locations with high third number uncollectibles, proceed in one of the following ways if the third telephone is not a special billing (Q-Z) number.

A. On calls from non-coin telephones, after the connection is established, reach the third telephone and try to secure acceptance of the charge proceeding in general as on a call originating at a coin telephone. When necessary to interrupt conversation because the charge is not accepted, etc., explain the situation to the party requesting the transfer. Tell the customer that it will be necessary to charge the call to his telephone and make any necessary ticket corrections. However, if the customer desires other arrangements made to charge the call, proceed accordingly. In cases where conversation is interrupted, cancel the AMA timing, use the ticket as the billing ticket. If the connection is re-established, place it under "Operator Timing" control. If the called party has requested the transfer, tell him that you cannot transfer the charge and ask him if he will pay for the call. If he refuses, refer to the calling party and proceed as if he had requested the transfer.

B. On calls from either or both non-coin and coin telephones, do not let the call advance. Hold the calling party, but do not release the position circuit. Then, reach the third telephone and try to secure acceptance of the charge. If the charge is accepted, proceed with the call. Leave the connection under AMA timing control and release it from your position. Mark the ticket "memorandum." If charge is not accepted or if the calling party is unknown, etc., explain the situation to the calling party and tell him that you cannot transfer the charges. If he will pay for the call or wishes other arrangements made to charge it, proceed accordingly. If the third telephone is BY or DA, or an unauthorized party is reached, or if the calling party states there is no one at the third telephone to accept the charge, secure the necessary information from him as when you encounter delay in securing acceptance on a call from a coin telephone, and proceed with the call that is, time the call at your position and mark your ticket "billing." Make the usual attempts to secure acceptance.

CREDIT CARD CALLS

A customer having a credit card may have the charges on his toll calls billed to a specified telephone or special billing number. Credit card calls are accepted from any telephone. A credit card may also be used on interzone calls where locally authorized, and on calls originating within the United States or Canada to any other country or territory.

Each credit card is issued on a yearly basis and contains a number which is recorded by the operator for billing purposes. A credit card number consists of 9 to 14 characters, as for example:

> 223–5836–S1
> 223–5836J–S12
> 2Q3–1234–S33
> 223–5836F12–S123
> 150–1234–S123

The first seven digits usually correspond to the customer's telephone number, consisting of the central office prefix and line number, or to his special billing number. In some cases, as for example 150, etc., the first three digits are a special code. If there are fewer than seven digits in the telephone number, arbitrary numerals are assigned to make a total of seven. This line number may be followed by a party line designation, or by a special designation to enable the holder to distinguish between a number of credit cards assigned to his listed telephone number. This designation always consists of a letter, or a letter followed by one or two numerals. Next comes a letter to designate the year, followed by the Accounting office address number, which may be any number from 1 to 299, inclusive.

The entire credit card number is printed on the card in three groups separated by hyphens. The first group of 3 characters is the central office or special billing designation; the second group of 4 to 7 characters is the telephone line number plus a party line or special designation, if any; the third group of 2 to 4 characters is the letter for the year and the Accounting office address number.

Under no circumstances should an employee disclose to unauthorized persons the characteristics of an acceptable credit card number.

Credit card calls are handled in general as other calls except as modified by this section.

1. **RECORDING TICKET.** When a customer reaching your position on a customer-dialed or Dial "0" Kind-of-call-lamp, requests that the charge be made against his credit card, record a ticket. Mark the CR. CD. and memorandum bubbles and enter the credit card number on the first line of the "BILL TO" space. Enter a hyphen after the first three digits and another hyphen before the letter designating the year. All letters should be printed as capitals; and in printing "Q" or "Z," care should be taken to avoid having these letters look like the figure "2."

Secure and enter the called and calling numbers.

2. **ACCEPTING CALL.** Observe whether the credit card number contains the following four components in the order given:

   A. Central Office or Special Billing Code. This number should consists of 3 digits. The first digit should not be "0." The second digit should not be "0" or "1," but it may be either the letter "Q" or "Z."

   B. Telephone Line Number. This number should be 4 numerals, and may be followed by a suffix consisting of a letter only, or a letter and either one or two numerals.

CREDIT CARD CALLS

C. Year Code Letter. The letter indicating the year 1963 should be "S." A different letter is designated for use each year.

D. Accounting Office Address Number. This number should be from 1 to 299 inclusive.

If the credit card number does not meet the above conditions, say for example, "That does not seem to be a correct credit card number." Then if the calling party does not change the number, ask him if he is reading the number directly from his credit card. If he still does not give you a correct number, tell him that the call can not be accepted on a credit card basis. In any case, do not divulge how it is apparent that the credit card number is incorrect.

For a period of approximately one month before and after January 1 of each year, consider a card valid if the year code letter corresponds to either year. After February 1, if a customer gives a number which is correct for the previous year, say for example, "May I have your (current year) credit card number, please?" If he then says that he has not yet received his new card, or does not have it with him, and his explanation seems reasonable, say that you will accept last year's number this time. Obtain the place and telephone number to be billed and enter this information on the second line of the "BILL TO" space. Also suggest that he carry his new card with him in the future, or consult the business office for a new card, if this seems appropriate.

3. PROCEDURES AFTER ACCEPTING CALL. Let the call advance, or dial the called number. Operate the "Special" Class-Charge key. Listen for ringing tone. Place a station call on a locked loop until called station answer supervision is received, then release it from your position. Release a person call with the start of chargeable time. Enter the time conversation started in the "connect" space. If the call is not completed, cancel the ticket.

4. CALLED PARTY ASKS THAT A COLLECT CALL BE BILLED AS A CREDIT CARD CALL. Write a ticket. Mark the CR. CD. and memorandum bubbles and enter credit card number in the "BILL TO" space. Then continue in the regular way for a credit card call.

5. CREDIT CARD CALLS FROM CUSTOMERS OF FOREIGN COUNTRIES. Credit cards issued by certain foreign countries, as indicated in the Operating Rate and Route Guide, are acceptable on overseas calls originating within the United States or Canada, providing the call terminates in the country which issued the credit card. Such calls are handled by the overseas operator. Foreign credit cards are not acceptable on any other calls.

If a customer wishes to place a call to an overseas point and gives a foreign credit card number, or inquires about such a call, connect him with the overseas operator in the regular way.

6. ADDITIONAL CHECK ON THE VALIDITY OF CREDIT CARD NUMBER. If locally directed to do so, on calls from telephones in designated locations with high credit card uncollectibles, proceed as follows when a customer has given a credit card number which meets the required conditions:

If the second digit of the credit card number is not "Q" or "Z," ask the customer for the name of the place and the telephone number to be billed, and enter this information on the second line of the "BILL TO" space. Compare the telephone line number with the fourth, fifth, sixth, and seventh

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numerals of the credit card number, ignoring any suffix. If any of the following conditions obtain, assume the credit card number is valid.

A. Telephone line number and fourth, fifth, sixth, and seventh numerals of the credit card number are identical. Example:

Credit card number: 223–5836–S12
Telephone number: PI 4-5836

B. Telephone line number has less than 4 numerals, which are the same as in the credit card number except for additional zeros preceding the number. Example:

Credit card number: 223–0026–S12
Telephone number: 26

C. The first 2 numerals of the credit card number are 15 or 17.

Example:

Credit card number: 153–3579–S126
Telephone number: 244–2460

If none of the above conditions obtain, proceed as when the customer has given an incorrect credit card number.

STARTING CONVERSATION, STARTING TIMING

1. **TIMING AT THE TSP.** The timing of conversations is done automatically by the equipment for the bulk of calls that are routed through the Traffic Service Position. However, if you hold a connection on which a charge applies at your position for the duration of the conversation, you will time the billing ticket. Under these circumstances, place the call under "OPR Timing" control before conversation starts. Operation of the "OPR Timing" key disables AMA timing equipment for the particular call. Such a call might be one to a non-dialable point which cannot be timed by the AMA equipment; or, it might be the second part of a conversation affected by a service interruption. In this case your ticket will "flag" the service difficulty experienced by the customer to the Accounting Department. They will look for the first segment of the conversation on the AMA tape and relate it to the second segment which you timed at the Traffic Service Position.

The procedures outlined in this section are a guide to assist you in starting timing, so that the measurement of elapsed time will be accurate whether it is done automatically by the equipment, or manually at the TSP.

2. **ASSISTING START OF CONVERSATION.** Permit the parties to begin conversation in their own way when either party attempts to do so. However, if you are waiting for the start of conversation and the parties do not begin conversation promptly, say for example, "Go ahead, please" or "Here's your party." If conversation does not begin then, determine the cause and if it is apparently due to unsatisfactory transmission or circuit or equipment trouble, try to correct the difficulty.

3. **START OF TIMING — STATION CALLS.**

   A. **Verification or Announcement Not Required.**

   (1) **Machine Timing AMA (Automatic Message Accounting) Record.** Start of timing is automatic in the equipment with the answer of the called station, if a Class-Charge key, and the Start timing key have been operated. Release your position from the connection as soon as you hear audible ringing tone from the called end, unless you are to hold the connection long enough to notify or to determine that the called telephone answered, as for example on a credit card call.

   (2) **Ticket Timed at TSP. Called Number is Dialable.** Start timing as soon as the called telephone answers as determined from the supervisory signal.

   (3) **Ticket Timed at TSP. Called Number is Not Dialable.** Start timing as soon as you hear the called telephone answer and at once cut out.

   B. **Verification or Announcement Required.** Start timing when one party speaks exclusively to and obtains a response from the other party, or when it is evident that one party is transmitting a message to the other party, and at once cut out.

4. **START OF TIMING — PERSON CALLS.** Understand that chargeable time starts when the calling and called parties are in exclusive communication with one another. Therefore, start timing, (in the AMA equipment and/or on the TSP ticket if a ticket is needed), when it is clear that one party has spoken exclusively to the other party and has received a response, or that one party is transmitting a message to the other party, and at once cut out. When one party answers the telephone or comes on the line by identifying himself, it should <u>not</u> be considered that he is speaking exclusively to the other party. Following are some examples which show how the foregoing principles are applied in starting timing.

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Example 1. The called party answers the telephone by identifying himself and the calling party, who is holding the line, starts to talk making it unnecessary for the operator to announce the call:

Called party : Hughes speaking.
Calling party : Hello, John. This is Bill Johnson.
Called party : Hello, Bill. How are you?

Timing should be started when the called party says "Hello, Bill."

Example 2. The called party answers the telephone by identifying himself, but the parties do not start talking.

Called party : Hughes speaking.
The calling party does not respond.
Operator : Go ahead please.
Calling party : Hello, John. This is Bill Johnson.
Called party : Hello, Bill. How are you?

Timing should be started when the called party says "Hello, Bill."

Example 3. The operator announces the call, the called party identifies himself, and the calling party then starts to talk.

Called telephone : Hello.
Operator : Mr. Hughes please. Long Distance is calling.
Called party : Hughes speaking.
Calling party : Hello, John. This is Bill Johnson.
Called party : Hello Bill. How are you?

Timing should be started when the called party says "Hello, Bill."

Example 4: Following are several illustrations of how one party might transmit a message to another party in starting conversation.

"Hello, Voorhees. I won't be able to get down next week."
"Hello, George. This is Jim Wilson. I had a call this morning from Roeblings about our order."
Hello, Blake. Did you finish your report?"
"Mr. Spencer, our case comes up in court tomorrow."
"Jim, what did you find out?"

Timing should be started in such cases as soon as sufficient words have been spoken to indicate that a message is being transmitted.

The calling party is anyone holding the line unless he indicates otherwise by saying, for example,

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"Just a minute" or "Mr. Smith is calling. One moment, please," when the called party is reached or you report ready on the call.

The called party is the person specified or anyone else with whom the calling party chooses to talk in place of the person specified. If the call is for a PBX extension or for a department, office, branch, etc., reached through a PBX without a person being specified, the called party is anyone answering at that extension, department, office, branch, etc.

5. WAITING FOR CALLED PARTY.

A. Station Call. If you have occasion to be on the line on a station call, if anyone at either telephone speaks to and obtains a response from the other, or transmits a message to the other, start timing and cut out.

B. Person Call. While waiting for the called party to come to the telephone, if anyone at either telephone speaks to the other and it is not in reference to reaching the called party, say "One moment, please." Then say to the party at the calling telephone, "Do you wish to talk on the call?" If the party wishes to talk, start timing and cut out.

6. CONNECTION HELD AT TSP — END OF TIMING. End timing on your ticket if you are timing one, as soon as a supervisory signal is received or as soon as you have determined that conversation has ended or is not proceeding satisfactorily, then proceed in accordance with the condition encountered.

If a conversation you have timed at the Traffic Service Position has exceeded 60 minutes, enter the chargeable minutes and write "(no. chargeable mins.) min ok" in the report space on the back of the ticket.

7. SUPERVISING A CONNECTION HELD ON YOUR POSITION. On receipt of a disconnect signal from the calling telephone, with no signal or with a disconnect signal from the called telephone, release your position.

On receipt of any supervisory signal other than those specified above, cut in and answer or challenge; and proceed in accordance with the condition encountered. However, when you cut in, if conversation is proceeding satisfactorily, cut out and cancel the end of timing entry on the ticket.

8. CONNECTION HELD AT TSP — PROCEDURE AFTER ANSWERING OR CHALLENGING. The following principles as stated, apply to flashes on connections established over "O," "O+" or "1+" trunks. It is recognized that call handling details will differ slightly if the connection was established over a delayed call trunk.

A. No Response Received. Release forward and release your position.

B. Response Received.

STARTING CONVERSATION, STARTING TIMING

(1) If the calling party indicates that he has not reached the called telephone, proceed as when you receive a request to rering the called telephone in the section "Cut-off Reports." Cancel the original timing on your ticket. After re-establishing the conversation, again operate "OPR Timing" key, continue to hold the connection on a locked loop, then release your position and again start timing your ticket.

(2) If either party indicates that he is waiting for some one, cut out.

If either party indicates that he is recalling his PBX attendant or requests you to transfer the call to another extension at his PBX, say "Will you signal your attendant again, please?" cut out, and disregard the recall signal.

If either party requests you to rering the other telephone, proceed as for this condition in the section "Cut-off Reports."

(3) If the calling party requests a new call, release forward. Key the called number. Obtain the calling number again (if needed) and key it back into the equipment. An AMA timing record can be made. If you do not need to hold the new connection, operate the proper Class Charge key. Start timing in the usual manner and release your position. If the calling party asks you to transfer the connection to another telephone, explain that it will be necessary for him to place a new call. If the called party requests a new call, say "Will you hang up for a moment, please, and then make your call?"

(4) If a customer reports hearing an intermittent tone during conversation, explain that a telephone recording device may have been used, saying for example, "A short 'beep' tone, repeated about every 15 seconds, means that a telephone recording device is being used at the other telephone." If locally directed to do so, add "Such tones are explained in the front of your directory."

9. **INTERRUPTION OR SERVICE DIFFICULTY.** If you are advised of a service difficulty, make a credit ticket in accordance with procedures outlined in the section, "Credit Tickets." In addition be guided by the following:

A. New Call Coming Into the TSP.

(1) **Wrong Number or Party Connected.** Make a credit ticket to cancel the previous timing. Mark the "Dial Credit" and "memo" bubbles. If the customer wants to be connected, establish connection, verify that the correct station or party has been reached, then release the call for timing by the equipment in the usual manner. If the call were one that you would normally hold and time at your position, follow this procedure, but record a new ticket covering this connection. This new ticket will be marked as a billing ticket not as a credit ticket.

(2) **Service Difficulty Other than Wrong Number or Party, for example Unsatisfactory Transmission, Cut-off, etc.** Record a ticket to be used as the credit and billing ticket. Reconnect the parties. Hold and time this portion of the conversation at your position. Mark the "Dial Credit" and "Billing" bubbles, and in addition make complete credit entries on the ticket.

B. Flash on Locked Loop. If you are notified of any service difficulty involving an established connection which you are holding and timing on your position, end timing as soon as the difficulty is reported. Make proper notations on the ticket. As an example, cancel a time that does not represent satisfactory communication. Take whatever steps are necessary to remedy the service difficulty encountered, and show the new timing entries. This ticket is the billing ticket. It will show any adjustment that has been made in timing. It will not be marked as a credit ticket.

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STARTING CONVERSATION, STARTING TIMING

If the original timing has been started too soon and you discover this before releasing your position circuit, cancel the original AMA timing entry and begin AMA timing again when conversation is proceeding satisfactorily. This condition includes (a) reaching a wrong telephone or party as a result of either an operator's or customer's mistake, or (b) timing started upon evidence of answer which turned out to be an ineffective answer.

10. **SWITCHBOARD CLOCK TROUBLE.** If a switchboard clock has stopped, at once end timing on tickets covering calls held at your position on which conversation is being timed. Observe the time on an adjacent clock or wall clock and enter it on the back of each ticket, allowing space for a disconnect entry above this entry. At the end of each conversation, enter the disconnect time on the back of the ticket. Then determine the elapsed time by the original timing entries, and the elapsed time shown by the second timing entries. Add the two elapsed times and subtract the usual timing allowance. Enter the number of minutes thus determined and write an explanation on the ticket.

11. **NOTIFICATION AT END OF A SPECIFIED PERIOD.**

A. Determining End of Specified Period

(1) When you are to notify at the end of the initial period, determine the number of minutes in the period on the basis of the calling and called NPA and NNX codes. Or, use the number of minutes given by the customer in requesting that he be notified. Turn the selector switch so that the number of minutes at which notification is to be given is at the top of the selector. (This can be done as an overlap operation.) Hold the connection at your position. If you are to hold the connection for the duration of conversation, write a billing ticket. If you are to release the connection after you have notified, usually no ticket is required.

(2) Depress the "Timer" key as an overlap operation.

(a) The timer key lamp lights when depressed. It goes dark when chargeable time starts; that is, (1) the timer key has been operated, (2) the called telephone gives "off-hook" supervision, and (3) the "Start Timing" key has been operated.

(b) The timer lamp starts to flash about six seconds before the expiration of the pre-set interval. It continues to flash until about twelve seconds after the expiration of the interval.

(c) Understand that in order to notify on time, it is necessary to call time while the timer signal is flashing. If you call time after the signal stops flashing, you are late in notifying.

(d) If conversation ends before the expiration of the initial or specified period, the timer is released when the connection is released from the position.

(e) If anything occurs to affect the time at which notification should be given, understand the timer is stopped by depressing the timer key again. Re-set the timer in the same way you started it.

B. Calling Time at End of Specified Period.
When you cut in to notify, say for example, "It is now the end of the initial period." Or, "your (no.) minutes are up." Release your position unless you are timing the conversation. If you are timing the billing ticket enter "nfyd (time)" in the space for reports.

STARTING CONVERSATION, STARTING TIMING

12. DETERMINING CHARGEABLE TIME WHEN NEEDED ON CONNECTIONS HELD AT YOUR POSITION. If there was no interruption between the start and end of timing, determine the elapsed time by subtracting the connect from the disconnect time entry on the ticket. Then subtract the timing allowance and count a fraction of a minute as a full minute. Enter the number of chargeable minutes thus determined.

For calls timed at the Traffic Service Position, the timing allowance is .2 minutes on (a) interstate 3 minute initial period calls, including Alaska and Hawaii, and calls to Puerto Rico and other localities which can be handled by the TSP operator, and (b) calls on which a charge is collected at a coin telephone. On other calls, the timing allowance is .1 minute, except as locally specified.

13. TIMING ENTRIES ON TICKETS TIMED AT YOUR POSITION INCOMPLETE OR ILLEGIBLE. If the case involves the accuracy or legibility of timing entries or if conversation was interrupted or unsatisfactory, determine the number of minutes for which charge should be made. Write an explanation on the back of the ticket unless the situation would be obvious.

Enter the number of chargeable minutes and if you compute the charge, show the amount quoted.

A. If you are timing a billing ticket and you are in doubt as to whether conversation exceeded the initial period, show the number of minutes in the initial period. If you are certain that conversation extended into overtime, determine the chargeable minutes on the basis of time for which you are positive. If the conversation ended during a fire drill, deduct the time taken for the drill as ascertained from the Chief Operator.

B. Elapsed Time on Your Ticket Consists of Two or More Timing Intervals or is Affected by Service Interruption or Transmission Difficulty. If there are two or more chargeable intervals on your record, determine the total elapsed time by adding all intervals. Generally, make an allowance of one minute, in addition to the usual timing allowance, for a break and restoration of conversation, but if this appears to be insufficient, make further adjustment so that the chargeable minutes are equal to the number which would appear to have been chargeable if the service had been normal. If the message was repeated, estimate the chargeable minutes on the basis of normal conversation for the message. If the message was repeated at a distant office, obtain an estimate from that office. If the customer did not receive the equivalent of any normal service, cancel the entire time.

(1) If your ticket is the billing ticket and there is no AMA record, mark the "Billing" bubble. Enter the chargeable minutes as determined in accordance with B above.

(2) If your ticket is a billing ticket representing reconnection following re-establishment of a call affected by service difficulty, for which there was an AMA record and on which there was some satisfaction, enter "Credit (Nature of difficulty)" in the "Special Instructions" space. Show the number of minutes of chargeable time for the connections held at your position, advise the customer he will be given an adjustment of the charge after the original record has been located.

(3) If in the above cases, there was no satisfaction on the first connection, adjust the charges in accordance with your record. Enter "Credit (Nature of difficulty)" in the "Special Instructions" space and an explanation on the back of the ticket that the original AMA timing should be cancelled.

STARTING CONVERSATION, STARTING TIMING

C. Timing Entry on Wrong Ticket. If you can secure the ticket on which the wrong timing was entered, determine the elapsed time for the call by using the time of day on a blank ticket as the end of conversation, making a suitable allowance for any delay in entering the time on the blank ticket. Determine the elapsed time on the incomplete ticket by using the end of timing on the ticket which was timed in error as the end of timing on this call. If you can not secure the ticket that was timed in error, determine the elapsed time on the incomplete ticket as for the case where you are in doubt as to whether conversation exceeded the initial period.

14. ADJUSTMENTS REGARDING CHARGEABLE TIME, CHARGE OR CLASSIFICATION.

If the billing ticket is available to you, make adjustments in accordance with the principles set forth below. If the ticket is not available to you, record a credit ticket showing the full detail of the difficulty encountered and of the adjustment made with the customer.

A. Customer Disputes Chargeable Time or Charge. If a customer disputes the chargeable time or the charge, question him if necessary to determine the facts. Adjust each case in so far as reasonable on the basis of the customer's point of view. If there is a possibility that a call may have been overtimed, make the chargeable minutes equal to the number for which charge should be made. If you do not have any facts to the contrary, give the customer the benefit of the doubt. If convinced that a claim is insincere or groundless, explain why the time or charge appears to be correct. In any case, write an explanation on the back of the ticket, describing the customer's claim and your disposition of the case. If a connection on which conversation was interrupted could not be reestablished for any reason and the calling party claims that he got no satisfaction on the call, no charge should be made for the original connection.

(1) **After Call was Completed as a Station Call, Customer Claims he Wanted a Person Call.** If you know the customer placed the call by number without mentioning a name, title, extension, etc., explain that the station charge is correct.

If there is a possibility that the calling party mentioned a name, title, extension, etc., in placing the call, change the ticket to a person basis and make any necessary charge adjustment. If he has talked with the person desired but claims that he was delayed in reaching him, determine the number of chargeable minutes on the basis of time which in your judgment should be chargeable had the call been handled on a person basis. If he did not reach the person desired, make further attempts to complete the call or cancel it as directed by the calling party.

In any case, write an explanation on the back of the billing or credit ticket, describing the customer's claim and your disposition of the case.

(2) **After Call was Completed as a Station Call, Customer Claims No Satisfaction was Obtained Because an Unauthorized Person Answered the Telephone or Because the Person Who Answered Refused to Talk.**

If an unauthorized person answered, try to determine why no satisfaction was obtained, questioning the customer if necessary. If you find that a person not qualified to talk answered or that the person who answered refused to talk, cancel the timing. Ask whether he wishes you to try the call later or whether he prefers to place the call again, and proceed as directed. However, if a person qualified to talk answered, such as an employee or member of the household or firm who could take a message or answer questions, or some one at a secretarial system, or there was an answer by an automatic answering device, explain the circumstances and say that there will be a charge for the call.

STARTING CONVERSATION, STARTING TIMING

In any case, write an explanation on the back of the billing or credit ticket, describing the customer's claim and your disposition of the case.

B. Referring Ticket to Supervisory Personnel. The operator will take the required action and make explanation to the customer in cases involving interruption to conversation or the accuracy of timing entries, as provided in this section, to the extent that she is able to do so. Otherwise, she will refer the case to the supervisor for advice or assistance.

If the supervisor is in doubt as to the proper action, the case may be referred to the Chief Operator.

The central office has the authority to determine the number of chargeable minutes and the consequent charge or to change the classification when the service rendered on a call is not normal and not satisfactory to the customer because of conditions for which the Company assumes responsibility, such as faulty operating, a possible misunderstanding by a customer or operator, equipment or circuit trouble, unsatisfactory transmission, or misrepresentation or a mistake at the called telephone.

In determining the number of chargeable minutes and the consequent charge, the general policy should be kept in mind that the charge for the service actually rendered shall be equal to the charge for an equivalent amount of normal service at the regular rate. If the customer has not received the equivalent of any normal service, no charge should be made.

INITIAL ATTEMPT TO REACH CALLED TELEPHONE

AFFECTED BY LINE BUSY, REORDER, ETC.

1. **CALLED LINE BUSY.** On a new call, if you receive a busy signal, at once release forward. Say, "The line is busy. I will try again for you, one moment please." Pause momentarily, then operate the "Start" key and again let the call advance. If it is still busy, release forward and say. "The line is still busy. Shall I try later or would you prefer to place your call again?" If he wishes you to try later, say "I will call you in about five minutes"; otherwise, say "Thank you." If the customer wants to be called, record a ticket before releasing the position circuit. Enter a subsequent attempt time of five minutes on the ticket and hold it at your position.

If the calling party hangs up without waiting for the busy report, release your position.

Note: Understand that you can "release forward" and recycle the called number by operating the "START" key whenever your position circuit is attached, regardless of whether you or the customer dialed the called number.

2. **CALLED TELEPHONE SLOW IN ANSWERING.**

A. Connection Held at TSP. After about a minute of ringing, re-enter the connection, release forward and give the report, saying "They do not answer. Shall I try later or would you prefer to place your call again?" If he wishes you to try later, ask "What time shall I try the call again?" and proceed as directed. If the calling party fails to specify a time, say that you will try again in about an hour, unless you believe that an earlier or later time would be better. If you do not have a ticket, display the called and calling numbers before releasing your position circuit and record a ticket. Enter the subsequent attempt time and hold the ticket at your position.

B. While waiting for the telephone to answer, if the calling party indicates that he believes the telephone will not answer, say "All right, sir. Shall I try later or would you prefer to place your call again?" and proceed as directed. Release your position.

C. If the calling party hangs up without waiting for a DA report, or without responding to a report, consider this an indication that he has abandoned the call because he believes the telephone will not answer. Release your position.

3. **CALLED LINE OUT OF ORDER.** If you encounter a report of OD, say "Right" and release forward. Give the report, saying "The line is out of order. Shall I try later or would you prefer to place your call again?" and otherwise proceed in general as you would following a report of DA.

4. **NO RING CONDITION.** Wait on the line about 30 seconds after the call has advanced to hear ringing tone, busy signal, station answer or other report. If you have not received an answer, report tone or audible ring by this time, report the trouble by keying the appropriate trouble code as outlined in the section "Reporting Trouble"; then, release forward, operate the ST key and let the called number advance through the equipment again.

5. **REORDER SIGNAL, NC SIGNAL, OR NC ANNOUNCEMENT RECEIVED.** Release forward, and say, "I will try it again, one moment please." Pause briefly. Make two additional attempts by recycling the order. If the call is still not completed, then proceed as outlined in the following paragraphs:

A. Reorder Signal Received Three Times. If you receive a reorder tone on three attempts, display the called number, if need be, and check with the Rate-Route operator to determine whether the called number is a dialable number. If it is not a dialable number, secure the operator's route.

INITIAL ATTEMPT TO REACH CALLED TELEPHONE

AFFECTED BY LINE BUSY, REORDER, ETC.

(1) **Called number not a dialable number.** Using the operator's route, key forward and let the call advance.

(2) **Reorder Received** following verification that the called number is dialable, and after you have dialed the operator's route. Reach the distant inward operator and ask her to connect you. Handle the call as a "ring-down" call. When you reach the called telephone hold and time the connection.

B. NC Signal or **Report Received.** Keep trying to complete the call as long as the calling party remains on the line. If you are still NC at the end of one minute, give the report and advise the party you will call him. Record a ticket and release your position.

C. Subsequent Action. Secure a delayed call trunk and make attempts at five minute intervals to complete the call. If you have not completed the call after ten minutes, reach the calling telephone and give the report. Proceed thereafter as directed.

Note: Release your position after each unsuccessful attempt so that new calls can reach your position.

6. INTERCEPTING REPORT RECEIVED.

A. Intercepting Operator Answers. If a distant operator asks what number you are calling, display the called number and read it saying, "Long Distance calling (cld. no.)." If she requests additional information which you cannot furnish, it is generally desirable for her to deal directly with the calling party. Therefore, if he speaks up in reply to the operator's question, listen and make necessary notations but do not interrupt. If he does not reply, repeat the question to him and give any assistance required in starting conversation between the operator and the customer.

On a call held at your position, on which you have cut out, when you cut in to listen for the ringing signal if you hear conversation with an intercepting operator or you hear her answer, **do** not interrupt but proceed as required by the condition encountered. Also, if the calling party signals and indicates that he has received a report from an intercepting operator, proceed in accordance with the report received.

Acknowledge any report received by saying "Right" and release forward. In addition, be guided by the following:

(1) **Wrong Office Connected or You are Asked to Call the Number Again.** Ask the calling party what place he is calling. Refer to the Rate-Route Operator to determine if the called number is a working central office in the called place. If it is, dial the number again. If it is not, reach information at the called place and determine the correct number for the address-name details you will have obtained from the calling party.

(2) **Number Changed, Etc.** If the number has been changed or another number is taking calls for the called number, or the desired number is other than the one called, proceed with the call for the new number.

Repeat the report to the calling party at the first interval of waiting or just before another report and ask for example, "Did you get the number?" Repeat it if he did not understand it, saying for example, "The number is (No.)."

INITIAL ATTEMPT TO REACH CALLED TELEPHONE

AFFECTED BY LINE BUSY, REORDER, ETC.

(3) **No Such Number or a Similar Report.**

(a) If the report is that there is no such number, and the calling party does not correct his order, proceed as follows:

Ask for the address name, and proceed as on a new call. Say for example, "Do you know the name or address under which the telephone is listed?" If he gives the address name, make a note of it and proceed as on a new address name call; if he is unable to give the address name, proceed as directed.

(b) If the report is that the number is not yet connected or if a move or cancellation is indicated, give the report if necessary and proceed as directed.

(4) **Number Disconnected or Temporarily Disconnected.** Give the report if necessary and proceed as directed. If you are given additional information, such as that the called party may be reached at another telephone, or that the disconnection is for the summer, give this information to the calling party.

B. **Recorded Intercepting Report Received.** Wait for the call to be cut through to an intercepting operator, and when she answers proceed as above. If after 2 complete repetitions of the recorded announcement, a third repetition begins, understand that an intercepting operator will not be connected, release forward. Reach the inward operator at the TTC, and say "Verify (cld. pl.) (cld. no.) no such number report." Proceed in accordance with the report received.

RECORDING PROCEDURES WHEN TICKET IS REQUIRED

1. TICKET RECORDS OF CALLS AT TSP.

Records of billing details and connection times on the majority of calls processed at the TSP are made automatically by the equipment. In some instances you will need to make written records. For this reason keep two or three tickets on the horizontal writing shelf with your personal number pre-recorded on them. The records you will make fall into three broad categories which are:

A.   Memorandum Ticket. You will record this ticket to supply the Accounting Department with the specific information they need to bill certain machine-handled calls correctly. An example of such a call is a request to bill the call to a credit card. Ticket information includes the credit card number, the calling number, called number, start of conversation time in the "Connect" space, and a mark in the "Memorandum" bubble. Mark any ticket you record "Memorandum," if the AMA equipment timed (or will time) the call. If the call is not completed, mark the cancel bubble.

B.   Billing Ticket. You will record all the details, hold the connection, and time the call manually whenever you encounter a call which can not be released for machine timing, or is one you are to hold to comply with a special request. Examples of such calls are; a call to a non-dialable point, request for time and charge, etc. The record of the call shows the calling and called numbers, connect and disconnect times, marks to indicate classification such as Person, and a mark in the "Billing" bubble. Mark any ticket you record "Billing" if the AMA equipment will not (or did not time the call). If the call is not completed, mark the cancel bubble.

C.   Notations For Your Use. It is expected that you will use blank tickets to make whatever notations will be helpful to you as you announce calls for particular parties, or take other action on calls for which a memorandum or billing ticket is not required. Such notations are of no **value** unless they serve you, hence it is not expected that you would make them unless you feel a need for them.

Specific instructions for writing tickets for particular calls are in the particular sections. These are general instructions for ticket preparation.

If a ticket is required and an incorrect bubble is marked due to an error or change in directions by the customer, it must be erased and a new mark entered in the correct bubble. However, written entries are corrected by drawing a line through the incorrect entry rather than erasing. If **in** your judgment it is necessary to use more than one ticket because of numerous corrections, and a billing ticket is involved, the essential details including the charge details may be transferred to one of the tickets and the other tickets may be scratched. The same principles apply to memorandum tickets.

The word "enter" as used in this practice means either to write or mark, whichever applies to the particular entry. Entries that are to be marked should not be written unless necessary for billing or proper handling of the call.

2. RECORDING TICKET — WHEN REQUIRED

A. Memorandum or Billing Ticket. Mark the call details obtained either from your position display, or from the customer. In addition mark any other pertinent information relating to the call.

RECORDING PROCEDURES WHEN TICKET IS REQUIRED

B.　Marking Called Place, call to non-dialable point.

(1)　Mark the called number or area code and called number just as given.

(2)　Identified by "MARK SENSE CODE" in position information as follows:

(a)　6-digit code. Mark the code in the "AREA" and "TO C.O." columns.

(b)　3-digit code in left-hand side of column, or Route operator says, "Mark (3-digit code)." Mark the code in the "AREA" columns.

(c)　3-digit code in right-hand side of column. Mark the home area and mark this code in the TO C.O. columns.

(d)　"Oth. Pl." Mark "OTHER PLACE" and write the name or authorized abbreviation of the called place and the toll center, if any.

C.　Additional Information Needed.

(1) If you need the information ask, "In what state is (cld. pl.), please?" If you believe that you know the state but are not certain, ask, "Is that (cld. pl.) (state)?"

(2) If the calling party gives information such as the name of a nearby city or town, or a county name, make a note of it because it may be helpful in identifying the called place when you are obtaining routing information.

(3) If the calling party volunteers routing directions, note them and use them unless you recognize they are incorrect.

D.　Called Number.

(1)　In entering numbers on tickets observe the following:

(a)　7-digit all numeral numbers, use a 3-4 combination, as for example:
744-1906

(b)　2-5 letter and digit numbers, use a 2 letter, 1-4 combination, as for example:
DI 1-0946
WO 0-1923
PI 9-2268

Note: In the case of Bill-To-3rd numbers, for example, enter 312 420-6200.

(2) If the calling party does not indicate the telephone he wishes to reach, ask "What telephone in (cld. pl.) do you wish, please?"

(3) If the calling party is not certain that the number he has given is correct, do not use it but ask for the name and address under which the telephone would be listed. Secure the called number from the distant information operator.

(4) If the call is for a locality served by a PBX and you know that the number given as the called number is an extension number, say for example, "(No. given) is an extension number of (cld. pl.) (listed no.)." If the call was placed as a station call, determine whether he wishes the listed number or the extension number and if it is the extension number, explain that it will be a person-to-person call.

(5) If the call is for a toll terminal, prefix the number with "LD," when you reach the distant toll center operator.

