

# 9020

## Programed Training Course For Outward Operators

## Equipment Delays

LG 9020  
1-74

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Programmed Training  
Course For  
Outward Operators

Equipment  
Delays

OBJECTIVE

At the completion of this learning guide, you will be able to perform  
all of the necessary steps to handle the two types of equipment delays  
(equipment delay signal ("RO" & "NC") and recorded announcements).

\* \* \*



In this learning guide, you will deal with procedures for handling other kinds of conditions which may arise to delay normal call procedure. The guideline for handling these kinds of conditions is . . .

If at first you don't succeed . . .  
try and try again.

Please start a new page in your notebook for . . .

"Equipment Delays"



**EQUIPMENT DELAY SIGNAL**

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Suppose there is a flood in some area and people all over the country try to call their friends or relatives to make sure they are safe. The trunks to that area may be overloaded by the rush of so many calls, and temporarily "no trunks" (sometimes referred to as "no circuits") are available for any calls.

Then there is still another equipment delay which prevents us from reaching the called telephone. This condition will occur when you, the operator, do not use your equipment properly, the equipment does not work properly, or equipment paths are busy. So you must "reorder" the equipment.

\* \* \*



The signal (tone) for "no trunk or circuit" and the "reorder" are identical. It is an extremely fast signal (tone), about twice as fast as a busy signal (tone). These conditions are handled in the same way and will be referred to as one type of "equipment delay" condition.

List

- a. some of the reasons for "equipment delays"
- b. what "equipment delay" means

a) many people are trying to reach one area  
operator does not use equipment properly  
equipment does not work properly  
equipment paths are busy  
(or something similar)

b) due to one of the various reasons, your call is not going through,  
but you should try again.  
(or something similar)

Let's say you are advancing a call to 503 385-2323 and receive an "equipment delay" signal.

What would you do first?

Release the front cord.

On your ticket, you will find a designation at the upper right, labeled "RO" (the abbreviation for the term "reorder.") The Plant Department wants to know about these delays encountered by the operator so that the equipment can be checked if necessary. Because you are unable to tell at the time what is causing the delay, you will mark the "RO" designation immediately after releasing the front cord when the first "equipment delay" is encountered. Then say, "One moment please. I will try it again." Immediately make a second attempt.

\* \* \*



You advance a call to 504 426-7650 and receive an "equipment delay" signal.

What are you going to do?

Release the front cord

mark the "RO" designation

say to the calling party, "One moment please. I will try it again."

make a second attempt

Usually on the second attempt, your call will go through. But, if you should encounter another "equipment delay" signal, what do you think you should do?

release the front cord  
make a third attempt

(Did you get this one? -  
Good for you!)

On an "equipment delay" signal, here are the steps to remember:

1. Advance call → equipment delay encountered
2. Release front cord ←
3. Mark "RO" designation → Say to the calling party, "One moment please. I will try it again."
4. Advance call again ←  
→ (1) Call completed  
→ (2) Second equipment delay encountered
5. Advance call again ←

\* \* \*



It is most likely that your call will be completed on the third attempt. If it is not, some other steps are involved which you will learn about later.

\* \* \*



Let's try these:

1. You advance a call to 215 983-6656 and reach an "equipment delay" signal. You will \_\_\_\_\_, mark \_\_\_\_\_ and make \_\_\_\_\_.
2. You have reached two "equipment delays." You will \_\_\_\_\_.

1. release the front cord  
mark the "RO" designation  
make second attempt
2. make third attempt

## THE INWARD OPERATOR

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Probably your call will be completed on the third attempt. If it is not, you must try to complete it through another operator - the INWARD OPERATOR.

\* \* \*



What is the special code operators use to reach the Directory Assistance Operator in the distant city?

There is also a special code to reach the Inward Operator. This code is "121".

"131"

If you have reached three reorders, what operator do you reach for help? What is the code?

Inward Operator  
"121"

Where will you find the Operator's route?

What is the number for the Inward Operator?

