Critical Release Notice

The content of this customer NTP supports the SN06 (DMS) and ISN06 (TDM) software releases.

Bookmarks used in this NTP highlight the changes between the baseline NTP and the current release. The bookmarks provided are color-coded to identify release-specific content changes. NTP volumes that do not contain bookmarks indicate that the baseline NTP remains unchanged and is valid for the current release.

Bookmark Color Legend

Black: Applies to new or modified content for the baseline NTP that is valid through the current release.

Red: Applies to new or modified content for NA017/ISN04 (TDM) that is valid through the current release.

Blue: Applies to new or modified content for NA018 (SN05 DMS)/ISN05 (TDM) that is valid through the current release.

Green: Applies to new or modified content for SN06 (DMS)/ISN06 (TDM) that is valid through the current release.

Attention!
Adobe Acrobat Reader ™ 5.0 is required to view bookmarks in color.

Publication History

297-2281-300

DMS-100 Family

TOPS MP
Operator Guide

TPC006 and up   Standard 17.01   September 1996

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DMS-100 Family

TOPS MP

Operator Guide

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September 1996

TPC006 Standard 17.01 release

- added information about 3 new screen displays, which provide information about service/equipment, billing restrictions, queries in progress

- added information about Queue Management System (QMS) customer assistance feature enhancements (CASE)

- added information about the feature MP support for Originating Line Number Screening (OLNS)

- updated description of occurrence of display that appears when a party goes on–hook in the "Equipment display" chapter

February 1996

TPC005 Standard 16.01 release added information about country direct calls.

June 1995

TPC004 Standard 15.01 release

- added information on external real-time rating system

- added information on GOS toll break-in feature

May 1995

TPC003 Standard 14.03 release added information on the directory assistance function of the RLS CLD key.

November 1994

TPC003 Standard 14.02 release

November 1994

TPC003 Preliminary 14.01 release for VO

- added information on Pre-Paid Coin Overtime feature

- added assistance functions 57, 58, and 59 to the functions menu

- added miscellaneous changes to reflect the DMSE software

- modified the keying sequence for semi-automatic credit card validation

September 1994

BCS36 Standard 13.02. Minor editorial changes.

May 1994

BCS36 Standard 13.01

- added information on directory assistance recall operation

- added information on the Customer Configurable Keyboard feature

- added information on determination of functions assignment to hardkeys

- changed display on calling card query fail message

December 1993

BCS35 Standard 12.03

- added information on functions menu items 50–56.

- removed SK display as indicator of Sp;it/Join key function

- changed name of Split/Join key to Split/Join Clg

November 1993

BCS35 Standard 12.02

- added information on Automated Directory Assistance System (ADAS)

- added note on logging on to a position served by QMS which has a call on permanent hold

March 1993

BCS35 Standard 12.01

- added information on the TOPS Transfer to E911 with ANI Forwarding feature

- removed information pertaining to international (global) features

- added information on the ability to disable KP Forward and KP Back key functions for DA only positions

- added information on Screened Service Routing feature

- added information to verify third number procedure

- added information on DACC office-wide restrictions feature

- added information on on-hook status received when connected to tones or announcements

- added information (note) on Distinct Number of Call Arrival Tones feature

July 1992

BCS34 Standard 11.01

- added information about the following features: TOPS Queue Management System (TOPS QMS) and Booked Call Database and ten new functions (40 through 49) to the functions menu

- added information about calling (party A) and called name (party B) key functions

- added information on Spanish keyboard

- removed information that applied only to TOPS 04

- added GEN AMA function to the functions menu

- added information about display of reconnect count

- added information on directory assistance automatic position release parameter

- added note on making DA forward number calling an option

- added information on editing enhancements for directory assistance input fields

- added information on new function of Ca Call key

- added information on database query failure indication for AABS

October 1991

BCS33 Standard 10.01

- added information about the following features: AABS dual language capabilities, AABS/ACCS call screening, OPP base TOPS changes, and TOPS service number routing on MP

- added information about coin calls, screen messages, sequence call terminating code screening, calling number displays, Split/Join functionality, SA/IC queueing enhancements, requested number keying sequences, link status icons, and keying sequences to respond to a page from an SA

March 1991

BCS32 Standard 09.01

- added information about two–digit ANI ID and forward number capability

- added the feature automated intercept call completion

- added 37, a new function, to the Functions Menu (37 is the Requested Number function)

BCS31 Standard 08.02

- re–issued BCS31 guide to add the following features: PARS, PARS OC Remote, and Enhanced SA Queueing

September 1990

BCS31 Standard 08.01 added features for BCS31

Contents

Call transfer within traffic office
7-1

Advancing calls
8-1

Rates, routes, telephone numbers, and charges   11-1

Class-of-call screening

Credit adjustment requests

Coin telephone calls

Special collect toll calls   21-1

Call-back calls   22-1

Emergency calls   23-1

Infrequently encountered call conditions 24-1

Wide area telephone service 25-1

International calls 26-1

Inward calls 27-1

Personal Audio Response System   34-1

Automated alternate billing service   35-1

Directory assistance calls   36-1

Global operator services features 37-1

About this document

When to use this document

This guide describes the Traffic Operator Position System MP (TOPS MP) for the DMS-200 toll tandem or DMS-100/200 local/toll switch as it is used by traffic operators to complete operator-assisted (OA) calls. A single operator position includes a keyboard, a screen, and a controller. The keys are functionally grouped, and the screen display is divided into fields that present pertinent information as the call is being processed (for example, calling and called numbers).

How to check the version and issue of this document

The version and issue of the document are indicated by numbers, for example, 01.01.

The first two digits indicate the version. The version number increases each time the document is updated to support a new software release. For example, the first release of a document is 01.01. In the *next* software release cycle, the first release of the same document is 02.01.

The second two digits indicate the issue. The issue number increases each time the document is revised but rereleased in the *same* software release cycle. For example, the second release of a document in the same software release cycle is 01.02.

This document is written for all DMS-100 Family offices. More than one version of this document may exist. To determine whether you have the latest version of this document and how documentation for your product is organized, check the release information in *Product Documentation Directory*, 297-8991-001.

References in this document

The following documents are referred to in this document:

- *Product Documentation Directory,* 297-8991-001

- *TOPS MP TAMI User Guide,* 297-2281-530

- *Translations Guide*

What precautionary messages mean

The types of precautionary messages used in NT documents include danger, warning, and caution messages. Danger, warning, and caution messages indicate possible risks.

Examples of the precautionary messages follow.

DANGER   Possibility of personal injury

DANGER
Risk of electrocution
Do not open the front panel of the inverter unless fuses F1, F2, and F3 have been removed. The inverter contains high-voltage lines. Until the fuses are removed, the high-voltage lines are active, and you risk being electrocuted.

WARNING   Possibility of equipment damage

WARNING
Damage to the backplane connector pins
Align the card before seating it, to avoid bending the backplane connector pins. Use light thumb pressure to align the card with the connectors. Next, use the levers on the card to seat the card into the connectors.

CAUTION   Possibility of service interruption or degradation

CAUTION
Possible loss of service
Before continuing, confirm that you are removing the card from the inactive unit of the peripheral module. Subscriber service will be lost if you remove a card from the active unit.

How commands, parameters, and responses are represented

Commands, parameters, and responses in this document conform to the following conventions.

Input prompt (>)

An input prompt (>) indicates that the information that follows is a command:

>BSY

Commands and fixed parameters

Commands and fixed parameters that are entered at a MAP terminal are shown in uppercase letters:

>BSY CTRL

Variables

Variables are shown in lowercase letters:

>BSY CTRL ctrl_no

The letters or numbers that the variable represents must be entered. Each variable is explained in a list that follows the command string.

Responses

Responses correspond to the MAP display and are shown in a different type:

```
FP 3 Busy CTRL 0: Command request has been submitted.
FP 3 Busy CTRL 0: Command passed.
```

The following excerpt from a procedure shows the command syntax used in this document:

1 Manually busy the CTRL on the inactive plane by typing

>BSY CTRL ctrl_no
and pressing the Enter key.

where

ctrl_no   is the number of the CTRL (0 or 1)

Example of a MAP response:

```
FP 3 Busy CTRL 0: Command request has been submitted.
FP 3 Busy CTRL 0: Command passed.
```

Equipment description

This chapter describes the components of the Traffic Operator Position System Multipurpose (TOPS MP) as it is in typical traffic office configurations. It describes TOPS MP equipment configurations and how to use the equipment under circumstances likely to occur in a traffic office. The TOPS MP system can contain various combinations of the following components:

- TOPS MP operator position

- TOPS MP service assistant position

- TOPS MP in-charge position

- time and charges (T&C) position

Each of the positions listed above consists of a keyboard, screen display, and monitor controller. Specifics are given about the keyboard, screen interaction, and the way call details are displayed for calls arriving at or returning to the position.

Note: A traffic office can also contain TOPS MP force manager positions and teletypewriters, but these topics are not discussed in this guide. For more information, see *TOPS MP Force Management Guide*, 297-2281-310.

In addition to the the TOPS MP components configuration (that is, the different positions), this chapter also discusses the operator network configuration, which includes the TOPS MP (in the traffic office), the DMS-200, more switches called end offices (EO), the calling and called parties, and the links that make the required connections between these components.

Network configuration

Figure 1-1 depicts the operator network configuration and the path a call takes from the calling party to the called party (through an EO through the DMS-200 to the TOPS MP and back through the DMS-200 to another EO and to the called party). The connection between the TOPS MP position and the DMS-200 is commonly referred to as a link or cable.

During a subscriber call, the connection is established through at least one EO. The EO is connected to the DMS-200 by a trunk (often referred to as a circuit), and the subscriber telephone is connected to the EO by a line. The EO central control (CC) has in memory all information concerning the subscriber line and telephone; for example, calling card number, any special line restrictions, and the type of telephone (coin, noncoin, hotel, or business).

During an operator call that originates or terminates outside the traffic office (for example, calls to operators at international operating centers), the call is routed through at least one other switch, called a tandem office. A tandem office, like an EO, is connected to the DMS-200 by a trunk.

Figure 1-1
Operator network configuration
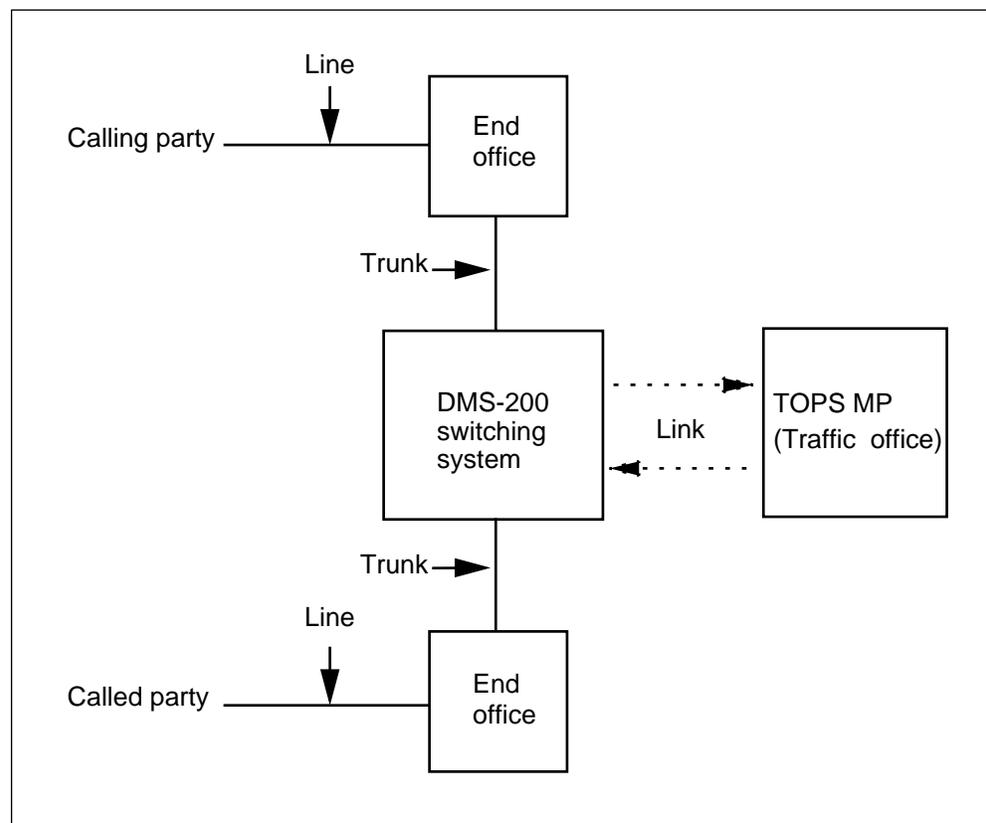
Figure 1-2 illustrates how a call is connected from a TOPS MP operator to a distant operator and to an international operating center (IOC) operator.