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RECORDING PROCEDURES WHEN TICKET IS REQUIRED

E. Called Party. If a ticket is required, write the name in the "TO PERS." space, including the initials or first name and initial if given, any title other than "Mr.," and any necessary identifying information. If an alternate is specified, write both names connected by "or." However, if the calling party indicates a preference for either party, write the name of the preferred party in the "TO PERS." space and "alt (other pty.)" in the space for reports.

(1) If the calling party identifies the person desired by title or otherwise, with or without a name, such as, "The potato buyer," "The person who handles the Acme account," or "The Mr. Peterson who was formerly with the Lawson Machine Co.," write this information in the "TO PERS." space.

(2) If the calling party gives a PBX extension, room, or apartment number, write "ext," "rm," or "apt," together with the number, following the called party's name in the "TO PERS." space or at the right of the space if the name has not been given.

(3) If the calling party states that he wishes to talk only with the person specified or otherwise clearly indicates that no other person will be acceptable, write "only" in parentheses following the name of the called party.

(4) If the calling party places a call for more than one person at the same telephone dependent upon all being there, write the names in the order given, connected by "and."

F. Address Name. When a ticket is required, write the name under which the telephone is listed, or the street address, or both if given, in the "SPEC. INST." space. If a residence or business telephone is indicated, write "res" or "bus" with the other details. If the calling party says that the telephone is in a department, office, branch, etc., write this information. If he gives a street address and indicates that he does not know the listed name, write "tel at (address)." If he gives two or more address names in the same place, write them in the order given, separated by "or."

(1) If the listed name is the same as the name in the "TO PERS." space, do not write it again.

(2) If the calling party does not furnish the number but gives a listed name and indicates that he will talk with anyone, write this name in the "SPEC. INST." space.

G. Station or Person Call. Mark the "S" bubble on a station call, or the "P" bubble on a person call, if you make a ticket.

H. Calling Place and Number. Mark the number obtained when you operate "Display Calling" in the "From C.O." and "From No." columns. If your TSP serves more than one area, enter the calling NPA code to the right of the "from number" space on the ticket.

If the customer says the calling number is a Q or Z number, understand this is a special billing number and enter it in the "Bill-to" space. Such calls are "Bill-to-3rd number" calls. Mark the ticket accordingly. If the customer wants you to make a subsequent attempt on the call, obtain his extension number and enter it in the "from number" space on the ticket designated as an extension number. When leaving word or making subsequent attempts use the regular number shown in the "From No." columns together with the calling party's extension number.

I. Calling Party. If volunteered on a call on which a ticket is recorded, write the name of the party or firm, or both, in the "Originating Party" space in the center portion of the ticket. Include any title received other than "Mr.". If it is necessary to obtain the information for any reason, ask "Your name, please?" or "Your name and number, please?"

If the calling party gives a calling PBX extension, room, apartment or booth number, or a similar designation, enter "ext," "rm," "apt," or "booth," together with the number, following the calling name, or at the right of the space if the calling name has not been given. If he gives a

RECORDING PROCEDURES WHEN TICKET IS REQUIRED

serial number or a PBX position number, write "ser (no.)" or "PBX pos (no.)" to the right in the "SPEC. INST." space.

J. Additional Directions. If a ticket is required, mark the designated appropriate bubble on the face of the ticket. For example, if the call is collect, mark the "COL." bubble; if the request is for time and charge, mark the "T & C" bubble; on a call from a hotel, as defined in the section "Call From Hotel Extensions," mark the "Hotel" bubble. Write additional directions in the "Spec. Inst." space unless otherwise specified.

K. TSP Operating Information. Once you have released your position circuit, the Kind-of-Call identity is no longer available to you. For this reason items to supply this information have been listed on the back of the ticket. Check whichever ones apply. As an example, if the call is coin originated, paid; check "coin". If T & C is to be quoted, check "T & C". This information is to assist you in taking proper action.

L. Positive Marking. If a ticket is required all the appropriate bubbles will be marked, for example, "coin paid" on dial "O" coin, paid calls after the coins are deposited; "Hotel" if the call originated at a hotel. In the unusual case of ticket required for a collect call, mark "yes" when charges are accepted. Mark "coin" on coin originated, and "non-coin paid on every call that is non-coin paid. Some bubbles, such as "Misc", "Party", "Q-Z" numbers as "From Numbers", or "Tbl" will not be used at the TSP. They appear on the ticket because it is a universal ticket to be used at cord boards as well as at the traffic service position.

3. CALL RECEIVED WITH SPECIAL REQUEST.

A. If the customer requests that the time or charge, or both, be quoted at the end of conversation, write a billing ticket. Mark the "T & C" bubble. Check T & C on the back of the ticket. Do this whenever you are requested to quote time and charge.

B. If the calling party asks to be notified after he has talked a stated period. Say for example, "I'll try to do so." If this information is required, determine the number of minutes in the initial period on the basis of the calling and called NPA-NNX codes. Set the selector for the desired interval and operate the "Timer" key. If the calling party asks why you can not promise to notify him, explain that you may be working on another call when the notification is due.

C. If the request is to delay the attempt to complete the call until a specified time, say for example, "I'll be glad to try it at (time or date), or it may be more convenient for you to place your call again when you are ready." If he indicates he still wishes you to try the call, say "All right, sir, I will call you," write a ticket and enter the subsequent attempt time, and date if a future day, on the back of the ticket. Also enter "ag (specified time) (date, if given)" in the "Spec. Inst." space and encircle the entry if a future date is specified. Refer the ticket to the supervisor.

If it is apparent that the request is being made in order to secure precedence during a period when calls may be delayed, explain that the call will not be given precedence over calls filed at the specified time but that it will be tried as near that time as conditions permit.

D. If the calling party requests not to be called until you are ready with the call, say "If you will hold the line, I will try your call at once." If the calling party indicates that he does not wish to hold the line, say for example, "Will you place your call again please when you are ready?" However, if the calling party still wishes you to proceed with the call and does not wish to be

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RECORDING PROCEDURES WHEN TICKET IS REQUIRED

called until ready, say "All right, sir." Write a billing ticket and attempt to complete it over a delayed call trunk. Check "Delayed Call Trunk" on the back of the ticket as a reminder of the facility used to complete the call.

E. If the calling party requests to talk from another telephone and to charge the call to that telephone. Say "Will you please place your call from (other no.) when you are ready to talk?"

F. If you receive a request that the called party be sent for from a specified telephone, address, or near-by telephone, and the request is received during night hours, as locally specified, or if you know that night hours are in effect at the distant place, ask the calling party whether he is sure that the specified telephone will not object to being called at that hour. Proceed with the call only if the reply indicates that no criticism may be expected. Otherwise, ask if it will be satisfactory to try the call at a time presumably more agreeable to the specified telephone, and proceed as directed.

G. If you receive a request that the called number or address name be secured from a third telephone, and the request is received during night hours, as locally specified, or if you know that night hours are in effect at the distant place proceed as above.

H. If you receive a request that information which is not required to identify the called party be given to the called telephone, and the information relates solely to the identification of the calling party on a person call, announce it. If a ticket has to be written enter the word "Announce." Such information would be limited to the calling party's name, title, or descriptive title, his firm name, or any combination of these; for example, "Mr. Smith, the sales representative of the Acme Manufacturing Company" or "The Mr. Jones who was formerly the purchasing agent with Allied Products."

If the information does not relate solely to the identification of the calling party, tell him that such information can not be given to the called telephone. Examples of such cases are: A request that information as to the nature of the intended conversation be given, or that the called party be asked to bring certain papers to the telephone, or that he be prepared to furnish specific information or to render a decision on a given matter, or that he be prepared to talk about a given subject. If the party insists upon having the call accepted with the specified directions, explain that such an announcement is considered equivalent to a message and for that reason, can not be given.

I. If you receive a request that calling details be withheld from the called telephone, acknowledge the request and comply with it. If a ticket is written, add the special request.

J. If you receive a request that information which is obviously untrue be given to the called telephone; for example, that a wrong place is calling, explain that you can not accept the call under such conditions.

K. If you receive a request that the called party refrain from using a recorder, explain that you do not control the use of recorders but that the calling party can ask the called party not to use one and will always know if a recorder is used by the tone signal, repeated about every 15 seconds.

L. If you receive a request to announce to the called telephone that a recorder will be used, tell the calling party that it will be necessary for him to give such information to the called telephone.

RECORDING PROCEDURES WHEN TICKET IS REQUIRED

4. ADDITIONAL TICKET ENTRIES WHEN REQUIRED.

A. Filing Time. If you release the calling party without giving a report or making an attempt to complete the call, and a ticket is required, write the time in the space for reports.

B. Personal Number. Enter your personal number in the "OPR." space on any memorandum or billing tickets you record.

5. REQUEST TO TRY CALL AGAIN.
When you answer a new signal, if a customer refers to a previous call and indicates that he wishes to have the call tried again or requests a report, ask for the call details if you need them then say for example, "I will try it for you now."

6. CALL INCORRECTLY PLACED.
If at any time during the handling of the call, you know or determine that the called place as specified by the calling party is incorrect, proceed with the call, if possible. Do not question or try to correct the calling party unless it develops that the call can not be completed on the basis of the details given. Also, do not consult your position information to determine whether the called central office is in the called place specified by the calling party.

If you know, or determine while advancing the call, that the call can not be completed on the basis of the details given or dialed by the calling party, say for example, "(Cld. no.) is not a (pl. specified) number." Then if you know the correct place, add "When you call again, will you please ask for (correct pl.) (no.). I'll try it for you now." If you do not know the correct place, add for example, "Do you know what place it might be in?"

7. FILING TICKETS AT POSITION.
File memorandums representing completed calls in the file on your position designated "memorandums". Similarly file completed billing tickets in the "Billing" box. Scratch and cancels are all filed together in the box marked "scratch". Tickets on which subsequent attempts are to be made should be kept on the horizontal writing shelf. Tickets to be tried on a future day should be referred to the Supervisor for placement in a file marked for the proper date.

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SECURING RATES, RATE TREATMENT NUMBERS,
ROUTES AND TELEPHONE NUMBERS

1. RATES AND RATE TREATMENT NUMBERS

A. Definitions

(1) **Rate.** A rate is the price for an initial period interval of conversation. It is determined by a number of factors such as originating rate center, called NPA and NNX codes, person or station service, the rate schedule in effect, etc. The charge for any particular call is based on the initial period rate, the number of minutes of elapsed chargeable time and the particular schedule of computed charges that is applicable.

(2) **Rate Treatment Number.** This is an arbitrarily assigned number that applies to a rate line in the rater-computer which is called into service by the trunks over which coin customer-dialed calls are established. When needed, the rate treatment number is obtained by the operator and keyed into the equipment. Following this, the amount of money to be deposited is displayed in the panel. More detailed descriptions of rate treatment numbers appear in later paragraphs. Detailed descriptions of coin DDD calls appear in other sections of the Practice.

B. Rate Information Required

(1) You will need the rate and the designation of the particular computed charge table that applies whenever you are to quote charges at the end of conversation, or to handle and time a coin-originated, paid, dial "O" call.

(2) You will need the rate treatment number if rate information is not available in the equipment on a coin-originated, customer dialed call.

(3) You will need translation tables to translate rate treatment numbers into money amounts.

C. Obtaining Rate Information.
As mentioned earlier, rates and rate treatment numbers are determined on the basis of the originating rate center number and the called NPA-NNX codes. Therefore it is necessary to determine the originating rate center number before referring to your position information or to the Rate operator.

(1) **Determining Originating Rate Center Number.** Display calling number. Note the calling NPA code, if you serve more than one Numbering Plan Area and also note the calling NNX code in the "nixie" display panel. Use these codes to find the originating rate center number in your position information.

(2) **To determine the rate,** display the called number. Note the called NPA-NNX codes. If there is no NPA code with the called number displayed, understand that the call is directed to another telephone in the same Numbering Plan Area. Use your position information to relate the called NPA-NNX codes to the originating rate center number to obtain the day station rate. Note the designation of the particular computed charge table that applies, for example Intrastate. If the rate wanted is anything other than Day Station-to-Station, refer to the appropriate conversion table to determine the particular rate needed.

(3) **To determine a rate treatment number.** Determine the Originating rate center number, then reach the Rate operator to determine the rate treatment number for the called NPA-NNX code from that originating rate center.

(4) **To translate a rate treatment number into money amounts,** read across on the line in which the rate treatment number is listed to determine Station rate, number of minutes in initial period, overtime charge per interval of overtime, Person rate with corresponding information about initial period minutes and charge per interval of overtime.

SECURING RATES, RATE TREATMENT NUMBERS, ROUTES AND TELEPHONE NUMBERS

D. Reaching Rate - Route Operator. To reach the Rate — Route operator, depress the proper outgoing trunk key while remaining connected to the particular loop over which the call reached your position.

E. Passing Order to Rate - Route Operator. When the operator answers or you hear the order tone, pass the request and wait for a report. When you receive a report, acknowledge it by saying, "Right". Release the trunk by re-operating the outgoing trunk key.

(1) Announce yourself as a TSP operator if the Rate Desk serves Cord Board operators as well as TSP operators.

(2) To obtain a rate say for example, "TSP Operator (NPA-NNX) day station rate from originating rate center (no)".

(3) In accepting the rate, wait to hear the operator tell you which computed charge schedule to use. Example, "Intrastate". Understand that the initial period is 3 minutes unless otherwise noted by the Rate Operator.

(4) To obtain a rate treatment number say for example, "TSP Operator (NPA-NNX) day rate treatment number from originating rate center (No.)" Acknowledge the three digit number. Understand the equipment can supply all the additional information needed such as Person or Station, initial period interval, rate per interval of overtime, tax, etc.

F. Entering Rate, or Rate Treatment Number on Ticket. If a ticket is required, write any information about rates in the lower right hand corner on the back of the ticket. Examples of such entries follow:

Rate Information	Entry on Ticket
(1) Day station rate. Intrastate conversion tables and computed charge tables apply.	(1) 60 Intra.
(2) Person night. Long Lines schedule II applies. (Canada)	(2) 90 PN L.L. — II
(3) Night Station. Long Lines schedule I applies. (Interstate — U. S. A.)	(3) 50 N L.L. — I
(4) Station after 9. Intrastate rate schedule applies.	(4) 75 aft. 9 Intra.
(5) Person day rate. Long Lines schedule II applies.	(5) 85 P L.L. — II
(6) Day rate treatment number 174 quoted.	(6) RTN 174
(7) Overtime rate of $0.35 per interval is obtained from Rate Treatment Translation to Money amounts.	(7) O.T. per (interval) .35

NOTE: If the rate operator prefixes "Other Line" to a rate, enter "OL" preceding the rate, and write "secure overtime chg" following a rate entry. Understand that you are to call the rate operator for the computed charge if conversation exceeds the initial period.

If the rate operator quotes an initial period rate followed by a Flat Other Line charge, write for example, "50 + OL 10". Understand that you are to add the Other Line charge to the computed charge based on the initial period rate.

G. Customer Request Connection to Rate Operator, or asks the rate to a city by name, Acknowledge the request by saying for example, "One moment please, I will connect you." Key the code for the Rate Operator. When the Rate Operator answers, announce "TSP. Customer Calling Rate Operator, on line." Release your position.

If the customer indicates he wishes to place a call and also wants to know the rate, obtain the rate over an outgoing trunk while holding him on the line. Then proceed in the usual manner with his call.

SECURING RATES, RATE TREATMENT NUMBERS, ROUTES AND TELEPHONE NUMBERS

2. ROUTES

A. Route Information Required. On a dial "O" call placed by called place name, if you do not know the route, secure it from your position information, or from the Route operator. If you do not find a called place name on your position information exactly as given by the calling party but you find a similar place name, do not assume that the similar place is the one desired. Do not suggest the similar place name to the calling party or question him regarding it until you have reached the Route operator and determined from her whether there is a place name listed in her records exactly as given by the calling party.

If the called place name is followed by a county name in parenthesis, understand that there are two or more places with the same name in the same state even though they are not all listed in your position information. Ask, "Is that (cld. pl.) in (name) county?" and proceed as indicated by the reply received. If the calling party is uncertain, reach the Route operator who may be able to furnish information that will help the calling party to identify the place desired.

B. Reach the Route operator as described above. Understand she may announce herself as "Rate operator".

(1) If you have received three successive re-order signals (customer or you dialed the number), ask the Route operator for the operator's route to the called area code and number. Understand that the called NPA code may be the same as the calling area code. In such cases the called number will be comprised of seven digits.

(2) **To obtain a route,** say "(Cld. pl.) route," except in the special conditions indicated below:

    (a) **If you need to reach an operator at the TTC** and may also need the route for telephone numbers, as for example, on an address name call, say "(NPA-NNX or Cld. pl.) operator route." The Route operator will quote the routes for operators and/or numbers and operators.

    (b) **On a WH report** if you need the route to reach operators at the distant toll center, say "(Place) WH route." The route operator will quote only the route for operators.

    (c) **On a collect call,** if it is necessary to determine whether the called number is a coin telephone, say "(NPA-NNX or Cld. pl.) collect route." Understand the Route operator will give you coin check series indicating the thousands series in which coin telephones are located followed by the routes for operators and numbers.

    (d) **To obtain the called place** name when you have only NPA-NNX line number, say "Place name for 201-774," for example.

(3) **If the Route operator reports that the called place is not listed, but suggests another place to try,** make a notation of the information. Then try the suggested place and if you succeed, complete the call as usual.

(4) **If the Route operator reports that the called place is not listed,** and the calling party can not furnish any further information, cancel the call.

(5) If the route received from the Route operator is an area code followed by 7D, offer the area code to the calling party so that he can make a notation of it if he cares to do so in accordance with local instructions.

Before starting to advance the call, say "The area code for (pl.) is (code) should you care to dial your future calls."

As an exception, do not offer the area code when the Route operator adds, "not dialable for customers."

SECURING RATES, RATE TREATMENT NUMBERS, ROUTES AND TELEPHONE NUMBERS

C. Entering Routing Directions if Ticket Required.

(1) If you mark the called place identification and it is the same as the route, **do not write the route** or the toll center whether or not you obtain the route from the Route operator.

(2) If you mark the called place identification and it is not the same as the route, write the route in the space for routes if you obtain it from a Route operator. Always write such a route if the call is delayed and remains active. This is necessary so that when making the subsequent attempt you will know that the marks on the ticket for the called place identification are not the route. If you have not already written the route, do so when you enter the subsequent attempt time.

(3) If you can not mark the called place identification, write the route if you secure it from a Route operator. If the Route operator quotes a toll center, or if the position bulletin shows a toll center for a tributary office which is listed as "Oth. Pl.", write the toll center in the space for routes.

> **NOTE:** Understand that you will have to time the ticket at your position and that the AMA equipment can not time it. Your ticket is the billing ticket.

(4) If it is not known which of two places of the same name is desired and the Route operator quotes routes to both places, make notations of the routing directions for both places. When you determine or find out which is the correct place, make necessary corrections on the ticket, if one is required.

(5) If the route operator passes a routing code and adds "(Place) will answer," understand that the distant operator whom you will reach will answer with a place name other than the one you are calling. Ask for the called place. Pass the call to the called place operator. You will ticket and time the call.

(6) If the route operator says "Exchange (pl.)" enter the exchange name given in parenthesis following the called place name if the place name appears on the ticket. If the route operator says, "(Name) Zone (no.)" as for example, "Westchester Zone 6", write this information following the called place name if the called place name appears on the ticket.

(7) Write "rd," "sf," or "ts," in the called place space if routing directions include "ringdown," "straightforward," "toll station," or respective code. However, if the routing directions include "toll station thru (place) ringdown," write "ts rd" in the called place and "thru (place)" in the space for routes. Understand that the toll station is served from the ringdown tributary office, and also that you will have to time the ticket.

(8) If the Route operator passes a routing code and adds "Tandem," or "Tandem (no. or name)" enter "T" in parenthesis following the routing code. If she adds "Tandem, ask for (place)," write "T" in parenthesis, followed by the place name not in parenthesis. Time the ticket and mark the "Billing" bubble.

(9) If the Route operator says "PBX" before quoting the route, enter "PBX" in the "To No." space. Understand that the called place is a locality served by a PBX and all calls to numbers at this location are completed through a PBX attendant. Advise the calling party that Person rates apply, and operate the proper Class-Charge key. The equipment will time the call if you can reach the called number by dialing.

3. TELEPHONE NUMBER INFORMATION REQUIRED. On a call which is placed by address name, if you can reach telephones at the called place by dialing direct, key the routing code for operators at the TTC followed by "131" to reach Information and ask for the telephone number.

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SECURING RATES, RATE TREATMENT NUMBERS, ROUTES AND TELEPHONE NUMBERS

If the call is for a ringdown tributary office, ask for the office, pass the address name to the operator answering at the tributary office. If the call is to a tributary office designated "sf," say "Information" when an order tone or answer is received from the distant operator.

In all other cases, pass the address name to the operator who answers.

A. Requesting Number from Information Operator. When Information answers, say "(Cld. pl.), (address name), Long Distance calling" adding "Collect" on a collect call to an office at which telephones can be reached by dialing. If the call is to a department, office, branch, etc., pass this detail also.

If the calling party has given only a street address, say to Information, "In (cld. pl.) (street address), Long Distance calling."

If the calling party requested, "send from nearby telephone," explain that Information does not give out near-by telephone numbers. However, if the customer says the call is of an emergency nature, pass the request to Information. Advise her the call is an emergency. Say, for example, "In (cld. Pl.) nearest telephone to (street address), Long Distance calling on an emergency."

B. Additional Details Requested by Information Operator. Whenever the information operator asks a question in order to obtain additional details, to verify spelling, or to suggest possible listings, allow her to deal directly with the calling party in so far as possible. If the calling party speaks up in reply to the operator's question, listen and make necessary notations but do not interrupt. If he does not speak up, give the desired information if you can furnish it immediately.

However, if you can not furnish the requested details immediately, ask the customer, for example, "Will you speak with the (place) information operator, please?" and give any assistance required in starting conversation between the operator and the customer. Also, if the operator asks to speak to the customer and, in any case, before accepting an NF report, ask the customer to speak with the information operator.

If the customer is not holding the line when the Information operator's request is made, say for example, "The party has hung up".

C. Number Received from Information Operator. Say "Right," and if you write a ticket, enter the number in the usual way and mark the address name bubble. On a connection to an Information operator at a distant office, proceed as follows:

(1) If you can reach telephone numbers in the called place by dialing, after talking with Information, release forward, then depress KP Fwd key and proceed with the call. Otherwise, again reach the terminating office operator, ringing if she does not challenge promptly, and pass the order.

(2) If the operator gives two numbers, such as business and residence, regular number and night number, or a number to be tried if the first number is DA, note the first number and the second number preceded by "bus," "res," "reg," "nt," or "if da try".

D. Information Operator Reports NF. Before finally reporting NF, the Information operator will ask to speak to the calling party to determine whether the details given are incomplete, misunderstood, or incorrectly spelled, or whether the call has reached a wrong place. When you receive such a request, say for example, "Will you speak with the (place) Information operator, please?" and give any assistance required in starting conversation between the customer and the operator. Remain cut in during their conversation.

(1) If the Information operator attempts to give an NF report without speaking with the customer, say for example, "Please speak to my customer" and ask the calling party to speak with the Information operator. Remain on the line listening.

SECURING RATES, RATE TREATMENT NUMBERS,
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(2) If the Information operator reports **NF** after dealing with the customer, give the report unless it is obvious that the customer understands it.

(3) If the calling party asks that the number or address name of the called telephone or party be secured from a third telephone, make a notation and proceed as when the same request is made at the time of recording a call. Reach the third telephone, and try to obtain the desired information. If there is a delay in reaching the third telephone, proceed in the usual way for the delay encountered.

E. Giving Desired Number to Calling Party. If the called number was not supplied by the calling party, at the first opportunity after obtaining it, say for example, "You may wish to make a note of the number," or you may ask "Did you get the number?" if this seems appropriate, or repeat it to him at the first interval of waiting or just before a report.

F. Called Number Non-published. Say "Right," and release forward. Give the report by saying "(Cld. pty.) has a telephone but he has instructed us not to give out his number," or "There is a telephone at (address) but the party has instructed us not to give out his number," whichever is appropriate. If the customer says he must be connected because of an emergency or very urgent reason, ask him to talk with your Chief Operator. If he agrees to talk with the Chief Operator, key her listed number. Wait for the Chief Operator to answer. Explain that the party on the line is calling a non-published number. Release the connection, unless the facility used can not be released.

C.O. Explain that the called party has instructed the Telephone Company not to give out his number and not to complete the call unless the calling party knows the number. If the calling party states that the call is of an urgent nature, obtain his name and tell him you will see if it will be possible to complete the call, and that you will call him. Record all the call details and dismiss the calling party. Then reach the TTC Information Chief Operator and explain the situation, giving details of the called address — name. Understand that she will recall you to give you the non-published number. When it is furnished, make a note of the number but not on the ticket. Reach the called number over a delayed call trunk on an idle position. Ask the called number if he will accept the call. If the called party agrees to accept the call, reach the calling party. Hold and time the connection. Mark the called NPA and NNX numbers. Do not enter the line number unless the call is collect. In this case write the line number in the "To No." space with the notation, "Do not quote no. under any circumstances." Complete the ticket marking. In addition, enter "Non Pub." in the "Spec. Inst." space. If the called party will not accept the call, say "All right. Thank you." Release forward, then reach the calling party and explain that you will be unable to establish the connection.

4. REQUEST BY CUSTOMER AS TO WHETHER HE CAN DIAL A SPECIFIED PLACE.

If you know that the called place can be dialed direct, give the answer at once. Otherwise consult your position bulletin or reach the Route operator and ask, "Can calling central office dial (cld. pl.)?"

Give appropriate dialing information such as, "You can dial station-to-station (place) numbers by dialing the digit "one" followed by the area code and telephone number," or omit the area code if this is the correct procedure. Add, "There are specific dialing instructions in the front of your directory (or on page ......)", if this is the case.

If the called place can not be dialed by customers, say for example, "Calls to (place) should be given to the operator. I'll be glad to take your call."

5. CUSTOMER ASKS FOR AREA CODE.
If a customer asks for the area code to reach a distant city, either by dialing direct or by giving it to an operator, consult your routing information if necessary, and if the area code is needed, give it to him. If the area code is not needed, as for example on a call to his home area, explain that the area code is not needed to reach the distant city from his telephone.

If the calling customer can not reach the called telephone by dialing advise him and connect him.

ADVANCING CALL

(Reaching Numbers or Distant Operators)

This section covers the advancement of calls. It includes an explanation of Customer Distance Dialed call-progress through the equipment, interpretation of routes applying to calls given verbally by the customer, by place name or area code number and finally a description of what occurs when the called number has been dialed, or the order has been passed to the terminating office. This last condition will occur on calls that can not be dialed by the customer or operator.

1. INTERPRETING ROUTES

A. Numbers Routes. These are combinations of digits which when keyed, route the call direct to the called telephone or to an operator who can ring it.

(1) **"Plus" Routes.** These are routes that end in a plus (+) symbol or the term "7D". When using a "plus" route, it is possible to key the called telephone number. The call will be routed direct to the called telephone.

(a) NPA code plus 7D means that the area code and telephone number are dialable by both customers and operators.

(b) NPA code followed by routing digits and a plus sign (+) signifies that, if you have the number of the called telephone, you will be able to dial it. However, the customer would not be able to dial it.

(c) If a number enclosed in parentheses follows the routing digits, understand that this symbol is telling you the maximum number of digits that can be dialed following the "+" symbol.

(2) **"No-Plus" Routes.** These are routes that end in digits without a "plus" or "7-digit" symbol. When using a "no plus" route, key the combination given and wait for the distant operator to answer. When she answers pass your request.

Note: If the Rate-Route operator says, "TC (TC name); ringdown, (place) will answer", understand that an operator will answer with a town name other than the one you are calling. When she does answer, ask for the place you are calling.

B. Operator Routes. These are combinations of digits which when keyed, route the call direct to a particular operator or to the inward operator at the TTC.

(1) **"Plus" Routes.** These are routes that end in a plus (+) symbol. Such routes are always followed by a code. The codes for particular operators to be reached in the toll center are:

Inward	121	
Information	131	
Route operator	141	
Toll station operator	181	
Leave word operator	11	followed by the numerals of the desired leave word operator.

ADVANCING CALL

(Reaching Numbers or Distant Operators)

In addition use the following uniform codes to reach the operators listed below:

Name of Operator	Offices with 1 or 2 digit lw operator numbers	Offices with 3 digt lw operator numbers
Universal operator	1150	11501
Conference operator	1151	11511
Mobile service and marine operator	1152	11521
Charge operator	1153	11531
Toll terminal operator	1154	11541

(2) **"No-Plus" Routes.** These are routes that do not end in a plus symbol. Usually they are three or six digit codes. Key these routing digits and wait for the answer of an inward operator at the TTC.

2. EXAMPLES OF ROUTES

A. Numbers Routes.

(1) Examples of "Plus"-Routes

7D   Dial the seven digit called telephone number including all numerals. The designation "7D" indicates that the entire telephone number consists of seven digits which may be all numerals or two letters and five numerals.

701 + 7D   Dial 701 followed by the seven digit telephone number.

505 + 008 +   Dial 505 plus 008 followed by the telephone number furnished by the customer. A call for a place with such a route can not be dialed by the customer.

(2) Examples of "No-Plus" Routes

419 + 048 + 358   Dial 419 plus 048 plus 358 and wait for the operator to answer. Pass the order.

216 + 084 + 140 (Jefferson) Andover   Dial 216 plus 084 plus 140 and wait for Jefferson to answer. When she does, ask for Andover. When Andover answers, pass your order.

B. Operator's Routes.

(1) Example of "Plus" Route

912 + 046 +   Dial 912 plus 046 plus the code for the particular operator wanted at the TTC, or the special 4 or 5 digit, uniform codes to reach such operators as mobile service operator, for example.

(2) Example of "No-Plus" Route

406 + 036   Dial 406 plus 036 and wait for the (place name) TTC inward operator to answer. Then pass the order.

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ADVANCING CALL

(Reaching Numbers or Distant Operators)

3. **PROCEDURE AFTER DIALING**

   A. **Numbers Route**

     (1) **"Plus" Route**

     After handling a customer dialed call; or keying a call for him with a "plus" route, proceed as outlined in other sections of the practice for completing the call in the regular way.

     (2) **"No-Plus" Route**

     Key the routing digits, pass the order to the distant operator. Write a billing ticket, then hold and time the connection.

   B. **Operators Route**

     (1) **"Plus" Route**

     Key the routing digits plus the code for the operator needed. From this point on proceed in accordance with the report or order being handled, for example a WH report.

     (2) **"No-Plus" Route**

     Key the routing digits, pass your order for the particular operator, for example "Marine Operator" needed. From this point on proceed in accordance with the particular call condition being handled.

C. Ring down tributary given as part of the routing. The verbal answer received from the distant operator will be different from the name of the called place. Ask for the name of the terminating place.

D. In any of the above situations, if you do not know the called telephone number reach information to obtain the number.

E. Toll station. A toll station is a customer's telephone which is reached over a toll line. Toll stations are identified with the insignia "ts". In some instances, the operator's route directs you to dial the digits 181 as the final part of the route to reach the particular operator at the terminating office who has access to the toll line over which the called telephone can be reached.

F. Straight forward. This is a tributary office at which connection to the numbers is made by an operator. If the routing carries the insignia, "sf" you will probably encounter an order tone following receipt of which you are to pass the called number. You may encounter an operator's verbal answer in which case pass the called number.

G. PBX. If PBX is given as part of the route it means that the called location has a privately owned switchboard and that a person rate applies on the call if the calling customer wishes to be connected with a telephone number. The calling customer should be advised that the person rate will apply. If a ticket is required mark the person bubble, and enter PBX.

H. Clearance action is required whenever you have encountered more than one operator while establishing the connection. If only two operators have been encountered, then a "ringing clearance" is sufficient to insure that all circuits involved in the connection will be cleared. As the call is completed, whenever you encounter an operator who will ring another operator, enter a check mark on

ADVANCING CALL

(Reaching Numbers or Distant Operators)

the back of the ticket in the proper space as a reminder to you to ring before "releasing forward" at the end of conversation. If you should encounter more than two operators during the completion of the call, it will be necessary to reach the first intermediate operator and tell her to clear to the terminating point. Mark your ticket to indicate that verbal clearance is required. At the end of conversation, ring forward and then wait for acknowledgment by the first intermediate operator before "releasing forward." As an exception; if, after you ring you reach an operator beyond the first intermediate office, give her the verbal clearance and upon receiving acknowledgment from her again "ring forward" to send a signal to the next intermediate office. Following this action, "release forward."

I. Slow operator answer after dialing. If you do not receive an answer within about 30 seconds after having dialed a routing code or a particular operator, release forward and recycle the order.

J. NF. If the routing directions say "NF try other place," understand that the called telephone may be listed in one of two localities. If you receive an NF report at the first locality, try the second locality before telling the customer that there is no telephone listed under the name he has given you.

K. RO, NC Signal, or Recorded Announcement Encountered. Proceed as follows:

(1) **Reorder signal encountered.** Release forward and operate the Start Key to recycle the order. Make two additional attempts to advance the order. Check the number to determine if it is dialable as in the section, "Delay In Reaching Called Telephone." If the number is dialable, interpret the reorder signal as a no-circuit condition.

(2) **NC Signal.** Interpret a slow flash (30 IPM) signal as a no-circuit condition. Release forward and recycle the order two more times.

(3) **Recorded Announcement.** Listen to the announcement to determine what report is being given. Release forward and recycle only if the announcement did not indicate a delay condition.

(4) **Giving the Report.** Say for example, "I am sorry the circuits are busy now. I will keep trying to obtain one and call you."

(5) If you encounter an intermediate operator who gives a report of "NC hold this circuit," give the party the report, and ask him to hold the line. If he continues to hold the line, continue to wait for a circuit to become available. If he does not hold the line or indicates that he wishes to be called, say "All right sir, we will call you." Reach the intermediate operator and ask her to clear the circuit. Release forward.

(6) **Signal for a Delayed Call Trunk.** Make two attempts to reach the called number at five minute intervals.

(a) **Called party reached.** Reach the calling telephone and complete the call in the usual manner.

(b) **Still NC,** reach the calling party and give him the report, then proceed as directed.

PUBLIC TELEPHONE CALLS

A public telephone call is one originating at a coin, or attended public telephone. Such calls are handled in general as provided for other calls, except as modified by this section.

As public telephone calls come into the Traffic Service Position, they appear on the various Kind-of-Call lamps. The kind-of-call lamp lighted on a particular call indicates what the customer dialed, and the status of the call at the time the Traffic Service Position is called into the connection.

1. COIN CUSTOMER DISTANCE DIALED CALLS.

A. Coin Station (red)—A steady signal on this lamp indicates that the calling pay-station customer has dialed the digit "1" if required, followed by 7 or 10 digits. The charge displayed in the panel will be the station rate including tax, and minus the 10 cent dial tone deposit. Answer this signal by saying, for example, "Deposit (amt.) more for first (no.) mins. please."

B. Special Toll (red)—A steady signal on this lamp indicates that the calling pay-station customer has dialed the digit "0" followed by 7 or 10 digits. The charge displayed will be the person rate, including tax and minus the 10 cent dial tone deposit. Answer this signal with an appropriate phrase.

"0" plus 7 or 10 digits means the customer may wish to reach a particular party or to have the call billed to another number or, for example, he may wish to make it collect.

Note: Understand that in the case of A and B above, when the Person-Paid Class-Charge key is operated, the rate displayed will be the charge for a person call, and if the Station-Paid key is operated the charge displayed will be the charge for a station call, regardless of whether the calling party prefixed the digit "1" or "0" to his order. Operation of any other Class-Charge key or the "OPR TMG Key" makes the display go dark. Understand also that a calendar circuit operates in conjunction with the computer so that the computed charge displayed will be the correct one for the particular time period in effect e.g. Night, Sunday, after 9, etc.

C. Distance Dialed Calls from a Coin Telephone have two features not provided for non-coin distance dialed calls, nor for dial "0" coin calls. They are:

Trunk Timing and Automatic Charge Computation displayed with the number of minutes in the initial period.

With these features, on paid, dialed, coin calls on which there is no complication in the collection of the right amount of coins, nor any unusual feature, the operational steps at the Traffic Service Position are:

(1) Set the proper Class-Charge key.

(2) Secure initial period deposit.

