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NOTES ON CHANGES IN THE NEW INFORMATION PRACTICE (APRIL, 1949)

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The following notes are provided as an aid in helping you find the changes in the new practice.

DIV. E, SEC. 1, ANSWERING, OBTAINING DETAILS, AND ACKNOWLEDGING

Par. 1 - Two or more signals waiting to be answered.

1c - Provides that where both information and intercepting calls are handled at the same position, preference should be given to intercepting.

Par. 3 - Obtaining Details

Note: The term "details" should be interpreted to include spelling.

Par. 4 - Acknowledging.

4a - If the information requested by the customer can be furnished at once, give this desired information. This should be interpreted to include numbers given from memory.

Par. 6 - Obtaining Details While Searching.

6 - If some of the details already given become important in identifying the desired listing and the operator is not certain of them, she may ask the customer to repeat them, or to spell a name, or she may spell it in a questioning manner.

Par. 7 - Noting the Details of the Call.

7 - When it is necessary for the operator to ask again for some detail of the call she should make a memorandum of it to avoid having to ask for it a third time.

Par. 8 - Telephone Requested for a Room Number or Floor in an Apartment or Office Building.

8 - Operator informs the customer that she does not have records of room numbers or that she will need the name to find the number.

DIV. E, SEC. 2 - CONSULTING RECORDS - GENERAL

Par. 1 - Record to Consult Where Both Alphabetical and Address Records are provided.

1a - The operator will refer to the record (as she does at present) in which it appears that the number will be most quickly found but where only an address is offered she is not required to ask for the name as an overlap operation in order to refer the customer to his directory.

1c(1) - Corner of two streets considered indefinite address.

- 1c(1) - When a definite name and an indefinite address is given, the operator will refer to alphabetical record unless the street is short or the location has been restricted to a particular locality in which case the operator may prefer the address record.
- 1c(2) - Doubtful spelling is considered as an indefinite name.
- 1c(6) - When a business is given with indefinite name or indefinite address, the operator may try the classified directory.
- 1d - On a call with definite details, the search is begun on the basis of looking for the details precisely as given but if a listing is found during the search that is so similar there is considerable probability that it is the one desired, suggest it when found.
- 1e - The search extends beyond one main record and an addendum (or one up-to-date main record) only when, after a report has been given, (report not given in questioning tone) the customer insists on a further search.

Note: The term "insists" should be interpreted to mean that the customer indicates unwillingness to accept your report or indicates that he is sure the desired party has a telephone. (See Div. E, Sec. 6, Par. 5a)

Par. 2 - Extent of Search

50 listings considered limit of search when indefinite or incomplete details have been given. However, in cases of urgency, these limits may be extended.

Par. 3 - Consulting Other Information Operators.

- 3c - New paragraph added to cover the condition where there is no trunk available when attempting to reach another information operator.

DIV. E, SEC. 3 - CONSULTING ALPHABETICAL RECORDS

Par. 1 - Method and Scope of Search

- 1a(3) - Provides a number of additional suggestions as an aid in searching the alphabetical records for request for a business by a personal name.
- 1a(4) - Compounded personal names - In looking for a firm name which is compounded by more than one personal name, e.g., "Brown, Jones & Doe," the operator will look only under the form of listing given unless the calling party expresses doubt, in which case the operator will extend search accordingly.
- 1a(5) - Impersonal corporate names. The operator will look only under details given unless calling party expresses doubt as to the precise form of the name.
- 1a(6) - Different recognized or probable spellings. The operator will ask how name is spelled and limit search to spelling unless customer expresses doubt.

1a(7) - Gives suggestions for looking for peculiar names or trade names.

DIV. E, SEC. 4 - CONSULTING ADDRESS RECORDS

Par. 1 - Method and Scope of Search

1a - Extent of search when definite address is given with a name, a business, or with no other details. Only necessary to look at address specified.

1b - Limit of search - indefinite address. Limit of search for types of indefinite addresses are enumerated.

Par. 2 - Only One Telephone At The Address Given

2a - When a definite address is given with a name or a business and the name or business shown in the listing is not at all similar, the operator will give the report and suggest the only telephone at the address.

Par. 3 - Several Telephones or a Building Listing at the Definite Address Given.

3a - More than one listing shown for name or business specified and no other details given. Tell customer what you find and give whichever he requests.

3a - No listing found for the name given at definite address specified. Give a no telephone report.

DIV. E, SEC. 5 - CONSULTING CLASSIFIED RECORDS

Par. 1 - Method of Search. When a business is given with an indefinite name or address, the operator will try the classified directory unless she thinks more prompt results may be obtained by a different choice of record.

