

LOCAL OPERATING PRACTICE

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

Department of Operation and Engineering

Copyright, 1940, by
American Telephone and Telegraph Company
Printed in U.S.A.

NOTICE REGARDING SECRECY OF COMMUNICATION

Superseding all Previous Similar Notices and Instructions

1. Employees must not disclose the contents, or any part thereof, of any telephone or telegraph message addressed to another person without the permission of such person, or wilfully alter the purport or effect or meaning of any such message to the injury of another.
2. Employees must not use any information, either derived by them from any private message passing through their hands and addressed to another person, or in any other manner acquired by them as employees of the company.
3. Employees must not permit any unauthorized person to listen to any telephone conversation. Employees must not monitor any connection beyond the requirements for its proper supervision.
4. Employees must not divulge to any person the fact or the nature of any message, except as required for the proper handling thereof.
5. Employees must not discuss communication arrangements made between the company and its customers, except as required for the proper handling thereof.
6. Employees must not give any unauthorized person any information whatever regarding the location of equipment, trunks, circuits, cables, etc., or regarding local or toll ticket records of calls, telegraph messages, etc.

The secrecy of communications is protected by laws imposing punishment by fine and imprisonment for its violation.

July 25, 1940.


Vice President

Approved:


President

FOREWORD AND ARRANGEMENT

Foreword.

The Local Operating Practice describes procedures which experience has proved desirable for maintaining service and efficiency at local switchboards. It covers most conditions encountered on local switchboards, the conditions not included being those peculiar to the particular community and those of infrequent occurrence. Of these types, the former requires specific provisions to fit the condition and the latter can best be disposed of by the application of judgment.

The practice is designed as a reference and guide for the supervisory personnel and as a source for preparing instruction material and special practices for particular offices. To facilitate its use, however, it is written in the second person. It permits considerable latitude in application and contemplates a high degree of personalization. While tariff and legal provisions should be followed without deviation, most other provisions are subject to judgment and initiative in varying or supplementing phrases and actions to personalize the handling of individual situations.

It is contemplated that the supervisory personnel, especially supervisors and chief operators, will guide operators to obtain a proper balance between following the practices without deviation and varying them within their intent. Also it is anticipated that the more experienced operators will be given more latitude in exercising judgment and initiative than those of limited experience. Sections of the practice, "Dealing with Customers" and "Some Fundamental Principles of the Operating Practice," cover important principles of this personalized treatment and the application of judgment in adapting routines to different calls, and are especially called to attention.

Varying degrees of option are contemplated where a choice of method is involved in the practice. In some cases, as where the expression, "whichever method applies to your office," is used, or where a given procedure is specified "unless locally directed" otherwise, the solution seems to be sufficiently clear, or the matter is a question of such operating detail, that decision can be left to the organization in the individual office or exchange. In other cases, however, where area-wide uniformity is important and the administrative organization should be familiar with procedures being followed, "specific authorization" for a departure from the method contemplated is expected.

While this practice applies to both manual and dial local offices and the Toll Operating Practice continues as the basis for combined toll and local offices, it is contemplated that the latest acceptable procedures will be applied locally to similar situations treated differently by the two practices.

Arrangement.

The material of the practice is divided by related subject matter into divisions, the divisions into sections, and the sections into main subjects.

The General Division covers the attitude and manner to be used in dealing with customers, certain fundamentals on which the practice is based, and other features with which all central office employees should be familiar, such as emergency calls. A division devoted to operating technique treats the various aspects of operating which should be coordinated with the procedures of other divisions on the basis of local conditions. Each remaining division covers the procedures of particular operators such as "A," "B," Information, etc. In this connection, "A" operators include special service operators, and "B" operators include call indicator, call announcer, and tandem operators.

May 1, 1940.

FOREWORD AND ARRANGEMENT—Continued

The sections of a division subdivide the material into closely related topics and are given section titles and numerous side headings to facilitate reference. A section may deal with a general subject which is common to many kinds of calls such as obtaining and acknowledging orders, or with the topics which are peculiar to a particular class of service or type of call, such as message rate or assistance. Points covered in the more general sections are not repeated in the more specialized sections. This arrangement does not make use of the idea of a basic call.