(3) Make any announcement required.

(4) Start timing in the usual manner, having listened for ringing tone from the called end.

(5) Release your position from the connection.

Trunk timing is effective only when the TSP has been released from the connection. It starts with the start of chargeable time or when the Traffic Service Position is released from the connection.

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With Trunk Timing, the equipment will collect the amount of initial charge deposit just before the expiration of the initial period, and will then call in an idle position at the TSP for the operator to give verbal announcement of end-of-interval. As the TSP is called in, the "NFY" lamp on the selected position lights. After the TSP has again been released "TRUNK TIMING" of the call is resumed by the equipment. At the end of conversation, or after ten overtime periods (whichever occurs first) the equipment again calls in the Traffic Service Position. This time the "CHARGE DUE" lamp on the selected position lights as the TSP is called into the connection. The display panel shows the amount due including tax, and also the number of minutes of overtime. If conversation has ended, the operator "releases forward," collects the overtime charge due, operates the coin-collect button and releases her position. If conversation has not terminated, the operator secures the amount of charge due, operates the coin collect button, asks the parties to resume conversation. She then releases her position from the connection. Trunk Timing is again resumed with the release of the TSP. The cycle is repeated as often as required by the length of conversation.

Note: Understand that there is also an AMA record of timing.

D. NFY (red)—A steady signal on this lamp means notification is due on a coin distance dialed call. Say, for example, "It is now the end of the initial period, Signal when through please." Release your position.

If the calling party starts to deposit coins when you notify, say "Please wait until I ask for more money. I will return these coins now." Operate the coin return key and then release your position.

E. Charge Due (red)—A steady signal on this lamp means that a charge is due on a coin distance dialed call. The amount may be the charge for the final part of the conversation (the called party will have disconnected); or the charge may be for ten overtime periods (both parties still on the line). Say for example, "Please deposit (amt.) for (No.) additional minutes." List the coins deposited, operate the coin collect key and release your position. If the calling party has hung up, recall him. If conversation has ended, operate the Release Forward key before securing the deposit.

F. Automatic Charge Display.

(1) **Rate Available.**

As outlined in paragraphs A through E above, charge information about the particular coin customer dialed call connected to the Traffic Service Position is furnished automatically, on most calls. In some cases charge information is not available on the display panel.

(2) **Rate Not Available.**

When the rate is not available because it has not been programed into the rater, the designation "RATE" in the right hand side of the panel will flash. Immediately release forward. To determine the rate treatment number needed, determine the calling rate center number using the calling NNX code and your position information. Reach the Rate operator and pass the called NPA-NNX Number. Say for example, "(NPA-NNX) day rate treatment number from rate center (no)." Operate KP Rate key. Key the 3-digit number, followed by the Start key. The charge for the initial period will then be displayed. Operate the Start key a second time to send the call forward.

G. No Automatic Charge Display will be available on DDD coin paid calls under the following conditions:

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(1) **Connection held from start of conversation.**

(a) **If the connection is held on a locked loop** and timed from the beginning of conversation, treat it as though it were a "Dial 0" call and place it under "OPR TMG" control. Once you have placed the call on a locked loop and have released your position, the rater-computer can not be associated with the coin trunk in use. If conversation extends beyond the initial period, you will have to compute the charge manually. Of course, you can take advantage of the initial period charge that is displayed. In addition, the rate treatment number is in the trunk and is available to you upon operation of "Display Rate" key.

(b) **Overdeposit.** If the calling party deposited more than the amount due, tell him of the over-deposit unless he mentions it first. Say, "I will return your money." Return it and then request the correct deposit. Keep in mind that the correct amount due for the initial period includes the ten-cent dial tone deposit which will have been returned together with the other coins. If he does not have the correct coin or coins, or intends talking beyond the initial period, hold the call and time it manually. Write a ticket and mark it "Billing." Do not call time until the amount deposited has been exhausted. If the calling party does not say that he intends talking beyond the initial period, tell him that you will arrange a refund. (See later paragraph on "overcollection.")

(2) **Final portion of a connection being timed by the AMA** equipment is held on a locked loop.

Call arrives on NFY or CHG DUE lamp. If when you notify at the end of the initial period or request the deposit of an amount that is due, the customer says he wants to go on talking but wants the overtime charged to a telephone other than the calling one, say for example, "All right, sir. I will need additional information. Please signal when through." Write the bill-to number or other information that was given on a ticket. Let conversation resume, enter the clock time in the connect space on your ticket. Line out the word "connect" and print "O.T." directly under it. Operate the hold key, on the loop. Mark the ticket "memo" (AMA is timing the call. This record is for unusual billing directions only). Display rate and obtain the rate treatment number. Translate the rate treatment number into (amt.) per interval of overtime. At the end of conversation, end timing on your ticket. Release forward. Then obtain and enter the calling and called numbers. Complete this part charge memo in accordance with detailed instructions in the paragraphs that discuss shortages and part charge tickets.

(3) **If you key** a vacant rate treatment number into the computer, five zeros will appear in the nixie display panel. If necessary verify the rate treatment number.

(4) **If there is no Person-to-Person rate** in the established rate schedules between two rate centers, and a customer has prefixed "0" to his dialed order, five zeros will appear in the nixie display panel. Determine what the customer wishes. If it is person-to-person service on the call, explain that this service is not available and offer to connect him on a station-to-station basis. If he wants any other service, such as collect, enterprise, etc., connect him, and allow the call to complete in the usual way.

(5) **Computer Failure.** Computed charges can not be obtained for the duration of the failure period. Procedures to follow when this condition is encountered are described in detail in the section. "Infrequently Encountered Call Conditions."

2. COIN DIAL "0" CALLS.

These are calls from coin box telephones on which the customer has dialed "0." He may want:

A. Connection to another operator. For example, marine operator. Transfer the call to the Cord

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Board by operating the TRANSFER key. Wait for the CORD BOARD operator to answer, meanwhile operate the Calling Number display key. Pass the calling number and order to the Cord Board operator. Announce "coin station calling" if locally required.

B. Connection to a number which he wishes you to dial.

(1) If you recognize the number as that of a non-dialable point, secure the route from your position information or the Route Operator.

(2) Trunk Timing with automatic charge computation is not available on Dial "0" paid coin box calls. Determine the rate that applies.

(3) Mark a ticket showing the calling and called numbers. Hold and time it at your position. Mark the "Billing" bubble.

(4) Before conversation starts, determine the rate, and enter it on the ticket. Set the selector and timer.

(5) Secure the initial deposit, and note the coins collected on your ticket. Operate the OPR Timing key, the Hold key and Position Release key.

(6) Notify when the timer lamp flashes, continue to hold and time the connection.

(7) At the end of conversation, end timing of your ticket. Release forward.

(8) Determine the elapsed time by subtracting the timing allowance. Determine the total charge by using the proper conversion and computed charge tables. Collect the amount of charge due for overtime. List the additional coins, collect the money and release your position. Ring back is possible, if required. Mark the minutes and charge.

3. CALLS FROM ATTENDED PAY STATIONS.

Dialed "0+" calls from an attended pay station come into the TSP on the SPECIAL TOLL (white lamp). The attendant will identify herself. Paid calls from an attended pay station are held and timed on a loop at the TSP. At the end of conversation the time and charge is quoted. Steps are:

A. Record a ticket. Mark the "Billing" bubble.

B. Operate OPR TMG key.

C. Hold the connection on a locked loop.

D. At the end of conversation, end timing, release forward. Determine the number of minutes and the charge.

E. Quote the time and charge to the attended station. Write the quotation on your ticket.

4. ITEMS AND REQUESTS COMMON TO TOLL CALLS FROM PUBLIC TELEPHONES.

A. Request Not to Call Time at End of Initial Period.

(1) **Customer Distance Dialed Calls.** Advise the customer that notification is arranged for auto-

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matically by the equipment. If he repeats his request, say "All right, sir. Signal when through, please." Handle the call exactly as though it were a Dial "0" coin call, except that you will not have to dial the called number. Enter "do not notify" in the Special Instructions space on your billing ticket. Set "OPR TMG" key, hold and time the call on a locked loop at your position. Place the ticket in the ticket slot. Release your position in the usual manner.

(2) **Dial "0" Coin, or Attended Pay Station.** Say "All right, Sir. Please signal when through." Handle these calls exactly as outlined under "Dial "0" (red) Coin" and "Attended Pay Station." In handling paid calls such as these, you will always hold and time the connection at your position.

B. Request to Reverse or Transfer Part of the Initial Period Charge. Say, "I am sorry, we do not split an initial period charge between two telephones" and ask if he wishes to reverse or transfer the entire charge. Explain, if necessary, that this action would only be justified under very unusual conditions. However, if the calling party gives a reason which in your judgment justifies the request, say that you will do so in this case and proceed as outlined for a similar case involving a shortage.

C. Customer Says Deposit to Reach Operator was Not Returned. Acknowledge, and then explain that the 10¢ dial tone deposit will be deducted from the amount requested.

D. Recalling a Customer at a Public Telephone. Understand, that you will not be able to initiate an attempt over a coin trunk. For this reason any time it becomes necessary to dismiss a customer at a coin box, the call back must be made by the CORD BOARD operator.

E. Securing Deposit for Initial Period — Coin Telephone. On all calls from prepay telephones if you have not already secured the deposit for the initial period before the called telephone answers, secure it before permitting conversation to start.

F. Remaining Cut In.

(1) **Distance Dialed Calls.**

On a station call, operate the "Start Timing" and "Position Release" keys as soon as you have secured the initial deposit, verified operation of the Class-Charge key, and heard audible ringing from the called end.

On calls requiring announcement or verbal answer from the called end, remain cut-in until chargeable time, as defined in "Starting Conversation — Starting Timing," starts.

(2) **Dial "0" Coin.**

On a station call, after securing the deposit and hearing ringing tone from the called end, place the loop on "Hold" and release your position circuit. Enter start of conversation on the ticket when the called station answers as determined by the supervisory lamp.

On a person call or station call requiring announcement, after securing the deposit and announcing the call, wait for conversation to start, then enter start of timing on the ticket. Place the loop on "Hold" and release your position circuit.

G. Notification At End of Initial Period.

(1) **Coin Distance Dialed.**

The equipment will send the call into a TS Position. It will appear on a "NFY" Kind-of-Call Lamp. The equipment has collected the coins.

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(2) **Call Held on Traffic Service Position.**

When notification is to be made, turn the selector switch to the position desired (3, 4, or 5) minutes. Operate the Timer key lamp (lamp lights). The lamp is extinguished when chargeable time starts. At 6 seconds before the expiration of the initial period interval, the red timer lamp begins to flash. Enter the connection, collect the deposit, and notify the parties.

(3) **In notifying say,** for example:

"Your (no.) minutes are up. Signal when through please." or "It is now the end of the initial period. Signal when through please." If you are holding and timing a ticket with the connection, note the time you notified in the space for reports.

H. Giving a Report of Delay to a Coin Telephone. Give the report and say, "Will you try again later, please?" Do not offer to leave word or to try the call later. However, if the customer requests you to leave word or try the call later, say that you will do so. If the deposit for the initial period has been secured, return it. If a subsequent attempt is to be made, secure the calling party's name, the time he wishes the call tried, and enter the calling and called numbers obtained from your display panel. Send the ticket record to the Cord Board.

I. Giving a Report of Delay to an Attended Telephone. In giving a report, proceed as on a call from a coin telephone unless you are sure you are dealing with the attendant, in which case, say "your party" or "he" instead of "you" when you speak of the calling party.

J. Cutoff, Other Interruption or Wrong Number on a Call from a Coin Telephone. If you are notified of a service difficulty on a call from a coin telephone, proceed in general as for a similar condition reported by a user at a non-coin telephone, except as modified by this section.

(1) **Re-establishment of connection and timing new connection.**

(a) **Wrong Number or Party.** Reconnect and verify that a right number or party has been connected before releasing the call for machine timing, or holding and timing on a locked loop where this is required.

(b) **Service Difficulty other than Wrong Number,** for example Unsatisfactory Transmission or Cutoff, reconnect the parties, then hold and time the connection. Your ticket is the billing ticket and should carry notations indicating details of the adjustment made in the charge.

(2) **Manner of signal appearance.**

(a) **Call appears on Flashing Coin Station or (red) Special Toll.** Express regret and advise the customer you will reconnect him. In all cases of service difficulty reported, operate Display Rate Key and note the rate treatment number. Ask the party for the calling and called numbers. Key these into the equipment. Operate Display Rate Key again.

[1] **Same rate treatment number** — allow the call to complete.

[2] **Different rate treatment number** — release forward, make sure proper Class-Charge key has been operated. Return the coins in the telephone, and request a deposit of the amount displayed in the panel plus ten cents. Re-advance the call.

(b) **Call appears on Steady Coin Station or (red) Special Toll.** Return the 10¢ dial tone deposit. Allow the connection to complete. Hold, or release the connection, after completion, according to standard procedures and the provisions of J(1)(a) and (b) above.

(c) **Call Appears on Flashing "0" Coin.** Since dial "0" coin, paid calls are always held on a

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locked loop, these will be specially billed, not sent-paid calls. Proceed in the usual manner for the particular type of call and difficulty that the customer reports.

(d) **Call Appears on Steady "0" Coin.** Establish connection, return 10¢ dial tone deposit, hold and time as described elsewhere in this section. Notify as usual and collect any overtime charge that may apply.

(e) **Flash occurs on a locked loop.** Answer the signal. Take any steps required to re-establish connection or reach the correct called station. Since the first conversation interval is on your ticket, adjustments can be made with full knowledge of what has occurred on the call.

(f) **Steady Signal on Charge Due or NFY Lamps.**

[1] If the difficulty reported is any other than wrong number or party, re-establish the connection. Hold it and time it from this point on.

[2] If the customer claims wrong number or party, question him to determine all the facts. If there is indication that a wrong number or party was connected for the relatively long interval indicated, attempt to reach the correct number or party following the procedures outlined above.

(3) **Timing Adjustments.**

(a) **Wrong number.** Do not charge for the first call. Charge only for connection to the correct number or party. Understand that the initial period deposit is still in the hopper and that flashing by the customer would not cause the money to be collected.

(b) **Cut-off, interruption, etc.** If the duration of both conversation intervals are known, deduct one minute plus the usual timing allowance for a cut-off. In the case of unsatisfactory transmission, charge the portion of the first connection interval that was satisfactory. Generally, rely on the customer for an appraisal of the amount of satisfactory communication he received.

Note: In applying the above rules, keep in mind the following:

If a coin user has dialed a DDD call and remains on the line, the initial period deposit is not collected until 18 seconds before expiration of the initial period. A flash by the customer will not cause the money to be collected. Hang-up by the customer will cause the money to be collected.

Flashing Coin Station and Flashing (red) Special Toll Signals can appear anytime following release by the TSP up to the first 42 seconds of chargeable time.

The Charge Due signal is not brought into the TSP until several seconds following the expiration of: flash or hang-up by the calling party, or expiration of 10 overtime intervals.

The Charge Due lamp brings with it the number of overtime minutes connected. In addition the rate treatment number is in the trunk when the signal arrives and is available upon operation of "Display Rate."

The NFY lamp is brought into the TSP at the end of the initial period. The rate treatment number is in the trunk and available on demand when the signal arrives.

"0" coin paid calls are held and timed at the TSP.

Based on this information you will be able to determine the approximate conversation time whether the connection on which a service difficulty was encountered by the customer, was timed by the equipment away from the TSP, or at your position.

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(4) **Ticket Notations.**

(a) Make a credit ticket for all cases of service difficulty reported by coin station users showing calling and called numbers in addition to other significant information outlined in the section "Credit Tickets." Mark the Dial Credit and Memorandum bubbles. If you are unable to secure the calling and called numbers, record a memorandum ticket and show whatever details are available.

(b) A credit ticket is not required on "0" coin paid calls timed at your position; however, complete details of the difficulty encountered and adjustment made should be shown on your billing ticket.

K. Securing Deposit at a Coin Telephone. To secure a deposit for an initial period, say to the calling party, for example, "Deposit (Amt.) more, please, for the first (initial period)." To secure a deposit after telling a calling party that there will be an additional charge, say "Deposit (Amt.), please, for the additional (no.) minutes." To secure a deposit when "Charge Due" signal is received, say "Deposit (amt.) for (No.) additional minutes please."

However, on a call from a prepay telephone, if the amount to be deposited exceeds $2.00 (or $4.00 if locally specified), say "The charge is (amt.) for the first (initial period) or 'for the additional (no.) minutes'. Deposit two (or four) dollars please and wait until I tell you to deposit more." Collect the deposit and then secure the remainder in amounts not exceeding $2.00 (or $4.00) at a time.

After requesting a deposit, listen for the coin signals and enter the denomination of each coin deposited in a vertical column on the back of a ticket or other memorandum. When the correct amount has been deposited, on a call that you will time, draw a line under the last coin entry. Mark the coin paid bubble. On a subsequent deposit, enter the denomination of coins deposited under the last coin entry separated from the previous deposit entries by this line. If the call is one you will release, acknowledge the deposit, release the call, scratch the memorandum. If the call is one you timed, mark the total amount collected and the number of minutes on the back of the ticket.

If you receive signals for only part of the amount due, say "(amt. still due) more, please." If the calling party hangs up without depositing the full amount due, collect any deposit made, ring the calling telephone, and request the amount due.

L. Collecting or Returning Deposit at a Prepay Coin Telephone. If you are working on another call, you may place it on "Hold," re-enter the other loop and collect, or return, a deposit. It will only be necessary to operate the appropriate coin key and release it.

M. Difficulty or Failure in Securing Correct Deposit.

(1) **Indistinct, Incorrect, or No Coin Signals.** If signals are indistinct or incorrect, or it appears that a signal has been given by means other than the deposit of a coin, or no signals are received, ask the calling party if he deposited the amount requested, and if he did not, again request the deposit. If he claims to have deposited the required amount, say "I'm sorry, I did not get the signals (or 'correct signals'). I will return your money." Return the deposit, and then say "Deposit (amt.) again, please." If you still do not receive the correct signals, say "I still do not get the correct signals."

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If he states that he has made the deposit and you have no reason to doubt his statement, assume that the correct deposit has been made. Record a "memorandum" ticket and enter the amount in question below the last coin entry if any, and enter an explanation on the back of the ticket. Start timing and release the call from your position in the usual way. If you doubt the correctness of his statement, operate "Release Forward" key. Then ask for his name and address and enter this information with an explanation on the back of the ticket. If you become convinced that he is trying to defraud the Company, refer the case to the employee designated to handle such cases.

If there is any indication that the telephone equipment is not working satisfactorily, report the trouble. If necessary, tell the party that there is trouble at the telephone and ask him to use another telephone.

If you have a ticket or scratch memo and you return a deposit, draw lines through the related coin entries and enter the denomination of each coin subsequently deposited under the original entries.

(2) **Calling Party Refuses to Deposit or Disputes a Charge.** Verify the facts and make any necessary adjustment as in the section "Starting Conversation, Starting Timing." If the charge is correct, or when you have made the necessary adjustment, try to secure the deposit due. If he is still unwilling to make the deposit and it is an initial period charge, explain that you can not proceed with the call until the deposit is made. If the deposit is not secured, operate "Release Forward" key and do not let the call be completed.

If the customer is unwilling to pay an additional charge on a call held on a loop on the basis that he was not notified on time and that if he had been notified on time he would not have talked beyond the initial period, and conversation ended promptly after notification, that is within a minute, determine from him the amount for which he thinks he should pay. Arrive at a reasonable adjustment in view of the circumstances and show the amount still due as a shortage.

If conversation did not end promptly after notification, for example within a minute, explain that since notification apparently was not used for terminating conversation promptly, no adjustment is applicable. If the customer still expresses unwillingness to pay the additional charge, make no further attempt to secure it but show the amount still due as a shortage.

N. Shortages.

(1) **Definition.** Whenever a deposit of the full amount due can not be obtained from the calling coin telephone on a paid call, a shortage is said to exist.

(2) **Disposition.** Shortages are disposed of in one of two ways:

(a) **As a Part-Charge,** if the balance due can be billed to a telephone other than the calling one, or to a person to whom a bill can be sent.

(b) **As a Shortage,** if the balance due can not be billed to another telephone or elsewhere.

(3) **Procedures.**

(a) **Call timed by the AMA Equipment.** (Call will arrive at your position on NFY or CHG DUE lamp).

[1] **Call received before end of conversation.** Ask the calling party to resume conversation and to signal when through. Hold and time the connection from this point on. Obtain and enter the rate treatment number, and also copy whatever appears in the nixie display panel.

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When the calling party flashes, end timing and release forward. Obtain the calling and called numbers and mark them on the ticket. Also obtain information as to how the additional charge is to be billed. Secure the calling party's name. Reach the number to be charged and obtain acceptance. The amount to be charged will be the total of the charge due when the signal reached your position plus the charge and tax for the elapsed time as determined by subtracting your "connect time" when you asked the parties to continue conversation, from the "disconnect time" and subtracting the usual timing allowance.

[2] **Call received at end of conversation.** Release forward. Note the deposit of whatever coins the party may deposit. Obtain and enter the calling and called numbers and also copy whatever appears in the nixie display. Obtain and enter the details as to how the balance due is to be billed. Secure the calling party's name. Reach the number to be charged and secure acceptance, then mark the ticket to this effect. The amount to be charged will be the amount displayed in the panel minus the total amount deposited, if the customer put any money into the box after the call reached your position.

(b) **You timed the call** after having placed it under **"OPR TMG" control.**

Since you will have the entire conversation interval on your ticket, you will not know that the calling party wants a part of the charge billed to another number until conversation has ended. When the calling party flashes, end timing, and answer the signal. If appropriate, release forward. Determine the elapsed time and compute the charge and tax. In determining the amount to be billed elsewhere, allow the party credit for the total amount including tax, which he deposited before conversation started. If you do not already have it, secure the calling party's name. Also obtain the number to which the balance due is to be billed. Secure acceptance of the charge.

(4) **Ticket Writing.**

(a) **Part Charges.**

[1] **AMA-timed.** If the conversation was timed by the AMA equipment, only <u>one</u> ticket is required to bill the part charge correctly. Use the memo on which you have noted calling and called numbers, rate treatment number and any other pertinent information. On the face of the ticket, mark "memo," "Part Charge," "From Coin," "Period of Day," "Person or Station," and the type to tell how the part charge is to be billed, for example, "collect and yes," "bill to third number," etc. On the back, in the charge columns, mark only the amount of the part charge which is to be billed as indicated on the face of the ticket but mark the total number of minutes represented by the conversation time about which you know.

[2] **Operator Timing.** If you wrote a billing ticket and timed the conversation manually, then two tickets are always required to bill a part charge correctly. Use the billing ticket as the "Part Charge" and write a second ticket to advise the Accounting Department that a split charge has been encountered. On the face of the "Part Charge" ticket, mark "Billing," "Part Charge," "From Coin," "Period of Day," "Person or Station," to tell how the part charge is to be billed, for example "Credit Card," etc. On the back in the charge columns, mark only the amount to be billed as indicated on the face of the ticket, but mark the total number of elapsed minutes of conversation. Write a second ticket. On the face of it, mark the calling and called numbers, "Billing," "From Coin," "Period of Day," "Person or Station," and "Coin Paid" bubbles. On the back in the charge columns, mark the total amount of money collected at the calling telephone, but mark the full number of minutes of conversation time. Also write on the back the denomination of the coins you collected, "Shortage Amount," etc.

(b) **Shortages.** Regardless of how the call was timed, only one ticket is needed when a shortage is involved. It is in effect an explanation of why the balance due is not in the box.

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(c) **Shortage Tickets.** If the shortage occurs on a call associated with AMA timing, make a memo ticket. If the shortage occurs on a call you have timed under "OPR TMG" control, make the notations of shortage on the billing ticket. In either case, on the face, mark "From Coin", "Period-of-the-day", "Classification", "Coin Paid", calling and called numbers, if known. On the back mark the "Over-Short" bubble. Also mark the total number of minutes, but only the amount actually collected at the calling coin telephone.

(5) **Conditions Encountered.**

(a) **Calling Party Requests Balance Due Be Charged to the Called Telephone, to a Third Telephone, to a Credit Card, or to be** put on a special bill to be sent to him at his address.

[1] Make a "part-charge" in accordance with the preceding paragraphs.

[2] Secure acceptance of the charge by the number to be billed except in the case of special billing numbers such as Q or Z numbers.

(b) **Calling Party Says He Will Call later** to deposit the money.

[1] Make a shortage ticket, or note "shortage" on the ticket you have.

[2] Secure the calling party's name and address and enter it in the "Spec. Inst." space with the notation, "Clg will deposit later."

[3] Secure details of the call unless you already have them.

[4] Refer the ticket to your Supervisor.

(c) **Calling Says He Will mail·the amount due to the Business Office.**

Make a shortage as in the preceding paragraph with the addition that you will give the party the name and address of your local serving Business Office. Make the proper notation on the ticket.

(d) **Calling Party Refuses to Deposit Coins, or Hangs up** and does not Respond to Recall.

Make a shortage ticket (or notation if you have timed the ticket). Enter whatever information is available, for example, nixie display, rate treatment number. Enter an explanation of the shortage unless it is obvious from other entries on the ticket.

O. **Overcollection.**

(1) **Definition.** Whenever the customer claims he lost coins in the telephone or a deposit including the ten-cent dial tone deposit exceeds the correct amount of charge and tax due on the call, an overcollection is said to exist.

(2) **Disposition.** An overcollection is disposed of by refunding the money by mail. Notations of necessary information are made on the billing ticket if you have written one, or on a memorandum ticket which you will prepare for the purpose.

(3) **Procedures.**

(a) Make every effort to return the money mechanically. If you can not,

(b) Offer to mail the money to the party. If he wishes this, secure and enter the calling party's name and full address and say that the amount will be refunded by mail. However, if it is customary to have refunds made by the proprietor, or if the calling party wishes an immediate refund and the telephone is not in a place, such as a railroad station, where this would be

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impracticable, request that the proprietor be called to the telephone. When the proprietor answers, ask him to refund the money, stating that you will have it returned to him, and enter "refund to proprietor (name and address)" in the "Spec. Inst." space. If the calling party's name and address have been entered, draw a line through them. In any case, refer the ticket to the employee designated locally to make the refund.

If you do not obtain the calling party's name and the address to which the refund should be mailed, or if the calling party deposited an excess amount which he does not wish refunded, merely enter an explanation on the ticket.

(4) **Ticket Writing.** Only one ticket is needed for an overcollection regardless of the manner of timing on the call.

(a) **Entries on Tickets Related to AMA Timing. All** tickets relating to calls timed by AMA equipment and reporting on overcollection are marked "memo."

(b) **Entries on Tickets Related to "Operator Timing". All** tickets relating to overcollection on calls timed under "OPR TMG" control at your position are marked "Billing". The overcollection information is added to the ticket you have timed.

(c) **Other Ticket Entries Common to "Memo" and "Billing" overcollection tickets.** On the face of the ticket mark "From Coin", "Period-of-the-day", "Classification", "Coin Paid", also calling and called numbers if known. On the back of the ticket, mark "Over and Short" bubble. Mark the total number of minutes represented by the charge, but mark the <u>total</u> amount of money actually collected. Show other information such as "overcollection (amt)", "number," etc.

P. Difficulty in Collecting or Returning Deposit at Prepay Coin Telephone. When you operate a collect or return key, it is only necessary for you to depress the key momentarily and release it.

(1) **Deposit Collected or Returned in Error.** If you collect a deposit when you should return it, arrange for a refund. If you return a deposit when you should collect it and the calling party is holding the line, request the deposit again and then collect it. If he has hung up, ring the calling telephone, make the necessary explanation, ask the person answering to redeposit the money, and then collect it.

(2) **Calling Party Claims That He did Not Receive a Returned Deposit.** Make another attempt to return the deposit, and say "I returned your money. Will you look in the return slot, please?" If he still claims not to have received the money, arrange for a refund.

Q. Calling Party Reports Finding Money or Wishes to Deposit an Amount to Cover a Shortage on a Previous Call. Say "Thank you" and ask him to deposit the coins. Enter on a memorandum ticket, the calling and called numbers and any other details that are volunteered. Secure and collect the deposit. Enter the denomination of the coins deposited and an explanation on the back of the ticket. If the amount collected is to cover a shortage on a previous call, secure the name and address of the calling party, and enter it in the "Spec. Inst." space, then refer it to the Supervisor. If the calling party has reported finding the amount collected, dispose of the ticket as locally directed.

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TRAFFIC SERVICE POSITION
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Div. C Sec. 15
Figure 1

5. SAMPLE Tickets

A. Part-Charge. AMA Timed.

A "Charge-Due" signal appeared accompanied by a nixie display, "495 charge;
9 minutes." When the TSP operator requested the deposit, the calling party
deposited two dollars and fifty cents, then he asked that the overtime
charge be made collect. The original record is on the AMA tape. This
ticket is the part charge which is to be billed "collect".

Face

Back

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Practice

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Div. C Sec. 15
Figure 2

B. Part-Charge. AMA Timed. Conversation extended after TSP was connected. Entire amount, that is the amount displayed in the nixie display panel when the "Chg-Due" signal arrived, and the amount due for the seven additional minutes of conversation after the TSP was called in, is to be billed to a third number.

Face

Back

Traffic Operating
Practice

TRAFFIC SERVICE POSITION

PUBLIC TELEPHONE CALLS

Div. C Sec. 15
Figure 3

C.   Part-Charge. Call held and timed at TSP. The customer placed a call to a non-
dialable number. He asked that the overtime be charged to a third telephone.
Two tickets are required. The original ticket becomes the part charge. A
second ticket is written to explain the shortage and to assure that the conver-
sation time and revenue will appear in the Accounts.

Face - Original Ticket (2nd Ticket next page)

Back - Original Ticket

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Div. C Sec. 15
Figure 4

Face - Second Ticket

Back - Second Ticket

85¢ collected
110 Billed to
312 343-2978

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CALLS FROM HOTEL EXTENSIONS

It is necessary to make a ticket on all calls from guests registered in hotels, motels, and similar establishments when properly identified as such. The switchboard attendants at these establishments are informed by the Telephone Company P.B.X. service advisers as to the proper way of placing calls so as to be so identified. The term "hotel" as used in this section applies also to such other establishments, and the term "hotel operator" applies to switchboard attendants.

The P.B.X. operator will announce "hotel" or "motel" calling. If the call is a paid call you will mark the ticket "billing" and obtain the call details from the calling party. You will hold and time the connection, and will report Time and Charges to the hotel after conversation. If the call is not a paid call so that time and charges are not required, mark the ticket "memorandum" and release the connection for AMA timing.

Such calls are treated in general as other calls, except as modified by this section.

1. **CALL RECEIVED.** After acknowledging a call from a hotel operator, wait for the guest to be connected and again answer. If the call is a paid call record a billing ticket. Even though the calling establishment may be otherwise identified, as for example, a motel, mark the Hotel bubble. If the guest calling gives the hotel name, enter it on the ticket.

Enter the calling guest's name and room number, asking if necessary, "Your name and room number, please?" or "Your name (or 'room number'), please?" as the case requires. If the calling party gives an extension or booth number, consider it equivalent to a room number. However, on a credit card call, do not obtain the calling party's name or room number unless this information is required because delay has been encountered in completing the call or for the purpose of quoting ticket details to the hotel operator after conversation if time and charges were requested.

If you do not have to quote T&C to the hotel, for example, on a collect call which can be released for AMA timing, mark your ticket memorandum. All other entries are the same. "Set" the call for machine timing. At "Start of Timing," enter start of conversation time on your ticket, and release your position.

2. **DELAY ENCOUNTERED**

A. Leaving Word. Give the special leave word number.

B. Giving Reports—Calling Guest Not Holding Line. P.B.X. operator still connected (off-hook condition). Reach the hotel operator and say "This is Long Distance. Ring room (no.)." When the calling party answers, give the report, but if the answer from the room telephone does not indicate you have reached the calling party, ask "Is Mr. (clg. pty.) there?" If some one else volunteers to accept the report, give it to that person. If the room telephone is busy or does not answer, give the report to the Hotel P.B.X. operator. Ask that the guest place the call again if he wishes it tried later. Release forward, and release your position. Cancel the ticket if you have written one.

3. **NOTIFICATION AT END OF A SPECIFIED PERIOD.** Proceed in general as provided in the section "Starting Conversation, Starting Timing," except as modified by the following:

On paid calls held and timed at your position, if notification was late or omitted, and the guest is unwilling to pay for the full conversation time after you have made a reasonable effort to secure acceptance, determine from him the length of time for which he thinks he should pay and arrive at a reasonable adjustment as in the section "Starting Conversation, Starting Timing," and tell him that the hotel will be advised to charge him only for the agreed period. Write "credit (No. of minutes allowed as a credit) mins" and "refuses overtime" on the back of the ticket. Also show on the back the full charge, the amount of charge being deducted and the net charge. Mark the "over and short" bubble.

CALLS FROM HOTEL EXTENSIONS

Then reach the hotel operator and quote the full amount of the charge, advising her that the guest expressed unwillingness to pay for (no. of mins.) excess time because of late notification or failure to notify and that a credit will be issued for (amt.) difference.

4. QUOTING TICKET DETAILS TO HOTEL OPERATOR. On all paid calls on which there is a charge, at the end of conversation, determine the charge, and then reach the hotel operator, and quote the charge. However, if charges are to be quoted from another position or by another operator, send the ticket to the location at which charges are to be quoted, as locally directed.

To quote a charge, say to the hotel operator, "Charge," and when she says "Ready," quote the details but if she says "I will give you the charge clerk," wait for the charge clerk to answer, again say, "Charge," and when she is ready, quote the details as follows:

To quote a message or report charge, say "Room (no.), (clg. pty.) called Area Code and Number" or "Place Name and Number" followed by the name of the called party on a person call, if locally directed to include these items. Then add "The charge is (amt.) for (no.) minutes."

If there is a messenger charge, quote it to the hotel operator as soon as you determine it.

On a request that a call be charged to another room telephone, when you first quote a charge, inform the hotel operator of the request.

On a collect, credit card, or charge to a third telephone call, if locally directed to do so, at the end of conversation reach the hotel operator and when she is ready, say "OK collect call," "OK credit card call," or "OK call charged to third telephone" as the case requires, followed by the identifying details of the call. In cases such as this, your ticket is the billing ticket. "Opr Timing" key is operated before timing is started. The call is held at your position.

After quoting details, acknowledge correct repetition with "Right" and when the hotel operator gives her number, or initials, or a serial or voucher number, as locally arranged, enter in the "Spec. Inst." space, for example, "ref 108," "ok by MA," "ser 24," or "vo 18." If she fails to give such information, ask for it.

5. GUEST REQUESTS RATE OR CHARGE.

A. Request for Rate. Quote the rate in the usual way but prefix "The Telephone Company's rate is."

B. Request for Charge. Say "I will have the hotel operator call you" and enter "quote charge to clg pty" in the "Spec. Inst." space. Then when you quote the charge to the hotel operator, say "Quote charge to calling party." If, however, the guest indicates that he prefers you to quote the charge, quote it in the usual way but prefix "The Telephone Company's charge is." Also when you quote the charge to the hotel operator, say "Charge quoted to calling party."

If you did not time the call, say "Will you ask the hotel operator, please?"

TRANSFER TO CORD BOARD

1. **TRANSFER BY EQUIPMENT.** A call which reaches your position on a Dial "0" Coin or Dial "0" Non-coin trunk can be transferred to the Cord Board by the operation of the "Transfer" key located directly below the "DDD Kind-of-Call" lamp indicators. Once you have depressed this key, the call will be transferred to the Cord Board and cannot be transferred back to the Traffic Service Position. Wait on the line until the Cord Board answers and pass significant information such as the calling number to her. Release your position from the connection by operating in turn the "Opr Tmg" and Position Release keys.

Calls that will be transferred to the Cord Board are, for example; requests for the Marine Operator, Sequence Operator, etc.

2. **SENDING CALLS TO THE CORD BOARD OPERATOR FOR HANDLING SUBSEQUENT ATTEMPTS.** If a calling customer at a coin telephone has requested you to make a subsequent attempt on a call that was not completed, agree to call him. Make the proper notations on the ticket, and send it to the Cord Board, in accordance with local instructions.

