

*Complete B.A. r
P.D. if answering
not by.*

COMPLETING DELAYED CALLS

1. **Writing busy, out of order, don't answer or no circuit tickets for the subsequent completion of the call.**
 - a. Write a separate ticket covering each busy, out of order, don't answer, or no circuit call which you are to make subsequent attempts to complete. If you have started a charge ticket, convert it into a busy, out of order, don't answer, or no circuit ticket by entering the details required. Write the ticket or convert the charge ticket as nearly as possible at the time the corresponding report is given to the calling party. Enter the details in the designated spaces as illustrated in the section showing sample tickets.
 - b. Enter the following details on each ticket at the time it is written, unless previously entered.
 - (1) The calling number.
 - (2) The called number.
 - (3) The code to represent the character of the ticket, as follows.
 - (a) "by" for a busy ticket.
 - (b) "da" for a don't answer ticket.
 - (c) "nc" for a no circuit ticket.
 - (d) "od" for an out of order ticket.
 - (4) The time of making the initial report to the calling party, in hour and minutes.
 - (5) In the case of an out of order or don't answer call, add fifteen minutes to the time of the initial report. Enter this and encircle it to indicate the time at which the first attempt is to be made.
 - (6) Panel and jack numbers, if you think you will have difficulty in remembering the location of the calling line or if the primary answering jack of the calling line does not appear at your position.

Where the small A-B toll ticket is used, enter the panel and jack numbers on the back of the ticket.
 - c. If you write a delayed call ticket on a call from a line the primary answering jack of which does not appear at your position, pass the ticket to the operator at whose position the primary answering jack appears.
2. **Subsequent entries on delayed call tickets.**
 - a. If you can not complete the call due to a continuation of the condition which caused the original delay, note the time of each attempt to complete the call, without repeating the code.
 - b. When the cause of delay changes, as when a busy call develops into a don't answer call or a no circuit call develops into a busy or don't answer call, enter the code for the new cause of delay and the time on the ticket.
 - c. When entering the time of subsequent attempts on tickets, enter only the minutes except where the hour has changed since the last entry, when both the hour and minutes should be entered.
 - d. After entering the time of an attempt on a don't answer or out of order condition, enter the time at which the next attempt is to be made and encircle it.

In the case of a busy condition, make this entry after the third attempt.
 - e. When you enter the time of an attempt but do not give a report to the calling party, place a check mark after the time.
 - f. If you complete a call for which you are holding a delayed call ticket, proceed as follows.
 - (1) On a local call from a flat rate station, cancel and file the ticket.

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On a local call from a message rate or coin box station, make a charge for the call as provided in the sections for these classes of calls.

- (2) On an A-B toll call, proceed as provided under "A-B Toll Calls."

3. Completing busy calls.

- a. Start to complete a busy call three minutes after the busy report was given.
- b. First secure the calling line and hold it on a front cord without ringing. Then attempt to reach the called station, using the front cord of an adjacent pair.
- c. When the called station answers, verify the number, except on local multiple connections, and then say, "I have a call for you. One moment, please?"

Ring the calling station and when the calling party answers, say, "I have Beacon 5678 for you now."

- (1) If the person answering accepts the call, establish connection and start conversation.
- (2) If the person answering says that he does not wish the call or says that he has had it, say, "All right, sir. Thank you" and release the line.

Excuse the call to the called party and cancel and file the ticket.

- (3) If the person answering does not recognize the call or says he did not make it, say, "Is the person there who called Beacon 5678?" If the person who answers can not locate the person who made the call, say, "All right, sir. Thank you" and proceed as in "(2)."

- d. If the called line is busy when you make your first attempt to complete the call, make a second attempt after another three-minute interval.

If the called line is still busy, reach the calling party and say, "On your call to Beacon 5678, the line is still busy. I will call you again in a few minutes." Then proceed as follows.

- (1) Make a third attempt to complete the call after a further three-minute interval.
- (2) If the called line is still busy when you make your third attempt to complete the call, make a fourth attempt six minutes later.

If the called line is still busy and provision has been made for verifying busy conditions, verify the busy condition as locally instructed.

Ring back the calling party and report as in "d."

- (3) If the called line is still busy on your fourth attempt to complete the call, make subsequent attempts at ten-minute intervals until the call is completed or the calling party indicates that he does not want the call.

After each attempt, if the called line is still busy, ring back the calling party and report as in "d."

- e. If the called station does not answer within two minutes, disconnect, reach the calling party and say, "On your call to Beacon 5678, they do not answer now. I will call you again in about twenty minutes." Convert the ticket into a don't answer ticket and proceed as provided for completing don't answer calls.

