

MESSAGE RATE CALLS—REGISTERED

1. Use of sleeves.

- a. Use white sleeves and red sleeves in handling calls from message rate lines equipped with registers, as follows.
 - (1) Place a white sleeve on the register key on a call on which you are to register as provided in paragraph 2. Remove the sleeve when the called station answers. When you are about to disconnect, if you find a sleeve on the register key, do not register the call.
 - (2) Use a red sleeve on a call on which you are not to register even though the call is completed, as provided in paragraph 3. Do not remove this sleeve until you take the connection down, and do not register the call.
- b. Keep the white sleeves when they are not in use on established connections, on the register keys associated with the cord pairs next to be used in rotation.
Keep the red sleeves when they are not in use on established connections, in the receptacle provided for that purpose.
- c. Before establishing a connection see that the proper sleeve is placed on the register key associated with the cord pair. If the call is one that is not to be registered and there is a white sleeve on the register key, remove it and substitute a red sleeve.

2. Calls which are to be registered if completed—white sleeve to be used.

- a. Register at the end of conversation on all local calls if completed except those specified in paragraph 3.

3. Calls which are not to be registered even though completed—red sleeve to be used.

- a. On the following classes of calls do not register even though the call is completed.
 - (1) Calls for official lines for which no charge is to be made.
 - (2) A-B toll calls.
 - (3) Long Distance calls.
 - (4) Emergency calls.
 - (5) Calls for special numbers for which no charge is to be made as locally specified.
 - (6) Cut-offs on which you try to restore connection under certain circumstances as provided in paragraph 12.

4. When to register.

- a. Register as follows on completed local calls on which there is no sleeve on the register key.
 - (1) When both supervisory signals light, register and then disconnect.
 - (2) When only the back supervisory signal lights, register and then disconnect the back cord.
 - (3) When only the front supervisory signal lights, supervise and then register before disconnecting either cord unless the calling party reports some trouble on the connection such as a cut-off, wrong number, etc.

5. Calls on which no connection is required.

- a. When you answer a line signal and receive a "bell rang" report, or a similar report or a request on which no connection is required, it will not be necessary to place a sleeve on the register key. If, however, a white sleeve is on the key, allow it to remain and do not register the call.

6. Operating the register key.

- a. In registering, operate the register key associated with the back cord once only, while the back cord is still inserted in the answering jack or multiple jack of the line from which the call originated.

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- b. Operate the register key with either thumb.
- c. Carefully observe the register pilot signal while operating the register key and release the key immediately after the register pilot signal lights.
- d. Operate only one register key at a time.
Do not operate a second register key until the back cord of any connection on which you have registered has been taken down, except where the calling party on the first connection has called another number.
- e. Do not register when the back cord only is up, except on reverting calls.

7. Calls between stations on the same individual line. (Reverting calls)

- a. On calls on which you are required to ring in completing the call, place a white sleeve on the register key. As soon as conversation starts, remove the sleeve, take down the front cord used in completing the call and immediately substitute the back cord in the answering jack of the calling line so as to hold the line and be in a position to register when the disconnect signal is received.
To identify a back cord used in this way, place the front plug in the socket of the back cord during conversation.
Register at the end of conversation.
- b. On calls on which you are not required to ring, hold the line on a front cord during conversation. Place the back plug in the socket of the front cord to identify the call. If there is a sleeve on the register key, remove it as soon as you identify the call. Do not register.

8. Timing overtime conversations on local calls.

- a. As soon as you observe that conversation has exceeded the initial five minute period, write a message rate ticket and note on the back the time at which you observe that conversation has exceeded the initial period.
- b. At the end of conversation, register once on the connection. Then note on the back of the ticket the time at which conversation ended and refer the ticket to your supervisor. (Sr. 1)

9. Successive calls from the same party without his hanging up.

- a. If there is no sleeve on the register key, register and then remove and reinsert the back plug. Establish connection on the new call, first placing the proper sleeve on the register key.
- b. If there is a sleeve on the register key, do not register. Establish connection on the new call, first seeing that the proper sleeve is placed on the register key.

10. Delayed calls.

- a. If a call is delayed, disconnect after the calling party hangs up and do not register.
- b. If you later complete a busy, don't answer, or no circuit call, cancel and file the delayed call ticket and register the call.

11. Canceled and abandoned calls.

- a. If the calling party cancels his call without giving another order or if he abandons his call, disconnect without registering immediately upon receipt of the disconnect signal on the back cord.
- b. If the calling party cancels his call by calling another number, do not register. Establish connection on the new call, first seeing that the proper sleeve is placed on the register key.

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12. Restoring connections, wrong numbers, and double connections.