REPORTS OF DELAY

1. GIVING REPORTS. If a report of delay has been received in the hearing of the calling party, you need not repeat it, but ask the necessary directions immediately, or state what further action will be taken. However, if the calling party indicates that he has not heard or understood the report, repeat all or any of it, as is appropriate.

Whenever a report of delay is given, except as otherwise specified below, determine the wishes of the calling party as to whether he would prefer to place his call again, or would like to have you try it. If the calling party does not immediately indicate his wishes in this respect, on a report of delay concerning the called telephone, ask for example. "Shall I try later, or would you prefer to place your call again?" On a report of delay concerning the called party, the appropriate phrases to give the calling party are "Shall I leave word for Mr. (cld. pty.) to call me when he returns, or would you prefer to place your call again?" or, "Shall I try tomorrow (or 'given day') or would you prefer to place your call again?", as described in the section "Reaching Called Party." Vary your phrases as appropriate to meet the particular situation but do not fail to offer a choice between the 2 courses of action.

If a report of NC is received, omit the above question and at once state the subsequent action to be taken as provided in the section "Initial Attempt to Reach Called Telephone Affected by Line Busy, Reorder, etc."

A. To Whom Reports should be Given. Give reports to the party holding the line.

B. Explanatory Phrases. When necessary, use one of the following introductory phrases before giving a report.

(1) **Identifying the Call.** If the calling party has been off-line, or has hung up, or if a PBX operator placed the call, say "On your Long Distance call" or "On (clg. pty.)'s Long Distance call," etc. If the calling party then asks which Long Distance call say, "The one to (tel. no.)," or "The one to the (NPA code) area," as seems appropriate. If it becomes necessary to identify the called place name, obtain it from the route operator.

If you are giving a report to the called telephone, identify the call, as for example, "On the Long Distance call to (cld. pty.)."

(2) **Identifying Yourself.** If in your opinion the nature of the report or request will not identify you to the customer, say "This is Long Distance operator."

C. Indicating Regret. Where appropriate in giving a report of delay, before releasing the calling party, indicate regret at being unable to complete the call, saying for example, "I'm sorry that we were unable to complete your call this time."

D. Use of Names or Identifying Information. Whenever a report includes the name of the calling or called party, use the full name. However, if you have used the full name shortly before, omit the initials or first name if it seems natural to do so. If the called party is designated otherwise than by name, use the designation given and include the address name or called number, for example, "They expect the manager at (address name) today."

REPORTS OF DELAY

E. Use of Address Name or Called Number. Whenever a report requires the use of the address name or the called number, use the address name if you have it rather than the called number. If the address name is not available, use the called number.

F. Withholding Reports. If the calling telephone is not holding the line, you need not give a report of delay if you anticipate that a more complete report will be given shortly. For example, withhold a report of LK or WT until you reach the party or receive a different report. Also withhold a report of BY or NC until a report is due. However, if the condition changes to other than BY or NC, give the new report.

G. Indicating Knowledge of Previous Report. In giving a subsequent report, indicate a knowledge of the previous report; for example, if the report is the same, say "On your call to (cld. pl.), they still do not answer," or if the report has changed, say "On your call to (cld. pl.), the line is busy now."

H. Information Relative to Called Telephone or Party. If an operator or another telephone on a party line volunteers information, such as that the family is out of town or the time at which the called telephone may be expected to answer, indicate the source of the information when giving the report to the calling party. For example, say "The operator at (cld. pl.) reports," or "Another party on the line at (cld. pl.) reports."

I. Progress Reports. At the end of approximately one minute, while the customer is holding the line and it is not apparent what action has been taken to complete his call, say for example, "I am trying to complete your call."

2. INDICATING SUBSEQUENT ACTION TO BE TAKEN. Having given a report, on a call requiring further attempts, before releasing the calling party make certain that he has a clear under-standing of the next action to be taken, by whom, and at what time, in so far as this is possible. For example, if an operator is to make a subsequent attempt, use such expressions as, "I will call you at (time) [or 'in (no.) minutes' or 'when Mr. (cld. pty.) reports' or 'when I can secure a circuit']." If the customer is to initiate the subsequent attempt, say for example, "Will you place your call again, please, when you are ready."

If the calling party asks you to hold the call until he tells you to try it, say "It will be better if you place the call again when you are ready." Explain if necessary that the call will be completed most quickly if he will dial the called number preceded by the digit "0", when he is ready to have the call tried.

If the calling party wishes you to make a subsequent attempt but says he will talk from another telephone explain that it will be better to place the call later from the other telephone.

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REPORTS OF DELAY

3. AUTHORIZED CODES

The authorized codes and abbreviations shown in this section are used to indicate the conditions and situations encountered on particular attempts. Use the codes whenever they help you, or whenever you need to make a ticket. As mentioned elsewhere, you need only make a ticket if a subsequent attempt is to be made or if the record is needed in connection with billing information.

A. Party Delay

Code	Meaning
ag	Try Again
ay	Anyone
cf	Can Not Find Party
fc	Find Called (This report is always followed by a telephone number or location.)
lf	Left Telephone
lk	They will look for the party, or call him to the telephone. This report is usually followed by information as to how long it will take to contact the party wanted.
lw	Leave Word
MG	Messenger — This term is used when a messenger is to be sent to notify a party to come to a telephone.
nrg	Party Not Registered
tlk	Talking
WH	We have the party ready to talk.
wt	Will Talk With
u	Party Not There — The term "u" never stands alone. It means that the party isn't there and that he is expected. The clock time, the interval of time, the period of day or date, or a special code follows the "u" to make it meaningful. For example, "u few" means the party is not there, but he is expected in a few minutes.
ud	They do not know whether the party will be there or not.
un	The party is not known at the called telephone.
ux	The party is not expected.

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REPORTS OF DELAY

B. Station Delay

Code	Meaning
BY	The Line is Busy
CTO	Cutoff
DA	Telephone Does Not Answer
Dbl	Double — For example, this code may be used in reporting a double connection which the customer experienced.
Ds	Telephone Disconnected
TD	Temporarily Disconnected
NF	Listing Not Found by Information
NSN	No Such Number
OD	Out of Order

C. Delay in Call Advancement

Code	Meaning
NC	No Circuit Available
RO	Reorder

4. ENTERING REPORTS WHEN A TICKET RECORD IS REQUIRED.

A. Where to Enter Reports. Enter reports and directions in connection with the initial attempt on the face of the ticket in the space for reports. Use the back of the ticket if more writing room is needed.

B. What Reports to Enter. Enter such reports and directions as are necessary to show the status of the call, the action taken, and the subsequent action required. Use authorized codes where possible. Make the record in sufficient detail so as to avoid misunderstanding but enter no unnecessary details.

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REPORTS OF DELAY

C. How to Enter Reports.

(1) In general, use a separate line for each entry of report or directions received. However, make more than one entry on the same line under the following conditions, provided both entries would normally be on the face of the ticket.

(a) If a report supplements or is definitely associated with the preceding report, enter it on a line with that report. For example, enter "lk 9-45 lf 48" when a telephone is LF following a report of LK.

(b) If a change in ticket directions is received at the time a report is given, omit the time at which the directions were received.

(2) Follow each entry with the time at which the report or directions were received. Record the time to the nearest minute, using a hyphen to separate the hour from the minutes, as "12-10" or "18-00." Include the hour with the first time entry if no filing time has been entered, and in any case if the hour has changed since the preceding time entry.

(3) Precede a report relating to a person with the name of that person if more than one called party's name is on the ticket and it would not otherwise be evident to whom the report refers.

5. DIFFERENT TIME AT CALLED PLACE. Convert the time mentioned in a report to the corresponding time at the calling place and use it in reporting to the calling telephone. Say for example, "They expect Mr. (cld. pty.) at seven o'clock our time," or if you do not give the report, inform the calling telephone of the difference in time, as "That is seven o'clock our time." In writing reports enter the time shown on your 24-hour clock. In quoting reports to customers, quote clock time in terms of standard usage of A.M. and P.M.

In entering the report on the ticket, follow it with the corresponding time at your office and the abbreviation of your office in parentheses. Use 24-hour time at your office for other time entries, such as the time of the receipt of the report and the subsequent attempt time. For example, on a call from 212 area to 612 area, and on which you recognize that the call is from New York to Minnesota enter a report received at 17-01 that the called party is expected at 6-00 o'clock as "u 6-00p (7-00p NY) 17-01." Enter the subsequent attempt time in terms of the 24-hour clock at your office.

SUBSEQUENT ATTEMPTS

1. **DETERMINING SUBSEQUENT ATTEMPT TIME.** Having given a report, including whatever option is provided by the Operating Practice, if the call remains active, the subsequent attempt time is the time at which you agree with the customer that you will try the call again. In general, this is the time at which you offer to try the call again, or the time specified by the calling party.

Unless the customer specifies the time, determine the subsequent attempt time in accordance with the following table based on the report involved.

Report	While Holding the Calling Line on the Initial Attempt	Interval — Minutes Subsequent Attempt (Delayed Call Trunk Used)
NC or RO Signal or Recorded Announcement of NC	Recycle order twice before releasing position circuit	Two attempts at 5 minute intervals after first report. Then, as directed.
NC heavy traffic		20 minutes
Circuits out of order or long delay encountered		As directed by the Chief Operator
BY	Recycle order Once	5 minutes if customer accepts option
Ext. or rm. tel. BY		5 minutes if customer accepts option
Tel. DA or OD Ext. or rm. tel. DA		As directed by calling party
LK LF		5 minutes if customer elects option
All party delays when word is not left NRG pty. not paged		As directed by calling party
All party delays when word is left NRG pty. paged		No subsequent attempt unless requested by calling party

When the subsequent attempt time is "As directed by calling party", on a report of U definite time, say for example, "I will call you at (time specified) and if the calling party agrees, enter it as the subsequent attempt time. If the called telephone mentioned two times, such as "2 or 3 o'clock", use the earlier time. On a report of U indefinite time, ask the calling party what time he wishes the call tried, and if he specifies a time, say "I will call you at (time specified)." If he does not specify a time, use your judgment, as in the following examples. On reports of DA or OD, ext. or rm. tel. DA or OD, NRG pty. not paged, add one hour to the time the report was received. On a report of U afternoon received during morning hours, use 14-00 hours on a U evening report received during day hours, use 19-00 hours. On a report of expected future day, or not known whether expected future day, use 9-00 hours (future day). In these cases, say to the calling party, "I will call you at (time) if that will be satisfactory."

SUBSEQUENT ATTEMPTS

If you believe that an earlier or later subsequent attempt time will result in more efficient handling of a call, take this into consideration in determining the attempt time; for example, defer an attempt time until after lunch hour or advance it to before the close of the business day.

Following any report of delay, if the next attempt time would fall within night hours, as locally specified, and the calling party does not indicate the time at which he wishes you to try the call again, ask him if the next attempt will be satisfactory. For example, after specifying the time of the next attempt, say "Will that be satisfactory?" However, if the customer has hung up and you are not to call him back to give a report, select the attempt time based on your judgment. Give consideration to the report received, the possibility of completing the call during the night, the time at the calling and called places, and procedures for a similar situation during earlier hours. If there are indications that the call may be completed during the night, reach the calling telephone, identify the call, and say for example, "Will it be satisfactory if we make the next attempt at (selected time)?"

2. **ENTERING SUBSEQUENT ATTEMPT TIME.** Enter the subsequent attempt time if a later attempt is to be made following any report of station or party delay. Enter the subsequent attempt time following a report of NC heavy traffic. Do not enter a subsequent attempt time following an ordinary NC report.

Always enter the subsequent attempt time, encircled, on the back of the ticket in the upper left-hand corner of the space provided for reports or beneath the last entry, if any. Show the 24-hour clock hour.

3. **HOLDING OR FORWARDING TICKETS.** All delayed tickets which remain active and which require subsequent attempts or subsequent reports on the same day are held at the position where the attempt was handled. Tickets to be tried on a future day will be held at a designated position until attempt time. Tickets representing calls originated at coin telephones are to be sent to the Cord Board.

4. **PROCEDURE WHEN AN ATTEMPT IS DUE.** When a subsequent attempt is due on a ticket which you are holding at your position, make the attempt. If a delay is encountered on the new attempt which is different from that encountered on the preceding attempt, proceed as on a new call. If you have more than one ticket on which an attempt is due and you will be unable to work on them within a few minutes, pass one or more of the tickets to an adjacent operator. Also, be guided by the following:

   A. Checking Availability of Calling Party. Before making a subsequent attempt on any call, if about 30 minutes or more have elapsed since the last report was given to the calling telephone, reach the calling telephone, identify the call, and say, "Are you (or 'is [clg. pty.]') ready to have the call tried now?"

   If the calling party is ready, ask him to hold the line and proceed with the attempt. If the calling party is not ready, try to determine when he will be available and proceed in accordance with the report received as provided elsewhere in this section.

   If you are unable to reach the telephone, make attempts to reach it in the usual way.

   B. Ticket Endorsed with Special Directions. When special directions appear in the "SPEC. INST." space or in the space for reports, be guided by the following:

   (1) "ag (date)" or "ag (time) (date)." Proceed in the usual way for a subsequent attempt on which more than 30 minutes have elapsed since the last report was given to or received from the calling telephone.

   (2) "do not call until wh." Do not recall the calling party to give any report other than WH unless you will be unable to proceed without further directions. For example, if you encounter

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SUBSEQUENT ATTEMPTS

NF, NRG, UN or if the called party cannot be reached until a later day, reach the calling telephone, identify the call, say "I am sorry to bother you but—" followed by the report, and proceed as directed. When there is no further scheduled attempt and you would normally secure further directions from the calling party, use your judgment as to when to make the next attempt.

C. Tickets Carried Forward Because of Delay in Reaching Calling Telephone or Party. Proceed as on a subsequent attempt on which more than 30 minutes have elapsed since the last report was given to or received from the calling telephone.

D. Timing a Call Completed on Subsequent Attempt. If you reach the called party, let conversation begin. Hold and time the connection at your position.

WH PARTY REPORTS

1. **REQUEST FOR OTC OPERATOR.** If a customer asks for a distant place operator by number, or otherwise indicates he is ready to talk on an inward call, say "Thank you. Will you hold the line, please?" and establish connection with the distant place operator, who will secure all details of the call other than the reporting party's number, from the called party.

If the customer does not give the number of the OTC operator, ask "Do you know the number of the (dist. pl.) operator who called you?"

If the customer volunteers calling details, say "Will you give that information to the (dist. pl.) operator, please?"

2. **REACHING OTC OPERATOR.** Secure the operator's route from your position information or the Rate and Route operator by asking for the "WH route." Advance the call by dialing the OTC operator's number. When you reach the OTC operator, pass the call details to her including the reporting party's number which you will obtain by operating the "display calling number" key.

If you encounter a delay in reaching the OTC operator, advise the party that you will reach the OTC operator and give her the report and that you will call him again. Make attempts to reach the OTC operator at 5 minute intervals.

3. **WRITING MEMO TICKET.** Write a memo ticket if in your judgment it will be needed, entering only such details as you consider necessary, for example, the name of the OTC and the OTC operator number; the customer's name and his number if he is released due to NC. Scratch the ticket when it has served its purpose.

4. **ANNOUNCING CALL TO OTC OPERATOR.** Display the calling number. Pass it to the OTC operator, as for example, "(NPA code) (Cld. No.) calling operator (No.) WH on line." Wait until the OTC operator speaks to and receives a response from the customer. Understand that the OTC operator is responsible for completing the call and giving any necessary reports to the called telephone. Release your position.

If the customer called from a coin telephone, include the class of telephone, as for example, "Area code (code for called place) prepay ***."

If you released the called party for example because of an NC condition, remember to hold the connection on a locked loop after you have reached the OTC operator, passed the report, and have recalled the party reporting ready.

EMERGENCY CALLS

1. PRINCIPLES OF HANDLING EMERGENCY CALLS. A call is given emergency handling when the calling party states that it is an emergency or an urgent call. Emergency calls may relate to serious accident, illness, death, earthquake, hurricane, tornado, flood, fire, wreck, other disaster, maintenance of essential public services, civil and military defense, riot or act of war, need for an ambulance, need for lifesaving equipment or for police, fire department, doctors, hospitals, militia or calls placed by Military or Government Authorities.

If the customer tells you that the call is of an emergency nature or states that the call is to have priority handling, proceed as follows:

A. Give the call your undivided attention.

B. Make a ticket. At the first opportunity display the calling number and enter it completely, including calling NPA code if your desk serves more than one numbering plan area.

C. Notify the supervisor as an overlap operation, at the first opportunity.

D. Hold the call on a loop.

E. Time the call manually. If it is later determined that the call is one for which no charge is to be made, cancel the timing with an explanation that no charge applies.

2. EMERGENCY CALLS THAT ARE LOCAL IN CHARACTER. These are calls for local agencies such as the Fire Department, Police Department, hospitals, doctors, ambulances, etc. Generally, such calls will reach your position over a dial "0" coin or non-coin trunk. Dial the number for the emergency requested as quickly as possible, remembering that if your position serves more than one numbering plan area you will need to display the calling number to determine which agency is needed. In any event, you may need to question the calling party to determine which Fire Department or which Police Department to call. If the calling customer can not tell you which agency is wanted, connect him with the one which seems most likely under the circumstances.

In addition be guided by the following:

A. If you receive a call for an ambulance in a locality where one is not available, connect the party with the Police Department.

B. If the calling party reports a wire or pole down but indicates that it is not a telephone wire or pole, connect him with the proper agency. If he indicates that it is a telephone pole or wire connect him with the Repair Service.

C. If you receive a report of accident, disaster or crime and the calling party does not wish, or is unable, to be connected to the Police or Fire Department, report the occurrence to the proper agency giving all the details you were able to obtain in regard to the situation.

D. If you encounter a Reorder or NC condition, keep recycling to reach the number by operating the "release forward" key followed by the operation of the start key, for about a minute. If at the end of a minute you have still not reached the desired number, transfer the call to the Cord Board operator by operating the transfer key. Be sure to pass all details of the emergency to the Cord Board operator so that she will be in a position to continue making attempts to reach the emergency number.

EMERGENCY CALLS

3. CUSTOMER REMAINS ON LINE. Establish the connection by dialing on the loop on which the call has reached your position. If the correct number answers, lock the call on the loop and time it manually as described earlier.

4. CUSTOMER DOES NOT REMAIN ON LINE, or asks you to report the emergency condition for him. If the customer hangs up or asks you to make the report for him and then hangs up, hold the calling line by locking it on the loop over which it reached your position. Do not operate the Position Release key. Immediately select a subsequent attempt trunk by operating the Access key on an idle loop and dial the particular agency needed. Meanwhile, watch the first loop for the possibility of a signal from the calling line. If the agency takes the report, indicates that they will take action and then hangs up, release the called line and the calling line. If, however, the agency connected wishes you to connect them with the calling number say "One moment please." Hold the agency on the second loop, return to the first loop and release it. Then return to the second loop, and dial the calling number and establish the connection with the agency. Remain on the connection to determine if further assistance is needed.

5. STATION DELAY ENCOUNTERED. If you encounter a busy line condition, "release forward" and recycle for about a minute. If you still can not reach the called number, transfer the connection to the Cord Board operator if it is possible to do so, being careful to pass all the details on your ticket. Understand that the Cord Board operator may have direct access lines to the agency desired and will probably be able to establish the connection.

6. THE CALLING PARTY STATES THAT CALL IS AN EMERGENCY OR HAS PRIORITY RATING. If the customer says his call is an emergency call or that he has a priority rating, accept the statement and proceed as outlined earlier under Principles of Handling Emergency Calls. If the customer dialed the number himself, let the call advance. If the call reached your position over a dial "0" trunk, dial the number he has given you as quickly as possible and allow the call to advance. Ticket and time the call, being careful to place it on a locked loop. After the conversation, determine whether the call terminated in an area for which no charge is made for emergency calls. Cancel the charge if this is the proper action. If there is a charge, mark the billing bubble.

Make the following notations on your ticket in accordance with the manner in which the call was placed.

"P1-EMER"   If the call was placed as a Priority 1 Emergency.

"P1"   If the call was filed as a Priority 1.

"P2 EMER"   If the call was filed as a Priority 2 Emergency.

Understand that the order of precedence is Priority 1, Priority 2, Priority 3 and Emergency. At the Traffic Service Position it will not be possible to place one call ahead of another nor to transfer connections from one loop to another; however, notations such as these will be meaningful if action is required from other localities and will cover the order of call completion if it becomes necessary for the call to be tried at a later time.

In addition to the notation of the kind of emergency precedence, also enter on your ticket the nature of the emergency if you know it. Include the number of the agency connected, the time the call was received, an explanation of any delay or unusual occurrence together with the action taken, and finally your personal number.

EMERGENCY CALLS

7. **DELAY IN REACHING THE CALLED NUMBER.** If you encounter an NC signal, reorder signal, or recorded announcement giving an NC, recycle—try the called number for about a minute. In addition be guided by the following:

A. **Customer Dialed Calls.** If you are still encountering an NC condition after about a minute, explain to the customer that you have not been able to complete his call because of inability to obtain a circuit but that you will keep trying and call him. Release your position. Make continuing attempts to reach the called number. When you have reached it, recall the calling party and start conversation. Hold and time the connection.

B. **Delay in Reaching Calling Telephone.** If when you key the calling line, you encounter a Busy or other delay, keep trying to reach the number for about 2 or 3 minutes. If at that time you still cannot reach the calling number, explain the situation to the called telephone and advise you will call again if anything further is desired. Continue to try to reach the calling telephone until you do reach it. Determine from the party at the calling telephone what action is wanted, explaining that you reached the called number and will reach them again if this is wanted.

DIAL ASSISTANCE CALLS

1. **GENERAL.** This section covers requests for assistance, credit, information in connection with customer dialable calls within or beyond a local dialing area, or connection to your supervisor, chief operator, repair service, etc. The call may reach your position from a dial "0" or Special Toll trunk.

2. **DIALABLE CALL RECEIVED.** If such a call comes to your position from a dial "0" trunk, accept the request and establish the connection. When appropriate to do so, give dialing instructions to customers as locally directed.

3. **CUSTOMER STATES HE HAD DIFFICULTY.** If the customer says that he has had trouble in trying to reach a number, or had difficulty after he was connected, express regret and advise the customer you will try to connect him. Let the call complete if the customer dialed it, or dial it immediately yourself. Stay on the connection long enough to insure a satisfactory connection has been established. If the trouble reported was one that does not relate to a service difficulty, such as a cut off or unsatisfactory transmission, release your position from the connection as soon as you are sure that satisfactory connection has been established. Before releasing your connection, key the proper code to report the trouble condition referred by the customer.

4. **SERVICE DIFFICULTY ENCOUNTERED.** Acknowledge the difficulty by expressing regret and advise the customer that you will see that he is connected. If need be, dial the number immediately. Record a ticket showing the nature of the service difficulty encountered and also showing the nature of the credit. Proceed in accordance with the condition encountered.

5. **VERIFICATION REQUESTS.** If the customer reports that he has been receiving a busy report or a don't answer condition and would like to have the report verified, try the call for him or let the call advance in accordance with the manner in which it reached your position. Hold the connection to see what report will be received. If the same condition is again encountered, reach the Inward operator at the distant office (or the verification operator in your own office in the case of local calls) and ask that the report received be verified.

If you receive a report of verified busy say to the customer, "The line is busy. Will you try your call later please?" If the customer asks that you keep trying, advise him that you will do so. Mark on your ticket, the calling number, the called number, the report received and the time at which the call is to be tried again. Make subsequent attempts in the usual manner. Hold and time the connection when you reach the called number.

If you receive a report to the effect that a line is out of order, give this report to the party. Advise him that the trouble has been reported and ask that he place his call again later.

If the busy condition can not be verified because a line is one of a PBX group, say for example, "They have more than one line but they are all busy now, will you please try your call again later."

In addition, when a service difficulty is reported proceed in general for the specific condition reported as described in the sections "Wrong Number or Party," "Cut off Reports," and "Unsatisfactory Transmission." Understand that in handling dial assistance, as shown above, you will sometimes

DIAL ASSISTANCE CALLS

record a ticket for a call that really does not require a ticket, for example, a call that is a free call in the local calling area. Do not be concerned by this. When the Mark Sense tickets are sorted by the Accounting equipment, such tickets will be thrown out.

6. DIAL INSTRUCTIONS REQUESTED. If the calling party asks whether or not he can dial a number, how to operate the dial, how to reach an information operator, etc. give him dialing instructions appropriate to the calling NPA code and calling number.

7. CALLING PARTY REACHED INTERCEPTING OPERATOR. If the calling party tells you, or indicates, that he reached an intercepting operator, explain to him if necessary that no charge is made when he was routed to an intercepting operator. Understand that there is no need to make a credit ticket. In addition, question the party to determine if he needs assistance in reaching the number. Proceed in accordance with his answer.

8. MISCELLANEOUS REQUESTS.

A. Request for "Time and Charge" on a Customer Dialed Call. Explain to the customer that the call was timed automatically and that it will be very difficult to obtain a time and charge at this time. Explain that the charge will appear on his bill. Also, that in future he can have time and charge quoted immediately by asking the operator to quote it when he is placing his call. Quote the rate to the called place if this will suffice. If he still insists he needs the charges, record a memo ticket. Show the calling number, called number and time conversation started. Print "Quote T&C After Conv." in the "Spec. Inst." space. Mark the "Misc." bubble. Advise the customer that it may be two or three days before he will be called.

B. Request for Information About the Mechanics of Automatic Recording and/or Billing of Dialed Calls. Tell the customer that such explanations are made by the business office and offer to connect him.

C. Request to Make a Call Collect, Bill to a Third Number, or Charge to a Credit Card After Conversation. Explain to the customer that the billing was automatic and that it will be very difficult to change the billing after conversation but that you will try to do so. Advise the customer that he can obtain such service in the future by prefixing the digit "0" to the called telephone number (include area code if one is needed) and advise the operator of the special billing request when she answers on the connection as the call is advancing. If he says he needs the special arrangement, record a "Memo" ticket. Mark the calling and called numbers. Write the time conversation started on the back of the ticket. Enter "Make Col after Conv", for example in the "Special Inst." space. Do not mark the "collect" bubble, do mark the "Misc." bubble.

D. Request for Place-Name for NPA-NNX Code. Ask the customer to hold the line. Reach the Rate-Route operator over an outgoing trunk and obtain this information in the customer's hearing.

E. Referring Calls to the Business Office. During business hours, offer to connect the customer with the business office. Key the number for him, and release your position.

After business office hours, offer to take the customer's name and telephone number and advise him that you will ask the business office to call him; or, if the customer prefers, tell him the hours during which the business office can be reached. Mark the calling number. Enter "Bus. ofc. to call cust." in the "Spec. Inst." space. Enter the time in the space for reports. Mark the "misc" bubble. Refer the call to the Supervisor.

Sr. Arrange to have the information called to the business office on the next business day so that the customer can be called.

F. Customer Requests Connection with Chief Operator, Supervisor, Rate Operator, Repair Service, etc.

Obtain the listed number from your position information. Key the number and let the call advance. Wait with loop in access for the answer of the person called. Operate "Display Calling" and pass the calling number. When this information is acknowledged, release your position unless you are asked to hold the connection on a locked loop.

CREDIT TICKETS

1. GENERAL.

A knowledge of the AMA (Automatic Message Accounting) equipment timing operation and the TSP Operating Practice are necessary to understand the preparation of credit tickets.

Wrong Number or Party. Write a credit ticket (mark Dial Credit and Memo bubbles) when a wrong number or party has been reached. Then establish the connection to the verified correct number or party and release the connection for a new timing by the AMA equipment. However; if it should develop that you are to hold and time this connection at your position, then record a billing ticket to cover the charge for this conversation. In addition prepare a credit ticket marked "Dial Credit" and "Memo" to cancel the wrong number timed earlier.

Service Difficulty Other Than Wrong Number. Write a credit ticket. Mark "Dial Credit" and "Billing." Hold and time the connection at your position. As covered later, note any adjustments to be made on the back of the ticket, since this one ticket will be used to time this connection and to adjust the charge on the earlier call timed by the equipment.

2. TSP OPERATING PROVISIONS.

Operating provisions pertaining to the writing of credit tickets are stated broadly in the following paragraphs. Individual calls will need to be considered in the light of the circumstances surrounding each case, and the detailed operating practice provisions for handling the particular occurrence, for example, a report of unsatisfactory transmission.

3. REASONS FOR CREDIT AND ADJUSTMENTS.

A. Customers are not charged for connection to a wrong party or wrong number even though wrong dialing may have been the reason for it.

B. It is not contemplated that you will check the accuracy of the called number dialed, even though the number dialed by the customer can be displayed when the TSP is first called into the connection. However, if circumstances indicate that this action will be helpful, then display the called number and compare it with the number the customer says he wants.

C. Customers are given an adjustment in the time connected to "make up" for conversation time lost due to Cut off, Interruption or Double connection, Unsatisfactory Transmission and the like. In so far as is reasonable, the customers' estimate of satisfactory elapsed time is used in determining the adjustment of chargeable time when he has encountered difficulties such as those enumerated here.

CREDIT TICKETS

4. CREDIT TICKETS.

Write a credit ticket whenever the customer states he has experienced a service difficulty, and you do not have a ticket for the call. In the case of a wrong number or wrong party reported, mark the Dial Credit and Memorandum bubbles. In the case of all other service difficulties, mark the Dial Credit and Billing bubbles. In the latter cases, hold and time the connection.

In addition show the nature of the difficulty reported in the "Spec. Inst." space. Mark the calling and called numbers, class and start of conversation time on a 24-hour clock time basis. Enter "Credit (Nature of Difficulty)" in the "Spec. Inst." space.

Show any additional information that applies on the back of the ticket. For example:

Wrong Number — number reached in error if known.

Unsatisfactory Transmission — show number of minutes of satisfaction the customer had on first connection.

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REPORTING TROUBLE

1. GENERAL

Facilities have been provided at the traffic service position whereby you can report trouble conditions to the Plant Department by keying a two digit code into the equipment. This causes information to be made available to Plant which shows the identity of certain pieces of equipment that are in use on the connection at the time that you "keyed" the code. You can operate the "KP Trouble Key," and key the appropriate two digit code so long as you have an existing connection at your position. The connection may be a new call which has come to your position, one which you have set up on a delayed call trunk, or a connection to another board over an "Out Going" trunk. The keying of a trouble code does not affect the progress of the call at your position in any way.

Whenever you observe a trouble condition as described later, or whenever a customer tells you that he has encountered trouble on a previous attempt, advise the customer that the trouble will be reported. Report the condition at the first waiting interval after the call has been advanced in accordance with the following instructions.

2. REPORTING PROCEDURES:

Whenever you observe a trouble condition or the customer tells you he has encountered one, refer to your bulletin to secure the proper two digit code that corresponds to the trouble to be reported and to the source of the report, i.e., the customer or yourself. Operate the "KP Trouble Key," key the two digit code immediately, and depress the "Start Key."

A. KP Trouble Key Goes Dark

Understand that the trouble circuit has accepted the report which you have given.

B. KP Trouble Signal Flashes Rapidly (120 IPM)

If the KP signal flashes rapidly understand that you probably did not key the digits quickly enough and that it will be necessary to operate KP Trouble and key the trouble code again.

C. KP Trouble Signal Flashes Slowly (30 IPM)

If the KP Trouble signal flashes slowly, understand that the trouble circuit can not record the information. Re-operate the KP Tbl key to retire the signal. Make a ticket record of the difficulty encountered, including all the details you know, and send the ticket to the Plant Department in accordance with local instructions.

REPORTING TROUBLE

3. CODES.

The trouble code to be used for reporting conditions which you observe or which are reported to you are as follows:

| | Codes | |
Condition Encountered	Operator Observed	Customer Reports
A. Poor Transmission	10	15
B. Third reorder encountered at TSP. Customer says call doesn't go through.	20	25
C. No Ring	30	35
D. Distant operator doesn't answer	40	45
E. Wrong Number	50	55
F. Equipment Cutoff	60	65
G. Dial tone returns		75
H. Improper supervision	80	—
I. Access-Key lamp flashes when call comes into TSP	82	—
J. "Start Timing" key not effective	92	—

4. EXLANATION OF CODES.

A description of the trouble codes shown in paragraph 3 above, are described in detail below.

A. Poor Transmission. Any condition pertaining to unsatisfactory transmission conditions will be coded under this category. Examples of transmission troubles to be included are: interruption, noise condition, can't hear, circuit fading, circuit sounds hollow, echo is noticeable, double connection, music is heard, voice is distorted, crosstalk or crossrings are audible. If you notice the condition on the connection on which you are working use code 10. If the customer reports that he had trouble on another connection use code 15.

B. Call Doesn't Go Through. If the customer reports simply that his call doesn't go through and gives no further description of the difficulty he encountered, use this code to describe the report, and dial "25." If you encounter three successive reorders, key code "20" on receipt of the third recorder.

C. No Ring. If you encounter a "No Ring" condition, after waiting about 30 seconds, key code 30 to report the trouble under this category. If the customer, in telling you why his call did not complete, says that he has not been able to get a ring, the trouble would be reported as code 35 under this category.

D. Distant Operator Doesn't Answer. If you are handling a call that requires you to reach an operator at a distant location, for example, a call on which you must reach an intermediate operator at a dialing center, and she has not answered after about 30 seconds, key the code "40" into the equipment. When the KP Tbl signal goes dark, release forward and recycle the called number. If the customer reported he has been unable to reach an information operator after dialing NPA 555–1212, or 555–1212, use code 45 to report the trouble.

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REPORTING TROUBLE

E. Wrong Number. In cases when you know because you have checked, the number reached was not the number that was dialed or "keyed" into the equipment, use the code 50 to report the trouble. Also included here will be cases when you encounter an intercepting operator and you should not have reached her because the number is a working number. If the report refers to a previous connection on which the customer had trouble, use code 55.

F. Equipment Cutoff. If you experience a cutoff by the equipment, key code 60 to report the trouble. If the customer says he was cut off, use code 65.

G. Dial Tone Returns. If the customer tells you that he is unable to reach the number he is calling because dial tone returns each time after he finishes dialing the number, use code 75 to report the trouble.

H. Improper Supervision. If you observe improper supervision on the calling or called lamps, key code 80. Conditions, correct supervision and incorrect supervision for the particular condition are shown below:

Condition	Correct Supervision	Incorrect Supervision
Connection to telephone:		
ON HOOK	light	dark
OFF HOOK	dark	light
Connection to Information		
Before answer	may be light or dark	
After answer		
Connection to 121 type operator		
Before answer	light	dark
After answer	dark	light
Connection to an inward operator		
Before answer	dark	light
After answer	dark	light
Signal received:		
30 IPM flash or tone		
60 IPM flash or tone	may be light or flashing	steady dark
120 IPM flash or tone		
Recorded Announcement encountered		
Before recording starts	light	dark
After cut-through	light	dark

I. "Access Key Lamp" Flashes When Call Comes Into TSP. If the access key lamp is flashing as the call arrives at your position, the equipment is telling you that there has been a failure in transfer of information. AMA timing will be effective. Key trouble code 82 to report the difficulty. Release forward, request the called number and key it for the customer. Also report here calls that arrive at the TSP with flashing Make Busy lamp and flashing ACS lamp. There will not be a kind-of-call lamp. Secure the calling and called details so you can try the call, unless the customer wants to try his call again himself.

J. "Start Timing" Key Not Effective. If the "Start Timing" key flashes and does not become effective even though the information "keyed" into the position seems to be satisfactory, key trouble code 92. Place call under "OPR Timing" control. Lock the call on the loop and time it manually.

5. TROUBLE WITH TRAFFIC SERVICE POSITION.

If you observe trouble indications affecting your position, report them to the Plant Department as locally directed. In addition, refer the trouble to your Supervisor, so that a decision can be made as to whether the equipment is to be kept in service or removed from service until it has been repaired.

Examples of the troubles you might encounter are:

Displays incorrect or incomplete.

Improper operation of your key set or one of the KP Keys associated with it.

Lamps or key-lamps, caps of which are chipped or broken.

Keys or key lamps do not operate properly.

Clock stopped or incorrect.

Initial period reminder timer key or selector switch inoperative or operates incorrectly.

Trouble condition associated with a loop.

Inability to hear or to be understood over your telephone set.

