

ASSISTANCE OPERATORS

REQUEST FOR ASSISTANCE OR CREDIT

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1. GENERAL

1.01 Scope of Section: This section covers re-requests for assistance or information on calls which the customer could normally dial either within or beyond the local dialing area, including points reached by direct distance dialing. The calls may require an attempt to complete because the customer needs help or has encountered difficulty, or those which do not require an attempt to complete but on which information or credit is requested. The same procedures apply within or beyond the local dialing area except for the specific exceptions on giving customers dialing instructions and offering an

option on a Busy or DA within a locally designated area as covered in the section, "Recording."

1.02 *Calls Requiring an Attempt to Complete:*

Handle Assistance calls in general as other calls except as modified by this section. All calls should be handled with the operator displaying a sincere desire to meet the customer's wishes in so far as this is possible within the intent of the operating practice.

2. WRITING TICKETS

2.01 *Chargeable calls:*

(a) Calls Outside the Local Dialing Area: Prepare a ticket in the regular way.

(b) Calls Within the Local Dialing Area: If the call does not require timing, enter the calling number but omit the called number unless it will assist you in handling the call.

2.02 *Non-Chargeable calls:* Prepare a ticket if in your judgment it will be helpful and scratch the ticket when it has served its purpose.

2.03 *Recording Reason for Customer Assistance Request:*

During specified periods as locally directed, record on the ticket the reason for the customer assistance request in every case when a customer reaches you for any reason in connection with a station call which he could dial direct. This is generally done for a time following the installation of a new multi-unit or direct distance dialing system and on other occasions when the dialing performance warrants, in order to analyze customer dialing performance and to direct instructional activities. In addition to the usual calling and called details, enter the reason the customer wished you to make the attempt in the space for reports including an explanation of any difficulty which has been encountered, as locally directed.

2. WRITING TICKETS 2.01 Chargeable Calls:

(b) Calls Within the Local Dialing Area:
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(b) Calls Within the Local Dialing Area:

If the call does not require timing
and it is not known whether or not the
calling party has measured rate service,
prepare a ticket in the regular way. If
the call is completed, do not time it but
mark one minute in the ELAPSED MINUTES
marking field.

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3. DIFFICULTY REPORTED BY CALLING PARTY

3.01 *General Procedure:*

- (a) Give close attention to any explanation which the calling party may give regarding the difficulty he has experienced.
- (b) If there is any indication of an unusual condition which may have contributed to the difficulty, take whatever action may be appropriate and report the case to the supervisor if necessary.
- (c) Also, if you have knowledge as to what may have caused the difficulty on the customer's call, suggest this to the customer, as for example, "Isn't this the day the stores are closed?" or "Do you think they would be open at this hour?" and if appropriate, add "It's only 8:00 a.m. in San Francisco."

3.02 *Make an attempt to complete the connection in the regular way:* If you encounter a delay, give the report as when a similar delay is encountered on a call originally placed with the operator.

- (a) Customer Wishes You to Complete the Call: Make subsequent attempts in the usual way.
- (b) Customer Indicates He Will Make Further Attempts: Acknowledge appropriately and cancel the ticket if a ticket has been prepared.

3.03 *Verification of a Busy, Don't Answer or Out-of-Order Condition:* Proceed as provided in the section, "Reaching Called Telephone."

4. RECORDED ANNOUNCEMENT REPORTED BY CALLING PARTY

4.01 *General:* Determine the nature of the announcement received and explain if necessary that such an occurrence need not be reported to obtain credit since no charge is made on the call.

4.02 *NC Condition Due to Heavy Calling or Announcements Regarding Emergency or Disaster Conditions:*

- (a) Be guided by the nature of the announcement and make such explanation to the customer as seems necessary regarding the action he should take.
 - (1) If the Report Said to Try the Call Again Later: Advise that he may try again at his convenience. If he asks how long he should wait, say for example, "You might try again in about 20 minutes or so."
 - (2) Announcement Indicated that Subsequent Attempts Should Be Made Less Frequently Than 20 Minutes: Advise him accordingly, for example, in about an hour or so, or in about 2 hours or so.
- (b) Customer Says that the Call Is Urgent: At once offer to take the call proceeding as in the section "Emergency Calls."

4.03 *Not a Working Number, Vacant Code, or Similar Report:* Determine if necessary, whether the customer dialed correctly and give him any directions indicated by the report. If it appears that he did dial correctly, obtain the calling and called details and proceed as on a new call.

4.04 *"Urgent Calls Only" Due to Hurricane, Flood, or Other Disaster Conditions:* Explain the situation and if the call is urgent, proceed as above for an NC condition due to heavy calling.

4.05 *Customer Indicates that He Reached the New Subscriber to the Number:* Proceed as in the section "Wrong Number or Party."

4.06 *An automatic answering set announcement received:* Proceed as provided in the section for handling "Automatic Answering Set Connections" under "Special Classes of Calls."