Figure 1-2
Operator network configuration
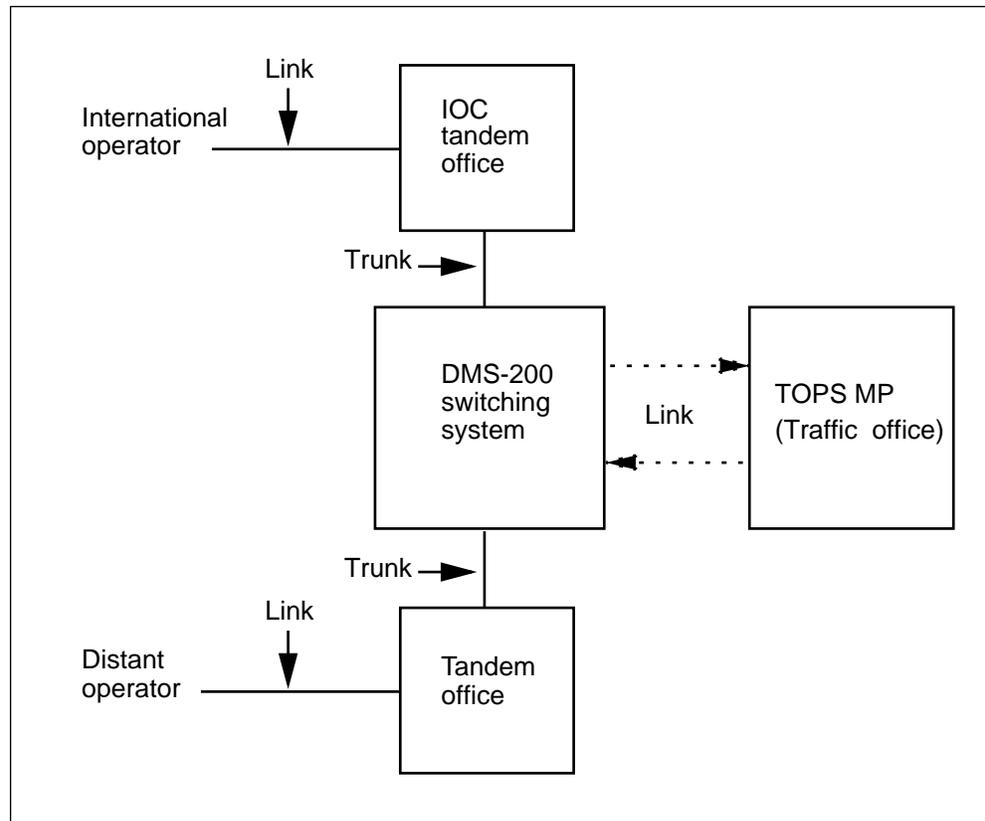
Position sanity timer

TOPS MP provides a position sanity timer to take down calls attached to an unoccupied position.

During operator call processing, situations can arise that result in the calling or called parties remaining attached to an unoccupied position; for example, with a call at the position, an operator logs out without releasing the call. When this occurs, a display appears on the in-charge position for the team. Without operator involvement, the calling and called parties eventually go on-hook in an attempt to disconnect.

The sanity timer is activated when the DMS switch receives indication that all attached parties are on-hook. After a designated time, the switch automatically takes the call down.

Note: The duration of the timing interval for the position sanity timer is datafilled in the TOPS parameter table, TOPSPARM.

Operator position functions

With a TOPS MP operator position, you can do all of the following:

- initiate outgoing calls

- transfer calls to other operators

- provide assistance for emergency calls

- assist subscribers with completing calls

- assign proper billing to subscriber calls

- assign proper routing to subscriber calls

- make credit adjustments for subscriber calls

- collect and return coins for calls billed to coin stations

- request assistance from the service assistant (SA) or in-charge (IC)

- answer pages issued by the SA or in-charge

- issue trouble reports for subscriber-reported or operator-encountered service difficulties

- provide directory assistance service

- access information from an operator reference database (ORDB)

- provide customized announcements to a subscriber upon call presentation

Your operator position screen display

The TOPS MP position screen is 29 rows by 90 columns and 8 shades of gray. Some characteristics of the TOPS MP screen are described in the following paragraphs.

Gray scales

This is a display mode that allows you to highlight various areas of the screen (the text and background) in different shades of gray. The default field background is dark on light, and the alternate field background is light on dark.

Special icons

Several different icons appear on the TOPS MP screen, as described below:

- The solid person icon shows the type of class charging; person paid, person collect, or person special calling. For person special called, it appears with the up-arrow icon.

- The solid on-hook telephone icon shows loop status or class charging.

  — Loop status can be a regular display or a highlighted display.

- – A regular display indicates a call on temporary hold.

    — a highlighted loop status field background indicates that a party went on-hook

    — Class charging indicates that a call is station paid, station collect, or station special calling. This icon appears in the Cld, the Clg, or the Spl field.

- The solid off-hook telephone icon shows an active loop status.

Note: The three loop states are idle (no icon), active (solid off-hook telephone icon), and temporary on-hold (solid on-hook telephone icon).

- The outline on-hook telephone icon indicates one of the following:

    — a call on permanent hold

    — an autocollect call

    — a highlighted loop status field background indicates that a party went on–hook

- The question mark icon appears alone or in combination with a message to indicate an invalid entry or insufficient information for completing a call.

- The up-arrow icon indicates that a call is class charged as person special called or station special called or that an invalid class charge was entered. For person special called calls, the person icon is displayed in the Cld field and the up-arrow icon is displayed in the Spl field. For station special called calls, the solid on-hook telephone icon appears in the Cld field, and the up-arrow icon appears in the Spl field. If an invalid class charge is entered, the up-arrow icon is displayed in the Clg field along with the X icon in the Cld field and down-arrow icon in the Spl field.

- The clock icon is displayed in the call processing area when a query is in progress. A "?" or an "X" in the calling field indicates that a complete calling number was not received during an operator number identification (ONI) or automatic number identification failure (ANIF) call. Enter **Clg** + **number** + **start** to launch a query.

- The clock icon (in the Spl or Cld fields) is displayed in the Spl Cld fields when a special number or collect number undergoes a billing verification check.

- The clock icon (in the XFR field) is displayed in the XFR (Transfer) field of message/status area and indicates that a directory assistance (DA) database or ORDB query is in progress.

- The X icon is displayed in the Cld field if an invalid class charge is entered.

- The down-arrow icon is displayed in the Spl field if an invalid class charge is entered.

- The link status icons (in the softkey area) can appear during call processing during link failure. If one link goes down while the other is still in service, call processing continues. You can experience one or more of the following conditions:

- slow response—screen updates can take longer to display

- loss of keystrokes—you can key the called number and the digits are not recognized by the system so that you must key the called number again

- call arrival tone without the presentation of call data—you must key **Fncts** + **Fncts** + 0 (Call Details) to bring up the information about the call.

The Link trouble icon is displayed to indicate any of these conditions. It is erased when the failed link is restored. The icon remains as you move from a DA to a toll and assistance (TA) screen or from TA to DA.

If one link fails and then the other link fails, or if both links fail simultaneously, all keying actions are ignored. If you lose your voice path to the subscriber, the call has probably been dropped and the subscriber must redial. If you can still communicate with the subscriber and one of the links recovers, you can continue to process the call as normal.

A Link failure icon appears when both links fail. This icon can be displayed after the trouble condition has already begun. The icon is erased when either one or both links are restored. Otherwise, the screen is frozen and the call cannot be completed. Once the DMS switch drops the call, the TOPS MP screen remains frozen with the icon displayed. When one of the links or both are restored, the MP position initializes and the operator must log on to the position again.

The link status icons can appear on the following screens:

- Log on

- Assigned activities

- TA call processing

- DA service

- DA billing

Note: A link failure affects all TOPS MP positions connected to the same TOPS position controller (TPC).

The following (see figure 1-3) are examples of the Link trouble icon and the Link Failure icon, that appear in the softkey area of the TOPS MP screen.

Note: In this document, softkeys are indicated by enclosing the key
designation in curly brackets, for example, **{Chg Adj}**.

Figure 1-3
Link trouble and failure icons
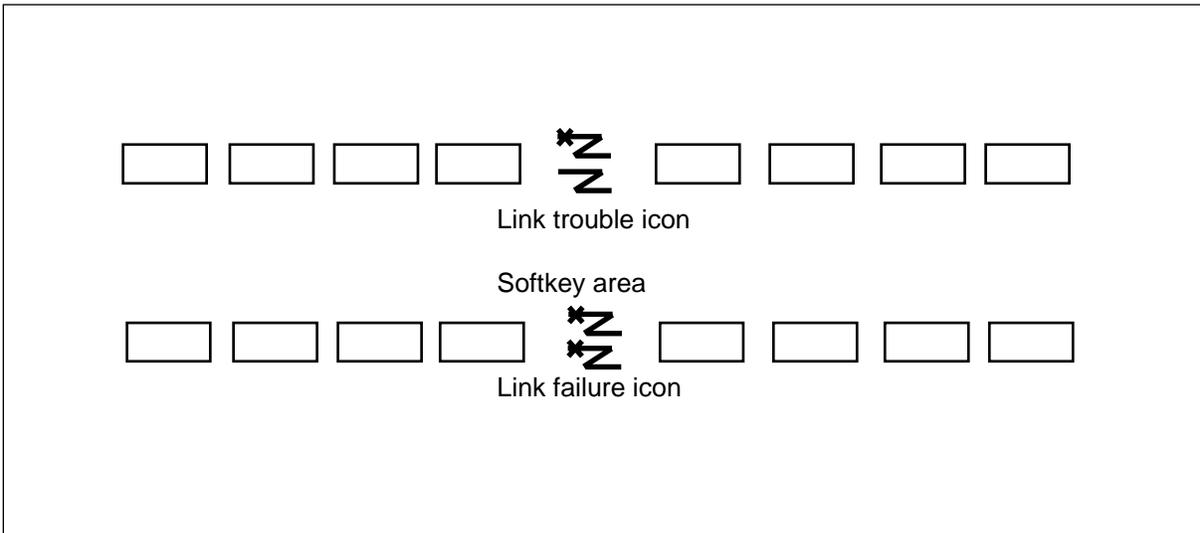
Blinking and steady modes

Messages appear on the TOPS MP screen in blinking or steady mode.
Blinking messages usually indicate erroneous entries and appear only in the
Clg, Cld, Spl, and IC fields.

Messages also appear transiently to provide feedback.

Position states

The TOPS MP operator position can be in any of the following states:

- Logo: the state prior to logon

- Position busy: the state after logon but before calls can be received

- In-service: the state after logon and available to receive calls

- Make Busy: state prior to logoff when no calls can arrive at the position

- LOGOFF pending: the state after unplugging the jack and walking away
  without first making the position busy

Each of these states is described below.

Logo

The position is in logo state before you log on. Because the logo state is
before logon, the position is unoccupied and cannot yet receive calls. The

Northern Telecom logo, NT, is displayed on the screen, as shown in figure 1-4.