- f. If the called line is out of order, disconnect, reach the calling party and say, "On your call to Beacon 5678, the line is out of order now. I will call you in about twenty minutes." Convert the ticket into an out of order ticket and proceed as provided for completing out of order calls.

4. Completing don't answer calls.

- a. Start to complete a don't answer call about fifteen minutes after the don't answer report was given.
- b. Attempt to complete the call as in paragraphs 3b and 3c.
- c. If the called station does not answer within ~~two~~^{one} minutes on your first attempt to complete the call,

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- disconnect, reach the calling party and say, **"On your call to Beacon 5678, they still do not answer. I will call you again in about twenty minutes."** If provision has been made for verifying don't answer conditions, then verify the don't answer condition as locally instructed.
- (1) Make a second attempt to complete the call after a further fifteen-minute interval. If the called station still does not answer, disconnect, reach the calling party and report as in "c."
 - (2) Make a third attempt to complete the call after a further fifteen-minute interval. If the called station still does not answer, disconnect, reach the calling party and say, **"On your call to Beacon 5678, they still do not answer. I will call you again in about an hour."**
 - (3) If the called station does not answer on your third attempt to complete the call, make a fourth attempt an hour later, and if the called station still does not answer, disconnect, reach the calling station and say, **"On your call to Beacon 5678, they still do not answer."**
 - (a) If the calling party asks you to call him, proceed again as for the fourth attempt.
 - (b) If the calling party does not ask you to call him, cancel and file the ticket.
 - (4) During night hours as locally specified, when you give a report following the first, second, or third attempts to complete a don't answer call, add, **"Will that be satisfactory?"** to your report and be guided by the calling party's reply.
- d. If the called line is out of order, disconnect, reach the calling party and say, **"On your call to Beacon 5678, the line is out of order now. I will call you in about twenty minutes."** Convert the ticket into an out of order ticket and proceed as provided for completing out of order calls.
- e. If the called line is busy, do not give a busy report, but make attempts at approximately three-minute intervals to secure the called line. When the called line is secured, again proceed as for a don't answer condition.

5. Completing abandoned calls. (Only A-B toll calls subject to voluntary completion)

- a. As soon as you have disconnected, attempt to complete the call as in paragraphs 3b and 3c, listening in frequently for a possible answer of an intercepting or trouble operator.
- b. If the called station does not answer in two minutes from the time you again attempted to reach the called station, disconnect, reach the calling party and say, **"On your call to Beacon 5678, they still do not answer. I will call you again in about twenty minutes."** Convert the ticket into a don't answer ticket and then proceed as provided for completing don't answer calls.
- c. If the called line is busy, convert the ticket into a busy ticket and proceed as provided for completing busy calls.
- d. If you reach an intercepting or trouble operator who gives a report of changed number or temporary transfer, cancel the ticket, write a new charge ticket and try to complete the call to the new number.
 - (1) If you reach the new number, reach the calling party, say, **"On your call to Beacon 5678, the number has been changed to Cedar 6789"** or **"Calls for Beacon 5678 are being temporarily taken by Cedar 6789,"** establish connection, and start conversation.
 - (2) If you do not reach the new number, reach the calling party and give a report as in "(1)," followed by the regular report for the condition encountered. Then attempt to complete the call according to the nature of the delay.
- e. If you reach an intercepting operator who gives a report other than a changed number or temporary transfer, disconnect. Cancel and file the ticket.
- f. If you reach a trouble operator who reports the line out of order, convert the ticket into an out of order ticket and proceed as provided for completing out of order calls.