5. REQUESTS FOR CREDIT OR COIN REFUND REFERRED BY EMPLOYEE OF OTHER DEPARTMENT

5.01 Requests for credit on wrong number, cut-off, or poor transmission, or refund re-

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- * requests on coin calls made by customers to an
- * employee of another department, may be re-
- * ferred to the central office in order that credit
- * or refund may be allowed. When such a request
- * is received, prepare a credit ticket or refund in
- * the usual way being sure to enter the correct date
- * on which the call was made. Forward the credit
- * tickets to the Accounting Department with other
- * tickets written in the central office, and forward
- * refund forms as locally authorized.

6. REQUEST FOR DIRECTIONS AS TO HOW TO DIAL OR MAKE A PARTICULAR CALL

6.01 *Call is one which the calling party could dial:* Explain briefly the dialing procedure. If the party asks where he will find directions for making calls, direct him to the front pages of the telephone directory.

7. CALLING PARTY REACHED INTERCEPTING OPERATOR

7.01 *Evident from the customer's statement that he reached an Intercepting operator:* Explain what happened on the call and give any necessary directions as to how he should proceed. Also explain if necessary that when he reaches such an operator he need not report it to obtain credit, since there is no charge made on the call.

8. REFERRING CALLS TO THE BUSINESS OFFICE

8.01 *During Business Hours:* During hours when the business office is open, say for example, "That's handled by the business office. I will connect you." Establish the connection unless the customer indicates that he will call the business office.

8.02 *During Closed Hours:* Advise the customer accordingly. Say for example, "The business office hours are (open hours). I'll be glad to have the business office call you, or would you prefer to call them at your convenience?"

(a) **Customer Wishes to Be Called:** Obtain the name, address, and telephone number. Ask when he would like to be called, and say that you will have the business office call him. Make a memo of the request and refer it to the supervisor.

(b) **Customer Will Call the Business Office:** Give him the proper number and, if necessary, repeat the hours the office is open.

9. REPAIR SERVICE CALLS

9.01 *Customer Wishes to Report Trouble:* If a customer wishes to report trouble on his line or station, say for example, "That is handled by repair service. I will connect you." Establish the connection to the proper repair service number. However, if the customer does not wish to be connected and instead wishes you to report the trouble, obtain the necessary details and say that you will do so.

9.02 *Customer Wishes You to Report Trouble:* If a customer requests you to report trouble on his line or station, ask if you may connect him with repair service. If he does not agree and still wishes you to report the trouble, obtain the necessary details and say that you will do so.

10. MISCELLANEOUS REQUESTS

10.01 *Request for the Time and Charge on a Customer Dialed Call or an Operator Handled Call of the Previous Day:*

(a) **Explanation to Customer:**

(1) On an operator handled call of the previous day explain the ticket has been forwarded for billing and the ticket isn't available.

(2) On a customer dialed call explain that the call was automatically recorded and timed and that it would be difficult to quote the time or charge

(3) If appropriate, in either case give the initial period station rate to the called place in effect at the time the call was made.

(b) If the customer is still not satisfied say you will try to have the time and charge quoted him, however, it may take several days. Prepare a ticket, marking the calling and the called number and the "Misc." bubble. Write "Quote T&C after Conv." and the time the call was dialed in the "Spec. Inst. space. File this ticket with the regular tickets.

10.02 *Request to Make a Call Collect, Charge to a Third Telephone, or Charge to a Credit Card, on a Customer-Dialed Call or an Operator Handled Call of the Previous Day:* Proceed as

above, writing the reason for the request in the "Spec. Inst." space, marking calling and called numbers and "MISC" bubble.

10.03 *Calling Party Requests General Information about Charges or His Telephone Service:* Refer him to the business office.

10.04 *Request for Information as to How a Call Is Automatically Recorded, How a Bill Is Prepared, How Soon Charges Can Be Obtained, etc.:* Explain that this information may be obtained from the business office.

10. MISCELLANEOUS REQUESTS 10.01 Request for the Time and Charge on a Customer Dialed Call or an Operator Handled Call of the Previous Day (b) Pacific Company revision.

(b) If the customer is still not satisfied, say you will try to have the time and charges quoted to him, however, it may take several days. Prepare a ticket, marking the calling and called numbers, the appropriate class and period of the day. Write the date and the time the call was dialed in the "Spec. Inst." space. Mark "D T&C." File this ticket with the regular tickets.

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above, writing the date in the "Spec. Inst." space and marking "D COL." Then proceed as on a new call, securing acceptance of the charge from the called telephone or third telephone as on a collect or third number call. If the charges are accepted, mark "YES" or enter "ok" following the third number, as appropriate. If the charges are not accepted, mark "CA" and file with the cancelled tickets. *

10.02 Request to Make a Call Collect, Charge to a Third Telephone, or Charge to a Credit Card, on a Customer-Dialed Call or an Operator Handled Call of the Previous Day. Pacific Company revision. Proceed as