Note: References to the use of the Classified Records found in Div. E, Sec. 2, Par. 1c(6) and Div. E, Sec. 7, Par. 3b.

Par. 2 - Business Only Given and the Customer Wishes the Nearest Concern or any Concern Engaged in that Business.

2a - Customer is referred to the classified directory. If customer then states that he has no directory or cannot find what he desires, the operator informs the customer that business concerns are not listed by localities and that she is unable to help him without more definite details.

DIV. E, SEC. 6 - GIVING REPORTS

Par. 2 - Desired Listing Found

2a - Listing particularly difficult or unusual in form and the customer might have difficulty locating it. If locally instructed to do so, explain how the listing appears before giving the number.

- 2b(3) - Two or more listings found for the same party which are identical in all elements except the telephone number. Give out first number unless another is specified.
- 2c - "No answer" listings. Provides suggested phrases for use.
- 2d - Night, Sunday and Holiday listings. Beginning at the time of day used locally or indicated in your record, give only the number which applies, e.g., "The night number is (no.)."
- Par. 3 - Suggesting a Listing Where the Details are Indefinite or Incomplete. Suggest each suitable listing you find as you come to it. Note - These suggestions may be made in questioning tone.
- Par. 5 - No listing Found in Search That Agrees With or Approximates Details Given. Note that search covers one main record which is posted up-to-date or both a main record or an addendum. We do this now but good to review.
- 5a - No questioning tone used in giving report after search.
- 5a - Request for a building by name, try to obtain the name of the superintendent and see if you can find a listing for him.
- Par. 6 - Customer Insists that Desired Party has a Telephone When no Acceptable Listing Found.
- 6a - Covers condition where customer indicates desired telephone may be a coin station.
- 6b - Covers condition where customer indicates desired party may have non-published telephone.
- 6c - If customer does not indicate that desired telephone is a coin or non-published, refer the call to the supervisor or agree to investigate and call the customer back, as locally directed.
- Par. 8 - Giving Progress Reports. Progress reports should be given every 30 seconds if you have not spoken to customer during that period.

DIV. E, SEC. 7 - SPECIAL TYPES OF INFORMATION CALLS

Par. 1 - Special Reversed Charged Toll Listing

Term "special reversed charge toll" is used in lieu of "interexchange receiving service."

- 1a - The practice covers the condition where there are no restrictions in the use of the special number.
- 1b - Covers the condition where there are certain restrictions in use of special number.

1c - This practice provides certain precautions to be taken in case the calling party specifically asks for the special number.

Par. 2 - Foreign Exchange Service. Defines foreign exchange service and handling of calls involving foreign exchange numbers.

Par. 3 - Request for a Number Outside the Local Service Area.

3a(1)(b) - Operator cannot find desired listing. Provision made that the operator may consult another operator who has more up to date information, if locally authorized.

If call is for number at a Long Distance point and desired number not found, the operator will say, "John Doe's listing isn't in our Boston directory. Long Distance may be able to give it to you if you will call her." (New phrase)

3a(2) - Records for point concerned not available, the operator will say, "I don't have a Boston directory but Long Distance will take your call." (New phrase)

3b - Address given but no name on request for number at a Long Distance point, the operator will say "I don't have a record of Boston telephones by address. Will you call Long Distance, please?" (New phrase)

Par. 4 - Telegram Calls.

4a - Upon receiving a call for the number of a telegraph company the operator will ask the customer if he wishes to place a telegram before proceeding with the call and if the call is from a manual station or from a dial coin station she will inform the customer to ask his operator for Western Union.

4b - When the listing for the telegraph company shows a number to be dialed by non-coin dial customers, the operator will question the customer to find if he is at a dial telephone and whether or not it is a coin station before proceeding with the call.

4b(1) - In all cases where the customer does not ask for a specific telegraph company, the operator will ask, "Do you wish Western Union or Pacific Telegraph?"

Par. 5 - Calling Party Claims a Number Has Been Changed.

5a(2) - Shorter phrase, "My record still shows (no.)."

5a(3) - Shorter phrase, "If you will call (no.) you will be given the new number if it has been changed."

5b - Same difference in phrases as in 5a(3) above.

5d - Provides that if the operator is also an intercepting operator, she will consult the intercepting records and give report rather than direct customer to call the old number.

Par. 6 - Customer States That the Desired Number is That of a New Telephone. If the operator cannot find the desired number, she will ask the calling party for his number, explain that the new number is not listed in the records yet but that she will investigate and call him. She will make a memorandum of the details and refer it to the supervisor or to a specially designated employee who has the pending file of orders.

Par. 7 - Request for the Telephone Numbers of More Than One Subscriber.