- a. If a cut-off is reported when you answer a line signal and you do not know the direction of the original call, say to the calling party, "Did they call you?" and wait for a reply, before saying, "I will try to get them for you."
- b. If a cut-off, wrong number, or double connection is reported by the original calling party when you answer a line signal, or if a cut-off is reported by the calling party when you supervise a half connection on which you are holding the calling line, and the call was a charge call, write a ticket showing the calling and called numbers and enter the words "credit clg" in the remarks space. Place a red sleeve on the register key and proceed as follows.
 - (1) If you reestablish the connection, cancel the ticket and do not register the restored conversation.
 - (2) If there is a delay in reestablishing the connection, convert the ticket into a delayed call ticket and proceed as follows.
 - (a) If you complete the call later, proceed as in "(1)."
 - (b) If you do not complete the call later, cancel the delayed call ticket and write a credit ticket.
- c. On an established connection if a cut-off or wrong number is reported by the calling party or if a double connection is reported by either party, replace the sleeve on the register key if it has been removed.
 - (1) If you restore conversation, remove the sleeve if there is a white sleeve on the key and register at the end of conversation.
 - (2) If conversation is restored from the terminating end, disconnect without registering and report the case to your supervisor. (Sr. 2)
- d. If a cut-off or double connection is reported by the original called party when you answer a line signal or when you supervise a half connection on which you are holding the called line, place a red sleeve over the register key when reestablishing the connection and do not register the restored conversation.
- e. If a cut-off is reported by the called party on an established connection, register before ringing back the calling party. Place a red sleeve over the register key when reestablishing the connection and do not register the restored connection.
- f. If you encounter a delay when you attempt to restore conversation as in "d" or "e" and you write a delayed call ticket, mark the ticket "cut off" or "dbl." In later completing the call, use a red sleeve and do not register the call.

13. Request for a better connection.

- a. Replace the sleeve on the register key if it has been removed. If conversation continues satisfactorily following the request for a better connection, remove the sleeve if there is a white sleeve on the key and register at the end of conversation.

14. Intercepted calls.

- a. On a local multiple connection where you give a report to the calling party without establishing connection to the intercepting operator, do not remove the sleeve. After giving the report, proceed as follows.
 - (1) If you are not to establish connection to a number, disconnect without registering.
 - (2) If you are to establish connection to a number, proceed as on a new call, first seeing that the proper sleeve is on the register key.

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- b. On a local multiple connection where you establish connection with an intercepting operator, proceed as follows.
 - (1) Where the front supervisory signal is not retired by the answer of the intercepting operator, do not remove the sleeve from the register key.
If the calling party hangs up, disconnect without registering.
If the calling party flashes and calls a number or you receive a report from the intercepting operator over the circuit to your telephone set, do not register. Proceed as on a new call, first seeing that the proper sleeve is placed on the register key.
 - (2) Where the front supervisory signal is retired by the answer of the intercepting operator, remove the sleeve when the supervisory signal goes out if there is a white sleeve on the register key.
 - (a) If you are to establish connection to a number after receiving a report from the intercepting operator or a request from the calling party, do not register. See that the proper sleeve is used on the call to the new number.
 - (b) If you are not to establish connection to a number after receiving a report from the intercepting operator, disconnect without registering.
- c. On a call circuit or straightforward trunk connection, if you receive a report from an intercepting operator, proceed as in "b(2)(a)" and "b(2)(b)."
- d. On a ringdown trunk or built-up connection, if you receive a report from the terminating ringdown operator or an intercepting operator, do not remove the sleeve unless the call is completed satisfactorily.

15. Writing credit tickets.

- a. If you register in error on a call that is uncompleted, write a credit ticket to cancel the charge.
- b. If you register on a call affected by a wrong number, double connection, cut-off, or on a call on which a better connection has been requested, and you do not establish a satisfactory connection, write a credit ticket to cancel the charge on the call.
- c. If you register on the wrong connection, place a red sleeve on the register key which you operated in error so that you will not register on that connection at the end of conversation.
- d. To write a credit ticket, enter the calling number, and write the word "Credit" in the space reserved for the called office name.

16. Register pilot fails to light within one or two seconds after the key has been depressed.

- a. Do not make a second attempt to register but report the matter to your supervisor. (Sr. 3)

17. Register key stuck.

- a. Disconnect the corresponding back cord and immediately report the register key to your supervisor. (Sr. 4)

18. Line lamp remains lighted after plugging in to answer a call.

- a. Proceed as provided for this condition under "Equipment Trouble," reporting the case to your supervisor. (Sr. 5)
- b. If the line signal is not extinguished when plugging in with another cord, do not attempt to register any call from the line. On subsequent calls from the line, write tickets as provided in paragraph 19, until the trouble on the line has been cleared.

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19. Writing charge tickets when a line register is in trouble.

- a. If a call is received from a line having a blue plug in the answering jack, remove the plug, place it in the plug socket of the cord used in answering and establish connection.
- (1) If it is a call which is not to be registered, place a red sleeve over the register key and proceed with the call in the regular way.
 - (2) If it is a call which is to be registered, place a red sleeve on the register key and write a message rate ticket against the calling line while establishing the connection.
 - (a) If the call is completed, file the ticket and do not register the call.
 - (b) If the call is not completed, cancel and file the ticket.
- b. After disconnecting, immediately reinsert the blue plug in the answering jack.