Figure 1-4
The TOPS MP position in logo state
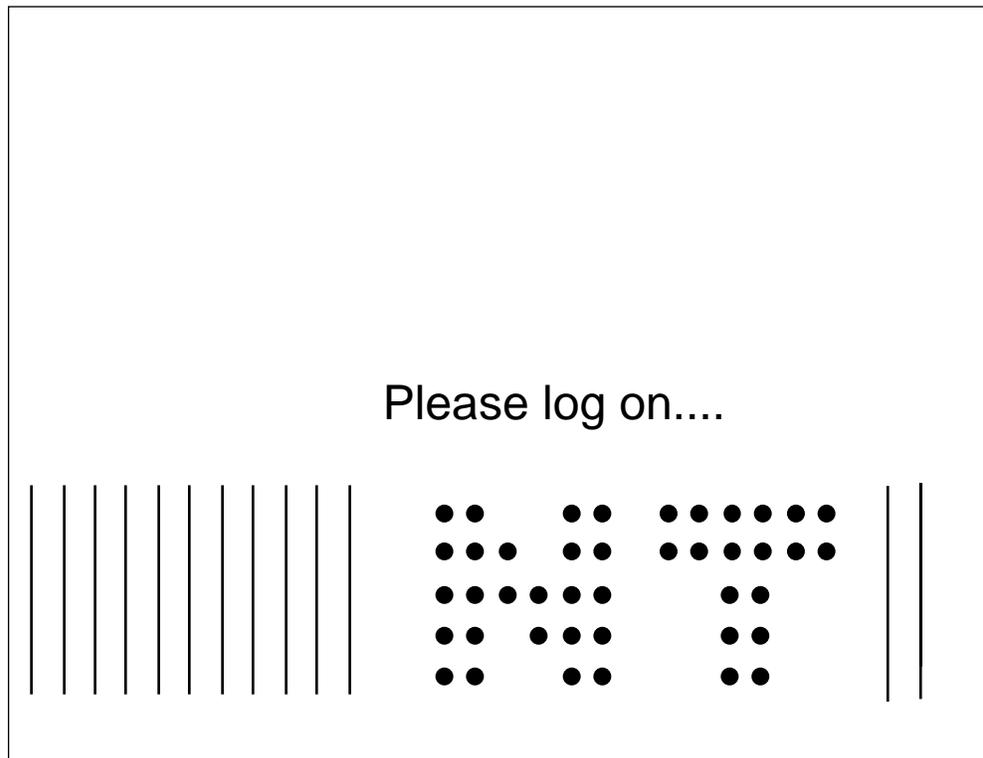
Logging on

Use the following procedure to logon to the TOPS MP position:

1 Make sure that the headset is seated properly.

2 Press the space bar to display the logon screen (shown in figure 1-5).

3 Enter a valid operator ID in the ID field and press the **Start** key.

4 Enter a valid password in the password field, if the password feature is enabled. Press **Start**.

5 The assigned activities screen is displayed. Press the **Start** key. The TA Idle screen is displayed.

The type of operator and the capabilities the operator has are determined by the logon ID and the datafill for the position in the switch.

Figure 1-5
The TOPS MP logon screen

Position busy state

After you successfully log on, the operator position is in the position busy state, as shown by the assigned activities screen shown in figure 1-6. During the position busy state, the operator position is not yet ready to receive live traffic.

Figure 1-6
The assigned activities screen during position busy state

```
┌─────────────────────────────────────────────────────────────────────┐
│                                                                       │
│        ┌──────────────────────────────────────────────────┐          │
│        │  ASSIGNED ACTIVITIES           TYPE: Operator      │          │
│        │ ─────────────────────────────────────────────────│          │
│        │                                                    │          │
│        │  Services                        Transfers         │          │
│        │  ──────────────                  ──────────        │          │
│        │  Toll and Assistance             0,1,2,3           │          │
│        │  Directory Assistance                              │          │
│        │                                                    │          │
│        │                                                    │          │
│        │                                                    │          │
│        │                                                    │          │
│        └──────────────────────────────────────────────────┘          │
│                                                                       │
│                       SOFTKEY LABEL AREA                              │
│   ┌──────┐ ┌──────┐ ┌───────┐ ┌───────┐ ┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐ │
│   │ Alt  │ │Adjust│ │Update │ │Withhld│ │Reset │ │Show  │ │Print │ │Erase │ │
│   │Display││Pos   │ │Passwrd│ │Calls  │ │Stats │ │Stats │ │Stats │ │Stats │ │
│   └──────┘ └──────┘ └───────┘ └───────┘ └──────┘ └──────┘ └──────┘ └──────┘ │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Note: The **Update Passwrd** softkey is displayed only when the
TOPS_PASSWORD_ENABLE parameter is set to Y (Yes).

The assigned activities screen shows the type of position the operator is
logged on to and the type of service that the operator can handle.

Under the Services header, if a service is highlighted, the DMS switch
central control (CC) is logged on to that service (that is, a direct connection
between the DMS switch and the given service exists; for example, DMS
switch CC to DA database). If the service is not highlighted, the CC is not
logged on to that service, but the TOPS position controller (TPC) is logged
on to that service. If the service is not displayed under the Services header,
then neither the CC nor the TPC is logged on to that service.

The entry in the Type field indicates the position type. The possible position
types are as follows:

- operator

- service assistant

- in-charge

- force manager

The items displayed under the Services header in the assigned activities screen indicate the type of services that both the operator and the TOPS MP terminal are capable of handling. The services for which the operator actually receives calls are highlighted.

The **{Withhld Calls}** key allows you to access the TA screen in the calls withheld state. When you press **{Withhld Calls}**, the position status is changed to Calls Withheld and the **{Withhld Calls}** softkey is replaced with the **{Accept Calls}** softkey, which allows you to toggle out of the calls withheld state while still in the assigned activities screen.

During the position busy state, you can select softkeys to alternate the display mode, get feedback on performance, or press the **{Adjust Position}** softkey to access another level of softkeys. Figure 1-7 shows what the assigned activities screen looks like after you press the **{Adjust Position}** key.

Figure 1-7
The assigned activities screen after you press the Adjust Position key

In-service state

During the in-service state you are logged on and waiting for calls to arrive. To put your position in this state, first make sure the assigned activities screen is displayed; then press the **Start** key. The TA screen is displayed, indicating that the position is in service and that you are ready to receive and process chargeable subscriber calls. Figure 1-8 depicts the TA screen.

Figure 1-8
In-service state TA screen

In-service TA screen areas

The TA in-service screen is divided into the following areas, which are also shown in figure 1-9:

- Message/status area

- Softkey label area

- Call processing and billing window

- Auxiliary information area

- Menu/list area

The in-service screen displays information such as digits dialed, T&C data, and broadcast messages. All these areas are displayed except the auxiliary

information area and the menu/list area, which appear when either you or the call context demand it. A description of each of the areas follows figure 1-9.

Figure 1-9
Toll and assist screen
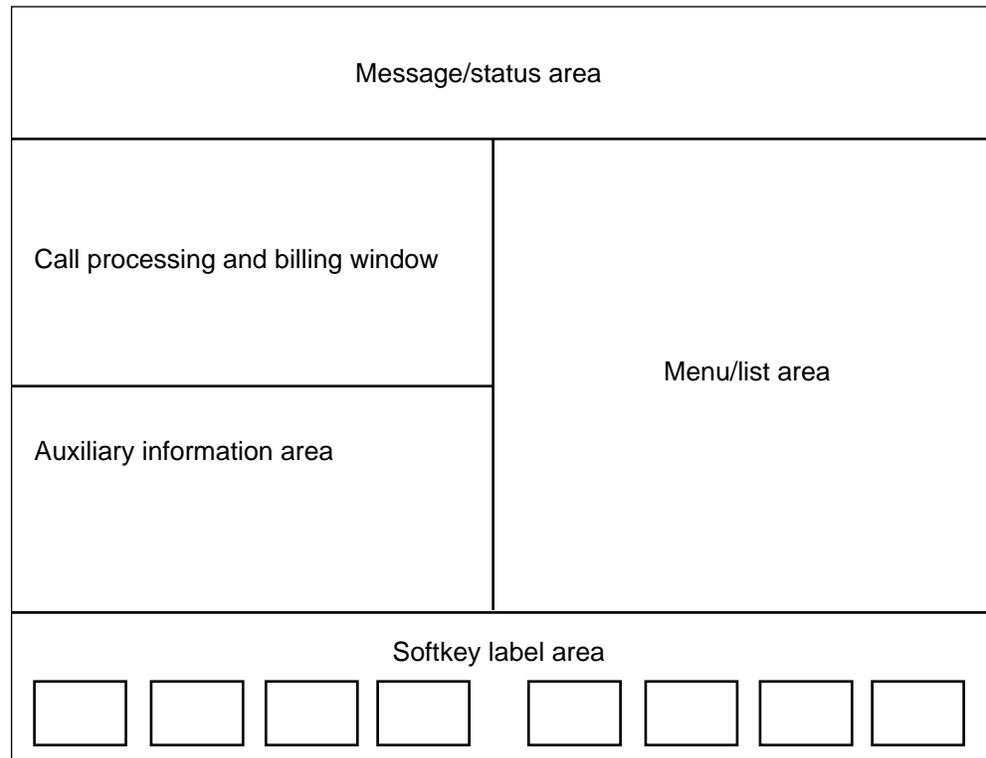
Message/status area

The top three lines of the TOPS MP position screen is the message/status area that provides the following information to the operator:

- system messages
- time-of-day (TOD) clock (hh:mm of a 24-hour day)
- supervisory status of the two loops (L1, L2)

Softkey area

The softkey definition area identifies the softkeys available and their function for the current call context. When a new incoming call is presented, the loop status is presented in the loop status area, the cursor is positioned in the appropriate field, and the appropriate softkeys are displayed.

Note: Some of the functions that can be accessed using the functions menu can also be accessed with the softkeys, depending on the call context. To minimize the number of keystrokes, use softkeys instead of function keys when possible. In this document, softkeys are indicated by enclosing the key designation in curly brackets **{ }**.

Call processing area

The call processing area (figure 1-10) contains a call processing and billing window with a menu type title bar that is used to display the service indicator and call type. The call processing area is divided into the following fields.

- The top line (title bar) of the call processing area is the Service/Type field. It is used to display the service and call type information. Unlike the other fields, this field does not have a label. The active service (for example, Toll or DA) is displayed in columns three through eight. This area also provides information about service and equipment and indicates the type of station from which the originating call is made. See Figure 1-10.

- Clg (Calling). This field is used to display or enter the calling number.

- Cld (Called). This field is used to display or enter the called number.

- Spl (Special). This field is used to display or enter special numbers. Special numbers include the following:

  — bill-to-third-party numbers

  — calling card numbers

  — special billing numbers

- IC (InterLATA carrier). This field is used to enter or display the interLATA carrier or the carrier access code (CAC) and carrier ID.

- Misc (miscellaneous). This field is used to enter or display miscellaneous data such as the following:

  — hotel room number

  — customer name

  — customer extension

  — trouble code digits

  — charge adjust code (alphanumeric)

The left side of the Misc field is twelve characters. The headers displayed on the right-hand side of the Misc field are R (for Room) and N (for Name).

Figure 1-10
Example call processing area

TOLL   0+PRISON

Clg   613-582-8267

Cld

Spl → 803-582-8267-XXXX

                 └— Cursor in relevant field

IC

Misc

Call details area

The call details window displays billing restriction and alphanumeric text
with labels "RST" and "TXT," respectively, in the DA billing screen. See
figure 1-11.

Figure 1-11
Example of call details and extended call details windows