Conversation heard through your telephone set when you have a connection on a "Locked Loop."

Conversation heard when there is nothing on your position.

Observed trouble associated with your "Position Circuit."

WRONG NUMBER OR PARTY

1. DISCOVERED BEFORE RELEASE OF POSITION CIRCUIT. If you discover that a wrong number or a wrong party has been reached before you have released your position circuit, but after you have operated the "Start Timing" key, depress the "Cancel Timing" key. Do not operate the "Start Timing" key again until you are certain that the correct called number or party is on the line.

When the correct number or party has been reached, release the call from your position, for timing by the equipment in the usual way.

Wrong number dialed, wrong number or party connected may become known in any of several ways:

A. Customer Dialed Calls. If the calling customer indicates that he may have dialed a wrong number, ask him what number he is calling. Operate the "Display Called Number" key. If the number called doesn't agree with the number displayed, "Release Forward" and dial the correct number.

B. If the number answering is a wrong number say, for example, "Excuse the ring please. You were called in error."

C. If the calling customer indicates he may be calling a wrong number, "Release Forward." Obtain the address name of the correct called telephone, then reach the Distant Information Operator. After having obtained the correct number from her, dial the number and let the call proceed in the usual way.

2. WRONG NUMBER OR PARTY REPORTED BY CUSTOMER ON A PREVIOUS CALL. If you are advised that a wrong number or wrong party has been connected, write a credit memorandum. Establish the connection and verify that the correct number or party has been reached. Release the call for AMA timing, unless it is one you are required to hold and time at your position.

A. In establishing the connection to the correct called number or party, be guided by the following:

(1) New Signal. Customer reports wrong number on a new customer-dialed, or dial "0" kind-of-call signal. Let the call advance, or dial the called number, depending on how the signal reached your position.

(2) Flashing Recall. Customer reports wrong number on a flashing recall signal. "Release Forward," obtain and dial, the correct called number. Obtain the calling number and key it into the equipment. Verify that the correct called number or party has been reached. Time the call in the usual way. If the calling number is a coin telephone, handle the call as described in "Public Telephone Calls."

Specifically, compare the rate treatment number in the trunk when the signal arrives with the rate treatment number in the trunk after the calling and called numbers have been keyed. Give the customer allowance for the initial period charge.

(3) Flash on Locked Loop. The customer flashes on a connection held on a locked loop to advise you that a wrong number or party has been reached. Proceed as follows:

(a) Draw a line through the timing entry on your ticket.

(b) Release forward.

WRONG NUMBER OR PARTY

(c) Re-establish the connection to the correct called number or party.

(d) You need not record a credit memorandum. Instead make notations on your billing ticket to explain the difficulty.

B. Delay Encountered. If you encounter a line-busy condition when you try to connect the party with the right number, retry the call after about 30 seconds. If you are unable to connect the right called number or party, advise the calling party and ask him if he would like you to try his call later or whether he would like to try it himself. In any case advise him that you have recorded a credit ticket to cancel his connection with the wrong number. If the calling number is a coin telephone, refund the initial deposit. If the calling party wants you to try the call later, advise him you will try it in about 10 minutes and call him. Write a new ticket, show all call details and the subsequent attempt time. Send the ticket to the cord board if the calling telephone is a coin telephone. Otherwise hold the ticket at your position and make the subsequent attempt.

If you encounter an NC condition, do not ask the party if he wishes to try the call himself, but rather advise him you will call him.

3. TICKETS related to "wrong-number" calls that come into the TSP on flashing or steady Kind-of-Call signals.

A. Credit Ticket. Write a credit ticket marked "Memo" **every** time you are advised by a customer reaching you over a steady or flashing Kind-of-Call lamp that he reached a wrong number or party. This applies whether he reached you over a coin or non-coin lamp. In addition to the memo bubble, mark calling and called numbers, period of day conversation took place, call classification, dial credit. In the "Spec. Inst." space enter "Credit W. No. (or Party)" and the wrong number reached if it is known. On the back of the ticket, enter the approximate clock time the customer says conversation started. Show this in "24-hour time."

B. Billing Record. Arrange for a billing record to be made for every connection you establish following a report of wrong number or wrong party reached. The record may be an AMA record in the equipment or a billing ticket covering a connection you hold and time at your position. As you establish connection to the correct number verify that the number or party wanted has been reached before allowing conversation to start. In all other respects handle the connection just as though it were the initial attempt, that is release it for AMA timing, or hold it and time the conversation manually in accordance with the provisions of this practice. The record of this connection will not reflect that a wrong number or party was reached on a previous attempt.

CUT-OFF REPORTS

1. **REQUEST RECEIVED TO RE-ESTABLISH CUT-OFF.** If you are advised by the customer that he has been disconnected from his party, see that the connection is re-established. Hold this portion of the conversation and time it manually. Details of ticket entries are included in a later paragraph. In addition if the call is from a coin telephone, refer to the section "Public Telephone Calls."

A. New Call. If the signal comes into your position as a new dial "0" or customer-dialed call, let it advance, or dial the number as the case may be.

B. Flashing Recall. If the signal comes into your position as a flashing recall, understand that the customer has encountered difficulty after his call was released by the TSP. Release forward and dial the called number from which the customer says he was disconnected.

C. Signal on Locked Loop. If you were advised that there has been a cut-off on a connection held at your position and the calling party is on the line, release forward and dial the called number again. Do not record a credit ticket, but do make notations on the ticket you have been timing to describe the difficulty encountered. Continue to hold and time the connection.

2. **TICKET RECORD.** Write a billing ticket every time you are advised by a customer reaching you over a steady or flashing Kind-of-Call lamp that he has been cut-off from the telephone with which he was talking. This applies whether he reached you over a coin or non-coin lamp. In addition to the billing bubble, mark calling and called numbers, period of day conversation started, call classification, and dial credit. In the "Spec. Inst." space enter "Credit Cut-off." Mark whatever "type" bubble applies. Ticket and time the conversation while holding it on a locked loop. On the back of the ticket write any additional information regarding the cut off that the calling party volunteers. Advise the calling party that an allowance will be made on his bill in the total number of minutes on both connections to allow for the interruption. In the case of a call from a coin telephone or a non-coin telephone on which time and charges are to be quoted, make the adjustment in charge in the light of all the known facts.

3. **UNABLE TO RE-ESTABLISH A CONNECTION.** If you encounter a busy line condition or no circuit report when you are trying to reconnect the party, make a repeat attempt after about 30 seconds. If you still can not complete the call, advise the customer you will recall him in a few minutes. Release forward. Enter the report on the ticket and hold it at your position to make subsequent attempts, unless the call has originated at a coin telephone in which case give it the special handling required.

4. **REQUEST TO RERING A TELEPHONE—CONNECTION ON LOCKED LOOP.**

A. Request to Rering the Called Telephone.

(1) Called party has hung up. Release forward and dial the called number again.

(2) Dark signal from the called telephone indicates that the called party is still on the line. If you do not obtain a verbal response from the called telephone when you challenge, release forward and dial the called number again.

B. Request to Rering the Calling Telephone.

(1) Dark signal from the calling telephone indicates that there is a receiver down. If the called party asks you to rering the calling station, say that you will do so and ring back. Meanwhile, ask the called party to hold the line.

(2) If the calling party responds to the ring, let conversation resume, and indicate on your ticket when the first timing interval ended and second timing interval started.

(3) If you are unable to signal the calling party by ringing back, advise the called party that you will try to reach the calling party and re-establish the connection later. When the called party hangs up, release forward. Release your position. Reach the calling party over a delayed call trunk and re-establish conversation if he wants you to do so. Hold the connection and time it manually.

UNSATISFACTORY TRANSMISSION

1. NOTIFICATION OF TRANSMISSION DIFFICULTY. If the customer tells you that he has had trouble in hearing the called party or in transmitting a message; obtain information about the call from the display panel, or by questioning. Re-establish the connection, and make certain the parties are in satisfactory communication before you start timing. Hold the connection on a locked loop and time it manually.

2. RE-ESTABLISHING THE CONNECTION.

A. New Call. Let the call advance if the customer dialed it himself or, dial the number for him depending on how the call reached you.

B. Flashing Recall. Understand that the difficulty which the customer encountered occurred following release by the TSP. Key the called number into the equipment and let the call advance.

C. Flash on Locked Loop. Re-enter the connection in response to the signal. If the parties say they are unable to hear, re-establish the connection. Do not write a credit billing ticket. Do adjust charge and make notations on your timed ticket.

3. DETERMINING CAUSE OF DIFFICULTY:

A. If the difficulty seems to be due to faulty use of the telephone, by either of the parties say, "Will you speak closer to the telephone please?" If the difficulty continues and you still believe the parties are at fault, again ask the calling or called party to speak directly into the transmitter.

B. Trouble apparently on the calling side of the connection. Key the proper trouble code into the equipment in accordance with the section "Reporting Trouble." Then say to the parties "Will you both hang up please? I will try to secure a better connection and call you." After the customers have hung up, release your position. Reach the calling party over a delayed call trunk. If transmission seems satisfactory on this connection, reach the called telephone and let conversation resume. Hold the connection and time it manually.

C. Trouble apparently on the called side of the connection. If the trouble seems to be in the direction of the called telephone, advise the calling party you will try to secure a better connection and ask him to hold the line. Ask the called party to hang up for a few minutes. Key the proper trouble code into the equipment. Then, release forward and key the called number again.

4. PROCEDURE AFTER RE-ESTABLISHING CONNECTION.

A. If you re-establish the connection, or the call is advanced while your position is connected to it, hold it on a locked loop and time this portion of the conversation manually.

B. Show the number of minutes of satisfactory conversation the calling party says he had on the first connection.

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UNSATISFACTORY TRANSMISSION

C. When you are ready to have the conversation start again say, "Will you try your call again please?" Stay in on the connection long enough to be sure that conversation is proceeding satisfactorily before you start timing. Operate the "OPR TIMING" key, and start timing your ticket. Release your position from the locked loop.

5. TRANSMISSION STILL UNSATISFACTORY.

If the transmission is still unsatisfactory after you have taken all possible steps to improve it, refer the call to the supervisor. However, if the parties wish to continue conversation and it is possible for them to do so, let them proceed in the usual way.

SR. Having made certain that it is not possible to improve the connection, explain the situation to the calling party and cancel the call or hold it for a later attempt as he directs. However, if the difficulty is circuit trouble, offer to call him when you can obtain a better connection. If he asks how long it will take, give him any information you have and if it seems desirable, say that you will try to find out and call him.

6. REQUEST TO REPEAT MESSAGE.
If either party asks to have the message repeated, explain the delay to the other party if necessary, ask both parties to hold the line, and refer the call to the supervisor.

SR. If the party making the request is not the one to whom the message is to be charged, ask the other party if he wishes to have the message repeated. Explain that if the message is repeated, the Company will not assume liability for error. If the customer agrees, arrange to have the message repeated. Understand the charge for the service rendered shall be the equivalent of an equal amount of service at the regular rate.

7. REPORTING UNSATISFACTORY TRANSMISSION.
Proceed as in the section "Reporting Trouble."

8. TICKET RECORD.
Write a billing ticket every time you are advised by a customer reaching you over a steady or flashing Kind-of-Call lamp that he has had trouble in hearing the other party with whom he was connected. This applies whether he reached you over a coin or non-coin lamp. In addition to the billing bubble, mark calling and called numbers, period of day conversation started, call classification, type and dial credit. In the "Spec. Inst." space enter "Credit Unsat. Trans." Ticket and time the conversation while holding it on a locked loop. Write an explanation of how much satisfaction the customer got on the first connection. Advise the calling party that an allowance will be made on his bill as an adjustment for the transmission difficulty. If the call originated at a coin telephone or is one on which you are to quote time and charge, make the adjustment in the light of all the known facts.

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

1. BROAD CONCEPTS.

Your traffic service position is a facility for "marking" connections that will be timed automatically in the equipment. You will seldom establish a connection, for the most part you will be "marking" or rearranging connections already set up by the equipment. The facility used for the connection is selected by the equipment. This is true whether the customer dials the call, or whether you dial it for him. Connections involving the traffic service position are of three general types:

A. **Those established by the equipment** on "O+", "I+" and "O" trunks onto which the TSP is bridged for whatever time is required to perform the particular functions needed. Required operations are, for example:

Designate "Person" calls

Designate "Collect" calls

"Start timing" the conversation at the correct point

Quote "Time and charge"

B. **Those connections which you set up over a "delayed call" trunk.** You can initiate a call over one of these trunks by operating an "Access" key. Immediately your position calls for a delayed call trunk. You may key "back" or "forward" on the trunk. You do not control the ringing. You do not have access to coin control equipment. Therefore, these trunks are not suitable for use with paid calls from coin telephones. You can not associate a call established on one of these trunks with AMA timing.

C. **Connections for your use on one-way outgoing trunks,** over which you can reach other operators such as Rate-Route, Information, etc. You can be connected to these operators at any time. You can be connected when your position is idle, or while you are working on a call associated with a loop whether or not your position circuit is attached.

NOTE: In general, when the operation of a KEY-LAMP has been effective, the lamp is lighted. In the case of Class-Charge keys and the "OPR TMG" key, the last one operated is the effective one. These statements are true; however, there are exceptions as for example, the POSITION RELEASE key does not light when operated:

2. FACE, SHELF AND RELATED EQUIPMENT.

A. **Kind-of-Call Lamps.**

			D D D			Dial "O"	
CAMA	SPL TOLL	COIN STA	SPL TOLL (Coin)	NFY (Coin)	CHG DUE (Coin)	Non Coin	Coin

The kind-of-call lamp is lighted when the signal comes into your position. It tells you whether the customer has dialed a DDD call and is waiting for call completion, notification, or to make overtime payment. Or, in the case of Dial "O", it tells you the customer dialed for you.

Note: If a kind-of-call lamp comes in flashing, understand that the customer has flashed after having been released by the TSP. Answer signals such as this by saying "operator." Operate the lighted Access key associated with the loop in use to cause the flashing kind-of-call signal to go steady. From this point proceed as directed for the particular call condition encountered.

Flashing can occur on Coin Station, and (coin) Special Toll signals any time after release by the TSP up to the expiration of the first forty-two seconds of chargeable time. Flashing can occur at any time on dial "O" (non-coin and coin) signals following release by the TSP. Flashes that occur on a locked loop are covered in detail in this section under "Loops."

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

Kind-of-Call Lamps.	General Description
(1) CAMA	(1) Non-coin Customer dialed. A Station DDD call of 7 or 10 digits. For some reason, the equipment can not identify the calling number. You are to ask for the calling number and key it back into the equipment. "Key Calling" and KP Back lamps will be lighted. Key Calling will be steady if ANI is not provided, flashing if there has been an ANI failure.
(2) SPL TOLL	(2) Non-coin. Customer has dialed "O" followed by 7 or 10 digits of a DDD call. He may want a person call, to reverse the charges, bill to another number, etc. You are to designate Class-Charge, for example, "Person-collect."

(3) COIN STA
   SPL TOLL (coin)
   NFY
   CHG DUE
	(3) A coin telephone user has dialed either "1," if required, or "O" followed by 7 or 10 digits. New calls come in on "COIN STA" and "SPL TOLL (coin)" with charge and minutes displayed. After the initial period deposit has been secured, and the operating "set-up" has been made, your position is released. Timing of Paid, customer-dialed coin traffic is done by AMA and trunk equipment. The initial period deposit is collected automatically at the end of the initial period and the trunk "calls in" equipment that sends a NOTIFY signal to a Traffic Service Position. After notification, the TSP is again released. After each 10 overtime periods and/or at the end of conversation, the connection is again returned by the trunk to the TSP. This time the signal reads "CHG DUE." Accompanying the signal, is a display of the amount due and the number of minutes of overtime.
	
	All charges whether for initial period or overtime, include tax and exclude the 10¢ dial tone deposit.

(4) DIAL "O"
   NON-COIN,
   COIN
	(4) These signals light whenever your position is bridged onto a call on which the customer dialed only the digit "O".
	
	On occasion these calls may be transferred to the CORD BOARD. They are the only signals on your position that can be transferred. Transfer is achieved by operating the "TRFR" key. You can wait until the CORD BOARD operator answers, to pass required information. Once you have operated the Transfer key, and have secured a trunk, you can not again take control of the call.

B. Class-Charge.

(1) Class-Charge keys.

These are the keys on the right hand side of your position designated Paid, Collect, Special, Enterprise, and associated with STATION and PERSON designations lettered on the position. These keys "tell" the AMA (Automatic Message Accounting) equipment what class of charge to enter. These keys can be associated with "O", "O+" and "1+" trunks only.

(2) OPR-TMG key.

This is a "No Charge" type of Class-Charge key. It is located to the right of the Class-Charge keys. It "tells" the AMA equipment not to prepare an entry. It is shown outside of the Class-Charge key grouping on the diagrams because it is not a true Class-Charge key. This key can be associated with "O", "O+", "1+" and Delayed Call trunks. (Call diagrams are filed at the end of this section.)

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DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

C. Loops. (Rigid Loops)

These three vertical sets of keys are the equivalent of cord pairs on a cord board, except that they are rigid. "Rigid" as used here denotes inability to change the TSP facility.

DDD Calls

The loop over which a DDD connection is attached to your position is "fixed" in that you can not connect the call to another loop; you can not connect a telephone reached over another loop into this connection.

You can break down the connection to the called telephone by Releasing Forward. You can then key another called telephone number, or operator's number, as for example, Information.

You can not substitute any telephone for the calling telephone, but you can erase the identity of the calling number. There would probably never be occasion to do this, but you will "wipe out" the calling number even though you hit the KP Back key in error. If this happens, obtain the number from the calling party and key it into the equipment.

When you release a loop from the calling line, you release your position from the entire connection.

Calls You Originate Over "Delayed Call" Trunks

The loop over which you originate a call on a "Delayed Call" trunk, for a subsequent attempt for example, is "fixed" in that you can not connect the telephones reached over that loop with any other loop on your position; nor can you connect a telephone reached over any other loop with either of the telephones connected on this particular loop.

You can release the called telephone by Releasing Forward and you can release the calling telephone by Releasing Back. When you Release Back you retain connection to the forward end (called telephone). Similarly, when you Release Forward you retain connection back to the calling telephone.

You can also release the calling telephone by operation of your Position Release Key. If you release by using the "Position Release", you release your position from the delayed call trunk, and the connection is broken, if one was established.

For these reasons you must anticipate the way the call will be when it is completed, for example, it may be that you will encounter a collect call to a coin telephone. In such a case, the distant operator will collect the coins as well as establish the final link in the connection. If you perform all operating steps over the loop on which the signal reached your position, you will be correctly connected. You should not reach the distant operator over another loop, since you wouldn't be able to establish the connection.

(1) The "ACS", access key, when operated, puts you in communication with the party connected to the loop. Incoming calls to your position arrive with an access key operated. Depress the key, even though it is already lighted, to change a flashing kind-of-call lamp to steady and/or retire a flashing signal on a called or calling supervisory lamp. When associated with an idle loop, operation of the access key causes the loop to search for an idle delayed call trunk. If no delayed call trunk is available, the access key lamp will flash at 120 IPM until one is obtained, at which time the access key lamp changes to steady, and both supervisory lamps light. Only one access key can be operated at a time.

(2) The "HOLD" key allows you to lock your loop onto the connection to which it is bridged. The Hold key should not be operated until you have completed all the key-operating functions

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

required. When you operate a Hold key, you cut yourself out of the connection, thus allowing the parties to talk uninterruptedly. And, keys you operate after the operation of a Hold key will not be effective on the loop being held. Consequently, if chargeable time is to be started, the Class-Charge and Start Timing keys must be operated before the loop is placed in Hold condition.

(3) Supervisory signals-calling and called telephones. As long as you are bridged to a connection, your supervision will give you, light ON-Hook or dark OFF-Hook indication from each of the two telephones involved in the connection. In addition certain other signals such as line-busy, no trunk, etc., may cause the called supervisory signal to flash.

(4) The "Timer" key and selector switch comprise the initial period reminder for you to use in connection with "notification-required" calls. The selector switch can be set at any time but it must be operated before the "Timer" key. The Timer motor starts its operation with the start of chargeable time. The motor can be stopped and re-started by operating the "Timer" key again.

D. Key Set.

(1) **Keying**

(a) **The key set** operates in conjunction with the particular KP key that has been operated. Varying numbers of digits can be keyed. The KP key lights when the system is ready to receive digits.

(b) **KP Forward** when required, 3 or more digits followed by "START" key. If you are using a delayed call trunk, you must wait for KP Forward lamp to light. This indicates a sender is attached.

(c) **KP Back**

O, O+, 1+ Trunk

When required to identify the calling number, 7 digits followed by "START" key. The calling NPA code is always available to the equipment. When used for CAMA, which is not associated with a loop, "ST" key operation is not required.

Delayed Call Trunk

When keying the calling number, key 7 digits if the calling number is in your Numbering Plan Area, key 10 digits (NPA + number) if the calling number is in a different NPA.

(d) **KP Rate**—3-digit number followed by ST key.

(e) **KP Trouble**—2-digit code followed by ST key.

(2) **Correcting errors in keying**

(a) KP Forward—O, O+ and 1+ trunks. Operate KP key and re-key the number.

(b) If customer has dialed his number, operation of the KP Forward key will wipe out the digits he has dialed. (See later description of "Position Circuit Feature".)

(c) KP Forward (or back)—Delayed call trunk. Correct a keying error by operating the Release Forward (or Release Back) key. Following this, operate KP Forward (or BACK) and continue keying.

(d) KP Rate, KP Trouble—Re-operate the appropriate KP key and key the number or code again.

NOTE: If the equipment detects a keying error as for example, two keys depressed simultaneously or premature keying, the KP key will flash at 120 IPM. Correct the error and key the number again.

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DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

E. Release.

(1) Forward

If there appears to be a reason for delaying the call advancement of a customer-dialed call, operate the Release Forward key. This breaks the connection and keeps the call from advancing. If the position circuit is attached, the "Memory" of the number the customer dialed is retained. Operation of the "ST" key will cause the number to be pulsed forward again and the call will advance. This action is referred to as "recycling" in some places in the practice.

(2) Back

This key can be used to release a number you have dialed on a delayed call trunk; it can be used only in connection with delayed call trunks.

F. Delayed Call Trunks.

These trunks do not appear on the face of your position. Secure a delayed call trunk by operating an Access key on an idle loop. If a delayed call trunk is available, your position will be connected to it. If no trunk is available, your Access lamp will flash rapidly (120 IPM) until one is obtained at which time the lamp will become steady and both supervisory lamps of the loop will light. If you want to withdraw your bid for a delayed call trunk, re-operate the Access key.

Hold any connection established over a delayed called trunk on your position regardless of what is connected and regardless of whether or not a charge applies. If you release the connection established over this facility, the parties will be cut off.

G. Outgoing Trunks.

These are one-way direct trunks to other operators such as the cord board. Connection to the other operator is made by operating the key. Connection can be established when you are already bridged onto a connection, or when your board is idle. For example, you may need to call the Rate operator while working on a connection. Disconnect by depressing the key a second time.

If no trunk is available, the lamp of the particular outgoing trunk key selected will flash at 120 IPM until a trunk becomes available, at which time the lamp becomes steady. Withdraw your bid for a trunk by re-operating the outgoing trunk key.

H. Transfer.

This key is provided to transfer dial "O" non-coin or coin calls, to the Cord Board. Connections on **these** trunks can be transferred to that board. Control of the trunk can not be returned to the TSP. You can hear, and be heard on the connection after the Cord Board operator answers, until you release your position.

When a trunk is found and seized, the supervisory lamp lights steadily. It goes dark when the cord board operator answers. If no trunk is available, the called supervisory lamp on the loop in use will flash at 120 IPM until a trunk becomes available. Withdraw your bid for a transfer trunk by operating Release Forward key.

I. Ring.

(1) Back

Non-coin—If your equipment is arranged for it, you can ring back after a party has hung up. You can always ring back if the calling station has a receiver off-hook, e.g., PBX Operator off line.

Coin—You can always ring back whether or not the party has hung up or is on the line.

(2) Forward

You have standard re-ring over intertoll trunks. That is, the ring is effective if you reached a "121"-type operator. It is not effective if you, or the customer, dialed a telephone number.

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

J. Key Calling.

This lamp lights (steady or flashing) whenever any call requiring operator identification of the calling number is connected to the position. Obtain the number and key it into the equipment. If CAMA, KP Back will also be lighted; if a DDD or "O" call, operate KP Back key. If the number keyed into the equipment is not acceptable, this lamp will flash when the Start Timing key is operated.

> NOTE: If an ANI failure occurs on a DDD call from a coin telephone served by step-by-step dial equipment, the incoming signal on an "O+" call may appear on a "I+" lamp. Similarly a "I+" call may appear on an "O+" lamp.

K. CAMA — CW.

Operation of this key allows you to overlap with a CAMA call during a waiting interval. The loop to which you are connected will go into Hold condition automatically. (Flashes 30 IPM.) On keying the 7th digit, the loop on which you were connected will automatically return to Access condition.

L. Coin.

Collect key operation from your position is a safeguard to collect coins. Generally it is not necessary. Calling party hang-up, after connection has been established, causes the coins to be collected.

Return key operation is to assure that the calling party receives his money, if the money should be returned. In the case of station-to-station calls which you release before the called number answers, the coins return automatically if the calling party hangs up before the called telephone answers.

M. Cancel Timing.

This key can be operated only if your position circuit is still attached. Operate this key:

(1) If you discover that a wrong number or a wrong party has been reached before you have released your position circuit, but after you have operated the "Start Timing" key. Do not operate the "Start Timing" key again until you are certain that the correct called number or party is on the line. When the correct number or party has been reached, release the call from your position for timing by the equipment in the usual way.

(2) If you have a Charge-3rd-Telephone with charges refused on a call on which you have started AMA timing in the equipment and manual timing at your position, and on which you are holding your position circuit connected. Time the balance of the conversation manually.

N. Start Timing.

This key should be operated whenever starting of conversation is the next step in call progress. On station-to-station calls not requiring announcement, the call can be released from your position after the first audible ring has been encountered. When the called station answers, the AMA equipment times the call. If the called station does not answer before calling party hang-up, the equipment does not show an effective start-of-conversation time. On calls requiring announcement, such as person-to-person, chargeable time starts when you have the party on the line and operate the Start Timing key.

If you have keyed a calling number into the equipment because of ANI failure and the number is not acceptable, this key and Key Calling will flash. Ask for the calling number again. If necessary, "time" the call manually.

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O. Position Release Key.

The primary function of this key is to prepare your position to receive a new call; however, there is a secondary function in the key which is closely related to the primary function of freeing the position. You are generally unaware of this second function except in the one case where the operation of the Position Release Key causes only the secondary function to be performed, and your position is not freed for a new call.

Primary function—release your position.

Secondary function—release the TSP loop from a connection. This action takes place **only** when an Access key is operated.

Exception to freeing your position—This occurs when you operate "Position Release" on a loop in "Access" on which you were performing some overlap operation while still holding your position circuit on a new connection that came into your position on another loop. The loop in "Access" would be released from the connection. Your Position Circuit would not be released.

Caution: If you return the loop on which you were overlapping to HOLD condition, and if a "charge condition" or a "no-charge condition" had been put on the trunk on which the new call had arrived, then your Position Circuit would have been released if you operated the Position Release key.

(1) Points Important to Remember.

(a) Your position can be released from a "O", "O+", or "1+" trunk by operating the Position Release key if a "Charge" or a "No Charge" condition has been put on it.

(b) The Position Circuit "memory" will not be "wiped out" so long as the trunk which activated it isn't released.

(c) A "Charge" condition is put on a trunk by operating a Class-Charge key **and** the Start Timing key.

(d) A "No Charge" condition is put on a trunk by operating the "OPR TMG" key.

(e) When a "Charge" or "No Charge" condition has been put on a trunk, it remains in that condition until the call is terminated.

(f) Do not release a connection established over a delayed call trunk because connection to the calling and called telephone is broken automatically when the delayed call trunk **is** released from the TSP.

(g) CAMA—"Position Release" acts as a position disconnect if release is not automatic when the seventh digit is keyed.

(h) The Position Release Key will flash at 120 IPM if you place a call on HOLD and do not operate another Access key or the Position Release Key.

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

(2) Manner of releasing your position or loop.

Condition	Order of Operating Specified Keys
(a) Release for AMA timing at start of conversation, or sound of audible ringing. Connection established on "O," "O+," "1+" trunks. Announcement required or not required. Call completed or not completed.	[1] Proper Class-Charge Key [2] Start Timing Key [3] Position Release Key
(b) To place call on locked loop temporarily, free position for new calls. AMA timing. Connection established on "O," "O+" or "1+" trunks. Announcement required or not required.	[1] Proper Class-Charge Key [2] Start Timing Key [3] Hold Key [4] Position Release Key
(c) To release call "(b)" at appropriate time. AMA timing would, of course continue. Call established on "O," "O+" or "1+" trunk. To release any call that has been held on a locked loop. Connection established on "O," "O+," "1+" or Delayed Call trunks.	[1] Access Key [2] Position Release
(d) Connection to be held and timed at T.S.P. Billing ticket written. Connection established on "O," "O+," "1+" or Delayed Call trunks. Note: Also included here are **all** calls established over Delayed Call trunks whether or not a charge applies.	[1] Operator Timing (no charge) [2] Hold [3] Position Release
(e) Free calls established over "O," "O+," "1+" trunks. For example, WH reports, calls to the Chief Operator. Dial "O" calls transferred to the Cord Board. Uncompleted calls when Delayed Call trunk is used.	[1] Operator Timing (no charge) [2] Position Release
(f) Calls that arrive on lighted "NFY" or "CHG DUE" lamps.	[1] Position Release

P. Display.

The operation of these keys is effective only when your position circuit is attached. The associated loop can be in either Access or Hold condition while the display keys are operated. If there is no display but the Access lamp flashes at 120 IPM, release the display key and re-operate it.

June, 1963

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

(1) Rate

When this key is operated, the rate treatment number, if one is in the trunk, will be displayed together with the designation "rate." The information is available on coin customer-dialed calls only.

(2) Calling Number

The operation of this key lamp causes the calling number to be displayed. If the TSP serves more than one numbering plan area, the NPA code will also light. Re-operate this key lamp to release the display.

(3) Called Number

The operation of this key lamp causes the called number to be displayed. Re-operate this key lamp to release the display.

Q. Supervisor Key.

To call your supervisor, operate this key. The lamp will flash at 120 IPM until a trunk is found and the supervisor answers. The lamp then becomes steady. You control the trunk; therefore, after talking with the supervisor, re-operate the key to release her line. When your supervisor calls you, your "Supervisor" key lamp will flash at 120 IPM. Answer the signal by operating the Supervisor key. The lamp then goes steady. When you have finished talking the Supervisor will release the trunk and your position.

R. Make Busy.

Use this key just before operating Position Release key, if you will need to originate some action from your position. It is a safeguard to keep a new call from interrupting the operation you were to perform. An example might be recalling a customer to quote time and charge, or initiating a subsequent attempt.

You can remove the "Make-Busy" condition of your position by a second operation of the key.

The "Make-Busy" makes your position appear busy to the equipment.

NOTE: If a new call arrives with the Make-Busy lamp and Access key lamp both flashing, and no Kind-of-call lamp is lighted, understand there has been an equipment failure and that the call can not be completed. Say for example, "I am sorry your call can not be completed on this connection. Would you prefer to dial it again or would you like me to take the details and call you?" If the customer wants you to call him, obtain the details. Dismiss the party. Complete the call over a delayed call trunk. Record a billing ticket. Hold and time the connection.

S. Calling Area Code Lamps.

These identifying lamps are used when the TSP serves more than one numbering plan area. The proper lamp will light, when the "Display Calling Number" key is operated.

T. AMA.

Automatic Message Accounting is a machine facility for recording significant call details on tape. Machine "readers" and "assemblers" can interpret the entries in terms of billing information showing the elapsed conversation time and the amount due for the particular call. The charge is then entered on the customer's bill.

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

When associated with the TSP, the information recorded includes the calling number and the called number; indication as to whether the call is station-to-station or person-to-person; paid, collect or "special"; the time of day at which chargeable time starts, and the date.

The entries on the tape come from several sources. The calling number is automatically identified in the equipment. This is called ANI (Automatic Number Identification). The called number is usually dialed by the customer, but in some cases you will dial it for him. In any case, the number registered as the called number is the one with which the connection is established.

When you operate one of the Class-Charge keys you pre-set the "station", "person", "paid" or "collect" mark preparatory to its entry on the tape. This information, as well as the date and time of day conversation starts is entered by the AMA equipment when the Start Timing key is operated.

Chargeable time starts when two conditions have been fulfilled: (1) the Start Timing key has been operated and (2) the called telephone sends back OFF-HOOK (answer) supervision. AMA timing starts under these conditions whether or not the connection is being held at the TSP. Charge for the call connected is based on calling and called NPA-NNX codes.

AMA timing is available on calls coming into the TSP on "O," "O+" and "1+" trunks. It is not available on calls originating at the TSP. In short, the facility can only be called into service by a trunk approaching the TSP.

When you operate the "Operator Timing" key you disable the AMA equipment. For this reason, you will always operate this key when you are to hold a connection and time the billing ticket, or when no charge is to be made, as for example, on a WH report.

U. Trunk Timing.

Trunk timing is non-recorded timing done by special equipment in coin trunks on paid, coin-originated, customer-dialed calls.

Trunk timing goes on only when the call has been released from the TSP.

AMA timing runs simultaneously with trunk timing and provides Accounting with a record of coin, paid, toll calls for billing information. Since the AMA record is continuous for any particular call being timed, the AMA record of timing will be slightly longer than trunk timing which stops whenever you are called into the connection.

It is the presence of the rater and computer plus the ability of the coin trunks to time coin, paid, DDD calls that cause coin "O+" and coin "1+" calls to arrive at your position with a display of charge information plus indication that the call is a new one for which initial period money should be collected, one on which notification is due, or one for which an overtime collection should be made.

V. Position Transfer Keys.

Operate the appropriate one of these keys to transfer your telephone set to the position on your right, or to the position on your left. Leave your headset plugged into the headset jack of the position you are occupying. This will permit you to dispose of calls that may have been left on a locked loop when the adjacent position was vacated.

While your headset is transferred to the other position, use the keys on that position to perform necessary operating steps.

While a position transfer key is effective, you can not talk to anyone connected through your position. Both your position and the one to which your headset is transferred appear busy to the equipment, and no new call can be presented.

Re-operate the Position Transfer key to transfer your telephone set back to your position.

DESCRIPTION OF EQUIPMENT FOR TSP OPERATORS

3. **POSITION CIRCUIT.**

Your position circuit provides "memory" in your position.

The position circuit is called into operation by calls coming into your position.

While the position circuit is attached, your position appears busy to the equipment.

The position "memory" while attached has:

Calling number identity.

Called number identity.

When you operate the "Start Timing" key, the information in your position circuit is "sent" into the AMA equipment.

As mentioned earlier, see 2D (2), operation of the "KP Fwd" key while the position circuit is attached "wipes out" the "memory" of the called number whether you or the customer dialed it.

You can key forward or back on a delayed call trunk while your position circuit is attached and associated with another loop.

You can not key forward on a "O," "O+" or "1+" trunk on another loop while your position circuit is attached. (The need might arise if a flash occurred on a call being held on a locked loop.) Answer such a flash, if necessary, return the loop to "HOLD," return to the loop associated with the Position Circuit and complete this call. Then return to the loop on which the party is waiting for your assistance.

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Description—Face Equipment—TSP—(opposite page)

Kind-of-Call Lamps.   Incoming signals to the T.S.P. "DDD" — associated with customer dialed calls. "Dial '0' " — associated with dial zero calls.

Class-Charge Keys.   These keys when operated identify call classification for example, Person, Station, Collect, etc.

Loops (Rigid).   Equivalent to cord pairs on a cord board.

Key Set and KP Keys.   Key set for operator-keying. Varying numbers of digits can be keyed. Start key operation required when keying is associated with a loop.

Display.   For displaying calling and called numbers and rate information in the nixie panel.