7b - If a customer requests the telephone numbers of more than two subscribers (or a locally specified number) the operator will refer the call to the supervisor.

Par. 8 - Record shows a Non-Published Number.

8a - If only non-published number shown or customer asks for the non-published number, the operator will say, "I don't have that number because John Doe (or 'the customer') has asked us not to give it out." (Slight change in phrase.)

8a(1) - After the supervisor has explained to the calling party that she is not permitted to give out a non-published number and the customer still insists, claiming urgency or close personal association with the desired party, the supervisor will proceed with the call. Also, it will not be necessary to contact the Business Manager regarding the call.

Note: The practice in 8a(1)(a) will be following in this Area. Please make a marginal notation by 8a(1)(a) to indicate "For use in this area."
(The practice in 8a(1)(b) is not for use in this area.)

Par. 9 - Request for the Number of a Ship or For a Mobile Service Number.

9a - If the operator does not find a listing for the ship she will refer the customer to Long Distance saying, "I don't have that information. Will you call Long Distance, please, and ask for the marine operator?"

9b - Provides phrase where request is received for the number of a ship at sea.

9c - Covers handling requests for mobile service.

Par. 11 - Requests to Check Class of Service.

11a - On call to connecting company offices as indicated in the list of coin station numbers, operator says, "'IN' ticket required. TX (No.). Not a coin station."

DIV. E, SEC. 8 - MISCELLANEOUS ORDERS AND GENERAL PRACTICES

Par. 1 - Customer Requests Information Regarding a Listing.

1a - If request is from an authorized government department, give the information as locally instructed.

- 1a - If there is a number which the public may use to obtain numerical information, suggest it.
 - 1b - Customer gives name only and requests the address or gives an address and requests the name. Do not give out information. However, if the request is from another employee in connection with an emergency, operator gives whatever assistance she can.
 - 1c - If customer requests names of other parties on his line refer him to the business office.
- Par. 2 - Request for a Directory. Refer customer to business office unless locally authorized to handle. Offices that are at this time handling the requests should continue to do so and consider that you are locally authorized to handle.
- Par. 3 - Request for the Charge on a Call or the Rate to a Specified Point. If information is available at your position, give it. Otherwise ask customer to call "operator" or "Long Distance."
- Par. 4 - Call Concerning a Telephone Bill, An Installation or Disconnection of a Telephone, etc.
- 4a - Call received during hours when business office is open. Short phrase, "That's handled by our business office. The number is (no.)."
 - 4a - If, during hours that the business office is not open, the customer asks that the business office call him or asks the operator to take the message, she will write a memorandum of the details to be passed to the business office.
- Par. 5 - Request for Information Concerning the Telephone Company or Features of Telephone Operation.
- 5c - New paragraph added to cover request for teletypewriter service or teletypewriter station number.
 - 5d - Questions relating to intermittent tone. If recorder tones are described in the front of the directory, the operator may inform the customer that, "Such tones are explained in the front of your directory."
- Par. 7 - Request for the Time of Day.
- 7a - Provides that Information operator may give out the time if locally directed to do so.
- Par. 8 - Request for a Reverting Call Code. Provides that reverting call codes may be given out if operator has information requested.
- Par.13 - Obtaining the Customer's Number. The operator may explain briefly to the customer why she wishes his number if it seems advisable.
- Par.18 - Customer at a Coin Station Claims His Deposit Was Not Returned. If the call is from a manual telephone, signal the operator and inform her.

- Par.19 - Frequent Requests for a Number by a Commonly Known Name Which Does Not Appear in Directory. Operator will prepare a memorandum.
- Par.21 - Inquiry Made as to Your Identity. Customer requests operator's name. Shorter Phrase, "My number is (no.)."
- Par.23 - Customer Reports Equipment Trouble. Operator refers customer to repair service. If he wants operator to report it for him, she will accept his report and proceed as locally directed.
- Par.24 - Referring Calls to the Service Assistant (Supervisor)
- Enumerates conditions that require reference to supervisor.

DIV. E SEC. 9 - INFORMATIVE AND RESTRICTIVE PRACTICES

- Par. 3 - Restrictive Practice - After Search.
(This corresponds with modified practice we now use.) Opposite page 1 of Sec. 9 lists the exchanges authorized to use this practice.
- Par. 7 - Calls on Which an Informative or Restrictive Practice is not Applied.
List of Conditions includes request for the number of a doctor or a hospital whether or not an emergency is indicated.

Note: Although the term "Service Assistant" is used in lieu of "Supervisor" throughout the information practice, it has not yet been authorized for use in this area. Therefore, wherever the term "Service Assistant" is used it should be interpreted as "Supervisor."