```
┌─────────────────────────────────────────────────────────────────┐
│                                                                   │
│                      Message/status area                          │
│                                                                   │
├───────────────────────────────┬───────────────────────────────────┤
│                               │  ┌──────────────────────────────┐ │
│                               │  │ EXTENDED CALL DETAILS        │ │
│                               │  ├──────────────────────────────┤ │
│                               │  │ Clg Name      ┌────────────┐ │ │
│                               │  │               └────────────┘ │ │
│                               │  │ Cld Name      ┌────────────┐ │ │
│                               │  │               └────────────┘ │ │
│                               │  │ Memo      ┌────────────────┐ │ │
│                               │  │           └────────────────┘ │ │
│ Call details                  │  │                              │ │
├───────────────────────────────┤  │    OprTxt: 3RDCON            │ │
│                               │  │                              │ │
│                               │  │                              │ │
│                               │  │                              │ │
│ RST: BILLREST  TXT: HIFRAUD   │  └──────────────────────────────┘ │
├───────────────────────────────┴───────────────────────────────────┤
│                      Softkey label area                           │
│  ┌────┐ ┌────┐ ┌────┐ ┌────┐   ┌────┐ ┌────┐ ┌────┐ ┌────┐         │
│  └────┘ └────┘ └────┘ └────┘   └────┘ └────┘ └────┘ └────┘         │
└─────────────────────────────────────────────────────────────────┘
```
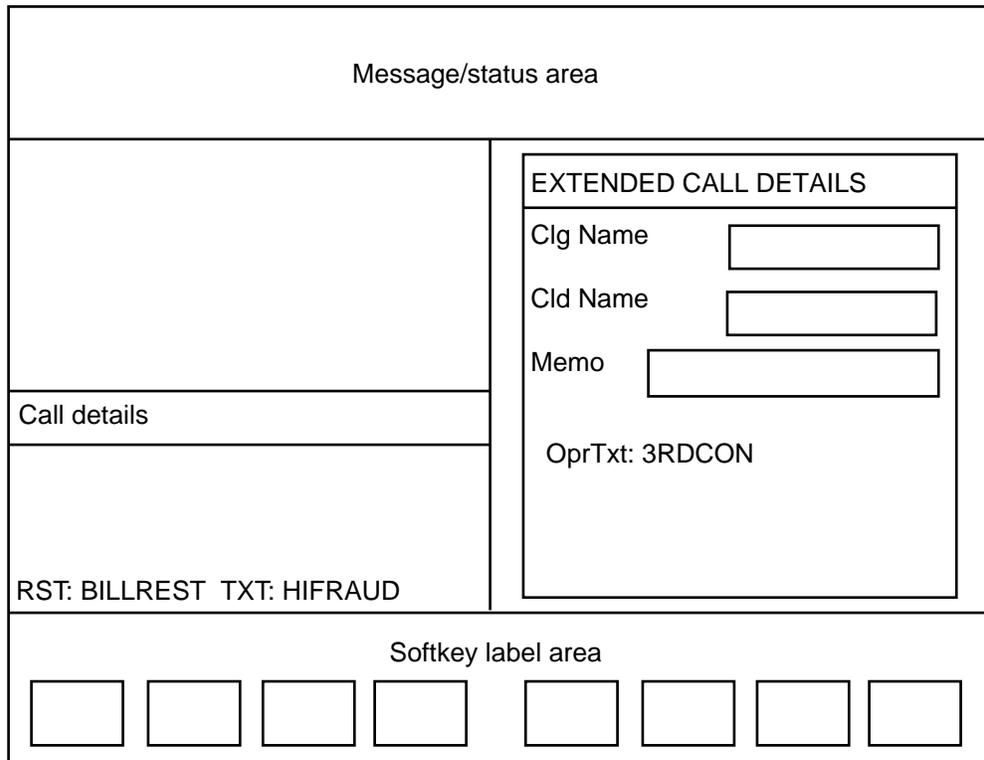
If you notice unusual screen displays or no response to your keying actions, press **Fncts** + **Fncts** + 0 (Call Details) in an attempt to reestablish the call and refresh the screen. The call details function updates the screen as new calls come in and as calls are being processed.

Operator action following timer initiation
If all attached parties have gone on-hook, the timer is initiated. Every subsequent operator keystroke clears the timer and then restarts it.

Subscriber behavior following call abandon
If an operator abandons a call with a subscriber attached, the subscriber receives no indication that this procedure has taken place. The subscriber probably flashes the switchhook to try to recover dial tone. Eventually, the subscriber goes on-hook, starting the timer and taking the call down.

Subscriber off-hook
Once all parties have indicated on-hook to the DMS switch, the position sanity timer is initiated. If an attached party goes off-hook, the timer clears. No call is taken down if there is an off-hook subscriber attached.

Parties on hold

If the calling and called parties are attached to a loop that you hold, and the attached parties go on-hook, the timer is initiated. You receive an indication when the subscriber held on a loop goes on-hook. If you do not access the held call again before the timer expires, the call is taken down.

Call take down

When the timer expires, the timeout is handled as follows. The call is taken down as if cancelled by the operator. If the operator is still logged in to the position, the position is made busy. If the operator has initiated logout, logout is completed. If the operator has more than one call attached, these transitions are not performed until the final call is taken down.

TOPS MP calls withheld state

The TOPS MP position can be placed in a state in which the call processing screen is displayed, but no further calls are presented to the position. The phrase "Calls Withheld" is displayed while in this state. If the operator requests calls withheld while there is still a call attached to the position, the phrase "Withhold calls pending. . ." is displayed, and the position does not transition to a calls withheld state until the current call is released.

Auxiliary information area

The auxiliary information area appears if required by the current call context. For example, when the operator is processing a call from a coin station, this window appears and displays coin charging information.

Menu/list area

A related menu is displayed when the **Fncts**, **OGT**, **Svcs**, or **ORDB** key is pressed twice by the operator.

Menu displays

The following describes the menus that may be accessed during call handling sessions.

Functions menu

You can key any item from the menus if you know the digits associated with the required item. For example, if you want to put a call on hold, and you know that the digits for Hold is 31, you can key **Fncts** + 31 + **Start**. If you do not know the digit for Hold, press the **Fncts** key twice, **Fncts** + **Fncts**, to cause the first page of the Functions menu to be displayed on the right-hand side of the operator position screen.

Because more functions are provided than can be displayed at one time, the functions menu is divided into pages. Press **Fncts** + **Fncts** to access the first page of the **Fncts** menu. Press **Fncts** a third time to display the second

page, which contains the Hold option. Pressing **Fncts** again displays the third page of the menu. Pressing **Fncts** again displays the fourth page of the menu. Pressing the **Fncts** a fifth time displays the first page again. Select the appropriate call function digit and press **Start**. The first page of the functions menu is shown in figure 1-12 (the second page is shown in figure 1-13; the third page is shown in figure 1-14; and the fourth page is shown in figure 1-15).

This menu contains functions that are infrequently used and are not provided on the keyboard.

Throughout this guide, call processing functions are usually shown as **Fncts** + call function + **Start**. In practice, this means **Fncts** + call function digit + **Start**. However, to increase operator efficiency, other methods to initiate a function are available. Following is the hierarchy of most to least recommended key strategies:

- Hardkeys - Thirty-two of the most commonly used functions can be accessed as customer-definable hardkeys. Hardkeys are locally defined and should be given the highest priority of use.

- Softkeys - Some call processing functions can also be accessed using the softkeys displayed for the current call.

- Function keys - The **Fncts** + call function digits + **Start** should be used for functions that are less frequently initiated. **Fncts** + **Fncts** + (**Fncts** again for the second page) call function digit + **Start** should be used only if the operator needs to see the actual menus.

Figure 1-12
The TOPS MP Functions menu—first page