Position Information

121

At 2:30 in the afternoon a customer gives you a call to Cleveland, Ohio, 826-4300. When you advance the call, you get 3 "reorders". After the third "R0" you immediately \_\_\_\_\_. Who will help you complete the call?

release the front cord  
Inward Operator

Here is a page in your position information:

| CALLED PLACE          | NUMBERS     | OPERATORS         |
|-----------------------|-------------|-------------------|
| <u>ALBANY N.Y.</u>    | <u>518+</u> | <u>          </u> |
| <u>GENEVA N.Y.</u>    | <u>315+</u> | <u>048+</u>       |
| <u>HEMPSTEAD N.Y.</u> | <u>516+</u> | <u>          </u> |
| <u>KINGSTON N.Y.</u>  | <u>914+</u> | <u>022+</u>       |

To reach the GENEVA Inward Operator you dial \_\_\_\_\_

To reach the ALBANY Inward Operator you dial \_\_\_\_\_

315+048+121

518+121 (Good! - since there are  
no numbers under the "Operators"  
column, you only add 121 to the  
ALBANY area code.

TURN TO THE PANEL IN THE BACK OF THE .GUIDE

List the routing to reach the Inward Operator for each of the following cities:

RENO NEVADA

MIAMI FLORIDA

COTTONWOOD ARIZONA

PORTLAND OREGON

NEEDLES CALIFORNIA

702+ +121

305+042+121

044+121

503+121

714+121

You dialed the correct routing to an Inward Operator but still get a "reorder". You \_\_\_\_\_ and give a \_\_\_\_\_ to the calling party.

release the front cord  
report

Receiving a "reorder" to Inward means a "no circuit" (NC) condition. The report to the calling party is something like: "The circuits are busy now. Will you try your call later please?"

\* \* \*



On a call to the Chicago Inward Operator you receive a "reorder" signal. What are you going to do and say?

Release the front cord

say "The circuits are busy now. Will you try your call later please?"

If your customer requests that you try the call for him, say something like: "I will try the call in about 30 minutes " or you may question what time the call should be tried again.

To show the subsequent attempt time on your ticket, you will follow the same procedure you did on a "da" and "by". You will enter "nc" and the subsequent attempt time encircled in the "Report" space on the front of the ticket.

\* \* \*



Let's take these calls:

1. At 7:15 in the morning, you advance a call to Milwaukee, Wisconsin and receive 3 "reorders." You try to reach the Inward Operator but again receive a "RO". What will you say to the customer? What will you say if the customer requests you to try again? What will you enter on the ticket?
2. At 11:50 a.m., you receive a "reorder" to the Inward Operator in Portland, Oregon. What will you say to the calling party? If he requests you to try again in 20 minutes, what will you say to him? What will you enter on the ticket?

1. Say something like: "The circuits are busy now. Will you try your call later, please?"

Say something like: "I will try the call in about 30 minutes."

NC (7-45)

2. Say something like: "The circuits are busy now. Will you try your call later, please?"

Say something like: "I will try the call in about 20 minutes."

NC (12-10p) (Did you remember to include "p" with the time entry and to change the connect hour designation?)

**RECORDED ANNOUNCEMENTS**

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Now we will discuss another type of equipment delay condition, besides the signal. This delay also prevents us from reaching the called telephone. These delays are called RECORDED ANNOUNCEMENTS

\* \* \*



**"ALL CIRCUITS BUSY" ANNOUNCEMENT**

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Suppose you advance a call to Los Angeles, California 673-6042. Instead of reaching the called party, you reach a recording saying, "I'm sorry, all circuits are busy now. Will you try your call again later, please?" Suddenly you remember, before coming to work, you heard a radio broadcast describing an earthquake in the Los Angeles area. People all over the country could be calling their friends and relatives to make sure they were safe from the disaster. Disasters such as earthquakes, hurricanes, floods might explain the reason for reaching "All Circuits Busy" Announcements.

\* \* \*



What is a possible reason for receiving an "All Circuits Busy"  
Announcement?

A disaster occurring in a certain area .

You immediately \_\_\_\_\_ and give a \_\_\_\_\_ to the calling party.

release the front cord  
report

You must explain to the calling party that the circuits are busy, that it might be more convenient for him to place his call later. How might you phrase this?

"I am sorry, all circuits are busy now. Will you try your call again later, please?"

(If you included the two parts but said them somewhat differently, you are doing very well!)