100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING	MEMORANDUMS
NEW	SCRATCH

CHARGE *   MINUTES *   RATE *

24 HOUR CLOCK

| 23 | 5 | 9 | .5 |

CALLING AREA CODE

508   719   917

DDD

COIN

CAMA   SPL TOLL   COIN STA   SPL TOLL   NFY   CHG DUE

KIND OF CALL LAMPS

- DIAL "O" -

NON COIN   COIN

OUTGOING TRUNKS

#   #   #   #

CW   CAMA CW

COIN

COL   RET

MULTI-LEAF BULLETIN TRAY

CNL TMG   POS RLS   ST TMG

DISPLAY

RATE   CLG NO.   CLD NO.

TRFR

RING

BACK   FWD

KEY CLG

RELEASE

BACK   FWD

SR   MAKE BUSY

POS TRFR

←   →

INF
TIMER
CLG
CLD
HOLD
ACS

INT
TIMER
CLG
CLD
HOLD
ACS

INT
TIMER
CLG
CLD
HOLD
ACS

CLASS-CHARGE KEYS

STATION   PAID   COL   SPL   ENT.

PERSON   PAID   COL   SPL

OPR TMG

KEY SET

KP TRBL	KP RATE	O 1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6		
KP BACK	KP FWD	PRS 7	TUV 8	WXY 9
Z 0				

ST

RIGID LOOPS

SINGLE COMPARTMENT TICKET BOXES

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

⬡ Lamp

* These designations are not visible unless significant

Trunks to rote and route, intercept, information, cord switchboard, etc. as required

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 1, Sheet 1 (opposite)

Coin customer dials $1 + 10$ digits for station-to-station call.

When equipment "sees" an idle position in the TSP line, it seizes the idle position and simultaneously advances the call through the equipment.

The call arrives at the TSP with amount to be collected displayed in the nixie panel. Steps at the board are indicated by arrows and description in lower right-hand corner of diagram on opposite page.

After operator depresses Position Release key, all lamps go dark. The TSP is released from the connection.

See Call 1, Sheet 2 for next step in call handling.

DIALS - 1-415
353-2416

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

RATER - PUTS IN XXX DAY RATE TREATMENT NUMBER

COMPUTER - USING DIGIT 1 + RATER NUMBER XXX
PUTS IN DAY STA. RATE OF 1.50 PLUS
TAX MINUS 10¢ DIAL TONE DEPOSIT.

100A TRAFFIC SERVICE POSITION

POSITION CKT.
IS ACTIVATED &
ENGAGES "NIXIE" LAMPS,
DDD KIND OF CALL LAMP
AND LOOP

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS
NEW | SCRATCH

"NIXIE" LAMPS

24 HOUR CLOCK

23 59 .5

1 5 5   0 0 3   0 0 0
CHARGE *   MINUTES *   RATE *

CALLING AREA CODE

DDD
COIN

KIND OF CALL LAMPS

DIAL "O"

OUTGOING TRUNKS

RING

RELEASE

POS TRFR

STATION
PERSON

CLASS-CHARGE KEYS

MULTI-LEAF BULLETIN TRAY

COIN

DISPLAY

KEY SETS

SINGLE COMPARTMENT TICKET BOXES

RIGID LOOPS

OPERATOR DEPRESSES STA. PAID KEY
REQUESTS DEPOSIT FOR INITIAL 3 MINUTES
HEARING RINGING TONE, DEPRESSES
START TIMING KEY AND POSITION RELEASE

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

☐ Lamp

* These designations are not visible unless significant.
\# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
O Means lamp is lighted.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 1, Sheet 2 (opposite)

The coin customer is still talking on her station call to 415-353-2416. 18 seconds before the expiration of the initial period, the trunk collects the money deposited at the beginning of the initial period.

6 seconds before end of period, the equipment bids for an idle position in the TSP line. Trunk timing stops, but AMA timing continues. The call arrives on NFY lamp.

The operator notifies by saying for example, "It is now the end of the initial period. Signal when through please."

The operator releases her position. All lamps go dark, and the connection again floats.
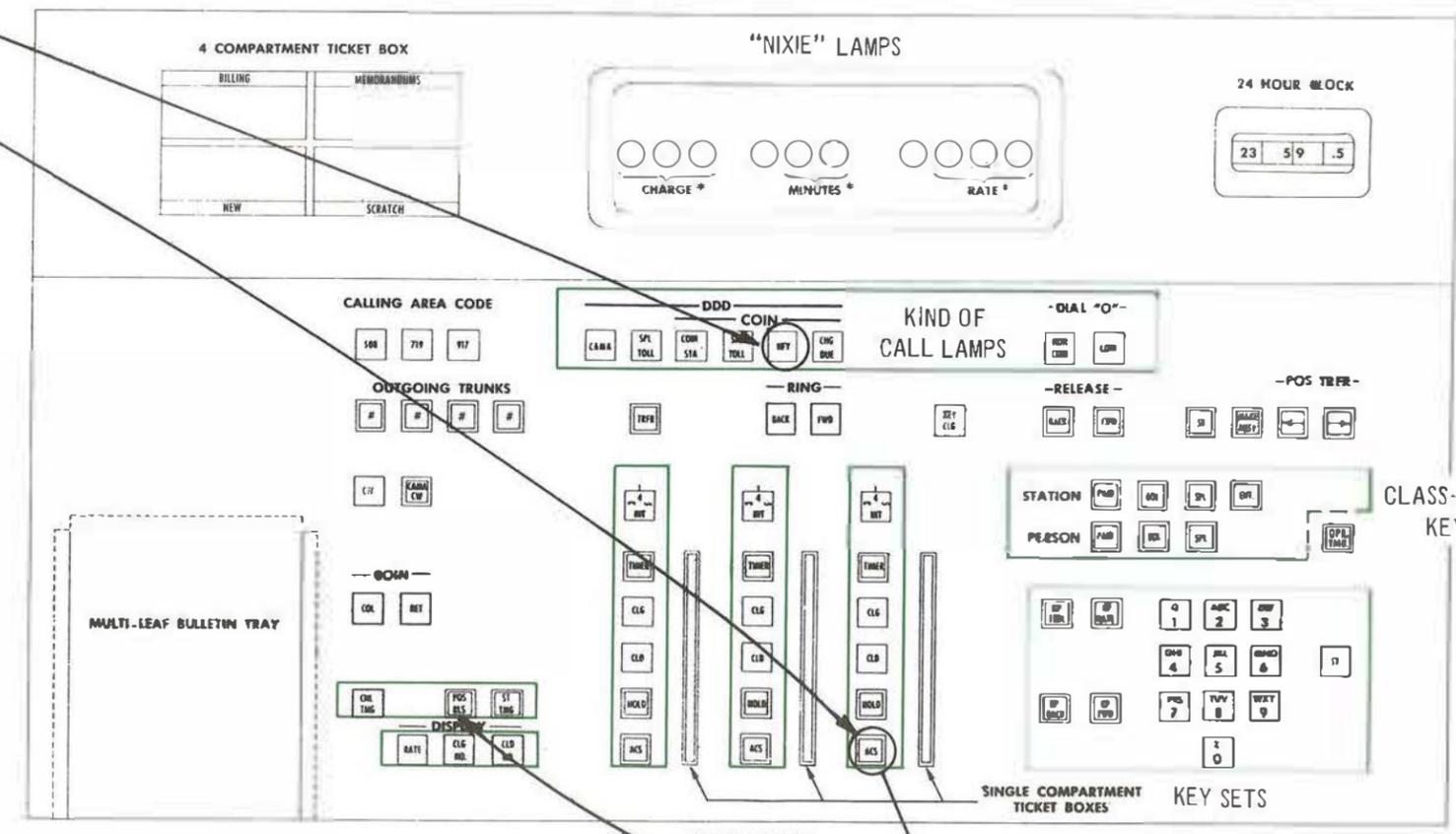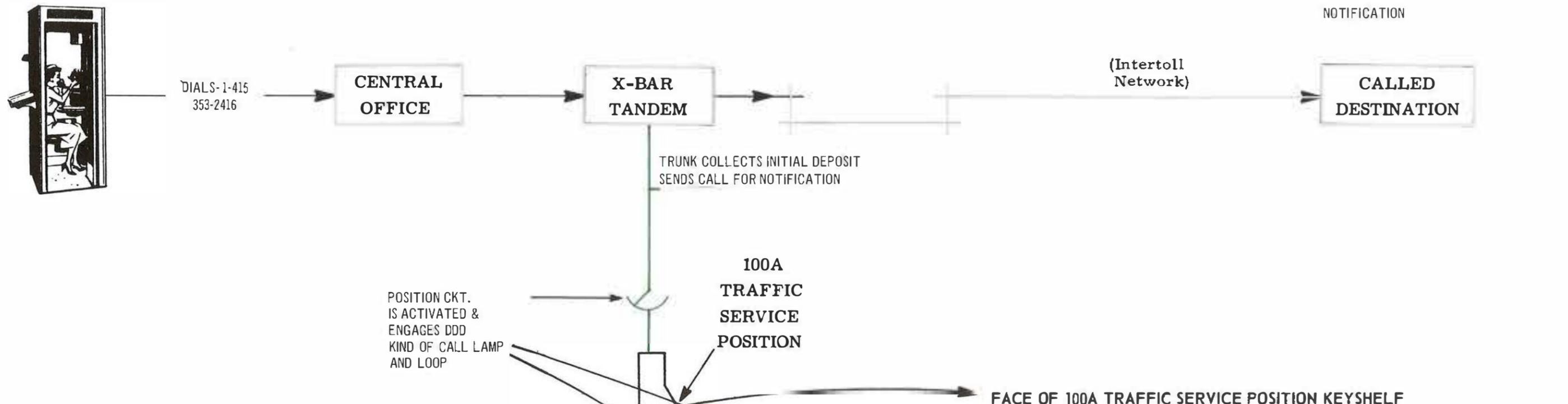
DIALS-1-415
353-2416

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

TRUNK COLLECTS INITIAL DEPOSIT
SENDS CALL FOR NOTIFICATION

100A TRAFFIC SERVICE POSITION

POSITION CKT.
IS ACTIVATED &
ENGAGES DDD
KIND OF CALL LAMP
AND LOOP

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX
BILLING   MEMORANDUMS
NEW   SCRATCH

"NIXIE" LAMPS
CHARGE *   MINUTES *   RATE *

24 HOUR CLOCK
23 59 .5

CALLING AREA CODE

DDD   COIN   KIND OF CALL LAMPS   -DIAL "O"-

OUTGOING TRUNKS

-RING-   -RELEASE-   -POS TRFR-

MULTI-LEAF BULLETIN TRAY

COIN

DISPLAY

STATION   CLASS-CHARGE KEYS
PERSON

KEY SETS

SINGLE COMPARTMENT
TICKET BOXES

RIGID LOOPS

OPERATOR NOTIFIES
DEPRESSES POSITION RELEASE

LEGEND
Illuminated Key
Non-Illuminated Key
Lamp

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
O Means lamp is lighted.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 1, Sheet 3 (opposite)

The coin customer completes her call to 415-353-2416 and signals the operator.

The equipment seizes an idle position in the TSP line and sends the call into the TSP on a "Charge Due" lamp together with the amount due displayed.

The operator releases the called telephone, then secures the deposit of the amount due for the overtime talked.

Detail of steps is to be found on diagram.

DIALS- 1-415
353-2416

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

COMPUTER USING RATER NUMBER XXX STA. MARK, AND MINUTES FROM TRUNK PUTS IN AMOUNT DUE INCLUDING TAX, EXCLUDING DEPOSIT.

100A TRAFFIC SERVICE POSITION

POSITION CKT. IS ACTIVATED & ENGAGES "NIXIE" LAMPS DDD KIND OF CALL LAMP AND LOOP

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS
NEW | SCRATCH

"NIXIE" LAMPS

24 HOUR CLOCK

23 | 59 | .5

② ② ⓪ ○ ○ ④ ○ ○ ○ ○
CHARGE * MINUTES * RATE *

CALLING AREA CODE

508 | 719 | 917

DDD — COIN
CLEAR | SPL TOLL | COIN STA | SPL TOLL | WF | CHG DUE

KIND OF CALL LAMPS

— DIAL "O" —
NON COIN | COIN

OUTGOING TRUNKS
| # |

C.F | KANA CW

RING
FWD | BACK | FWD | CLS CLG

— RELEASE —
BACK | FWD

— POS TRFR —
SR | MAKE BUSY | ← | →

STATION | COL | SPL | EXT

CLASS-CHARGE KEYS

PERSON | PAID | COIN | SPL | OVE TIME

RET | RET | RET
TIMER | TIMER | TIMER
CLS | CLS | CLS
CLD | CLD | CLD
HOLD | HOLD | HOLD
ACS | ACS | ACS

MULTI-LEAF BULLETIN TRAY

— COIN —
COL | RET

CHG TIME | POS RLS | ST TIME
— DISPLAY —
RATE | CLD AR | CLD NO.

OP ERG | SP OVH
ABC 2 | DEF 3 | 13
GHI 4 | JKL 5 | MNO 6
OP CHG | SP RAGE | PRS 7 | TUV 8 | WXY 9 | 0

KEY SETS

SINGLE COMPARTMENT TICKET BOXES

RIGID LOOPS

OPERATOR DEPRESSES RLS.FWD KEY
REQUESTS AMOUNT DUE
COLLECTS MONEY
OPERATES POSITION RELEASE

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

☐ Lamp

* These designations are not visible unless significant.

Trunks to rate and route, intercept, information, cord switchboard, etc. as required.

◯ Means lamp is lighted.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 2, Sheet 1 (opposite)

A non-coin telephone has dialed a 10-digit DDD call prefixed by the digit "0".

When the equipment finds an idle position in the TSP line, it advances the call and simultaneously seizes the idle TSP position.

A particular party is wanted. The operator "marks" the connection as "Person-Paid".

When the called station answers, the operator announces her call.

Other steps as indicated on diagram.

After operation of Position Release, all lamps go dark. The connection "floats" in the equipment. The AMA equipment times the call.

DIALS
0-215
442-6218

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

100A
TRAFFIC
SERVICE
POSITION

POSITION CKT.
IS ACTIVATED &
ENGAGES
DDD KIND OF CALL LAMP
AND LOOP

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS

NEW | SCRATCH

CHARGE * | MINUTES * | RATE *

24 HOUR CLOCK

23 | 59 | .5

CALLING AREA CODE

DDD
COIN

KIND OF
CALL LAMPS

DIAL "O"

OUTGOING TRUNKS

RING

RELEASE

POS TRFR

STATION

PERSON

CLASS-CHARGE
KEYS

MULTI-LEAF BULLETIN SEAT

COIN

DISPLAY

SINGLE COMPARTMENT
TICKET BOXES

KEY SET

KEY SET

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

☐ Lamp

RIGID LOOPS

OPERATOR ACK. REQ.TO REACH CLD. PTY.
DEPRESSES PER. PAID KEY REACHES CLD. PTY.
DEPRESSES START TIMING KEY AND
POSITION RELEASE

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
◯ Means lamp is lighted.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 3, Sheet 1 (opposite)

A non-coin telephone has dialed a 10-digit number prefixed by "0". The customer wants the call charged to a third telephone.

The operator records a memorandum ticket. She marks the memo bubble, enters the Bill-to number and calling party's name.

On hearing audible ringing tone the operator "sets" the call so that AMA timing will start when the called station answers; also by operating the Hold key takes herself out of the connection so that the parties can begin their conversation when the called station answers.

Since the operator needs calling and called numbers, she displays them. (See Sheets 2 and 3 of Call 3.)

DIALS
0-303
424-1234

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

212
393-4068

POSITION CKT.
IS ACTIVATED &
ENGAGES
DDD KIND OF CALL LAMP
AND LOOP

100A
TRAFFIC
SERVICE
POSITION

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS

NEW | SCRATCH

24 HOUR CLOCK

CHARGE *   MINUTES *   RATE *

CALLING AREA CODE   DDD COIN   KIND OF CALL LAMPS   - DIAL "O" -

OUTGOING TRUNKS   RING   RELEASE   POS TRFR

STATION / PERSON   CLASS-CHARGE KEYS

COIN

MULTI-LEAF BULLETIN TRAY

DISPLAY

SINGLE COMPARTMENT TICKET BOXES   KEY SET

LEGEND
Illuminated Key
Non-Illuminated Key
Lamp

* These designations are not visible unless significant.

\# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.

O Means lamp is lighted.

RIGID LOOPS

4. ON HEARING RINGING TONE DEPRESS
START TIMING KEY & HOLD KEY

5. OBTAIN CLG. & CLD. NO. (SEE SHEETS 2 & 3)
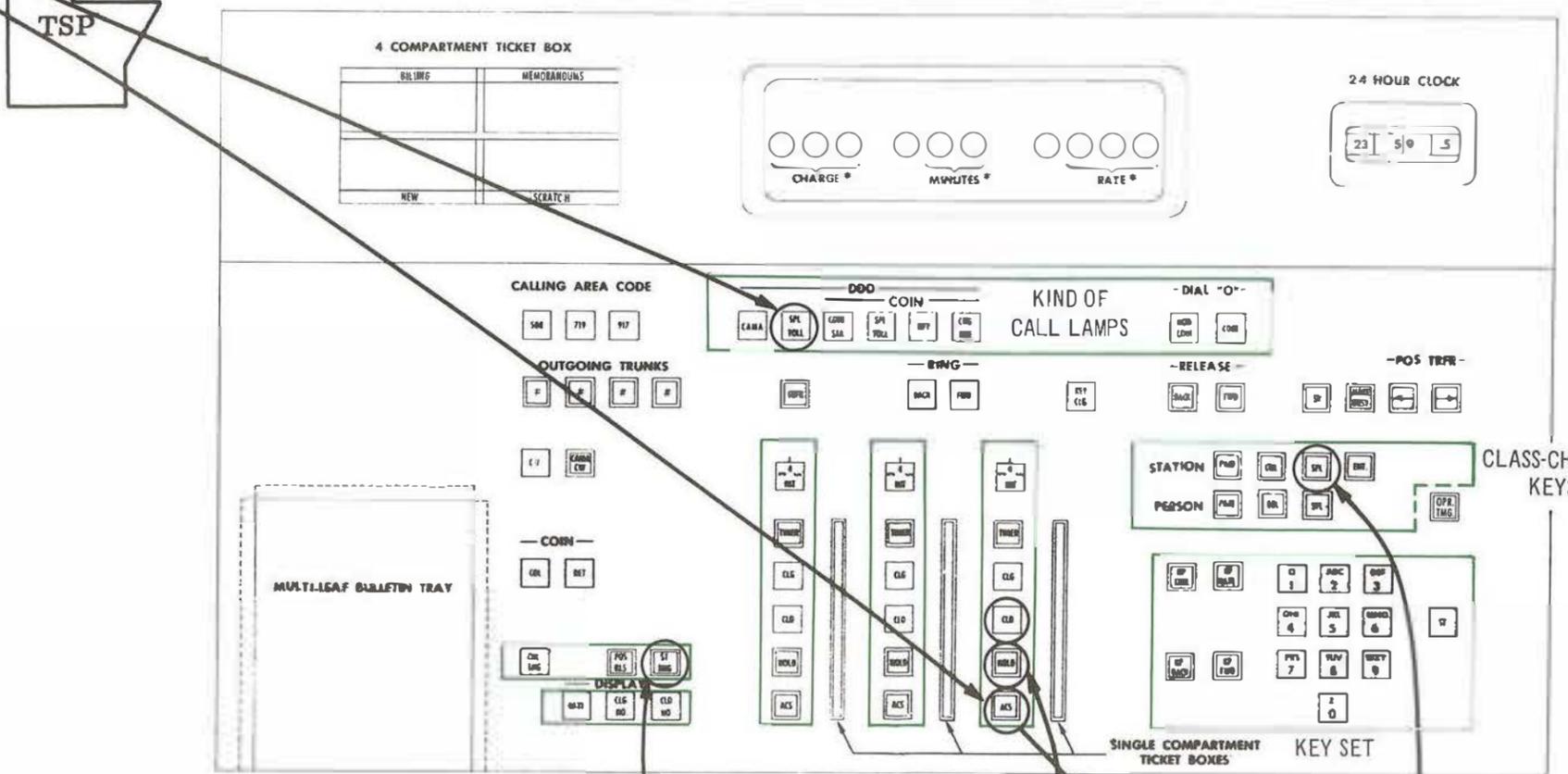
1. ACK REQ. BILL TO 3RD NO.

2. RECORDS MEMO TKT.

3. DEPRESSES STA. - SPL KEY

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 3, Sheet 2 (opposite)

Operator displays calling number by depressing "Display Calling Number" key.

Only the digits of the calling number are displayed in the nixie panel. If the TSP unit serves more than one NPA, then the calling area code lamp corresponding to the area served, would light simultaneously with the display of the calling number.

The operator releases the calling number display by operating the key again.

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

☐ Lamp

* These designations are not visible unless significant.

Trunks to rate and route, intercept, information, cord switchboard, etc. as required.

◯ Means lamp is lighted.
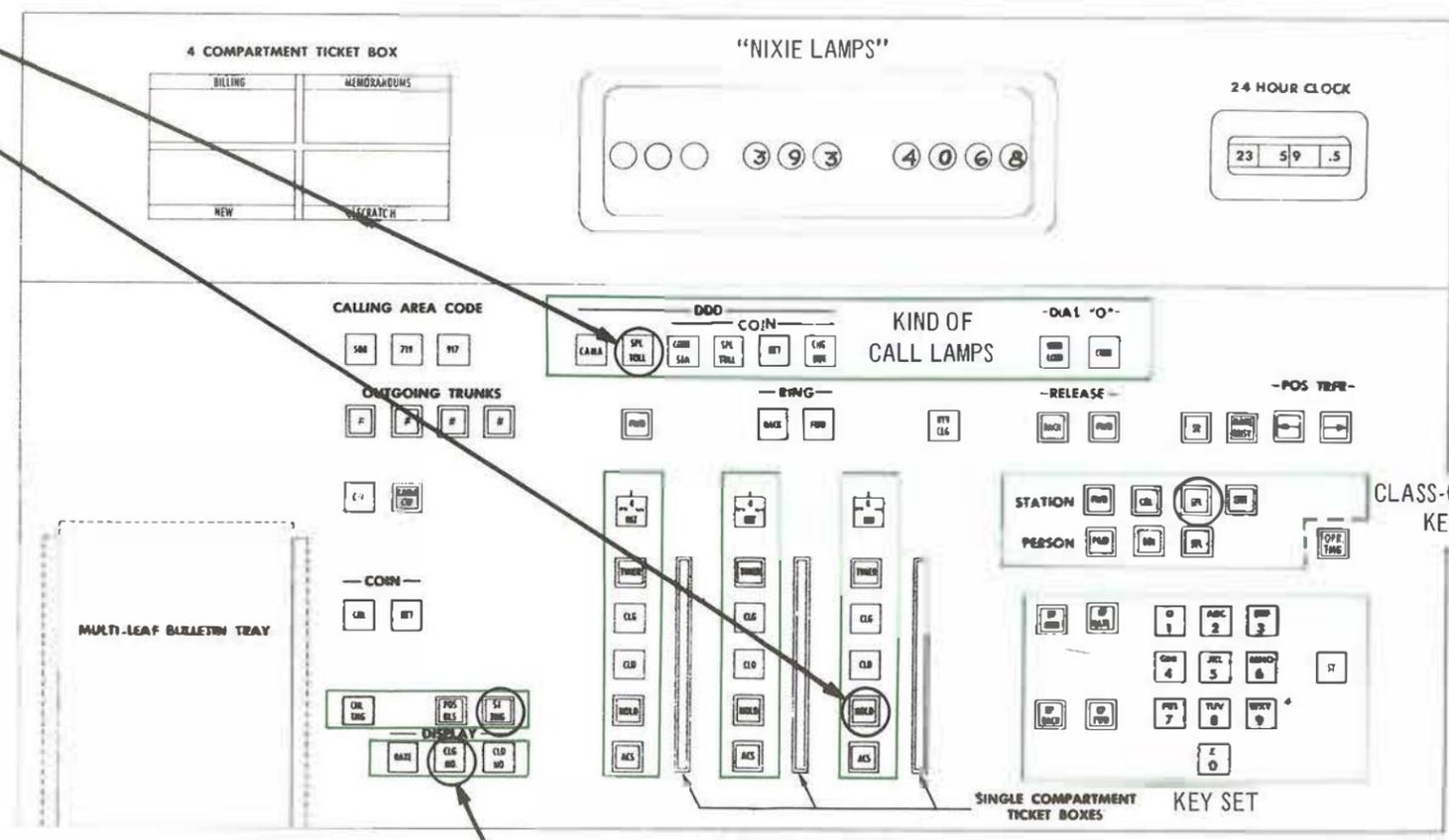
6. DEPRESSES DISPLAY CLG. NO. RECORDS NUMBER SHOWN IN "NIXIE"

7. REOPERATES KEY TO RELEASE DISPLAY

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 3, Sheet 3 (opposite)

The operator displays the called number by depressing the "Display Called Number" key.

The digits of the called NPA and number are displayed in the nixie panel. The prefix "0" is a directing digit and is not displayed. If the customer had dialed 7 digits, then only seven digits would have been displayed.

The operator releases the called number display by reoperating the called number display key.

DIALS
0-303
424-1234

212
393-4068

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

100A TRAFFIC SERVICE POSITION

POSITION CKT. REMAINS ACTIVATED & DDD KIND OF CALL LAMP AND LOOP ENGAGED

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX
BILLING
MEMORANDUMS
NEW
SCRATCH

"NIXIE LAMPS"
③ ⓪ ③   ④ ② ④   ① ② ③ ④

24 HOUR CLOCK
23 59 .5

CALLING AREA CODE
506 719 917

OUTGOING TRUNKS

ODD   COIN
KIND OF CALL LAMPS

DIAL "O"

RING

RELEASE

POS TRFR

STATION
PERSON

CLASS-CHARGE KEYS

COIN

MULTI-LEAF BULLETIN TRAY

DISPLAY

RIGID LOOPS

SINGLE COMPARTMENT TICKET BOXES

KEY SET

LEGEND
☐ Illuminated Key
☐ Non-Illuminated Key
☐ Lamp

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
○ Means lamp is lighted.

8. DEPRESSES DISPLAY CLD. NO. RECORDS NO. IN "NIXIE" -

9. RELEASES DISPLAY

10. ENTERS START OF CONV. TIME WHEN CALLED STATION ANSWERS

11. OPERATOR DEPRESSES ACS KEY AND POSITION RELEASE

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 4, Sheet 1 (opposite)

The customer has dialed "0" followed by 10 digits from a prepay telephone.

When the equipment sees an idle position in the TSP line, it seizes the idle position and simultaneously advances the call through the equipment.

When the call arrives at the TSP, the nixie lamps display the amount to be collected for a person-to-person call, and also the initial period minutes.

This customer asks that the call be made collect. As the operator depresses the "Station Collect" Class-Charge key, the nixie lamp panel goes dark.

The operator refunds the 10¢ dial tone deposit.

After the operator secures acceptance of the call, the called party requests notification at the end of three minutes.

Since the notification can be made only by the TSP operator, she will hold the call on a locked loop long enough to give the notification. The AMA equipment can time this call from the beginning of conversation.

At the end of three minutes, the operator will receive a flash on the timer lamp.

After the operator announces the end of the initial period, she will release the connection from her board. Timing by the AMA continues uninterruptedly until hang-up by one or both parties.

June, 1963

DIALS
0-313
965-5225

CENTRAL
OFFICE

X-BAR
TANDEM

(Intertoll
Network)

CALLED
DESTINATION

100A
TRAFFIC
SERVICE
POSITION

POSITION CKT.
IS ACTIVATED &
ENGAGES "NIXIE" LAMPS
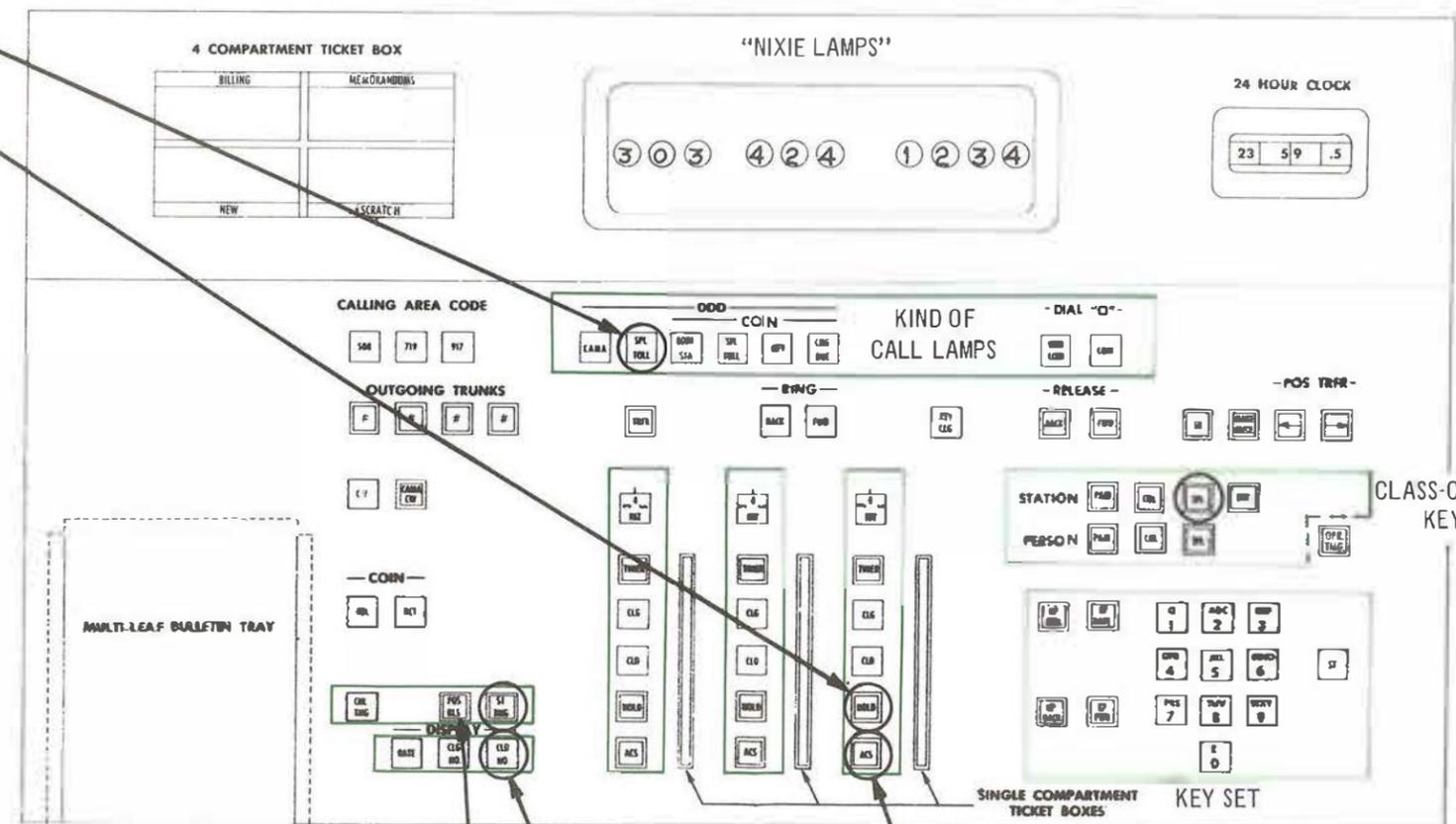DDD KIND OF CALL LAMP
AND LOOP

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS
NEW | SCRATCH

CHG. FOR PER RATE IS
DISPLAYED UNTIL STA.
COL. KEY IS DEPRESSED

24 HOUR CLOCK

23 | 59 | .5

CALLING AREA CODE

CLASS CHARGE KEYS

OUTGOING TRUNKS

MULTI-LEAF BULLETIN TRAY

KEY SET

SINGLE COMPARTMENT
TICKET BOXES

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

☐ Lamp

* These designations are not visible unless significant.

Trunks to rate and route, intercept, information, cord switchboard, etc. as required.

○ Means lamp is lighted.

RIGID LOOPS
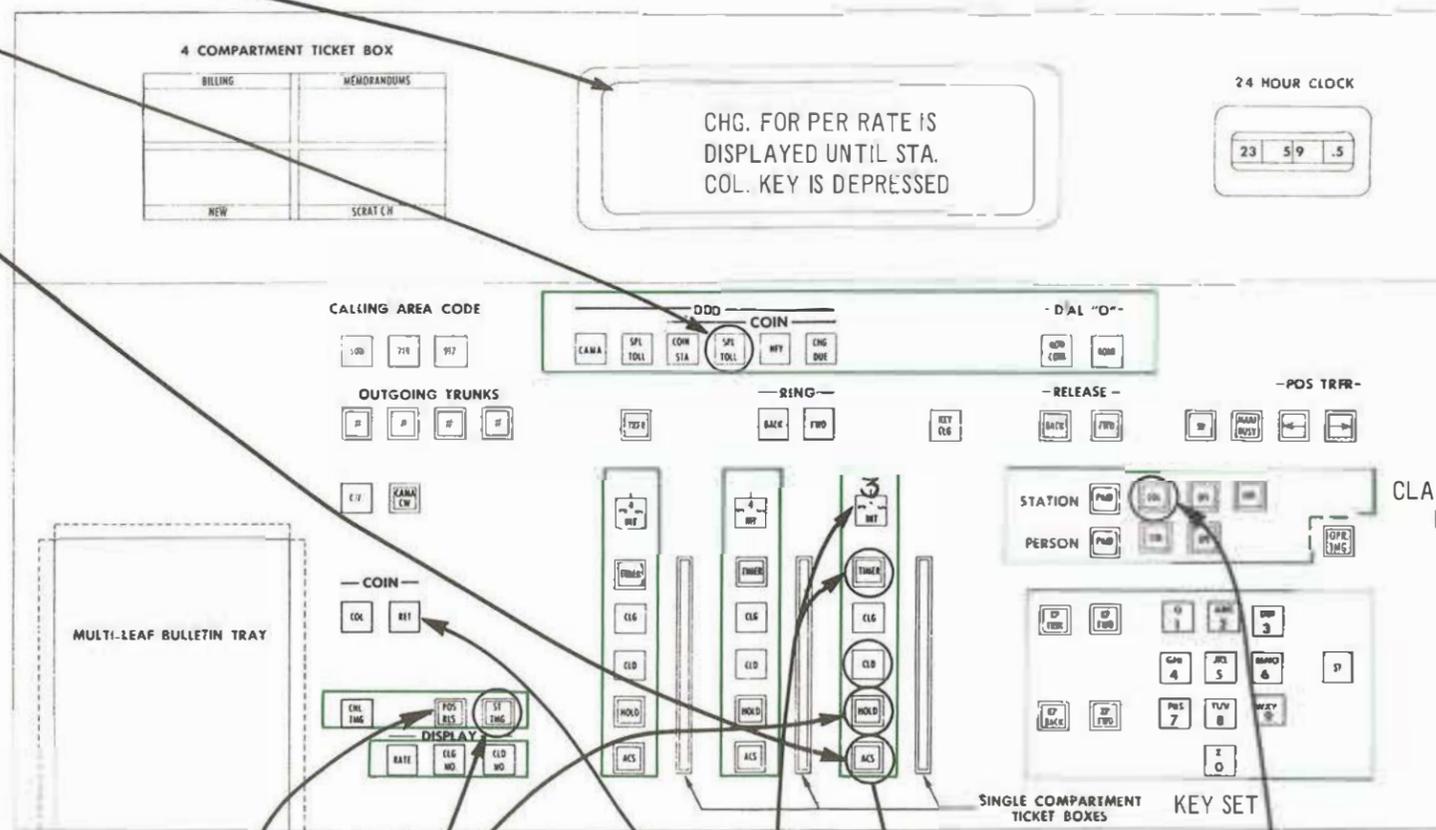
4. DEPRESSES START TIMING KEY,
HOLD KEY, POSITION RELEASE.

5. NOTIFIES WHEN TIMER FLASHES.
(SEE CALL 5, SHEET 2)

6. RELEASES CONNECTION.

1. OPERATOR ACK. COLLECT CALL DEPRESSES STA. COLLECT.
RETURNS 10¢ DIAL TONE DEPOSIT.

2. SECURES ACCEPTANCE OF CHG. & ACK. REQ. NFY 3.

3. SETS SELECTOR, DEPRESSES TIMER KEY.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 5, Sheet 1 (opposite)

A customer at a prepay telephone dials "●" and places a paid call to a dialable number.