```
┌──────────────────────────────────┬───────┬──────┬──────┐
│                                  │ 00:00 │  L1  │  L2  │
├──────────────────────────────────┴───────┴──────┴──────┤
│  ┌────────────────────────┐   ┌──────────────────────┐ │
│  │ TOLL                   │   │ FUNCTIONS         ─  │ │
│  │                        │   │  0. Call Details     │ │
│  │ Clg [            ][ ]  │   │  1. Access Loop 1    │ │
│  │                        │   │  2. Access Loop 2    │ │
│  │ Cld [            ][ ]  │   │  3. Ring Calling     │ │
│  │                        │   │  4. Ring Called      │ │
│  │ Spl [            ][ ]  │   │  5. Release Calling  │ │
│  │                        │   │  6. Dial Rate        │ │
│  │ IC  [               ]  │   │  7. Coin Return      │ │
│  │                        │   │  8. Coin Collect     │ │
│  │ Misc[      ][       ]  │   │  9. Over Collect     │ │
│  └────────────────────────┘   │ 10. Busy Verify      │ │
│                               │ 11. Notify           │ │
│                               │ 12. Request CAMA     │ │
│                               │ 13. Charge Adjust    │ │
│                               │ 14. Rate Step        │ │
│                               │ 15. Coin             │ │
│                               │ 16. Hotel            │ │
│                               │ 17. Transfer IC      │ │
│                               │ 18. Time and Charges │ │
│                               └──────────────────────┘ │
│                                                        │
│  [  ] [  ] [  ] [  ]    [  ] [  ] [  ] [  ]           │
└────────────────────────────────────────────────────────┘
```

Figure 1-13
The TOPS MP Functions menu—second page

| | 00:00 | L1 | L2 |

TOLL

Clg

Cld

Spl

IC

Misc

FUNCTIONS —

19. Overseas
20. Person Call Back
21. Name
22. Auto Collect
23. Adjust Pos
24. No AMA
25. Split/Join Calling
26. Tone Repeat
27. Start Stopwatch
28. Clear Stopwatch
29. Start Timing
30. Cancel Timing
31. Hold
32. Make Busy
33. Withhold Calls
34. Verify Special
35. Time
36. Handoff to AABS
37. Requested Number

Figure 1-14
The TOPS MP Functions menu—third page

		00:00	L1	L2

TOLL

Clg

Cld

Spl

IC

Misc

FUNCTIONS ─
38. SN Routing
39. Transfer/Recall
40. Db Class
41. Store Db Call
42. Retr by Clg No.
43. Retr by Serial no.
44. Next Db Call
45. Delete Db Call
46. Clear Db Call
47. Gen AMA
48. Calling Name
49. Called Name
50. Memo
51. Fixed Duration
52. Alternate Route
53. Overseas DA
54. Overseas Inward
55. Split/Join Called
56. Block/Unblock Calling

Figure 1-15
The TOPS MP Functions menu—fourth page

| | | 00:00 | L1 | L2 |

TOLL

Clg

Cld

Spl

IC

Misc

FUNCTIONS _

57. General Assistance
58. Directed Assistance
59. Paged Assistance
60. Start/Stop Calling TBI
61. Start/Stop Called TBI
62. Release Operator
63. Stop Bell
64. Page Position
65. Page Operator
66. Monitor Position
67. Monitor Operator
68. Query Stats
69. Erase Stats

Table 1-1 provides a description of the Functions menu items.

Table 1-1
Description of Fncts menu items

Item	Function	Description
0	Call Details	displays all call details available in the DMS switch related to a particular call on an active loop
1	Access Loop1	accesses the first idle loop to establish a call attempt
2	Access Loop2	accesses the second idle loop to establish a call attempt
3	Ring Calling	applies ring tone to the calling line connected to the position
4	Ring Called	applies ring tone to the called line connected to the position
5	Release Calling	terminates connection to the originating line, but retains the calling number in memory

—continued—

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
6	Dial Rate	charges a call as though it was dialed directly by the subscriber without operator assistance
7	Coin Return	returns a subscriber's deposit
8	Coin Collect	collects coins held in suspension
9	Over collect	credits a call originating from a coin telephone when the subscriber deposits an amount greater than the charge quoted
10	Busy Verify	verifies an existing connection and determine if there is conversation
11	Notify	requests automatic notification after a given time interval
12	Request CAMA	allows the operator to request a CAMA call on an idle loop
13	Charge Adjust	enters charge adjust information on AMA tape
14	Rate Step	enters rate step information when the DMS switch cannot calculate a rate step for the calling and called number
15	Coin	designates the call as originating from a coin station
16	Hotel	designates the call as originating from or terminating at a hotel
17	Transfer IC	transfers a customer to an interLATA carrier operator for call completion
18	Time and Charges	indicates that the subscriber wants to receive time and charges at the end of the call
19	Overseas	enters the called number terminating to an overseas location
20	Person Call Back	designates a call as a Person Call Back call with billing, paid or special, supplied by the called party
21	Name	enters the calling party's name when locally required for hotel calls or calls from similar establishments
22	Autocollect	charges a call as automatically collect to the called telephone
23	Adjust Pos	displays the position comfort adjustment softkeys
24	No AMA	disconnects or prevents AMA billing
25	Split/Join Calling	temporarily suspends the audio between the operator and the calling line reestablishes the audio after the split function was used. It is not necessary to have a forward party connected to operate the Split/Join function. The Clg number entry field changes to medium grayscale to indicate that the voice path between the operator and the calling party is disabled.

—continued—

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
26	Tone Repeat	reactivates the tone sounded when an intercept, coin, or alarm call arrives at the position
27	Start Stopwatch	activates the stopwatch function
28	Clear Stopwatch	deactivates the stopwatch function
29	Start Timing	allows an operator to begin timing before floating a call when putting a call on permanent hold
30	Cancel Timing	cancels the previous billable time on a call or cancels timing on AMA tape
31	Hold	allows the loop associated with a connection to be held
32	Make Busy	prevents new calls from accessing the position when initiated during call handling and, upon call completion, displays the assigned activities screen
33	Withhold Calls	prevents new calls from accessing the position when initiated during call handling and, upon call completion, displays the call processing idle screen
34	Verify Special	advances a special number to the database when mechanized calling card service (MCCS) is not available or outpulses a third number for verbal billing verification
35	Time	displays the current time in hours, minutes, and seconds in the 24-hour mode
36	Handoff to AABS	transfers a call to the automated alternate billing service (AABS)
37	Requested number	enters the requested number, for billing purposes, for example. This function also enters Zenith numbers (a type of 800 toll-free number)
38	SN Routing	outpulses a service number or an alternate service number from either TA or DA
39	Transfer/Recall	toggles the call's transfer state between transfer or recall
40	Db Class	enters a database class. If an invalid class is entered, a question mark (?) appears in the class field
41	Store Db Call	stores a call with time or with out time. If an invalid time is entered, a question mark icon appears in the store field. If the database capacity is exceeded, a question mark icon appears with the entered store time. For calls without time a question mark icon appears next to the word *store*.

—continued—

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
42	Retr by Clg No.	retrieves a call by the calling number. If an invalid number is entered, the calling number followed by a question mark icon appears in the Clg field. If the calling number is being viewed by another operator, retrieve followed by a question mark (?) is displayed.
43	Retr by Serial No.	retrieves a call by the serial number. If an invalid serial number is entered, the serial number followed by a question mark icon appears in the serial number field. If the serial is being viewed by another operator, retrieve followed by a question mark (?) is displayed.
44	Next Db Call	allows an operator to retrieve the next oldest call associated with the calling number entered for the retrieve by calling number function
45	Delete Db Call	deletes a call from the database
46	Clear Db Call	clears the call details screen of the deleted database call
47	Gen AMA	generates an AMA record on the current call when additional service requests for DA calls, TA calls are made, or from within any QMS service
48	Calling Name	allows an operator to enter the calling party name in the extended call details area with a maximum of 20 characters. If the 20-character limit is exceeded, the operator is blocked from entering any more characters, the cursor is erased, the character typed is blanked out, and the cursor is displayed again in the same position. At this time, the operator can press the **Start** key. The second **Start** key enters the calling name.
49	Called Name	allows an operator to enter the called party name in the extended call details area with a maximum of 20 characters. If the 20-character limit is exceeded, the operator is blocked from entering any more characters, the cursor is erased, the character typed is blanked out, and the cursor is displayed again in the same position. At this time, the operator can press the **Start** key. The second **Start** key enters the called name.

—continued—

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
50	Memo	allows the operator to enter up to 64 characters of information associated with the call currently at the position. A memo may be entered using the following keying sequence:
		Fncts + 50 + **Start** +memo text + **Start**
		The entered memo text can be corrected by reentering the entire memo with correction as follows:
		Fncts + 50 + **Start** + corrected text + **Start**
51	Fixed Duration	allows the operator to disconnect a call without returning to the position, after expiration of the notification period as entered by the operator. A fixed duration label is displayed on the TOPS MP screen to indicate the call is a fixed duration call. The key function sequence is entered as follows:
		Fncts + 11 + **Start** + digits + **Start**
		Where 11 is the number associated with the notify key function in the functions menu and the digits entered is the notification period. Entering the fixed duration key function sequence toggles a call between a fixed duration call and a non-fixed duration call. The fixed duration key function sequence is as follows:
		Fncts + 51 + **Start**
		Where 51 is the number associated with the fixed duration key function in the functions menu.
52	Alternate Route	allows an operator to complete a call to a foreign country when it is not possible to do so by a direct route. The operator can use the alternate route function to route the call through an alternate route. The alternate route keying sequence is as follows:
		Fncts + 52 + **Start**
		Whenever the alternate route is displayed, the operator has the choice to connect to the route displayed or perform the alternate route key function again to display the next alternate route on the list.
	—continued—	

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
53	Overseas DA	allows the operator to outpulse to a foreign DA operator without knowing the specific digits to dial. The overseas DA key sequence is as follows: **Fncts** + 53 + **Start** + digits + **Start** Where 53 is the number associated with the overseas DA and the digits are the country code or the country and city code. If a direct route exists to this country and more than one DA number number exists, but the operator has entered only the country code, the screen display indicates that the city code is also required.
54	Overseas Inward	allows the operator to outpulse to a foreign inward (INW) operator without knowing the specific digits to dial. The overseas inward key sequence is as follows: **Fncts** + 54 + **Start** + digits + **Start** Where, 54 is the number associated with the overseas inward function and the digits are the country code or country code and city code. If a direct route exists to this country and more than one inward number number exists, but the operator has entered only the country code, the screen display indicates that the city code is also required.
55	Split/Join Called	allows the operator to disconnect the speech path between the operator and the called party. The Split/Join Cld key sequence is as follows: **Fncts** + 55 + **Start** Entering the Split/Join Cld key sequence, toggles (enables or disables) the voice path between the operator and the called party. The Cld number entry bar changes to medium grayscale to indicate that the voice path between the operator and the called party is not connected.

—continued—

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
56	Block/Unblock Calling	allows an operator to block caller ID for a specific call from a rotary phone. This function toggles between blocking and unblocking caller ID. **Fncts** + 56 + **Start** or if the function is assigned to a hardkey: **Hardkey**
57	General Assistance	allows an operator to reach a general assistance position. The keying sequence to request general assistance is: **Fncts** + 57 + **Start** or if the function is assigned to a hardkey: **Hardkey**
58	Directed Assistance	allows an operator to direct a request for assistance to a particular assistant. The keying sequence to direct a request for assistance is: **Fncts** + 58 + **Start** + assistant's number + **Start** or if the function is assigned to a hardkey: **Hardkey** +assistant's number + **Start**
59	Paged Assistance	allows an operator to direct a request to a paging assistant that has paged the operator. The keying sequence to request a paging assistant is: **Fncts** + 59 + **Start** or to a particular paging assistant by keying: **Fncts** + 58 + **Start** + paging assistant's number + **Start** or if the function is assigned to a hardkey: **Hardkey** + paging assistant's number +**Start**

—continued—

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
60	Start/Stop Calling TBI	when an operator gets a normal busy signal, allows the operator to interrupt the call in process and connect to the calling party by keying: **Fncts** + 60+ **Start** or if the function is assigned to a hardkey: **Hardkey**
61	Start/Stop Called TBI	when an operator gets a normal busy signal, allows the operator to interrupt the call in process and connect to the called party by keying: **Fncts** + 61 + **Start** or if the function is assigned to a hardkey: **Hardkey**
62	Release Operator	Allows an operator who is waiting in a queue for assistance to cancel the assistance request. Also allows requesting operator to detach a connected operator without affecting the attached subscriber. The keying sequence for releasing an operator is: **Fncts** + 62 + **Start**
63	Stop Bell	Turns the local Sonalert beeping off; the Sonalert is activated when the logged–in CSE position is datafilled in a particular manner and an office alarm or queue warning (not for QCW) is detected. **Fncts** + 63 + **Start**
64	Page Position	Allows an operator to initiate a page to specified position number; after activating this function, the cursor is placed in the Misc field where the position number is entered. **Fncts** + 64+ **Start** + position number + **Start**
65	Page Operator	allows an operator to initiate a page to specified operator number. After activating this function, the cursor is placed in the Misc field where the operator number is entered. **Fncts** + 65+ **Start** + operator number + **Start**

—continued—

1-30 Equipment description

Table 1-1
Description of Fncts menu items (continued)

Item	Function	Description
66	Monitor Position	allows an operator to begin a monitoring session based upon another operator's operator number. To monitor, the position must be in a calls withheld state.
		Fncts + 66 + **Start** + position number + **Start**
67	Monitor Operator	allows an operator to begin a monitoring session based upon another operator's operator number. To monitor, the position must be in a calls withhold state.
		Fncts + 67+ **Start** + operator number + **Start**
68	Query Stats	replaces the existing sofkeys with a series of query softkeys; these softkeys can be removed at any time by pressing the "Quit."
		Fncts + 68+ **Start**
69	Erase Stats	allows an operator to erase the window containing the results of query stats softkeys.
		Fncts + 69 + **Start**
	—end—	

OGT menu

A menu displaying currently defined outgoing trunk (**OGT**) key numbers and functions is also displayed in the menu/list area of the operator position screen. Press the **OGT** key twice to display the outtrunks menu shown in figure 1-16. Press the appropriate selection number + **Start** to initiate an OGT selection.

As many as 100 outgoing trunks can be defined. The number of pages associated with the OGT menu is dependent upon the number of outgoing trunks defined. Each page of the OGT menu contains 2 columns of entry and can accommodate as many as 36 items on each page.

Note: As with the **Fncts** keys, the recommended keying strategy is to use the **OGT** key without displaying the menu when possible.

297-2281-300 Standard 17.01 September 1996

Figure 1-16
The TOPS MP OGT menu

| | 00:00 | L1 | L2 |

TOLL

Clg

Cld

Spl

IC

Misc

OUTTRUNKS _

0 Assistance 18
1 Repair
2 Bus Office
3 Coin Refund
4 Transfer 1
5 Transfer 2
6 Language

17 35

Services menu

The services menu is provided to allow the operator to switch back and forth between services if the TOPS MP system is set up to provide services other than toll and assist; for example, directory assistance.

Note: **Svcs** + digits + **Start** also allows the operator to generate an AMA record when necessary.

The services menu (figure 1-17) is accessed by pressing the **Svcs** key. The services menu lists the services available in the office. When the **Svcs** key is pressed twice, the menu is displayed in the menu/list area of the screen. Once the services menu is displayed, enter the digits that correspond to the desired service and press **Start**.

Figure 1-17
The TOPS MP Svcs menu