A customer gives you a call to 501 422-6700. When you advance the call, you hear the following announcement, "I'm sorry, all circuits are busy. Will you try again later, please?" What do you do and say?

Release the front cord

say something like: "I am sorry, all circuits are busy now. Will you try your call again later, please?"

After you give an "All Circuits Busy" report, be guided by the customer's response. If he does not wish you to try the call for him later, then you \_\_\_\_\_ the call.

cancel

If your customer requests that you try the call for him, say something like: "I will try the call in about 30 minutes," or you may question what time the call should be tried again.

To show the subsequent attempt time on your ticket, you will follow the same procedure you did on "nc". You will enter "nc" and the subsequent attempt time encircled in the "Report" space on the front of the ticket.

\* \* \*



The first subsequent attempt time interval is \_\_\_\_\_ minutes.

For any further subsequent attempts, the time interval is \_\_\_\_\_.

thirty (30) MIN.

one hour

If the customer asks when or how soon he should place the call again, you may say something like: "You might try again in 30 minutes or so."

\* \* \*



These customers have just placed calls on which you received an "All Circuits Busy" Announcement. What would you say to the customer on each of these calls after you gave them the report?:

1. Time: 3:15 a.m.

Customer: "Keep trying, Operator."

2. Time: 10:35 a.m.

Customer: "Operator, when would be a good time to try this call again?"

3. Time: 4:20 p.m.

Customer: "Please try it in about an hour, OK?"

1. "I will call you in about 30 minutes."
2. "You might try again in about 30 minutes or so."
3. "Yes sir, I will call about 5:20 "or," in about an hour."  
(or similar phrases)

Take some tickets, pre-record them, and use them to enter the "All Circuits Busy" reports and subsequent attempt times from the following examples:

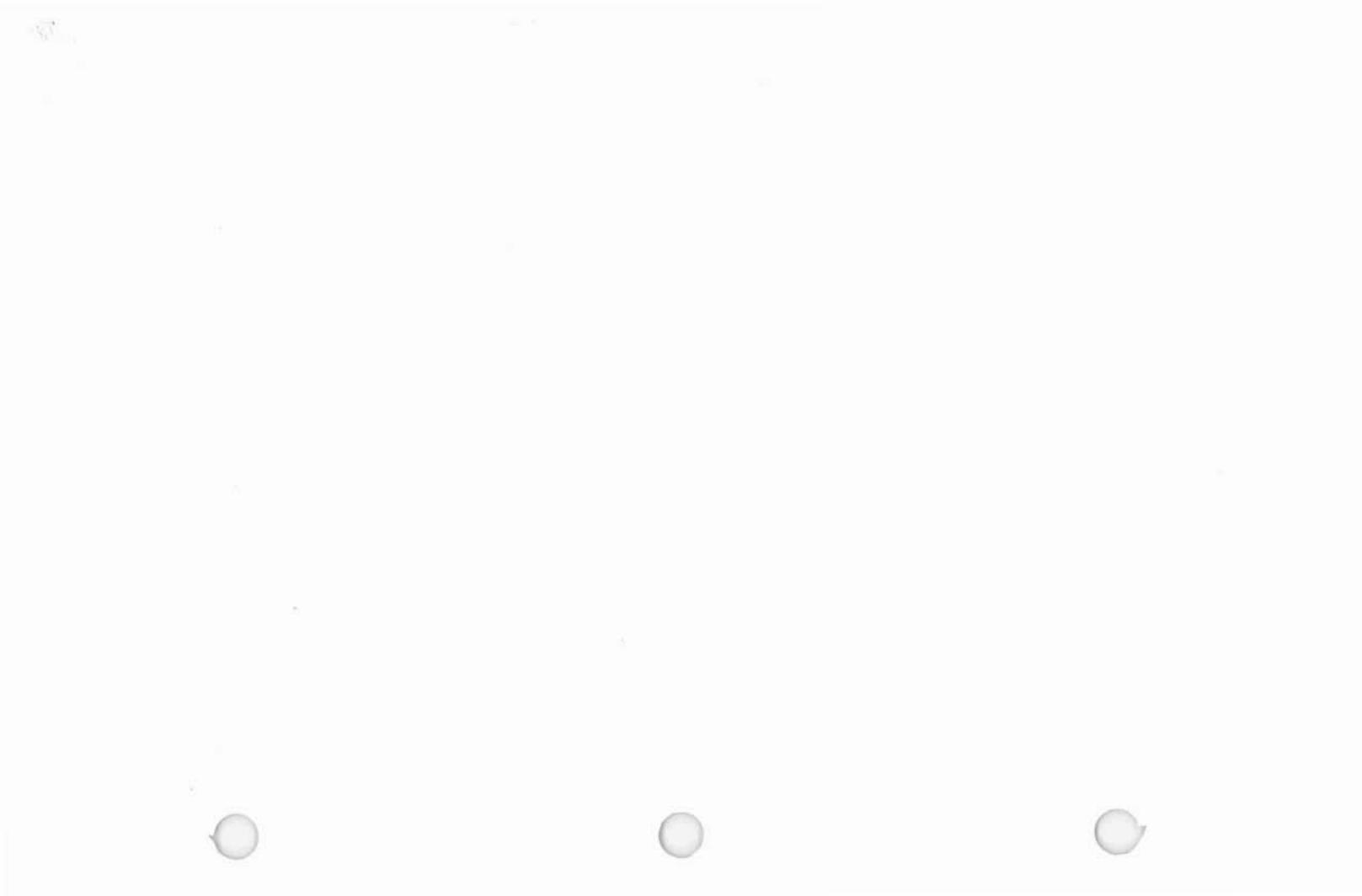
1. At 4:30 p.m. you reach the "All Circuits Busy" announcement. The customer wants you try the call again in 20 minutes.
2. At 1:20 p.m. after reaching the announcement, the calling party wants you to try the call again.
3. At 11:50 a.m. you reach the "All Circuits Busy" announcement. The customer requests you to try the call in 20 minutes.

