

CONTROL OPERATORS

SPECIAL INSTRUCTIONS - ORTING EXCHANGE

*Page 1 + 2  
missing*

6. REQUEST FOR TIME.

- a. Time-of-day service will be given. Upon receiving a call for the time, give out the time from your switchboard clock. Ten cents should be collected from coin customers on calls for the time.

7. CALLS TO WESTERN UNION.

- a. For the open Western Union offices that serve Orting, see Traffic Instruction No. 96, Section 2, Appendix A - Tacoma.

8. MESSENGER SERVICE.

- a. Call the business office number whenever messenger service is required. (This includes calls received during night hours and on Saturdays, Sundays and holidays).

9. LINE BUSY, PATHS BUSY AND VACANT LEVEL.

- a. Line busy . . . . . 60 IPM, flash and tone.
- b. Paths busy . . . . . 120 IPM, flash and tone.
- c. Vacant levels . . . . . 120 IPM, flash and tone.

10. EMERGENCY LIST OF NUMBERS.

- a. A list of emergency numbers should be posted and the Chief Operator should make certain that this list is kept up-to-date.

11. REQUESTS FOR THE BUSINESS OFFICE OR REQUESTS CONCERNING MATTERS WHICH SHOULD BE REFERRED TO THE BUSINESS OFFICE.

- a. With the exception of holidays, the business office is open from 9:00 A.M. to 5:00 P.M. Mondays through Fridays.

- (1) If a request is received during hours when the business office is open and the calling party does not offer any reason for seeking your assistance, inform him that he can dial the number direct, saying for example, "You can reach the business office by dialing (business office number)."

EXCEPTION: If the call is from a coin telephone establish connection and do not request a deposit.

- (2) If a request is received during periods when the business office is closed, inform the calling party regarding the periods when the business office will normally answer and ask him to make his call during those periods.

SPECIAL INSTRUCTIONS - RINGING EXCHANGE

12. TROUBLE REPORTS.

- a. If a customer reports a case of trouble to you or asks for the Repair Service, proceed as follows:
- (1) During hours that the business office is open (see 11a), if the customer does not offer any reason for seeking your assistance, inform him that he can report the trouble direct by saying for example, "You can reach the Repair Service by dialing (business office number)."
  - (2) During periods that the business office is closed, ask the customer to dial Twining 3-5600 and report the trouble direct.

EXCEPTION TO (1) AND (2) ABOVE: If the call is from a coin telephone, establish connection and do not request a deposit.

13. RINGING MACHINES.

- a. Two ringing machines are provided and are equipped so that an automatic transfer from one machine to the other machine takes place in case of ringing machine failure. Accordingly, the operator will not be required to transfer the ringing.

14. INFORMATION TO BE FORWARDED DIRECT TO THE CHIEF OPERATOR.

- a. The following lists will be forwarded to the Tacoma Chief Operator:
- (1) Alphabetical list of subscriber's names followed by new telephone numbers.
  - (2) Numerical list of new telephone numbers.
  - (3) Numerical list of old telephone numbers followed by the new telephone numbers.
  - (4) List of non-published numbers, Zenith numbers and observation post telephone numbers, if any.
  - (5) List of emergency numbers.
  - (6) List of coin telephone numbers.