```
┌─────────────────────────────────────┬───────┬──────┬──────┐
│                                      │ 00:00 │  L1  │  L2  │
├─────────────────────────────────────┴───────┴──────┴──────┤
│                                                            │
│  ┌─────────────────────────┐  ┌───────────────────────┐   │
│  │ TOLL                    │  │ SERVICES   _          │   │
│  │                         │  ├───────────────────────┤   │
│  │      ┌──────────────┬─┐ │  │ 0 Toll and Assistance │   │
│  │ Clg  │              │ │ │  │ 1 Directory Assistance│   │
│  │      └──────────────┴─┘ │  │                       │   │
│  │                         │  │                       │   │
│  │      ┌──────────────┬─┐ │  │                       │   │
│  │ Cld  │              │ │ │  │                       │   │
│  │      └──────────────┴─┘ │  │                       │   │
│  │      ┌──────────────┬─┐ │  │                       │   │
│  │ Spl  │              │ │ │  │                       │   │
│  │      └──────────────┴─┘ │  │                       │   │
│  │      ┌────────────────┐ │  │                       │   │
│  │ IC   │                │ │  │                       │   │
│  │      └────────────────┘ │  │                       │   │
│  │      ┌───────┬────────┐ │  │                       │   │
│  │ Misc │       │        │ │  │                       │   │
│  │      └───────┴────────┘ │  └───────────────────────┘   │
│  └─────────────────────────┘                              │
│                                                            │
│  ┌──┐ ┌──┐ ┌──┐ ┌──┐    ┌──┐ ┌──┐ ┌──┐ ┌──┐             │
│  └──┘ └──┘ └──┘ └──┘    └──┘ └──┘ └──┘ └──┘             │
└────────────────────────────────────────────────────────────┘
```

Operator reference database screens

The **ORDB** key provides the operator access to the operator reference database. ORDB facilitates operator call handling and improves operator work time by providing online access to various reference data. Depending on the ORDB vendor, the TOPS MP operator can be provided with online access to such information as rate/route information, emergency number information, city to NPA translations, dialing instructions, service codes, official operating company numbers, and much more.

The ORDB data is displayed on the TOPS MP toll and assist screen. This feature benefits the TOPS MP office by

- providing an ergonomically designed operator environment

- eliminating the need for a stand-alone ORDB terminal

- eliminating a paper database

- requiring the operator to become familiar with only one user interface rather than two

When the operator presses the **ORDB** key twice, the ORDB main menu is displayed. From the main menu, the operator can choose the required service. The ORDB vendor is responsible for the main menu display.

The operator communicates with ORDB through four different windows. The window is presented to the operator depends on the request initiated and the response from the database.

The following windows are associated with ORDB:

- menu/list window
- form input window
- block input window
- bottom width window

ORDB also gives the operator access to the message/status area's application status line of the common screen. The message/status area consists of two fields at the top of the screen that are accessed by the database to present informational messages.

Menu/list window

The menu/list (figure 1-18) window is used predominantly for entering menu selections. It is also used to display any output from ORDB if sufficient space is available in this window.

Figure 1-18
Menu list window
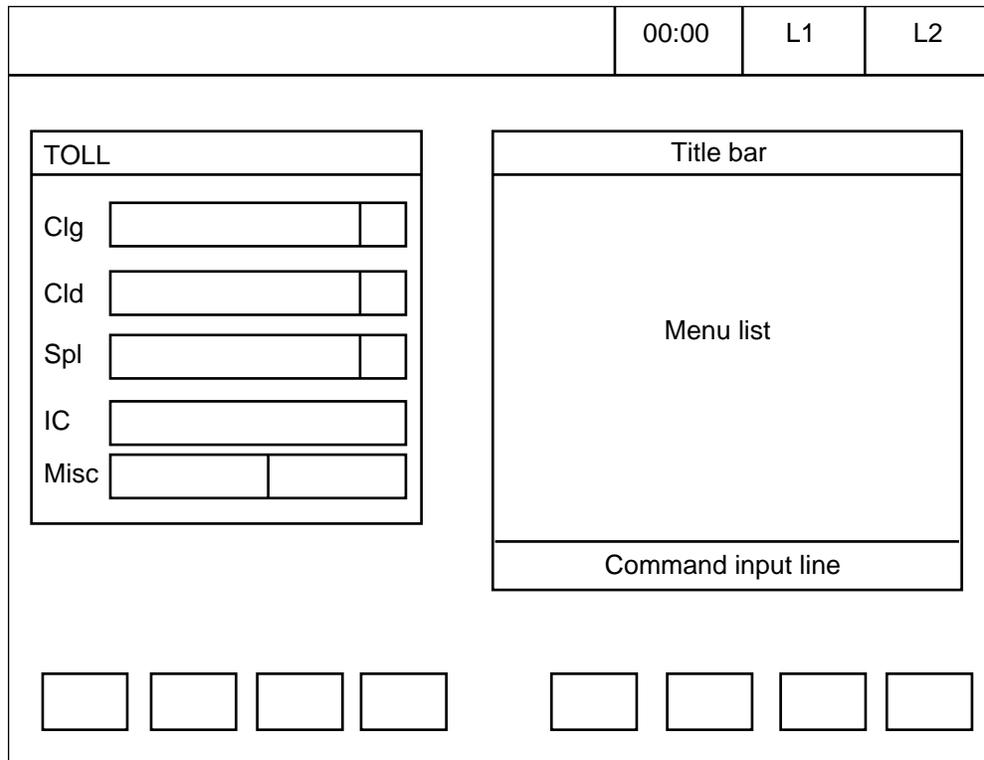
Form input window

The form input window (figure 1-19) is used for field-oriented input. The operator can use the alphanumeric keys on the TOPS MP keyboard to enter any information into this window.

Figure 1-19
Form input window

Block input window

The block input window (figure 1-20) allows the operator to enter large amounts of information.

Figure 1-20
Block input window

| | | 00:00 | L1 | L2 |

TOLL

Clg

Cld

Spl

IC

Misc

Title bar

Input area

Command input line
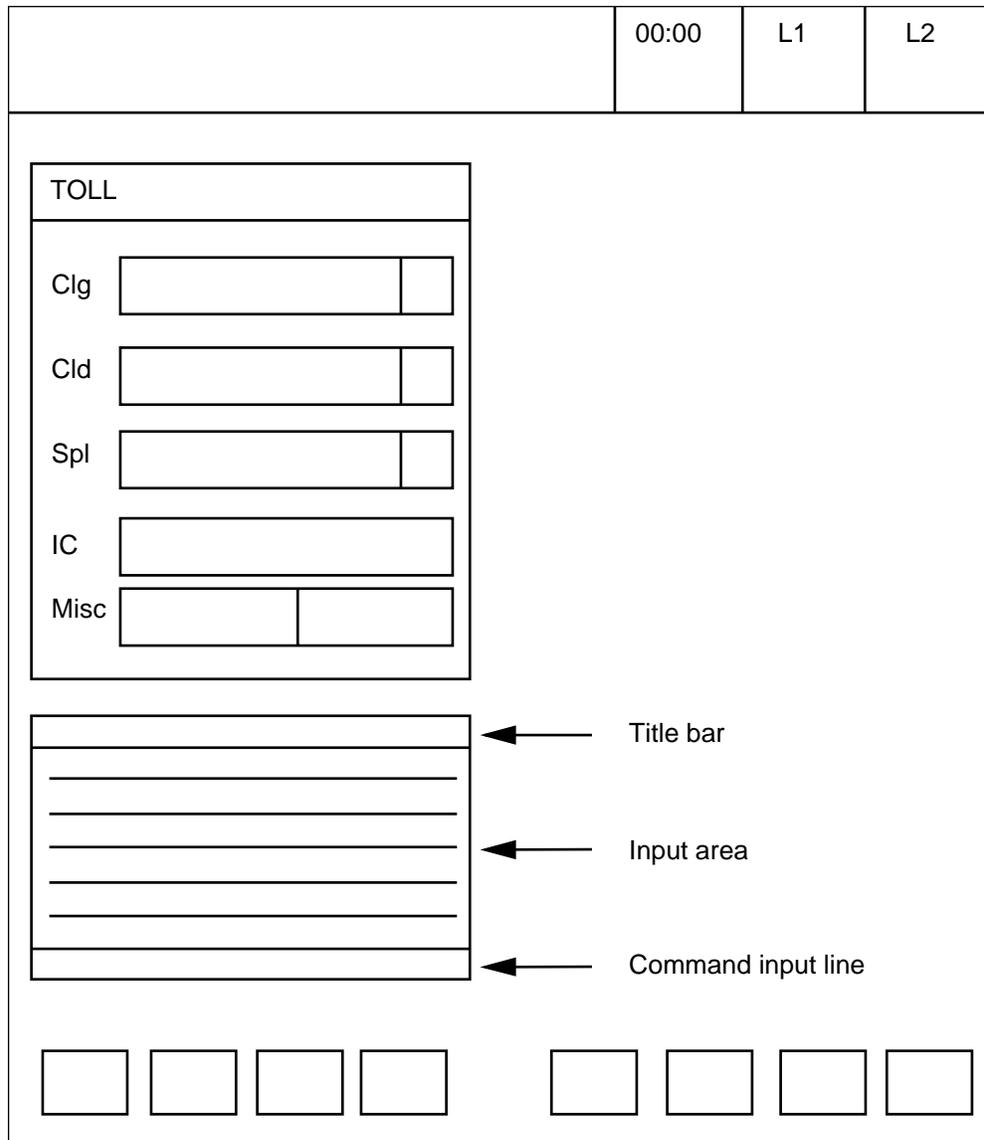
Bottom width window

The bottom width window (figure 1-21) provides a large display area for any information returned from the ORDB.

Figure 1-21
Bottom width window