1. nc (4-50)
2. nc (1-50)
3. nc (12-10p) (Did you remember to include "p" with the time entry and to change the connect hour designation?)

Suppose you tried to dial 305 827-6000 but key pulsed 305 827-6000 (without realizing it).

You might hear the following announcement: "I'm sorry your call did not go through. Will you please hang up and try again"? In this case, your call did not go through due to misdialing. Another reason for reaching this Ineffective Attempt Announcement could be equipment trouble.

\* \* \*



What are two reasons for reaching "Your call did not go through" announcement?

misdialing  
equipment trouble

You immediately \_\_\_\_\_ the front cord and make \_\_\_\_\_  
attempt.

release the front cord  
another, a second

If you receive the same announcement a second time, you would try to reach the \_\_\_\_\_ at the distant city and pass her the number.

Inward Operator



Therefore, after the second recorded announcement, who will help you complete the call? What is her special code?

Inward Operator

"121"

A customer PLACES a call to Phoenix, Arizona 694-6789. You key-pulsed the numbers correctly but reached an announcement saying, "I'm sorry, we are unable to complete your call as dialed. Please check the number and dial again or ask your operator for assistance." The call was not completed because you reached a vacant (not in use) NPA or NXX code. This is the second type of Ineffective Attempt Announcement you will learn.

\* \* \*



What is the reason for reaching an "unable to complete" announcement?

Vacant NPA or NXX

NPA or NXX not in use

You immediately \_\_\_\_\_.

release the front cord

You received an "unable to complete" announcement because you dialed a vacant (not-in-use) NPA or NXX. This means checking the routing code or codes then redialing.

\* \* \*



After checking the routing, and making your next attempt you receive the same announcement a second time. You would try to reach the \_\_\_\_\_ to help you complete the call.

Inward Operator



Here are the steps to remember when you reach Ineffective Attempt  
Announcements:

1. Advance call; receive recorded announcement
2. Release front cord
3. Check routing code or codes
4. Advance call again
5. Reach Inward Operator if you receive announcement again

\* \* \*



What is the special code to the Inward Operator?

"121"

List these steps in the order in which you would do them after getting the first ineffective attempt announcement:

1. check routing code or codes
2. release front cord
3. advance call again
4. reach Inward Operator if you receive announcement again

2. release front cord
1. check routing code or codes
3. advance call again
4. reach Inward Operator if you receive announcement again.

This completes the learning guide on "Equipment Delays"

Please notify your instructor that you have finished