The operator secures the route from her alphabetical position information, if it is available.

The operator will then display the calling number and determine the originating rate center number.

After this, the operator will determine the rate including tax from the originating rate center number to the called NPA-NNX code. She will then subtract the 10 cent dial tone deposit and collect the remainder due for the initial period deposit.

The operator will key the called number followed by the Start key. She will then set the initial period reminder for the number of minutes in the initial period and depress the "Timer" key which lights and remains lit until chargeable time starts.

The operator then depresses the "OPR TMG" key. As soon as she hears audible ringing tone, the operator depresses the Hold key.

Meanwhile, the operator will have completed her ticket which is the billing ticket. Having completed her ticket, she will operate the Position Release key.

When the called telephone answers, the operator will start timing on signal.

DIALS "O"

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

393 - 9960

POSITION CKT.
IS ACTIVATED &
ENGAGES DIAL "O"
KIND OF CALL LAMP
AND LOOP

100A TRAFFIC SERVICE POSITION

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING   MEMORANDUMS

NEW   SCRATCH

"NIXIE" LAMPS

○○○ ③⑨③   ⑨⑨⑥⑩

24 HOUR CLOCK

23 59 5

CALLING AREA CODE

508 719 917

DDD
COIN

KIND OF CALL LAMPS

DIAL "O"

OUTGOING TRUNKS   RING   RELEASE   POS TRFR

STATION

PERSON

CLASS-CHARGE KEYS

MULTI-LEAF BULLETIN TRAY

COIN

SINGLE COMPARTMENT TICKET BOXES

KEY SET

LEGEND
☐ Illuminated Key
☐ Non-Illuminated Key
☐ Lamp

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
○ Means lamp is lighted.

RIGID LOOP
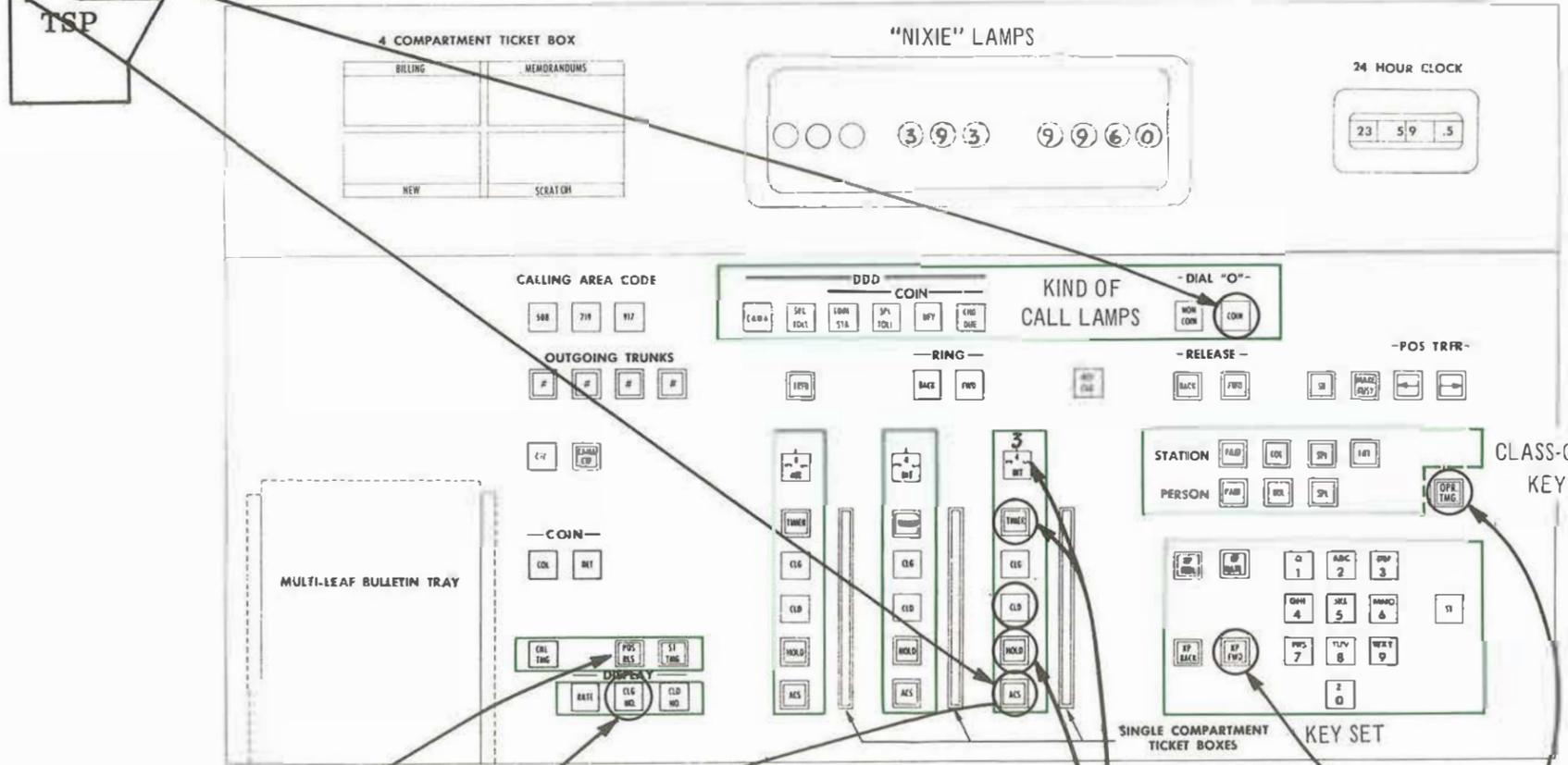
1. CUST. CALLS RICHMOND, CALIF. 538-9206.

2. OPERATOR SECURES ROUTE.

3. OPERATOR DISPLAYS CALLING NUMBER.

4. DETERMINES RATE.

5. MAKES BILLING TICKET.

10. OPERATES POSITION RELEASE KEY.

6. SECURES INITIAL PERIOD DEPOSIT.

7. OPERATOR DEPRESSES KP FWD
   415-538-9206- START KEY.

8. OPERATOR SETS SELECTOR,
   DEPRESSES TIMER KEY.

9. DEPRESSES OPR. TMG. KEY
   AND HOLD KEY.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 5, Sheet 2 (opposite)

When the Timer lamp flashes (it has been dark since start of chargeable time), the operator enters the connection by depressing the Access key. She then notifies, and marks her ticket to indicate that she gave notification.

The operator will continue to time the call. She takes herself out of the connection by operating the Hold key. She then operates Position Release key to free her position to accept new calls.

COIN DIAL "O" STA. PAID
TICKETED AND TIMED AT TSP

NOTIFICATION

(Intertoll
Network)

| CENTRAL OFFICE | | X-BAR TANDEM | | CALLED DESTINATION |

393-9960

100A
TRAFFIC
SERVICE
POSITION
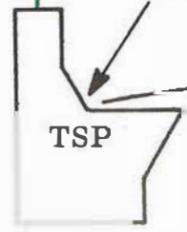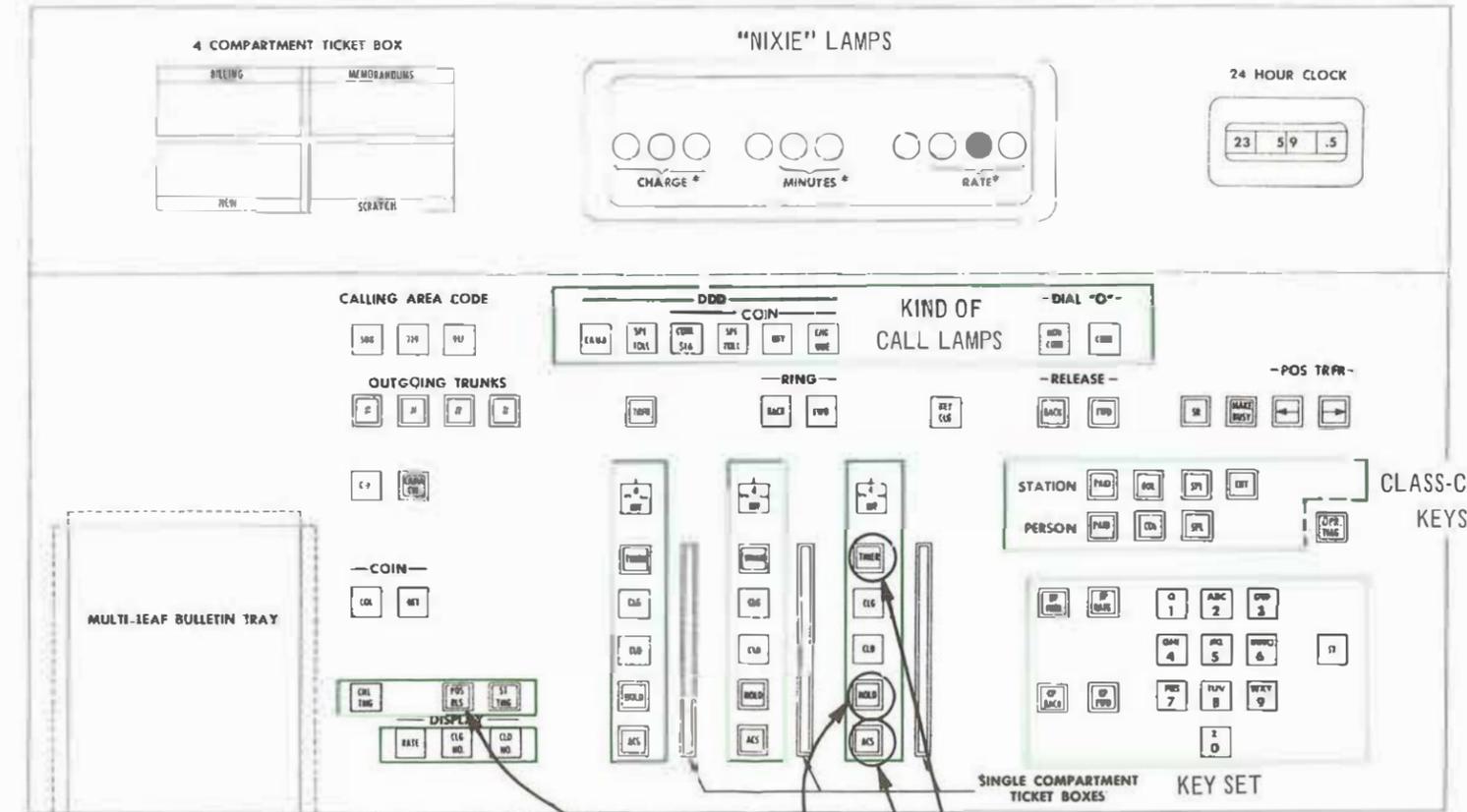
TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING   MEMORANDUMS

NON   SCRATCH

"NIXIE" LAMPS

CHARGE *   MINUTES *   RATE *

24 HOUR CLOCK

23 | 5 9 | .5

CALLING AREA CODE

OUTGOING TRUNKS

DDD   COIN   KIND OF CALL LAMPS   - DIAL "O" -

RING   - RELEASE -   - POS TRFR -

STATION   PERSON

CLASS-CHARGE
KEYS

MULTI-LEAF BULLETIN TRAY

- COIN -

DISPLAY

SINGLE COMPARTMENT TICKET BOXES   KEY SET

RIGID LOOP

LEGEND
☐ Illuminated Key
☐ Non-Illuminated Key
☐ Lamp

TIMER LAMP FLASHES
OPERATOR DEPRESSES ACS KEY
AND TIMER LAMP
NOTIFIES
OPERATOR DEPRESSES HOLD KEY
AND POSITION RELEASE

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
○ Means lamp is lighted.

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 5, Sheet 3 (opposite)

At the end of conversation the calling party flashes and the called party hangs up.

The operator ends timing on her ticket as she depresses the Access key and answers the flash.

Knowing that conversation has ended, the operator releases forward and operates the coin collect button. She then computes and collects the additional amount of money due.

The operator then releases her position.

COIN DIAL "O" STA. PAID
TICKETED AND TIMED AT TSP

OVERTIME

393-9960

CENTRAL OFFICE → X-BAR TANDEM → (Intertoll Network) → CALLED DESTINATION

100A TRAFFIC SERVICE POSITION

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX
BILLING | MEMORANDUMS
NEW | SCRATCH

"NIXIE" LAMPS
CHARGE *   MINUTES *   RATE *

24 HOUR CLOCK
23 | 59 | .5

CALLING AREA CODE
DDD — COIN   KIND OF CALL LAMPS   — DIAL "O" —

OUTGOING TRUNKS   — RING —   — RELEASE —   — POS TRFR —

MULTI-LEAF BULLETIN TRAY

— COIN —

DISPLAY
RATE | CLG NO | CLD NO

STATION
PERSON

CLASS-CHARGE KEYS

KEY SET

SINGLE COMPARTMENT TICKET BOXES

LEGEND
☐ Illuminated Key
☐ Non-Illuminated Key
☐ Lamp

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
○ Means lamp is lighted.

RIGID LOOP

CALLED HANGS UP, CALLING FLASHES
OPERATOR ENDS TIMING, DEPRESSES ACS KEY
DEPRESSES RELEASE FORWARD KEY
COLLECTS INITIAL DEPOSIT
SECURES OVERTIME
DEPRESSES POS. RLS. KEY

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 6, Sheet 1 (opposite)

The customer dials "0" and when the operator answers, he passes a dialable number.

The operator keys the 10 digit number. She first depresses the KP Fwd. key, then the ten digits followed by the start key. She then depresses the Station-Paid Class-Charge key.

When audible ringing tone is heard, she operates Start Timing key and Position Release. The connection is released from the loop, and the position is released to receive a new call. The AMA equipment will start timing this station call when the called telephone answers and sends back off-hook supervision.

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

DIALS "0"

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION
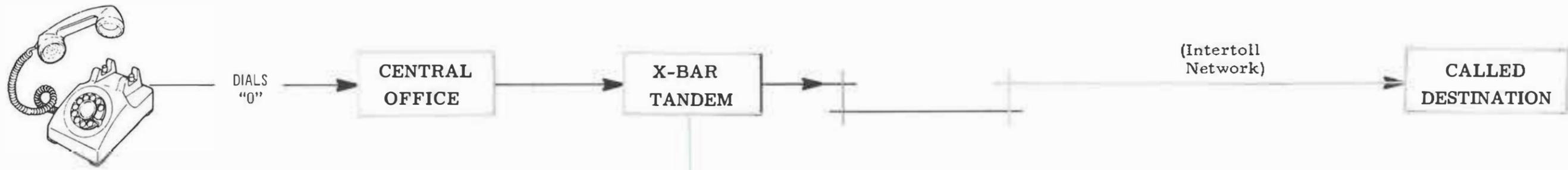
POSITION CKT. IS ACTIVATED & ENGAGES DIAL "0" KIND OF CALL LAMP AND LOOP
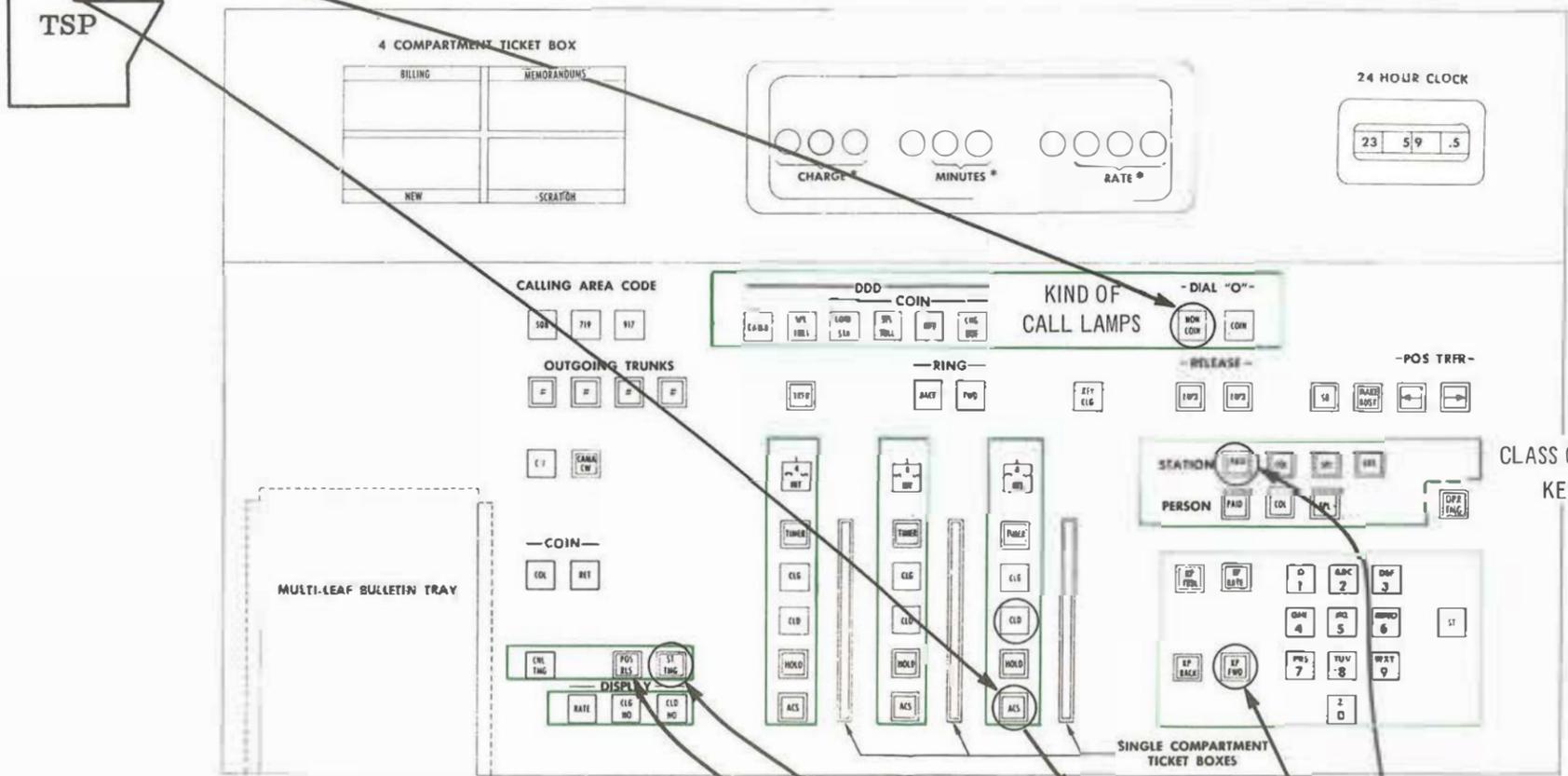
100A TRAFFIC SERVICE POSITION

TSP

LEGEND

☐ Illuminated Key

☐ Non-Illuminated Key

☐ Lamp

* These designations are not visible unless significant.

Trunks to rate and route, intercept, information, cord switchboard, etc. as required.

○ Means lamp is lighted.

OPERATOR ACK. CALL 415-374-5678 DEPRESSES KP FWD KEYS 10 DIGITS & START KEY. DEPRESSES STA. PAID KEY. HEARING RINGING TONE, DEPRESSES START TIMING AND POS. RLS. KEYS.

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 7, Sheet 1 (opposite)

The customer dials "0" and asks for the Mobile Service operator.

The operator transfers this call to the cord board operator. Transfer is effected by operating the Transfer key.

The TSP operator displays the calling number and passes this information together with the request for the Mobile Service Operator to the Cord Board operator.

The TSP operator then depresses "OPR TMG" key and Position Release.

Note: (1) Only Dial "0" trunks can be transferred to the cord board.

(2) Once transfer has been achieved, control of the trunk cannot be returned to the TSP.

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

DIALS "O"

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

209-7854

POSITION CKT. IS ACTIVATED & ENGAGES DIAL "O" KIND OF CALL LAMP AND LOOP

100A TRAFFIC SERVICE POSITION

TSP

LEGEND

Illuminated Key

Non-Illuminated Key

Lamp

* These designations are not visible unless significant.
# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
O Means lamp is lighted.

RIGID LOOPS

ACK. REQ. FOR MOBILE OPR.
DEPRESSES TRFR KEY.
DISPLAYS CLG. NUMBER
CORD BOARD OPR. ANS. TSP. PASSES
"209-7854 CALLING MOBILE OPR."
RELEASES DISPLAY.
DEPRESSES OPR. TMG. & POS. RLS.

CLASS-CHARGE KEYS

KEY SET

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 8, Sheet 1 (opposite)

Coin customer dials "0" followed by 10 digits, and asks for a particular party. The operator depresses Person-Paid Class-Charge key. The Rater does not have rate information for this call. The call arrives at the TSP with "Rate" designation flashing to indicate to the operator that she will have to determine the rate manually.

The operator depresses "Release Forward" key to break the connection ahead and keep the called telephone from ringing. She then operates "Display Calling." (See Call 8, Sheet 2.) From the calling number, and her position information the operator determines the originating rate center number. Having determined this, she operates the "Display Called" key to determine the called NPA-NNX numbers. She then reaches the Rate-Route Operator over an outgoing trunk and asks for the rate treatment number to the called NPA-NNX code from the originating rate center number.

The Rate operator will quote a 3-digit rate treatment number which the TSP operator keys into the equipment using "KP Rate" and the Start key. The amount additional to be collected for a person-to-person call including tax and excluding the 10 cent dial tone deposit is now displayed. (See Call 8, Sheet 3.)

COIN DDD PER PAID
MANUAL RATE REQUIRED

INITIAL PERIOD

DIALS
0-312
393-
4678

CENTRAL OFFICE → **X-BAR TANDEM** → (Intertoll Network) → **CALLED DESTINATION**

212-
393-
9998

RATER - DOES NOT HAVE RATE INFORMATION

POSITION CKT.
IS ACTIVATED &
ENGAGES "NIXIE"
DESIGNATION STRIP
DDD KIND OF CALL LAMP
AND LOOP

100A TRAFFIC SERVICE POSITION

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS
NEW | SCRATCH

"NIXIE" LAMPS

24 HOUR CLOCK
23 | 59 | .5

RATE

CALLING AREA CODE | DDD COIN | DIAL "O"
508 | 719 | 917

CAMA | SPL TOLL | COIN STA | SPL TOLL | NFY | CHG DUE | NON COIN | COIN

OUTGOING TRUNKS | RING | RELEASE | POS TRFR

CLASS-CHARGE KEYS

STATION | PAID | COL | SPL | INT
PERSON | PAID | COL | SPL | OPR TING

MULTI-LEAF BULLETIN TRAY

COIN
COL | RET

DISPLAY
RATE | CLG NO | CLD NO

KEY SET.

SINGLE COMPARTMENT TICKET BOXES

RIGID LOOPS

LEGEND
Illuminated Key
Non-Illuminated Key
Lamp

* These designations are not visible unless significant.
\# Trunks to rate and route, intercept, information, cord switchboard, etc. as required.
O Means lamp is lighted.

4. OBTAINS RATE TRTMT. NUMBER FROM RATE OPR.

5. DEPRESSES KP RATE, KEYS RATE NUMBER & START KEY.

6. CHARGE & MINS. ARE NOW DISPLAYED (SEE PAGE 3)

1. OPERATOR DEPRESSES RLS. FWD

2. ACK. REQ. FOR CLD. PTY. OPERATES PER. PD. KEY.

3. DISPLAYS CLG. NUMBER ON "NIXIE" DISPLAY (SEE PAGE 2)

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 8, Sheet 2 (opposite)

When the operator depresses "Display Calling" key, the 7 digits of the calling number are displayed in the nixie panel. If the TSP unit serves more than one NPA, the proper calling area code lamp will be lighted.

As stated on Page 40, the originating rate center number is determined from the calling NPA-NNX numbers.

COIN ODD PER. PAID
MANUAL RATE REQUIRED

DISPLAY CALLING NUMBER

DIALS
0-312
393-
4678

CENTRAL
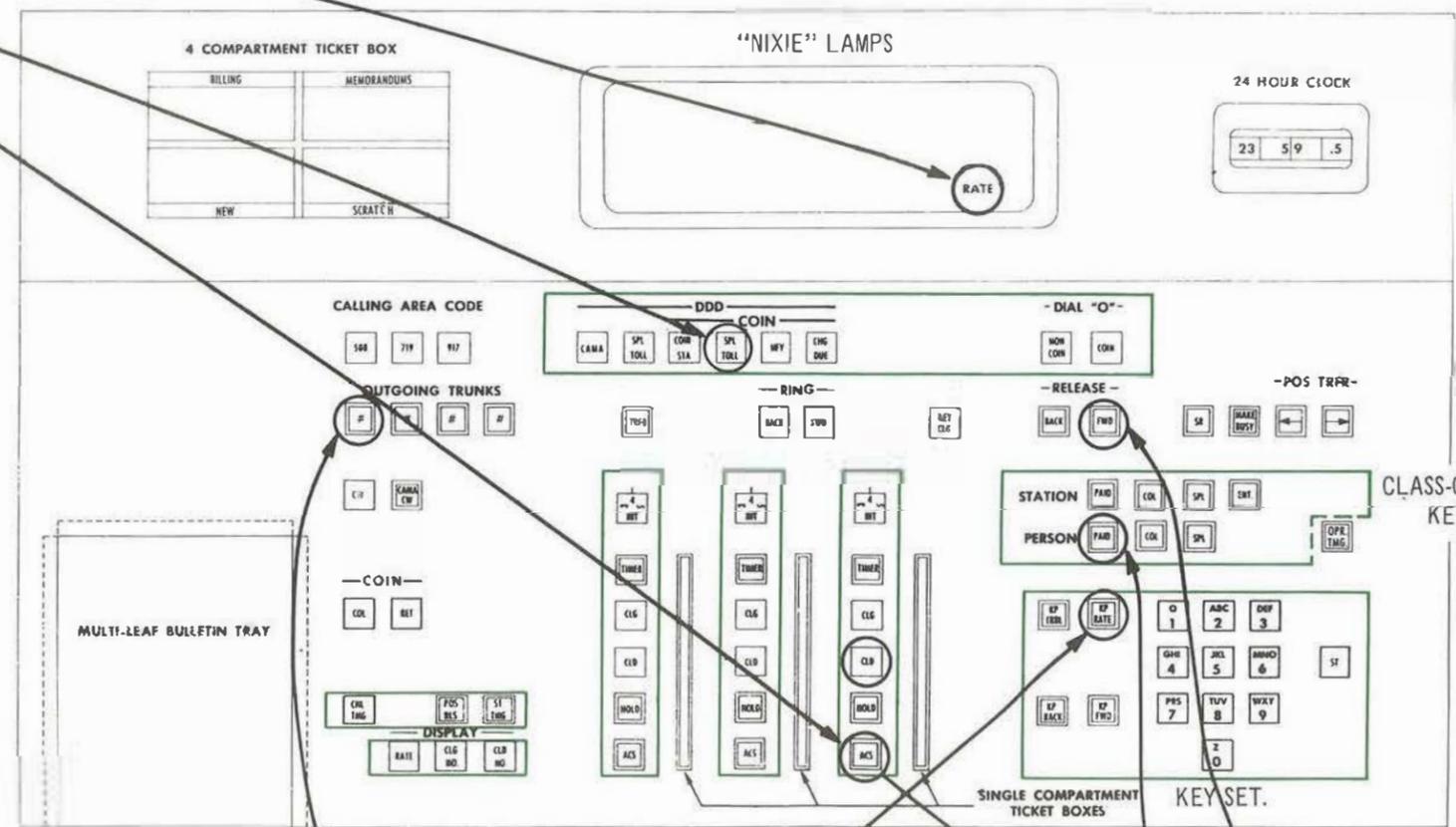OFFICE

X-BAR
TANDEM

(Intertoll
Network)

CALLED
DESTINATION

212-
393-
9998

100A
TRAFFIC
SERVICE
POSITION

POSITION CKT.
REMAINS ACTIVATED
DDD KIND OF CALL LAMP
AND LOOP ENGAGED

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING | MEMORANDUMS

NEW | SCRATCH

"NIXIE" LAMPS

○○○ ③ ⑨ ③ ⑨ ⑨ ⑨ ⑧

24 HOUR CLOCK

23 | 5 9 | .5

CALLING AREA CODE

508 | 718 | 917

DDD COIN

CAMA | SPL TOLL | COIN STA | SPL TOLL | OPR | CMG DDD

DIAL "O"

RCR COIN | COIN

POS TRFR

OUTGOING TRUNKS

| # | # |

RING

TRFR

RACE | FWD

REV CLG

RELEASE

A&C | FWD

MULTI-LEAF BULLETIN TRAY

CX | CAMA CW

INT | INT | INT

TIMER | TIMER | TIMER

COIN

CON | BLT

CLG | CLG | CLG

CLD | CLD | CLD

HOLD | HOLD | HOLD

CAL TKG | POS RLS | ST TMG

ACS | ACS | ACS

STATION | PAID | COL | SPL | SAT.

PERSON | PAID | MSG | SPL

DPR TKG

CLASS-CHARGE
KEYS

 OPR | DIAL

QZ | ABC | DEF
1 | 2 | 3

GHI | JKL | MNO
4 | 5 | 6

PRS | TUV | WXY
7 | 8 | 9

0

SINGLE COMPARTMENT
TICKET BOXES

KEY SET.

DISPLAY

RATE | CLG NO | CLD NO

LEGEND

Illuminated Key

Non-Illuminated Key

Lamp

* These designations are not visible unless significant.

Trunks to rate and route, intercept, information, cord switchboard, etc. as required.

○ Means lamp is lighted.

RIGID LOOPS
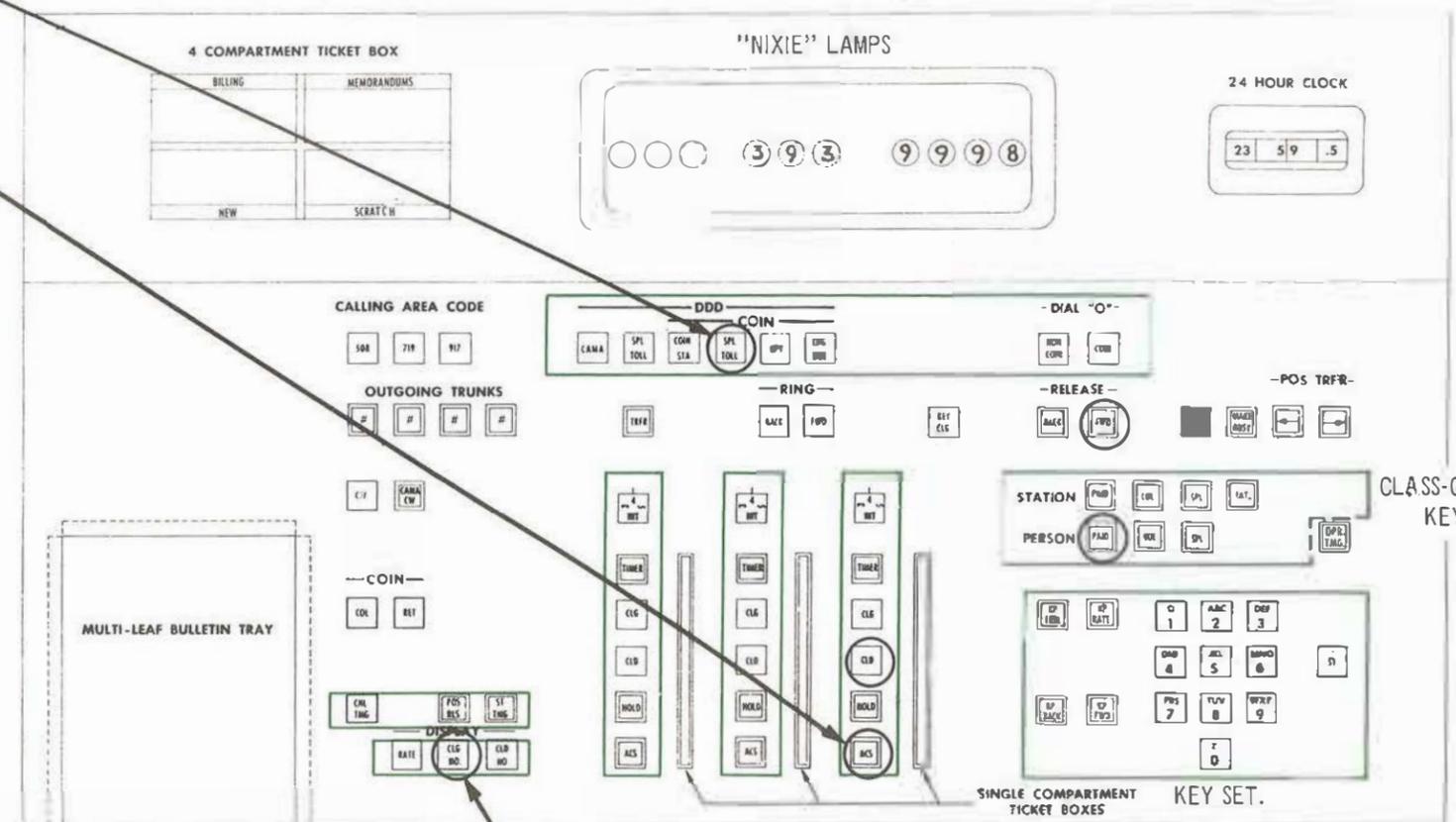
OPERATOR DEPRESSES DISPLAY CALLING
NUMBER OBSERVES "NIXIE" PANEL

DETERMINES CALLING RATE CENTER NUMBER

DISPLAYS CALLED NUMBER

JUNE 1963

DESCRIPTION OF EQUIPMENT FOR T.S.P. OPERATORS

Explanation of Call 8, Sheet 3 (opposite)

The operator secures the amount indicated in the nixie panel display. She now depresses the start key a second time. This time to start the call on its way through the equipment.

When the called party answers, the operator reaches the correct called party.

At start of conversation, the operator depresses "Start Timing" key and "Position Release."

The call drops away. All lamps go dark. At the end of the initial period the initial period deposit will be collected and the call will be returned to the TSP for notification.

DIALS
0-312
393-
4678

212-
393-
9998

CENTRAL OFFICE

X-BAR TANDEM

(Intertoll Network)

CALLED DESTINATION

COMPUTER USING RATE TRTMT NUMBER AND PERSON MARK
PUTS IN DAY PERSON RATE OF 1.75 PLUS TAX MINUS 10¢
DIAL TONE DEPOSIT

100A TRAFFIC SERVICE POSITION

POSITION CKT.
REMAINS ACTIVATED
"NIXIE" LAMPS
DDD KIND OF CALL LAMP
AND LOOP ENGAGED

TSP

FACE OF 100A TRAFFIC SERVICE POSITION KEYSHELF

4 COMPARTMENT TICKET BOX

BILLING   MEMORANDUMS

NEW   SCRATCH

"NIXIE" LAMPS

24 HOUR CLOCK

23 5 9 .5

① ⑧ ⑤ ○ ○ ③ ○ ○ ○ ○
CHARGE *   MINUTES *   RATE *

CALLING AREA CODE   DDD   COIN   DIAL "O"

OUTGOING TRUNKS   RING   RELEASE   POS TRFR

MULTI-LEAF BULLETIN TRAY

COIN

STATION
PERSON

CLASS-CHARGE
KEYS

KEY SET.