```
                                              00:00    L1    L2

    ┌──────────────────────────────────┐
    │ TOLL                             │
    ├──────────────────────────────────┤
    │ Clg   [            ][  ]          │
    │                                  │
    │ Cld   [            ][  ]          │
    │                                  │
    │ Spl   [            ][  ]          │
    │                                  │
    │ IC    [               ]          │
    │                                  │
    │ Misc  [       ][       ]          │
    └──────────────────────────────────┘
```

Call arrival displays

Call arrival displays provide operators with relevant call details known to the DMS switch when a call is routed to an idle operator position for handling.

Figure 1-22 illustrates a blank screen display with rows and columns marked accordingly. Use this illustration to determine the exact position of the display messages in table 1-2. This table describes each message that appears on the operator position screen.

The left column, "Display," provides the message or icon displayed in alphabetical order.

The center column, "Location Row/Column," provides the left-hand reference point for the actual location of the message.

The right-hand column, "Description," provides a complete description of the display, when it is likely to appear, and the usual operator response.

Note: The definition of some displays, such as the solid on-hook telephone icon, changes depending on the area of the screen in which the icon is displayed. The operator response provided is the most common response. Local procedures are provided in the remainder of this practice; other call details and subscriber requests must also be considered.

Figure 1-22
Call processing idle screen

Columns

0 89

Rows

| | | 00:00 | L1 | L2 |

.
.
.
.
.
.
.
.
.
.
.
.
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TOLL

Clg

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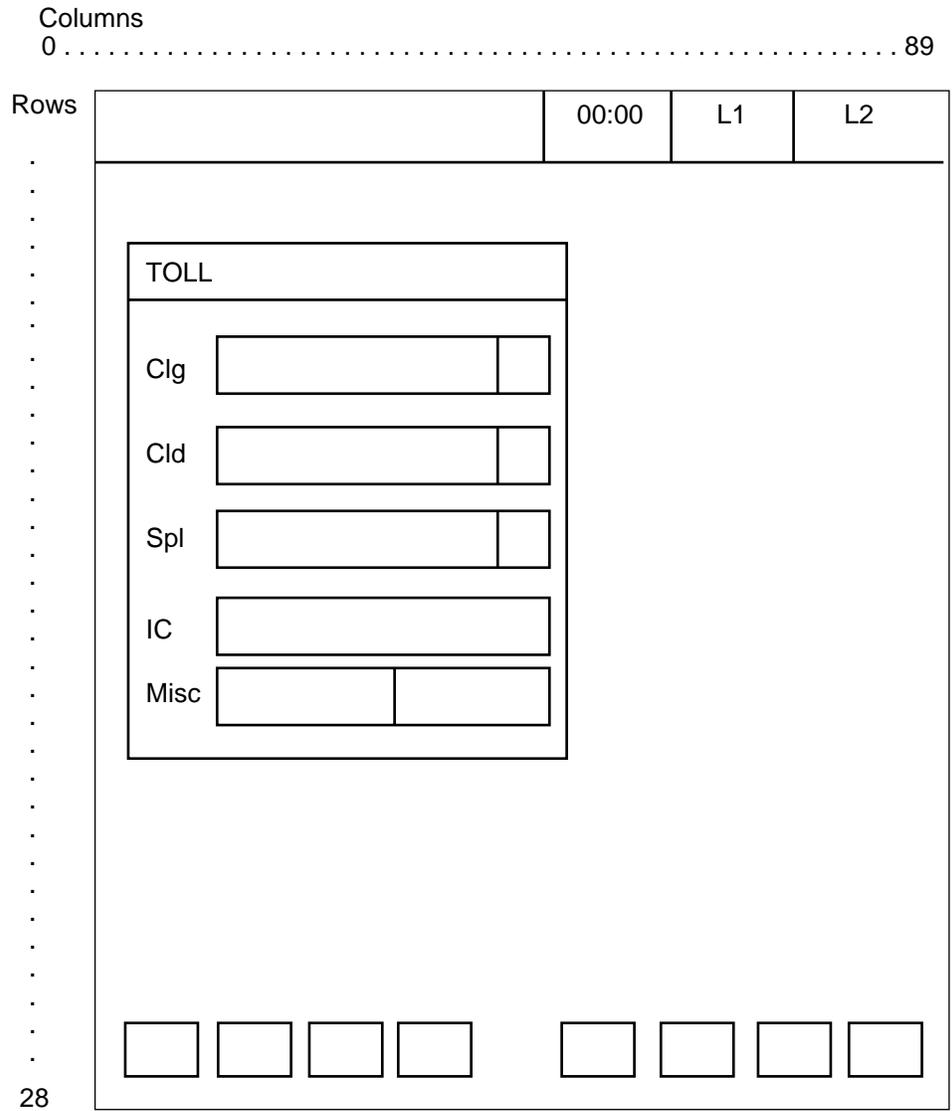
Table 1-2
TOPS MP screen displays

Display	Location Row	Col	Description
A	8	13	identifies that the service number can also be accessed by an alternate number. The letter A also indicates that the current service number is being outpulsed.
			This indicator is displayed in the Cld field when the service number appears in the Cld field.
			Operator response: Press **Fncts** + 38 + **Start** + **Start** to remove the current service number and replace it with the alternate number.
ACTS Amt Due: xx	22	5	identifies the amount due for the initial or overtime period of an ACTS call routed to the operator position for handling (that is, 1+ station paid, or 0+/0- station paid, or person paid calls from a coin telephone). The Amt Due X.XX updates automatically to 0.00 if the amount is under the coin bin limit; otherwise, the operator is required to collect the limit and request an additional amount.
			Note that Chg X.XX is always displayed, but represents the total charge and does not update to 0.00 when the deposit is satisfied.
			This message is displayed in the Auxiliary Information area window at call arrival or after you enter a class charge of station or person paid
			Operator response: Request deposit. If you are uncertain as to whether the full deposit was made, press **Fncts** + **Call Details** + **Start** to update the Amt Due display. Request additional deposit (if necessary). Press **Pos Rls**, or proceed appropriately for the current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
ACTS!! Amt Due: xx	22	5	indicates a failure occurred on a call that is normally handled entirely by ACTS (for example, when a coin detection circuit is not available for a 1+ Coin call). ACTS can also fail on 0 and 0+ calls
			Unlike the ACTS-handled calls, the Amt Due field does not update to 0.00, even if the Coin Collect function is used.
			This message is displayed in the Auxiliary Information area at call arrival.
			Operator response: Request deposit. Listen for coin deposit. Once the deposit is complete, press **Pos RIs** or proceed according to the call context.
Alarm	4	11	indicates an incoming call with maintenance alarm information from an end office (EO) with or without ANI capabilities. If the call originates from an EO with ANI capabilities, No AMA and calling number are also displayed. If the call originates from an EO without ANI capabilities, 0 is also displayed and a tone identifies the alarm condition.
			This message is displayed in the service type field when an alarm call arrives at the operator position.
			Operator response: If the call is incoming from an EO with ANI capabilities (that is, an ANI EO), determine the alarm type and forward it to the appropriate maintenance location. If the call is incoming from an EO, without ANI capabilities (that is, an ONI EO), press **Clg** + 0 + **Start** to display the NXX of the community dial office (CDO) originating the alarm, and proceed as locally directed.
			If the NXX is already displayed, it is not necessary to press **Clg** + 0 + **Start** .

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Asst Position PPP	0	1	Identifies the service assistant position from which a page was made (PPP= position number, usually the floor plan number)
			This message is displayed when the operator position or operator is paged.
			Operator response: Answer the page at your earliest convenience. Press **Fncts + Withhold Calls + Start** to put the position in the busy state and then press **Fncts + Access Loop 1** or **Access Loop 2 + Start + OGT + Asst + Start** + assistance position number (PPP) + **Start**.
Average Work Time: xx	**	**	Identifies, in seconds, an operator's average work time since the registers were initialized at the beginning of the day
			This message is displayed after pressing **{Show Stats}** from the assigned activities screen while the position is in a busy state. To busy the position, press **Fncts + Make Busy + Start**.
			Operator response: Erase by pressing **{Erase Stats}**.
(broadcast message)	0	1	provides messages of interest to the entire traffic office (TO)
			This message is displayed by a command from the force managers or TO teletypewriter. A maximum of 60 characters including spaces can be used.
			Operator response: For information only. No action is required unless it is stated in the message.
—continued—			

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Bus	2	41	indicates that a business file search has been completed
			This message is displayed following the database file search completion (replaces the clock icon) and at the same time as the database response.
			Operator response: For information only; no action is required.
(called number)	8	11	identifies the called telephone number. The number of digits displayed can be as few as three or as many as fifteen.
			This called number is displayed in the Cld field under the following conditions:
			• after pressing **Sta** or **Per** on a 0+ call (when the cursor is in the called field)
			• after pressing **Cld** + (called number) + **Start**
			• after pressing **Fncts** + **Call Details** + **Start** if the called number was dialed by the calling party
			• after entering a third number for 0+ calls, if the third number is the same as the called number
			• after entering a special number for 0+ calls, if the called number is domestic and the special number is foreign
			• after pressing **Fncts** + **Overseas** + **Start** + (called number) + **Start** if the called number was not dialed by the calling party
			• at call arrival, if the calling party dialed an overseas number (using the 01 access code)
			• after pressing **Fncts** + **Busy Verify** + **Start** + called number + **Start**.
			Operator response: Proceed appropriately for the current call context.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
(calling number)	6	12	identifies the calling telephone number. Contains 10 digits.
			The calling number is displayed in the Clg field when a call originates from a telephone that is set for ANI, and the calling number is known by the DMS switch for AMA recording. After entering calling number + **Start** (on ONI or ANI call).
			Operator response: For information only; no action is required.
<calling number>	6	11	identifies an invalid calling number
			This indicator is displayed in the Clg field when an attempt is made to input a calling number that is
			• fewer than 7 digits
			• 8 or 9 digits
			• more than 10 digits
			• fails to pass an NXX validity check.
			Operator response: Reenter the calling number.
Calls Processed: xx	**	**	identifies the number of initial position seizures handled by an operator, since registers were initialized at the beginning of the day
			This message is displayed when performance statistics are requested by pressing **{Show Stats}** from the assigned activities screen while the position is in the busy state.
			Operator response: To busy the position, press **Fncts + Make Busy + Start**.
			To erase statistics, press **{Erase Stats}**.
		—continued—	

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
CAMA	4	11	indicates an incoming call from a line that does not have the ANI option set
			This message is displayed in the Service/Type field when a billable call (1+ or 011+) originates from a noncoin telephone that is not set for ANI, so the calling number is not known by the DMS switch.
			Operator response: Enter the calling number. When the seventh digit of a valid calling number is entered, the call releases from the position.
CAMA?	4	11	indicates an incoming call from a line that does have the ANI option set, but for which there is an ANI failure
			This message is displayed in the Service/Type field when a billable call (1+ or 011+) originates from a noncoin telephone that is set for ANI but where the ANI equipment has failed, so the calling number is not known by the DMS switch.
			Operator response: Enter the calling number. When the seventh digit of a valid calling number is entered, the call releases from the position.
Cancel Call	1	51	indicates that an operator has cancelled the call while the calling party is off-hook
			This message is displayed when **Ca Call** is pressed.
			Operator response: Press **Pos Rls** (the call terminates and the TOPS MP screen clears).
			If the **Ca Call** key is pressed the second time, the call status changes and returns to AMA unspecified, the status associated with a new call arrival.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Cancel Tmg	1	49	identifies an operator request to cancel the previous billable timing on a call
			This message is displayed when **Fncts** + **Cancel Timing** + **Start** is pressed.
			Operator response: Proceed appropriately for the current call context.
(carrier code)	12	11	identifies the 3-digit carrier access code for an interLATA carrier
			This information is displayed either automatically or after pressing **IC** + (carrier access code) + **Start** for EA calls or **Fncts** +**Transfer IC**+ **Start** for NEA calls. Indicates the specified call is interLATA.
			This message is displayed in the IC field after entering **IC** + carrier access code + **Start**.
			Operator response: Proceed as locally directed.
(carrier name)	12	15	identifies the carrier name associated with the 3-digit carrier access code. May be alphanumeric characters (maximum of eight characters).
			This information is either displayed automatically or after pressing **IC** + (carrier access code) + **Start** for EA calls or **Fncts** + **Transfer IC** + **Start** for NEA calls.
			This message is displayed in the IC field after entering a 7- or 10-digit called number which is interLATA.
			Operator response: Proceed as locally directed.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Chg: xx	18	5	identifies the amount of money in dollars and cents chargeable for a specific period of time (minutes and seconds) on a coin paid call, a call held on loop with T&C requested, a T&C recall, a hotel call held on loop, or at the end of conversation where T&C was requested and the operator quotes T&C
			This message is displayed in the Auxiliary Information area when T&C is calculated. The maximum charge display is 655.35. When the maximum charge is exceeded, the DMS switch displays 999.99. Also displayed on coin calls to indicate the charge due (or amount due) on the call.
			Operator response: Request deposit from the calling party or quote the charge to the requesting party.
Chg Adj:	24	5	indicates a charge adjustment manually entered by an operator
			This message is displayed when an operator makes a charge adjust entry by pressing:
			{Chg Adj} + 1-digit charge code + **Start**
			or
			{Chg Adj} + 1-digit charge code + T (number of times) or C (cents) or M (minutes) + digits for amount of adjustment + **Start**.
			Fncts + **Charge Adjust** + **Start** can be used instead of the **{Chg Adj}** softkey.
			Operator response: Verify that all required information is entered, and according to the current call context.
Chg Adj ?	24	5	indicates that a charge adjustment manually entered by the operator is invalid
			Operator response: Enter a correct charge adjustment and press **CLG** + (calling number) + **Start**.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
CLDCON	4	11	indicates that a 0+ call was routed to a voice service node (VSN) for automated alternate billing service (AABS) handling and the calling party chose to bill the call collect. The VSN attached the called/billed party to obtain billing acceptance, but, for a number of reasons, could not obtain billing acceptance and referred the call to an operator for assistance in completing the call. The called number is displayed on call arrival and the cursor defaults to the Spl field.
			This message is displayed on call arrival for a VSN-referred 0+ collect call with a forward connection already established.
			CLDCON is the default display for such calls. The operating company can define their own display for such calls in table VSNOPT, parameter OPR_0PLUS_CLDCON_DISPLAY. Refer to TOPS Translations, for complete details on table VSNOPT.
			Operator response: Obtain calling party's name, press **Start** to restore the speech path of the billed/called party, and obtain billing acceptance. Proceed appropriately for the current call context. Enter a correct charge adjustment and press **CLG** + (calling number) + **Start**.
Clock hh: mm	1	67	a 24-hour clock which displays the current time
			Operator response: For Information only; no action is required.
Clock hh: mm: ss	2	67	a 24-hour clock that is displayed when the operator presses **Fncts** + **Time** + **Start**
			Operator response: Proceed appropriately for the current call context.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location		Description
	Row	**Col**	
Clock Icon	10	*	Indicates that a LIDB query is in progress.
			This message is displayed to the right of the calling number.
			Operator response: Proceed appropriately for the current call context.
Clock Icon	8	*	indicates that a collect number (for example, called number) is undergoing a validity check
			This message is displayed to the right of the called number on person collect or station collect.
			Operator response: Proceed appropriately for the current call context.
Clock Icon	10	*	indicates that a special number (for example, a calling card number, third, or special billing number) is undergoing a billing validity check