Considerable use is made of cross references to avoid repetition and to associate related procedures but where possible the text indicates the action in a general way, so that it will be unnecessary to consult the passage referred to unless some particular detail is desired. Such cross references, however, are restricted to related and general sections, so that it is not necessary to maintain a copy of the entire practice in each office.

The operating techniques given in Division T have been found satisfactory in operation and are recommended for review and consideration although not in every instance having the same recognition as procedures given in other divisions. This division is intended to serve as a source of material for use in analyzing and improving the performance of individuals and offices, and for putting the particular operations required in a given office into the most satisfactory sequence. Variations from procedures suggested in it are not to be discouraged in themselves but should be examined to make sure that they accomplish their purpose at least as satisfactorily as the method given.

Table of contents and its use.

The Table of Contents consists of three parts:

- Part I List of divisions and the principal subgroupings of the divisions.
- Part II List of section titles of all divisions.
- Part III List of side headings of all sections.

In using the Table of Contents, each of the above lists serves a particular purpose, depending upon one's familiarity with the material and upon the scope of detail desired. For example, one especially familiar with the practice would normally know the division in which a certain feature is covered and would refer directly to the list of section titles or to the side headings of a particular section. One less familiar with the practice would find the condensed table of divisions and subject matter most effective in directing him to the proper division previous to locating the section where the details desired are covered.

CONDENSED TABLE OF CONTENTS

Division	Sections	Subjects Covered
General		
	1	Dealing with customers.
	2	Some fundamental principles of the operating practice.
	3	Emergency calls.
	4-8	Service criticisms; reporting trouble; pronunciation of names and numbers; codes and abbreviations; and explanation of terms.
A		"A" Operators
	1-50	General features—answering, acknowledging, ticketing, timing, delayed calls, service difficulties, etc.
	51-70	Establishing connection—different methods.
	71-90	Features associated with certain classes of service—message rate, coin, etc.
	101-120	Types of calls—assistance, community dial, "A" board toll, Long Distance, telegram, etc.
B		"B" and Tandem Operators (Including Call Indicator and Toll Switching)
	1-10	General features.
	11-30	Distinctive operations for different "B," call indicator, and tandem positions.
	41	Plugging-up cords, etc.
C		Inward Operators at "A" Boards
D		Rural Operators
E		Information Operators
F		Intercepting Operators
G		Sender Monitor Operators
H		Trouble and Verifying Operators
J		Repair Service Operators (When handled by operators)
K		Official Board Operators
T		Fundamentals of Operating Technique
	1-6	Manipulation of cords, keys, sleeves, dials, and keysets, and handling of signals and ticket work.
	25	Managing your work.

W

Priority of Urgent Toll Calls - Essential to War Effort May 1, 1940.

SECTION TITLES

General Division

- Sec. 1. Dealing with customers.
2. Some fundamental principles of the operating practice.
3. Emergency calls.
4. Service criticisms.
5. Reporting trouble.
6. Pronunciation of names and numbers.
7. Codes and abbreviations.
8. Explanation of terms.

Division A—"A" Operators

General Features

Answering Signals.

- Sec. 1. Order of attention to signals.
2. Answering line or special service trunk signals.
3. Obtaining and acknowledging orders.
4. Tones and automatically flashing signals.
5. Customers' supervisory signals.

Ticketing and Timing.

6. Writing tickets.
7. Timing calls.

Delayed Calls.

8. Station delays on the initial attempt.
9. Subsequent attempts on delayed calls.
10. Schedule of work on subsequent attempts.
11. Verifying busy, don't answer, and out of order reports.

Service Difficulties.

12. Restoring connections.
13. Wrong number calls.
14. Double connections.
15. Obtaining better connections.

Other Features.

16. Obtaining the calling number or station designation.
17. Number checking at dial "A" boards.
18. Tax on telephone calls.

SECTION TITLES—Continued

Division A—Continued

- 23. Night operation—General.
- 24. Night operation—Patrol transfer.
- 25. General "A" operating practices.