SINGLE COMPARTMENT
TICKET BOXES

RIGID LOOPS
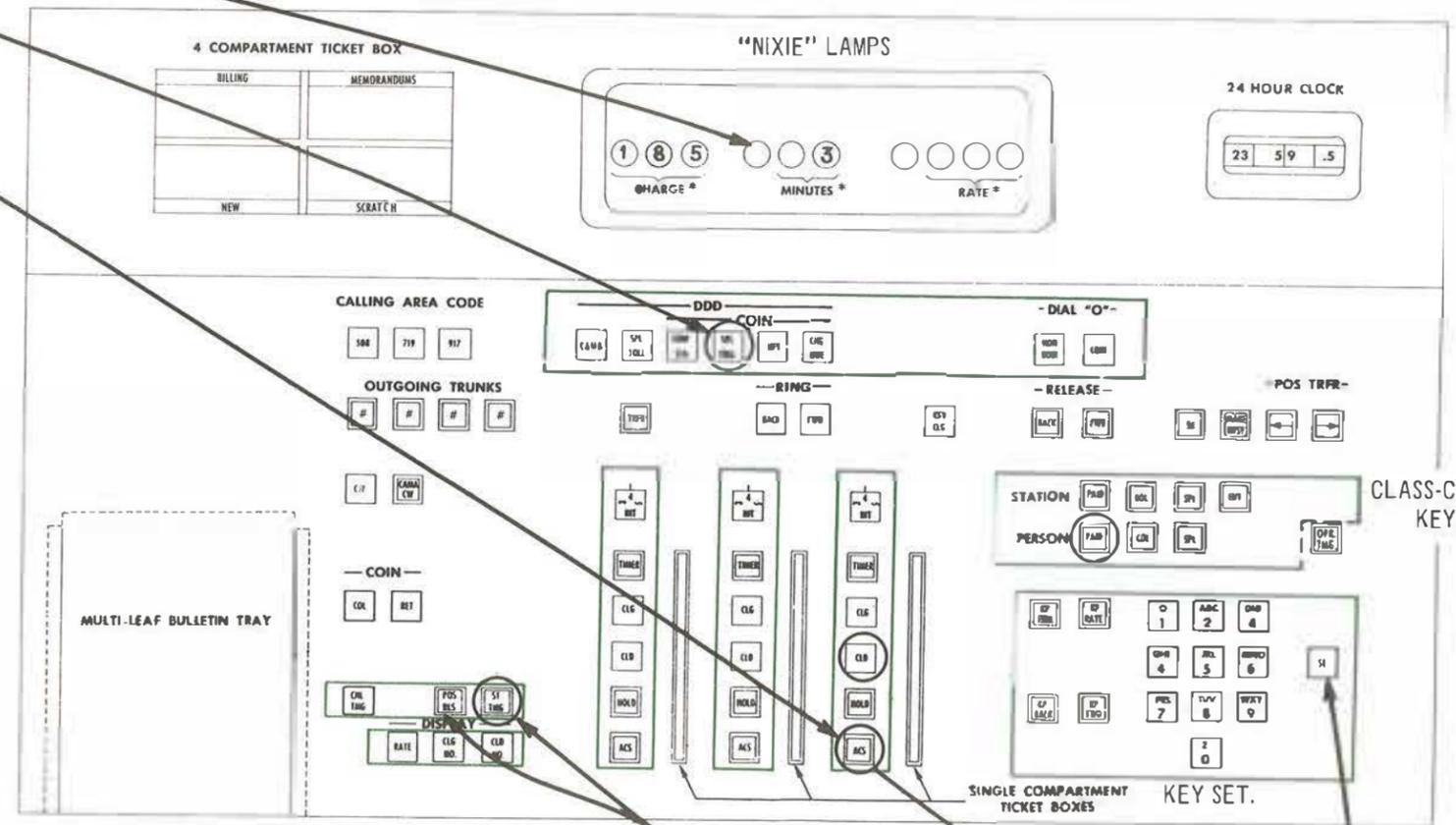
LEGEND

Illuminated Key

Non-Illuminated Key

Lamp

* These designations are not visible unless significant.
# Trunks to rote and route, intercept, information, cord switchboard, etc. as required.
O Means lamp is lighted.

7. SECURES INITIAL DEPOSIT

8. DEPRESSES START KEY - CALL ADVANCES

9. REACHES PARTY

10. OPERATES START TIMING KEY
     AND POSITION RELEASE.

JUNE 1963

INFREQUENTLY ENCOUNTERED CALL CONDITIONS

This portion of the practice includes call handling procedures for items which occur with relative infrequency.

1. MESSENGER CALLS.

Messenger calls are those on which, at the request of the calling party, the Telephone Company arranges for a messenger to notify someone at the called address to go to a telephone. Such calls are classed as person calls whether or not a particular person is specified; however, such a call would not be completed from the TSP unless the calling party talks to the messenger.

Arrangements for messenger service are made with the TTC by the OTC. The ticket written at the TSP is used for billing the messenger fee and tax. A ticket is written at the TTC to cover the messenger fee to be paid to a messenger agency. The TTC operator will give reports direct to the calling party. When the called party reports ready to talk the Outward Cord Board Operator will record a ticket to cover the message charge.

A. Work at OTC — TSP Position.

(1) **Call Received.** If the calling party asks that a messenger be sent, write a ticket. Mark "OTHER PLACE," "MISC," and "Billing" bubbles. Enter "MG" in the "Spec. Inst." space. On a coin paid, credit card, or charge to third telephone call, mark the "CN. PD.", "CR. CD.", or "3RD No." bubble also.

In addition, obtain and enter the following details:

(a) The calling party's name and number.

(b) The called place name and the address to which the messenger is to be sent.

(c) The name of the person to be reached. If the calling party does not specify the name of the person to be reached, but says anyone will do, mark the "P" bubble.

Unless the calling party has volunteered the information, ask "If Mr. (cld. pty.) is not there, shall I leave word for him to call when he returns?" or, if the call is for anyone, ask "If no one is there, shall I leave word for someone to call when he returns?" If the calling party says "Yes," enter "lw" following "MG" in the "Spec. Inst." space; if he says "No," enter "no lw."

Tell the calling party that there will probably be a messenger charge unless it is evident that he already knows this. If the calling party asks whether there will be a messenger charge or how much the messenger charge will be, tell him that you will find out.

(2) **Accepting the Call.** Say for example, "Thank you, Mr. (clg. pty.). Will you hold the line, please?" Then reach the universal operator at the TTC, and pass the call to her.

(3) **Passing Call. Say** "Messenger Call," and when the TTC operator says "Ready" pass the details of the call. Include the code MG and all other details that appear in the "Spec. Inst." space, and add "This is operator (lw no.) at (OTC)." When the distant operator acknowledges, enter "psd to (TTC) (time)" in the space for reports, continue to hold and remain cut in.

(4) **Procedure after Passing Call.** When the TTC operator quotes the messenger charge or reports otherwise, proceed as follows:

INFREQUENTLY ENCOUNTERED CALL CONDITIONS

(a) **"Messenger Charge (amt.)."** Enter "mg (amt.) (time)" in the space for reports. Repeat the amount, if necessary, to the calling party, and ask "Will that be satisfactory?" If the calling party agrees to the charge, say "Thank you, I will call you," and enter "ok" on a line with the "mg" charge entry. Then say "Messenger charge OK" to the TTC operator, release forward. Write "mg (amt)" on the back of the ticket and encircle the entry. Cancel the ticket. Release your position.

On a call from a public telephone, before saying "I will call you" and "Messenger charge OK," secure the deposit of the messenger charge or request the attendant at an attended telephone to collect it. In securing the deposit if the messenger charge is 25 cents or more, say "Please deposit (amt incl tax), including Federal Tax." Allow the customer credit for the ten cent dial tone deposit.

If the calling party does not agree to the charge, enter "not accepted" on a line with the "mg" charge entry and proceed as directed. Draw a line through "mg (amt)."

(b) **"No Messenger Charge."** Say "Right" and release forward. Enter "no mg chg (time)" in the space for reports, repeat the report to the calling party if necessary and add "I will call you." Release your position and cancel the ticket.

(c) **"No Messenger Service Available."** Say "Right," release forward, and enter "no mg service (time)" in the space for reports. Repeat the report to the calling party, if necessary, and proceed as directed.

(5) **AG Request.** If a customer refers to a messenger call and indicates that he wishes a report, make a note of the details of the call, if necessary, ask the calling party to hold the line, reach the universal operator at the TTC, and request a report.

If the TTC operator reports "Messenger not returned," or "Party notified," release forward. Repeat the report saying "The messenger has not returned," or "(Cld. pty.) has been notified to go to a telephone" and add "I will call you." Release your position.

2. DATA TRANSFER FAILURE AFFECTING THE RATER, COMPUTER AND/OR CALL ADVANCEMENT

A. Function of Data Transfer Circuit

The data transfer circuit provides "number" information to the equipment and also to your traffic service position. The information given relates to the calling number, the called number; in the case of coin calls to the rate treatment number, and to the computed charges. The circuit provides information on customer distance dialed calls which arrive at your position on "0+" and "1+" trunks. It is not called into service on dial "0", delayed call or CAMA trunks.

B. Detecting Data Transfer Circuit Failure and Answering Calls so Affected

(1) If the access lamp of the loop on which the call reached your position flashes and the associated DDD kind-of-call lamp lights steadily:

(a) Re-operate the access lamp to make it go steady and release forward.

(b) Answer by saying for example, "What number did you dial please?"

June, 1963

INFREQUENTLY ENCOUNTERED CALL CONDITIONS

(2) If an access lamp and the Make-Busy lamp flash and no DDD kind-of-call lamp is lighted, understand the call can not be completed. Proceed as follows:

(a) Re-operate the access key and release forward.

(b) Answer the signal by saying for example, "I'm sorry your call can not be completed on this connection. Would you prefer to try to dial it again or would you rather have me take the details and call you?" Proceed in accordance with the customer's directions. If he wishes to be called, obtain the call details and determine whether the calling number is a coin telephone. If so dismiss the calling party and pass the details to the cord board operator. If the calling telephone is not a coin station, dismiss the party and make the subsequent attempt on a delayed call trunk. Hold the connection and time the billing ticket.

C. Handling Procedures—Kind-of-Call Lamp Lighted.

In the case of B(1) above, i.e. the call arrives on a DDD kind-of-call lamp with flashing access lamp, acknowledge the called number given, and key it into the equipment.

(1) **Called number advances, and call appears normal.**

(a) **Non-coin**—treat the call as though it had arrived correctly at your position; that is, release it for equipment timing, or hold it in accordance with normal procedures for the call condition encountered.

(b) **Coin**—

[1] If the "nixie" display shows rate information in the normal fashion, treat the call as though it had arrived correctly. For example, release it for AMA and trunk timing if it is a paid call.

[2] If rate information is not available in the "nixie" display, understand there has been a rater or computer failure. Treat the call as though it had arrived at your position on a "0" coin trunk, that is, hold and time it if it is a paid call.

(2) **Called number does not advance,** and the access lamp again flashes. Understand that you will not be able to complete the call on this connection and proceed as in B(2) above.

3. **TRANSVERTER INFORMATION FAILURE.** Such a failure does not affect call progress; however, it does effect AMA equipment timing. Complete the call, or allow it to complete in the usual fashion. Hold and time the connection under "OPR Timing" control.

A. **Indentifying transverter information failure.** The call will come into your position in the usual manner. When you depress the "Start Timing" key, the signal will flash instead of lighting steadily. Understand that the equipment cannot time the call.

B. Enter start of conversation time on a ticket.

C. Depress "OPR Timing" key. Lock the call on the loop.

D. Display the calling and called numbers and mark the information required on the ticket. Mark the "billing" bubble.

E. Operate the Position Release key. Continue to hold the connection and time the ticket manually.

CENTRALIZED AUTOMATIC MESSAGE ACCOUNTING CALLS

Non-coin telephone users dial their station to station DDD calls by prefixing the digit "1," if required, to the 7 or 10 digits of the called number. Where automatic number identification (ANI) is provided, the equipment identifies the calling number. Where ANI is not provided, identification of the calling number is made by keying the calling number back into the equipment from the TSP position.

If the ANI equipment cannot identify the calling number because of a trouble condition, or because identity is not provided, the call is routed to the TSP operator to obtain the calling number. As the call arrives the CAMA Kind-of-Call, Key Calling, and KP Back lamps are lighted. The Key Calling lamp is steady if ANI is not provided, flashing if there has been an ANI failure.

1. **OBTAINING THE CALLING NUMBER.** Answer the signal by saying, "Your number, please?" Listen attentively to the number as given by the calling party and concentrate on the key operation.

Set up the calling number in so far as possible while it is being given. Acknowledge with "Thank you" as soon as the number has been received. Depress in their proper order the keys corresponding to the calling number. Operation of the 7th digit releases the call from your position.

A. If you do not understand the number, ask for it again, saying for example, "May I have your number again, please?"

B. If you receive no response to your answer, repeat the request a second and third time, varying the answering phrase if necessary. If you still receive no response, operate the position release key.

C. If the calling party fails to give a sufficient number of digits, or omits the central office name, ask for the number again. Say "What is your complete number, please?" or "What are the seven numerals of your number, please?" as appropriate.

D. If the calling party furnishes a number which you recognize could not be the calling number or otherwise indicates that he did not understand your request, say for example, "May I have your number?" or "What is the number of the telephone you are using?" If he again gives an incorrect number, say "That seems to be the wrong number for your telephone."

E. In any case, if you do not secure the correct calling number after you have requested it 2 or 3 times or if the calling party gives any reason for not furnishing the number, such as that he can not read it because of insufficient light, ask him to give the call to his operator, saying "Will you hang up for a moment, please, dial the operator and give the call to her."

If the calling party does not hang up within a few seconds, repeat the directions, changing the wording as seems appropriate.

If he starts to dial without hanging up or otherwise indicates that he does not understand your report, give whatever additional directions appear to be necessary.

F. If the calling party gives a special Q or Z billing telephone number as the calling number, set up the number using the Q or Z information. Understand this is an exception which applies to CAMA calls only.

G. If the calling party gives a calling number which you recognize as a "WATS" number, ask for his regular number, saying for example, "What is your regular number, please?" If necessary, explain that if he wishes the call charged to his WATS number, he must place his call over his special line.

CENTRALIZED AUTOMATIC MESSAGE ACCOUNTING CALLS

2. PROCEDURE AFTER SETTING UP THE CALLING NUMBER.

A. If the Key Calling lamp flashes after setting up the number, understand that the first 3 digits of the number are not a correct designation for the trunk group over which the call is received. Immediately operate the KP Back key and again request the calling number, saying "May I have your number again, please?" Acknowledge and then set up the number again as given by the calling party.

If the Key Calling lamp flashes again, immediately operate the KP Back key and say "Is that the number of the telephone you are now using?"

(1) If the calling party then gives another number, proceed with the call.

(2) If the calling party says that he is giving the number of the telephone he is using, say for example, "There seems to be some difficulty on your call. Will you hang up for a moment, please, dial the operator and give the call to her?"

B. If an error is made in setting up the calling number, or if the calling party furnishes a different calling number, before the key corresponding to the last digit of the number is operated, depress the KP Back key and set up the number correctly.

Where locally directed to do so, if you realize that you have made an error in setting up the calling number <u>after</u> the key corresponding to the last digit has been operated, and you are sure of the correct calling number, make a note of the correct calling number, the number you keyed incorrectly, and the time of day, and refer to the supervisor for forwarding to Accounting.

3. MISCELLANEOUS REQUESTS.
If a customer makes any special request, or asks a question regarding the handling of his call, answer the question if you can do so, or take such other appropriate action as may be indicated.

If you have already started to set up the calling number, immediately depress the KP Back key. After answering the customer's question, or otherwise disposing of the request, again request the calling number and proceed with the call

If you have not started to set up the number, defer doing so until you are ready to proceed.

In addition, be guided by the following:

A. If the calling party requests assistance in connection with BY, DA, OD, etc., or indicates difficulty in reaching the called number, say for example, "If you do not reach the number this time, will you dial the operator and report it to her, please?" and proceed with the call.

B. If the calling party states that he encountered a wrong number, cut-off, or poor transmission and wishes credit, or if he wants a particular party, to have charges reversed, bill to a third number, etc., inform him that his operator handles such requests, saying for example, "Please dial the operator and report (trouble encountered) to her," or "Please hang up, dial the operator and give the call to her." Use appropriate phraseology to advise the customer of the action he should take.

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CENTRALIZED AUTOMATIC MESSAGE ACCOUNTING CALLS

C. If the calling party asks if there is a charge for the call or otherwise indicates uncertainty as to the billing of the call, say for example "There is a charge if the telephone answers." However, if he states or indicates that he has dialed "Information" (555-1212), say for example, "There is no charge but I need your number to complete the call."

D. If there are indications that the calling party may have dialed incorrectly, say for example, "Will you hang up for a moment, please, and dial the number again?"

E. If the calling party questions your identity, explain, that you are the operator responsible for obtaining the calling telephone number for billing purposes.

F. In all other cases, if you are uncertain as how to proceed, refer the matter to the supervisor.

4. CAMA-CALLS WAITING. OVERLAP OPPORTUNITY.

When the CAMA-CW lamp is lighted it indicates that at least one CAMA call is waiting. If you are in a position to handle the call (either no call in progress on your position, or you are waiting for some action, such as for a called party to come to the telephone), operate this key. One call will be admitted. If a call is in progress on a loop, that connection will be placed on "Hold" automatically. The associated "Access" lamp will go dark, and the "Hold" lamp will flash slowly (30 IPM). The CAMA, "Key calling" and "KP Back" lamps will light. After the CAMA call has been handled, the equipment will automatically return you to the loop on which you were working. These signals again become normal i.e., "Access" lamp lighted, "Hold" lamp dark.

5. EMERGENCY CALLS. If the customer indicates that it is an emergency call, proceed as in the section, "Emergency Calls."

ADMINISTRATIVE EQUIPMENT

DESCRIPTION FOR CENTRAL OFFICE MANAGEMENT PERSONNEL

1. ADMINISTRATIVE LAMP SIGNAL AND CONTROL CABINET. This panel has been provided to give the chief operator current information about conditions prevailing in the TSP unit.

One panel is provided for each position link group serving 66 positions (one TSP unit).

Registers showing volumes of signals reaching the TSP unit have also been provided. These are usually located in the traffic register cabinet.

2. LOAD LAMP

A. Speed of Answer Indication

The condition of this lamp (dark, lighted, or flashing) is indicative of the prevailing speed of answer in the TSP unit.

Engineered Settings

As Long As	Not Longer Than	Load Lamp Status
.5 Seconds	1.9 Seconds	Dark
2.0 Seconds	3.9 Seconds	Lighted Steady
4.0 Seconds and over		Lighted Flashing (120 IPM)

B. Speed of Answer

These settings must be adjusted so that the chief operator can maintain a steady, "even" speed of answer to signals coming into the TSP unit.

C. Manner of Answer at TSP

In general, a "gating" arrangement controls the manner in which calls are admitted to the TSP line for distribution to individual positions. When all calls inside the gate have been handled, the gate opens and admits all calls waiting outside. The normal condition of the gate is closed. It is opened whenever any one call or more is presented.

3. CHARGE SUSPENSION KEY (and lamp). One charge suspension key will be provided for one of five possible TSP units. That is, only one charge suspension key will be provided for each transverter group. The unit so equipped will be the 24-hour office.

A. Function of Charge Suspension Key

Operation of the charge suspension key allows customer dialed calls to by-pass the TSP and complete without charge.

B. Authorization

The charge suspension key will be operated only under catastrophic conditions as outlined in emergency procedures maintained locally for central office use.

ADMINISTRATIVE EQUIPMENT

DESCRIPTION FOR CENTRAL OFFICE MANAGEMENT PERSONNEL

C. Lamp

While the charge suspension key is operated, this lamp will be lighted.

D. Restoral

Restore the charge suspension key to normal as quickly as possible. In addition to any other reports, refer the incident to the Plant Department so that the seal can be replaced.

4. CALL INCLUSION KEYS

A. Training Positions

Five of the 66 positions in a TSP unit can be designated as training positions and associated with class inclusion keys. Flow of traffic into these positions is controlled by the operation of the class inclusion keys.

B. Description of Class Inclusion Keys

A horizontal strip above the keys designates each of the seven keys and the training position designation buttons. Usually four of the seven inclusion keys are assigned, with the remaining three unassigned; however, Dial "0" coin can be separated and associated with a fifth key. If locally arranged, Dial "0" coin can be associated with 0+ and 1+ coin.

C. Assignment

Assignments of traffic to individual keys are as follows:

CAMA—Operator Identified Station-to-station non-coin paid dialed traffic.

Dial "0" from coin and non-coin telephones together on one key or separately on two keys.

0+ followed by seven or ten digits from non-coin telephones.

0+, 1+ followed by seven or ten digits from coin telephones.

Order of rotation of assigned traffic to specified keys is determined locally.

D. Key Operation

When the class inclusion keys are all in horizontal position then all classes of traffic are admitted to the positions. When one assigned key is operated from horizontal to vertical position only the class of call associated with that key is admitted to the position. If two keys are operated, the traffic associated with the two keys is admitted. If all keys are operated, then all classes of traffic are admitted.

5. POSITION OCCUPIED AND POSITION BUSY LAMPS

A. Position Designation Strips

The designation strip carries the number of each position (01 to 66). Numbering begins in the lower left-hand corner of the panel. A position number is located directly above the position-occupied and position-busy lamp indicators.

ADMINISTRATIVE EQUIPMENT

DESCRIPTION FOR CENTRAL OFFICE MANAGEMENT PERSONNEL

B. Position Occupied Lamps

The white lamp directly below a position number lights when an operator's telephone set is plugged into the position. It remains lighted so long as the operator keeps her set plugged in.

C. Position Busy Lamps

The amber light directly below the white, Position-occupied lamp lights when the operator at the position is handling a call or performing some function that keeps the position busy so that a new call can not be admitted to it.

The amber light flashes if the Supervisor, Make Busy, or Position Transfer key has been operated. It lights steadily if the position is made busy by the operation of any other key or circuit.

Traffic Operating
Practice

TRAFFIC SERVICE POSITION
ADMINISTRATIVE EQUIPMENT
DESCRIPTION FOR CENTRAL OFFICE MANAGEMENT PERSONNEL

Div. C Sec. 31
Figure 1

NOTE: THE CHARGE SUSPENSION AND THE CALL INCLUSION KEYS
ARE NOT PROVIDED IN THE GROUP CHIEF OPERATOR'S CABINETS.

TSP UNIT CHIEF OPERATOR'S LAMP SIGNAL AND CONTROL CABINET

GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

1. **GENERAL.** The explanations of the terms, codes and abbreviations included here are stated broadly and briefly, insofar as possible. More precise definitions and explanations can be found in the body of this division of the operating practice.

2. **TERMS**

   A. Equipment

   (1) **AMA** — automatic message accounting. A method of timing conversations automatically in the equipment on continuous tape.

   (2) **ANI** — automatic calling number identification.

   (3) **Busy Signal** — intermittent audible tone at 60 interruptions per minute. It may be accompanied by 60 IPM flashing signal.

   (4) **CAMA** — centralized automatic message accounting.

   (5) **Calendar Circuit** — part of the coin distance dialing equipment in the computer. It causes the correct rate schedule to be put into effect for the particular call at the time it is placed. For example, night rate during periods when night rates apply.

   (6) **Central Office** — a switching unit for providing service to the general public. Provision is made for interconnecting lines and trunks.

   (7) **Circuit** — electrically this is a closed path through which electric current flows. Circuits in your position allow you to hear, talk and receive signals. It is less than precise to use the term circuit in referring to intertoll trunks; however, we do so in terms such as "NC" which means a "no circuit available" condition exists.

   (8) **Coin Control Equipment** — "collect" and "return" keys on your position which allow you to collect or refund money the customer has deposited in a coin telephone. It also refers to elements in the coin trunks; however, the TSP has no ability to call a coin trunk into service.

   (9) **Coin Telephone** — a telephone equipped with apparatus for receiving coins in payment for telephone calls.

   (10) **Coin Trunk Timing** — non-recorded timing within the coin trunk. It is operative on coin, DDD, paid calls only.

   (11) **Computer** — part of the coin DDD facility. The computer uses information passed to it by the rater and the coin trunk and computes the amount of money due for particular calls. It operates only in conjunction with paid DDD calls.

   (12) **Delayed Call Trunks** — these are trunks the TSP operator can call into service and use to establish connections. AMA timing is not available.

   (13) **Dial Tone** — steady humming tone indicating the equipment is ready to receive dial pulses. It is audible to customers. It is not audible to TSP operators, since there is never an occasion for it.

   (14) **DDD Direct Distance Dialing** — customer distance dialed calls. You will not know what number has been dialed unless you display the number, nor will you know whether a toll charge applies.

   (15) **Key Set** — to be used instead of a dial for sending key pulse signals into the equipment. It can be used to set up an order to the equipment to reach a telephone, produce a rate, report a trouble condition, etc.

   (16) **Locked Loop** — a loop in "Hold" condition. By means of a locked loop, the TSP is held connected to an established connection. You can re-enter the connection, if need be, by depressing the Access key.

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GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

(17) **Loop** — equivalent to a cord pair on a cord board.

(18) **Machine Ringing** — automatic ringing which continues until the called number answers.

(19) **NC Signal** — intermittent audible tone at 30 interruptions per minute. It may be accompanied by 30 IPM flashing signal.

(20) **Nixie Display Panel** — panel on traffic service position by means of which calling number, called number, rates, charges, minutes, and rate treatment numbers can be obtained and read.

(21) **No Such Number Signal** — an intermittent buzzing tone which rises and falls in pitch. It indicates a vacant level has been encountered. In the case of dialing a vacant rate treatment number, five zeros will be displayed. There will not be a tone.

(22) **Outgoing Trunk** — terminates on Rate, Information, etc. Connection is through your headset jack.

(23) **PBX** — telephone switching equipment at customer's premises.

(24) **PBX Extension** — telephone served by a PBX.

(25) **Position Circuit** — "memory" of customer's (or TSP's) dialed order. Also of the calling number. The position circuit (register) is called into service whenever an "O", "O+" or "1+" trunk is associated with the TSP.

(26) **Rate Treatment Line** — designation of a configuration of rates applicable to a call from an originating rate center to a terminating rate center and wired into the rater. Example, Day rate New York to Portland, Maine — station rate and rate per interval of overtime; corresponding person rate and rate per interval of overtime.

(27) **Rate Treatment Number** — arbitrarily assigned number corresponding to the rate treatment line.

(28) **Reorder Signal** — intermittent audible tone at 120 interruptions per minute. It may be accompanied by 120 IPM flashing signal.

(29) **Selector** — part of initial period reminder equipment associated with each loop. It can be set for the desired number of minutes. Three settings are available.

(30) **Supervisory Signals** — two lamps associated with each loop indicating the status of a call, for example, answer by the called telephone.

(31) **Telephone Number** — the number assigned to a subscriber. It can be seven numerals or two letters and five digits. Infrequently, it has fewer than seven digits.

(32) **Timer** — red lamp associated with initial period reminder equipment. It lights when depressed. Goes dark when chargeable time starts. Flashes near the end of the period for which the selector was set. The selector must be set before the timer key is operated.

(33) **Trunk Timing** — non-recorded timing within a coin trunk. It is operative on coin DDD paid calls only.

B. **Operating**

(1) **Additional Period** — the unit of time used in measuring and charging for conversation time in excess of the initial period.

(2) **Address Name** — the name, address or both under which a telephone may be listed.

(3) **Area Code** — see "Numbering Plan Area" code definition.

(4) **Attended Public Telephone** — public telephone location where an attendant accepts calls, assists customers in using service and collects for charges on such calls.

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GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

(5) **Call** — an effort by a customer to obtain a telephone connection or other service.

(6) **Called Number** — the number or area code and number of the telephone to which the call is directed.

(7) **Called Party** — the person specified on a person-to-person call. Anyone receiving the call on a station-to-station call.

(8) **Called Place** — the NPA-NNX code, or the city or town to which the call is made.

(9) **Calling Number** — number of the telephone originating the call.

(10) **Calling Party** — person specified or anyone who is talking at the calling telephone or who originates the call.

(11) **Calling Place** — the originating NPA-NNX code.

(12) **Cancelled Call** — an uncompleted call on which it is known that no further action is to be taken. If a ticket has been recorded, it is marked "cancel."

(13) **Chargeable Time** — the interval used for determining the charge for the message expressed in whole minutes. It is derived from the time conversation starts to the disconnect time less any allowances such as standard timing allowance or special allowance in cases of service interruption.

(14) **Collect Call** — a call to be charged to the called telephone or party.

(15) **Conversion Tables** — rate tables for determining "Person," "Night," "After 9," or other corresponding rates from Day station rates. Care must be taken to use the correct conversion table that applies.

(16) **Customer Dialable** — a telephone call the customer can dial himself. Routes for such calls are expressed as NPA+7D.

(17) **Cut-in** — condition of being on the connection so as to hear and be heard. Access key is operated.

(18) **Cutoff** — premature severing of a connection. You can cause a cutoff if you release a connection you established on a delayed call trunk. You can not cause a cutoff in any other way. You may be told of cutoffs that occurred in the equipment.

(19) **Cut-out** — condition of being out of the connection. Loop in "Hold."

(20) **Cut-through** — condition of transmission being cut through so that you can hear and be heard. This occurs as a call arrives at your position.

(21) **Dialable Call** — one on which you can dial the called telephone.

(22) **Filing Time** — the time at which you received a call on which you recorded a ticket. Enter it if you did not obtain a report that could be timed and a ticket is required.

(23) **Flash** — change in light to dark, or dark to light condition of supervisory signals caused by the customer's alternately depressing and releasing the switch hook on his telephone.

(24) **Flashing Recall** — calls that have been released from the TSP but return on a flashing kind-of-call lamp. "Coin Special Toll," and "Coin Station" calls can be flashed in until 42 seconds after start of chargeable time. Dial "O" coin and non-coin can be flashed in at any time after release by TSP. No other signal can be "flashed" in.

(25) **Information Operator** — furnishes telephone numbers.

(26) **Initial Period** — interval of conversation time allowed at the minimum rate for the call.

(27) **Intercepting Operator** — is called in by the equipment to give information regarding changed numbers, disconnects, etc.

GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

(28) **Interstate** — across a state line. From state to state. Literally including different states. Pertains to rate schedules.

(29) **Intrastate** — **within** the boundaries of the state. Pertains to rate schedules.

(30) **Mark Sense Code** — a special code used for rating the call.

(31) **Message** — a completed call.

(32) **Non-dialable** — you can not key the called number but must reach an operator to establish the connection.

(33) **Non-Published** — applies to listings of telephones. Such listings are not available but connection to the telephone can be established under emergency situations.

(34) **Numbering Plan Area** — one of a number of geographic divisions of the United States, Canada and certain other places within which no two telephones can have the same seven digit telephone number. Each numbering plan area is assigned a distinctive 3-digit designation called the area code. In some cases a state, for example, may be divided into more than one numbering plan area.

(35) **Operator Code** — for dialing a specific operator, for example, 131 for Information.

(36) **Originating Toll Center** — the toll center from which the calling telephone is served.

(37) **Other Line Charge** — a charge applied by another company for the use of their lines. It is an additional charge added on to the regular telephone toll revenue.

(38) **Overtime or Additional Time** — that portion of the conversation that is in excess of the initial period.

(39) **Overtime Period** — that unit of time for measuring and charging for time in excess of the initial period.

(40) **Paid Call** — one to be charged to or paid for by the calling telephone.

(41) **Person-to-Person Call** — one on which connection to a particular person or extension is requested.

(42) **Personal Number** — assigned to an operating employee which may be used in place of her name.

(43) **Re-enter** — connection by operating Access key.

(44) **Recycle** — cause number to be pulsed forward again. Do this by releasing forward then operating the "Start" key. This can be done while position circuit is attached.

(45) **Special Billing Telephone Number** — Q or Z number assigned to certain subscribers. When call is on loop, use Q or Z number as "Bill-to-Number." When call is on CAMA, key Q or Z number as calling number.

(46) **Routing Code** — series of digits for routing a call to the called telephone or operator who will ring it, or to an operator.

(47) **Sender Attached Signal** — KP lamp lights when sender is attached and ready to receive digits. Applies only on CAMA and delayed call trunks.

(48) **Special Collect Toll Calls** — calls accepted by the called telephone as collect. No announcement is needed.

(49) **Station-to-Station Call** — anyone who answers at the called telephone is acceptable as the called party.

(50) **Terminating Toll Center** — the one at or through which the called telephone is reached.

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GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

(51) **Toll Terminal** — a direct line from a customer's premises to a toll switchboard. There are no toll terminals on a TSP, but there may be calls for such numbers. These will be ordered as "LD (No.)." These numbers are not dialable.

(52) **Trunk** — a pair of wires connecting two points. Examples: (1) trunk over which you call the Rate operator or (2) trunk over which a customer is connected to a telephone in a distant city.

(53) **Verifying Operator** — one who has special equipment by means of which to determine with certainty whether a called telephone is busy, out-of-order, etc.

(54) **WATS** — wide area telephone service. Customer with special toll calling privileges for which he pays a fixed charge rather than by individual calls on a per message basis.

3. CODES

The following authorized codes can be used for entering reports on tickets if you need to record one.

Code	Meaning
ab	anyone about business
ag	try again
ATT	attended public telephone
ay	anyone
BNR	Boy not returned
BY	Line busy
CF	can not find
CTO	Cutoff
DA	telephone does not answer
DBL	Double connection
DS	telephone disconnected
fc	find called party
IB	Information Bureau
ITC	Intercepting
LD	Long Distance
Lf	Left telephone
Lk	Looking for party
LW	Leave word
MG	Messenger
NC	No circuit available
NF	No telephone listed
NFY	Notify
NRG	Party not registered at hotel, club, etc.
OD	Out of order
Rd	Ringdown (tributary)
u	party not in, follow by time
u afternoon	party not in, expected in afternoon
u few	party expected in a few minutes
u 4:00 P	party not in expected at 4:00P o'clock
ud	party not in, they do not know whether he will be there today or not
un	party unknown
ux	party not expected
WH	We have the party ready
W No	Wrong number
wt	will talk with

GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

4. ABBREVIATIONS

The following abbreviations can be used whenever they apply if a ticket is needed.

Term	Abbreviation	Term	Abbreviation
Appointment or Apartment	Apt	Department	Dept
Assistant	Asst	District	Dist
Association	Assn	Division	Div
Automobile	Auto	Doctor	Dr
Avenue	Av	Duplicate	Dup
Bank	Bk	East	E
Board	Bd	Emergency	Emer
Boulevard	Blvd	Extension	Ext
Brother	Bro	Fort	Ft
Brothers	Bros	General	Gen
Building	Bldg	George	Geo
Bureau	Bur	Government	Govt
Business	Bus	Governor	Gov
Called	Cld	Hotel	Ho
Calling	Clg	Hour	Hr
Captain	Capt	Incorporated	Inc
Charge, Change, or Changed	Chg	Information	Inf
Charles	Chas	Information bureau	IB
Chief	Chf	Intercepting	Itc
Chief Operator	CO	Instructions	Inst
Clerk	Clk	Insurance	Ins
Collect, Collected or Colonel	Col	James	Jas
Commercial	Coml	Joseph	Jos
Company or County	Co	Junction	Jct
Conference	Conf	Junior	Jr
Connection	Con	Lieutenant	Lt
Conversation	Conv	Local	Loc
Corporation	Corp	Major	Maj
Correct or All right	OK	Manager	Mgr
Court	Ct	Manufacturing	Mfg
Customer	Cust	Merchandise	Mdse

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GLOSSARY OF TERMS, CODES AND ABBREVIATIONS

Term	Abbreviation	Term	Abbreviation
Minutes	Mins	Residence	Res
Mount	Mt	Reverend	Rev
National	Ntl	Road	Rd
North	N	Room	Rm
Notified	Nfyd	Saint or Street	St
Notify	Nfy	Samuel	Saml
Number	No	Seconds	Secs
Numbering Plan Area	NPA	Secretary or section	Sec
Office	Ofc	Senator	Sen
Official	Off	Senior	Sr
Operator	Opr	South	S
Originating or original	Orig	Special	Spec
Other line	OL	Station	Sta
Pacific	Pac	Steamship	SS
Paid	Pd	Subscriber	Sub
Park	Pk	Sunday	Sun
Party	Pty	Superintendent	Supt
Passed	Psd	Supervisor	SR
Personally or Person	Pers	Telegram or telegraph	Telg
Place	Pl	Telephone	Tel
Point	Pt	Temporary	Temp
Position	Pos	Thomas	Thos
President	Pres	Ticket	Tkt
Private Branch Exchange	PBX	Time and charge	T&C
Professor	Prof	Transferred	Trans
Proprietor	Prop	Treasurer	Treas
Railroad	RR	Trouble	Tbl
Received	Recd	United States	US
Recorded Intercept	Rec. Itc.	Verify or verified	Ver
Referred	Ref	West	W
Regular	Reg	Western Union Telegraph Company	WU
Report	Rpt		
Representative	Rep	William	Wm
Request	Req	Wrong	Wrg

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