20. Writing charge tickets when a switchboard position is in trouble.

- a. When advised by your supervisor that all cords on your position are affected by register trouble, write a message rate ticket for each call that would ordinarily be registered. Do not register until advised that you can again register calls.

21. Call for a rural line.

- (Suburban shall be handled as present)*
- a. If the call is for a rural line in your own office, proceed as follows.
- (1) If you have access to the rural line multiple, proceed as provided for this condition under "Calls for Rural Lines."
 - (2) If you do not have access to the rural line multiple, plug into an idle trunk to the rural operator, selecting a trunk of the group reserved for calls from message rate lines. When the rural operator answers, pass the order to her, and when the called station answers, consider the call completed.
- b. If the call is for a rural line in another office, establish connection as provided under "Calls for Rural Lines."

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1. ~~Ticket showing time of conversation referred by an operator.~~

~~["A" operators—8b]~~

- ~~a. Determine the elapsed time from the entries made by the operator on the back of the ticket.~~
- ~~(1) If the elapsed time does not exceed five minutes, cancel and file the ticket without registering.~~
 - ~~(2) If the elapsed time exceeds five minutes, deduct five minutes from the time shown on the ticket and then register once on the calling subscriber's line for each five-minute period or fraction thereof remaining. Then cancel and file the ticket.~~

~~**Note:** The allowance of one overtime period is made in order to avoid an overcharge where the operator noted the time on the back of the ticket before the first five minutes of conversation had elapsed. As examples, if the elapsed overtime of conversation, as timed by the operator, is six minutes, the supervisor will register once, if the elapsed overtime of conversation is eleven minutes, the supervisor will register twice.~~

2. Conversation which has not been registered, restored from the terminating end.

["A" operators—12c(2)]

- a. When the line becomes available, plug in and register a call.

3. No register pilot signal received.

["A" operators—16a]

- a. Test the back cord used for register trouble by inserting it in an official line or a special line provided for this purpose and operating the register key. See that the official line or test line used is available before plugging in.

- (1) If the register pilot signal lights, assume that there is no trouble on the cord and test the line on which trouble was experienced by registering on it with the same cord.
 - (a) If the register pilot signal lights when you register on the line, assume that there is no trouble on the line. Write a credit ticket to cancel the charge made while testing, and caution the operator to watch for similar trouble on subsequent calls from the same line.
 - (b) If the register pilot signal does not light when you register on the line, assume that the line is in trouble, place a blue wooden plug in the answering jack and in the multiple answering jack on boards so equipped.
Report the line to repair service.
When the trouble has been cleared, remove the plug from the answering jack and instruct the operator to resume registering.
- (2) If the register pilot signal does not light when testing the cord, insert the back cord of another pair from the same position, into the test jack and register on the second cord.
 - (a) If the register pilot signal lights with the second cord, assume that the first cord is in trouble. Place an out of order sleeve on each plug of the pair of cords affected, and report the cord to repair service.
 - (b) If the register pilot signal does not light with the second cord, test other cords to determine if there is register trouble affecting the entire position.

If the entire position appears to be in trouble, instruct the operator to write message rate tickets on all charge calls, including those where the connection is up on the position at the time, and report the trouble to repair service.

Have other operators answer as many calls as possible originating at the position in trouble, in order that the operator at this position may give the necessary attention to writing tickets.

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When the trouble has been cleared, instruct the operator to resume registering, placing the sleeves on the register keys, where required, and canceling any charge tickets which may have been written on any connection up on the position at the time.

- (3) When it is necessary for operators to write message rate tickets, instruct them to keep these tickets separate from other tickets, so as to facilitate the registration of calls after the trouble has been cleared.

4. Register key stuck.

["A" operators--17a]

a. Try to release the key in trouble.

- (1) If you are able to release the key, test the cord in an official line or special line provided for this purpose and register several times in order to make sure that there is no further register trouble on the cord. When testing, if the register pilot signal lights and the key operates properly, assume that there is no trouble on the cord and instruct the operator that the cord may again be used.
- (2) If you are not able to release the register key, or if, when testing, the register pilot signal does not light, or the key does not operate properly, place an out of order sleeve on the plug of each cord of the pair affected, and report the cord to repair service.

5. Line signal remains lighted when plugging in to answer a call.

["A" operators--18a]

- a. If the line signal is extinguished when a second back cord is substituted for the first cord used, place an out of order sleeve on each plug of the first pair of cords used and report the cord to repair service.
- b. If the line signal is not extinguished when a second back cord is substituted for the first cord used, report the line in trouble to repair service, and after the conversation on the line has been completed, place a blue wooden plug in the answering jack, and multiple answering jack on boards so equipped.

6. Registering for charge tickets written while a line or position is in trouble.

a. When the trouble on the line or position has been cleared, proceed as follows.

- (1) Register once on the line or lines designated for each ticket that has been written. Do not attempt to register on a line while it is busy.
If there is overtime shown on any ticket, register for the overtime as in paragraph 1a(2). Remove and reinsert the plug in the answering jack after each registration if there are more calls than one to be registered on the same line.
- (2) Cancel each ticket immediately after registering.