Establishing Connection—Different Methods

- Sec. 51. Local multiple connections.
- 52. Full straightforward trunk connections.
- 53. Full dial trunk connections.
- 54. Full key pulsing trunk connections.
- 55. Key indicator trunk connections.
- 56. Call circuit trunk connections.
- 57. Ringdown trunk connections.
- 58. Recording completing switching trunk connections.

Features Associated with Certain Classes of Service

- Sec. 71. Calls to be charged and not to be charged from message rate and coin stations.
- 72. Local calls from message rate lines—Registered.
- 73. Local calls from message rate lines—Ticketed.
- 74. Calls from prepayment coin lines.
- 75. Calls from prepayment coin lines—Collection on station answer.
- 76. Calls from postpayment coin lines. *ad*
- 77. Calls on coin timing circuits.

Types of Calls

- Emergency calls—see General Division, Section 3.
- Sec. 101. Dial assistance calls.
- 102. Community dial office calls.
- 103. "A" board toll calls. (Also interzone calls)
- 104. Special reversed charge toll calls.
- 105. Long Distance calls.
- 106. Requests for rates and charges.
- 107. Telegram calls.
- 108. Calls to Information.
- 109. Calls for official lines.
- 110. Time of day calls.
- 111. Reverting calls.
- 112. Calls for rural lines.
- 113. Miscellaneous orders and requests.

Division B—"B" and Tandem Operators (Including Call Indicator and Toll Switching)

General Features

- Sec. 1. Establishing connection.
- 2. General "B" and tandem operating practices.
- 3. Toll switching positions.

May 1, 1940.

SECTION TITLES—Continued

Division B—Continued

Distinctive Operations for Different "B," Call Indicator, and Tandem Positions

- Sec. 11. Call distributing positions.
12. Key listening positions—Dial offices.
13. Position distributing positions.
14. Automatic listening positions.
15. Automatic display call indicator positions.
16. Key listening positions—Manual offices.
17. Key display call indicator positions.
18. Jack listening positions.
19. Call circuit positions.

41. Plugging-up cords, extension voltmeter cord, and test trunks.

Division C—Inward Operators at "A" Boards—To be issued later.

Division D—Rural Operators—To be revised later.

Division E—Information Operators—To be revised later.

Division F—Intercepting Operators—To be revised later.

Division G—Sender Monitor Operators—To be revised later.

Division H—Trouble and Verifying Operators—To be revised later.

Division J—Repair Service Operators—To be issued later.

Division K—Official Board Operators—To be issued later.

Division T—Fundamentals of Operating Technique

- Sec. 1. Handling cords.
2. Handling keys.
3. Use of sleeves.
4. Watching for signals.
5. Use of dials and keysets.
6. Ticket work.

25. Managing your work.

SIDE HEADINGS OF SECTIONS

GENERAL DIVISION

Section 1. Dealing with Customers.

1. Attitude and manner.
2. Voice.
3. Phrases.

Section 2. Some Fundamental Principles of the Operating Practice.

Section 3. Emergency Calls.

1. General principles.
2. Scope of emergency calls.
3. When you recognize an emergency call.
4. Establishing connection while the calling party is on the line.
5. Transmitting a report of an emergency when the calling party is not on the line.
6. Reporting indefinite cases of emergency.
7. Notes on certain specific conditions.
8. Record.
9. Community dial office calls.
10. Sender monitor position.
11. Emergency call received at a position from which you can not complete calls.
12. Emergency call received from another operator.

Section 4. Service Criticisms.

1. General.
2. Calling party reports unsatisfactory service.
3. Recall by supervisor or chief operator.
4. Commendations.
5. Supervisor's note.

Section 5. Reporting Trouble.

1. General.
2. Customer reports telephone equipment out of order or inoperative.
3. Trouble on a line or in associated equipment.
4. Central office or trunk trouble requiring immediate attention.
5. Troubles not requiring immediate attention.
6. Trouble tickets.
7. Supervisor's note.

Section 6. Pronunciation of Names and Numbers.

1. Names.
2. Pronunciation of digits.
3. Numbers.

SIDE HEADINGS OF SECTIONS—Continued

GENERAL DIVISION

Section 7. Codes and Abbreviations.

1. Codes found useful in local operating.
2. Use of abbreviations.

Section 8. Explanation of Terms.