COMPLETING DELAYED CALLS—Continued

6. Completing no circuit calls.

- a. Make frequent attempts to reach the called station unless otherwise instructed by your supervisor. If you have more than one no circuit ticket on hand, try to complete the calls in the order in which they were received.
- b. Attempt to complete the call as in paragraphs 3b and 3c.
- c. If the called station is busy, proceed as follows.
 - (1) If it is an A-B toll call which you are to make voluntary attempts to complete, convert the ticket into a busy ticket, reach the calling party and say, **"On your call to Beacon 5678, the line is busy now. I will call again in a few minutes."** Then proceed as provided for completing busy calls.
 - (2) On any other call, reach the calling party and say, **"On your call to Beacon 5678, the line is busy now."**
 - (a) If the calling party asks you to call him, say, **"I will call you in a few minutes,"** convert the ticket into a busy ticket, and proceed as provided for completing busy calls.
 - (b) If the calling party does not ask you to call him, cancel and file the ticket.
- d. If the called station is slow in answering, proceed in the regular way, except that if the called station does not answer within two minutes, disconnect and again attempt to reach the called number. If the called station still does not answer within two minutes, disconnect and proceed as follows.
 - (1) On an A-B toll call which you are to make voluntary attempts to complete, reach the calling party and say, **"On your call to Beacon 5678, they do not answer now. I will call you again in about twenty minutes."** Convert the ticket into a don't answer ticket and proceed as provided for completing don't answer calls.
 - (2) On any other call, reach the calling party and say, **"On your call to Beacon 5678, they do not answer now."**
 - (a) If the calling party asks you to call him, say, **"I will call you in about twenty minutes."** Convert the ticket into a don't answer ticket and proceed as provided for completing don't answer calls.
 - (b) If the calling party does not ask you to call him, cancel and file the ticket.
- e. If the called line is out of order, proceed as follows.
 - (1) If it is an A-B toll call which you are to make voluntary attempts to complete, convert the ticket into an out of order ticket, reach the calling party and say, **"On your call to Beacon 5678, the line is out of order now. I will call you again in about twenty minutes."** Then proceed as provided for completing out of order calls.
 - (2) On any other call, reach the calling party and say, **"On your call to Beacon 5678, the line is out of order now."**
 - (a) If the calling party asks you to call him, say, **"I will call you in about twenty minutes."** Convert the ticket into an out of order ticket and proceed as provided for completing out of order calls.
 - (b) If the calling party does not ask you to call him, cancel and file the ticket.

7. Completing out of order calls.

- a. Start to complete an out of order call about fifteen minutes after the out of order report was given.
- b. Attempt to complete the call as in paragraphs 3b and 3c.
- c. If the called line is still out of order on your first attempt to complete the call, disconnect, reach

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the calling party and say, "On your call to Beacon 5678, the line is still out of order. I will call you again in about twenty minutes."

- (1) Make a second attempt to complete the call after a further fifteen-minute interval. If the called line is still out of order, reach the calling party and report as in "c."
 - (2) Make a third attempt to complete the call after a further fifteen-minute interval. If the called line is still out of order, disconnect, reach the calling party and say, "On your call to Beacon 5678, the line is still out of order. I will call you again in about an hour."
 - (3) If the called line is still out of order on your third attempt to complete the call, make a fourth attempt an hour later and if the called line is still out of order, disconnect, reach the calling station and say, "On your call to Beacon 5678, the line is still out of order."
 - (a) If the calling party asks you to call him, proceed again as for the fourth attempt.
 - (b) If the calling party does not ask you to call him, cancel and file the ticket.
 - (4) During night hours as locally specified, when you give a report following the first, second or third attempts to complete an out of order call, add, "Will that be satisfactory?" to your report and be guided by the calling party's reply.
- d. If the called station does not answer within two minutes, disconnect, reach the calling party and say, "On your call to Beacon 5678, they do not answer now. I will call you again in about twenty minutes."
Convert the ticket into a don't answer ticket and proceed as provided for completing don't answer calls.
- e. If the called line is busy, do not give a busy report, but make attempts at approximately three-minute intervals to secure the line. If a don't answer or out of order condition is encountered, proceed as provided for the particular condition.

8. Giving reports when the called place is shown on the ticket.

- a. If the called place is shown on the delayed call ticket, include it in your report, as for example, "On your call to Boston, Beacon 5678 is still busy."

9. Calling party indicates he wishes the call completed at a time other than that specified in the report.

- a. Say, for example, "I will call you in about an hour," or "I will call you at about one-thirty," or "All right, sir." Note on the ticket the word "call" followed by the time indicated by the calling party and try to complete the call at that time.

10. Calling station can not be reached.

- a. If the line is busy, make subsequent attempts to secure it at one-minute intervals.
- b. If the calling station does not answer in a minute, discontinue attempts to complete the call. If you are holding the called party, excuse the call by saying, "Adams 1234 called you, but they do not answer now. Will you excuse it, please?" Cancel and file the ticket.
- c. If the calling line is out of order, discontinue attempts to complete the call. Cancel and file the ticket.

11. Supervisory signal goes out on a cord on which you are holding the calling line which you have not rung, while making a subsequent attempt to complete a call.

- a. Answer with "Operator?"

COMPLETING DELAYED CALLS

1. **Operator reports she believes another operator is holding a ticket on a call.**
["A" operators—14b]
 - a. Obtain the ticket. If you find there are two tickets covering the call, cancel one of them.

2. **Operator reports that she has delayed call tickets on hand in excess of the number to which she can give proper attention.**
["A" operators—15a]
 - a. Distribute the tickets, if possible, among operators who are in a better position to give them the required attention.