			This message is displayed to the right of the special number on special calling or special called class charge.
			Operator response: Proceed appropriately for the current call context.
Clock Icon	2	41	indicates that a DA database query is in progress
			Operator response: Wait until the clock icon has been cleared from the screen and proceed appropriately for the current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Clock Icon	2	1	indicates that a query to the external real-time rating system is in progress
			This message is displayed when the system has launched a query to the external real-time rating system.
			Operator response: Wait until the clock icon has been cleared from the screen and proceed appropriately for the current call context.
Coin Col?	2	50	indicates either an operator- or DMS switch-initiated coin collection attempt for a coin telephone connected to an EO with a line method of coin control. The attempt failed due to a "no trunks available" condition.
			This message is displayed at call origination, recall, notification, or overtime intervals after the operator presses **{Coin Col}**.
			Operator response: Wait a few seconds, press **{Coin Col}** a second or even third time. If still ineffective, proceed as locally directed.
Coin Collect	2	50	indicates an operator-initiated request to collect coins at a coin telephone
			This message is displayed for two seconds after pressing **{Coin Col}** or **Fncts** + **Coin Collect** + **Start**.
			Operator response: Proceed appropriately for the current call context.
—continued—			

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Coin Po	4	*	identifies a call originating from a postpay coin telephone
			This message is displayed in the Service/Type field at call arrival, or when **{Coin}** or **Fncts** + **Coin** + **Start** is pressed to identify a call from a postpay coin telephone that arrived at your position with a coin identification tone.
			Operator response: Proceed according to the subscriber request. If the call is class charged as paid, request the coin deposit at the appropriate time.
Coin Pre	4	*	identifies a call originating from a prepay coin telephone
			This message is displayed in the Service/Type field at call arrival, or when **{Coin}** or **Fncts** + **Coin** + **Start** is pressed to identify a call from a prepay coin telephone that arrived at your position with a coin identification tone.
			Operator response: Proceed according to the subscriber request.
Coin Ret?	2	50	indicates either an operator- or DMS switch-initiated coin return attempt for a coin telephone connected to an EO with line method of coin control, and the attempt fails due to "no trunks available condition"
			This message is displayed at call origination, recall, notification, or overtime intervals when the operator presses **{Coin Ret}**.
			Operator response: Wait a few seconds. Press **{Coin Ret}** a second or even a third time or **Fncts** + **Coin Return** + **Start**. If a coin return is still ineffective, proceed as locally directed.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Coin Return	2	50	Indicates an operator-initiated request to return coins to a coin telephone
			This message is displayed for two seconds after the operator presses **{Coin Ret}** or **Fncts** + **Coin Return** + **Start**.
			Operator response: Proceed appropriately for the current call context.
Congestion	2	50	Indicates congestion in the network, which will prevent toll break-in from being accomplished.
			If network congestion exists, this message is displayed in reverse video for approximately two seconds after the operator presses **Cld** + digits + **Start**. or **Clg** + digits + **Start**.
			Operator response: A voice path must be established between the operator and the called or calling party's central office before toll break-in can be initiated. Proceed as locally directed.
CT	0	70	indicates the operator number used for logon is in a controlled traffic mode. Certain types of traffic is directed to that operator position depending on the input at the SADS or TADS TTY.
			This message is displayed when a controlled traffic command for an operator number is input at the SADS or TADS TTY and the operator number is logged on at a position.
			Operator response: Erased when the operator number is removed from the controlled traffic mode.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
CW	0	64	indicates a call waiting condition
			This message is displayed on the screen of a logged-in operator position, when the number of calls waiting reaches the locally determined threshold.
			Operator response: Erased when the number of calls waiting drops below the threshold value.
DA	4	3	identifies the calls as being delivered to the DA service
			This message is displayed when a call arrives in the DA service, in the idle screen if the previous call was a DA call, or if the operator selects the DA service from the Services menu.
			Operator response: Proceed as required by current call context.
Denied	2	50	Indicates that the requested service is denied
			This message is displayed for approximately two seconds.
			Operator response: Proceed as locally directed.
Dial	24	31	indicates dial rate applies to the call. The call is billed as though the subscriber dialed directly.
			This message is displayed after pressing **{Dial Rate}** or **Fncts + Dial Rate + Start**.
			Operator response: Proceed appropriately for the current call context.
Dir Pos: xxxx Opr: xxxx	0	34	displayed on operators' screens to indicate the position and operator number of requesting and requested operator during directed assistance
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Directory assistance	*	*	displayed in the service set of the assigned activities screen when the operator and the TOPS MP position have directory assistance capabilities
			Operator response: For information only; no action is required.
Down-arrow icon	10	40	indicates an invalid class charge was entered
			This message is displayed in the Spl field along with the X icon in the Cld field and up-arrow icon in the Clg field when an invalid class charge is entered.
			Operator response: Enter a valid class charge.
E	2	47	indicates that the ARU language is English
			This message is displayed at call arrival.
			Operator response: For information only; no action is required.
F	2	47	indicates that the ARU language is French
			This message is displayed at call arrival.
			Operator response: For information only; no action is required.
Forced Busy Pending	1	2	indicates the data link to the DMS switch is either not accessible or available, for example when the position is busied at the MAP during a call
			This message is displayed when the position is about to be made inoperative after the current call is completed. The NT Logo screen is then displayed with Link problems encountered displayed.
			Operator response: When the Link problems encountered message is no longer displayed, log on as usual.
—continued—			

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Functions	*	*	title displayed in the title bar of the Functions menu
			Operator response: To select an option, key the appropriate digits and **Start** (**Fncts** + **Fncts** + digits + **Start**). This clears the menu from the TOPS MP screen and the function is performed.
Gen AMA	2	50	Indicates that an AMA record is being generated for the current call
			This message is displayed for approximately two seconds after the Gen AMA function is initiated.
			Operator response: For information only; no action is required.
Gen:xxxx Opr:xxxx	0	34	Indicates general position and operator numbers of either requesting and requested operator
Gov	2	41	indicates a government file search has been completed
			This message is displayed following the database file search completion (replaces the clock icon) and at the same time as the database response.
			Operator response: For information only; no action is required.
hh:mm:ss	2	67	displayed after you press **Fncts** + **Time** + **Start**
			Operator response: For information only; no action is required.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Highlighted Cld field	8	*	indicates the called party on Loop1 is on-hook if Loop1 is active or the called party on Loop2 is on-hook when Loop2 is active, or indicates outpulsing to the called party
			This message is displayed when the called party on Loop1 or 2 goes on-hook, or when the call is outpulsing to the called party.
			Operator response: If the call is terminated, take appropriate action to disconnect. Otherwise, proceed appropriately for the current call context.
Highlighted Clg field	10	*	indicates the calling party on Loop1 is on-hook if Loop1 is active or the calling party on Loop2 is on-hook when Loop2 is active, or indicates outpulsing to the calling line
			This message is displayed when the calling party on Loop1 or 2 goes on-hook, or when you indicate a connection to the calling party.
			Operator response: If the call is terminated, take appropriate action to disconnect. Otherwise, proceed appropriately for the current call context.
Highlighted on-hook telephone icon	1	86	indicates that a call is on temporary hold on the second loop when displayed in the L2 field, and the calling or called party went on-hook while on permanent hold
			This message is displayed after you press **Fncts + Hold + Start** or when going from Loop1 to Loop 2.
			Operator response: Press **Fncts + Access Loop 2 + Start**, or complete the call and press **Pos Rls**.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Hold	4	11	identifies a call held on loop
			displayed in the Service type field when an operator accesses the loop of a call on permanent hold under the following conditions:
			• before disconnect
			• other than at a notify interval
			• no subscriber recall supervision received
			Operator response: Proceed appropriately for the current call context.
Hot	2	4	identifies a third number, calling card or special billing number that was locally identified as being involved in a high incidence of fraud. A list of as many as 64 possible fraudulent numbers can be flagged. Displayed on the left side of the message/status area.
			Operator response: Proceed as locally directed.
Hotel	4	*	identifies an incoming call as originating from a Hotel phone
			displayed in the Service/Type field on call arrival
			Operator response: For information only; no action is required.
IC	8	34	indicates that the specified call is interLATA. The carrier access code and carrier name are also displayed if the information is available either automatically or after pressing **IC** + (carrier access code) + **Start**
			displayed in the Cld field after entering a 7- or 10-digit called number which is interLATA
			Operator response: Proceed as locally directed.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
IC?	8	34	indicates an attempt to release an interLATA call without an interLATA carrier assignment
			displayed in the Cld field after pressing **Pos Rls**
			Operator response: Proceed as locally directed.
Int	2	41	indicates an Intercept file search has been completed and the number is unsuitable for automatic quoting, or the customer has remained off-hook for a specified time after hearing an automatic recording
			displayed following an Intercept search requiring operator assistance
			Operator response: For information only; no action is required.
Int-ANIF	4	11	indicates an incoming intercept call to an EO equipped to identify the called number automatically but fails to do so
			displayed at call arrival in the Service/Type field
			Operator response: Secure the called number from the subscriber, key the 7 digits, and press the **Int** key to release the call to audio.
			If the called number is an enterprise type number, key the 4-digit number and the alphabetic character E, and then press the **Int** key to release the call to audio.
Int-Cut	4	11	indicates an intercept call that is attached to an operator position when the subscriber stays off-hook beyond a specified period of time
			displayed at call arrival in the Service/Type field
			Operator response: Determine what additional information is required and proceed according to subscriber request.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Int-ONI	4	11	indicates an incoming intercept call to an EO not equipped to automatically identify the called number
			displayed at call arrival in the Service/Type field
			Operator response: Secure the called number from the subscriber, key the seven digits, and press the Int key to release the call to audio.
Int-Rcl	4	11	indicates an intercept call that was previously connected to an operator and subsequently released to audio, and on which the subscriber stayed off-hook beyond a specified time
			displayed at call arrival in the Service/Type field
			Operator response: Determine what additional information is required and proceed according to subscriber request.
Int-Spl	4	11	indicates an intercept call that cannot be automatically serviced and that requires operator intervention
			displayed at call arrival in the Service/Type field
			Operator response: Determine what additional information is required and proceed according to subscriber request.
			Database search information is presented at call arrival.
Intercept	4	11	indicates a call identified by the DMS switch as an Intercept call was rerouted to an operator position. No AMA is also displayed
			displayed at call arrival in the Service/Type field
			Operator response: Proceed as locally directed.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

| Display | Location | | Description |
	Row	Col	
Invalid	2	50	Indicates invalid operator keying
			This message is displayed for approximately two seconds after the invalid keystrokes.
			Operator response: Reenter the correct key sequence.
Invalid Page	0	34	Indicates that an operator has attempted to contact an invalid page position or page operator
Inward	4	11	identifies an incoming call from another operator
			displayed at call arrival in the Service/Type field
			Operator response: Proceed according to the operator request.
Link Problems Encountered	*	*	indicates that the data link to the DMS switch is either not accessible or unavailable
			displayed on the NT logo screen when the carrier is not received from the DMS switch link
			Operator response: When this message is no longer displayed, log on as usual.
Loc	8	33	identifies a service number that is in the local calling area
			displayed in the Cld field after the calling number and {SNCD} {REFCD} translate into a service number that is in the local calling area
			Operator response: Proceed as locally directed.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Loc	8	34	identifies an attempt to place a call to a telephone within the local or free calling area of the calling telephone
			displayed in the Cld field after pressing **Cld** + called number + **Start** on 0+ calls, or digits + **Start** on 0 calls. Routing is not prevented but a second **Start** may be required to outpulse the call. If the subscriber dials 0+ a local number, it arrives with Loc at call arrival. This is an optional display and can be datafilled in translations.
			Operator response: Offer subscriber instruction.
Make Busy Pending	0	34	indicates that the position is placed in the position busy state after the current call is completed
			displayed after the operator keys **Fncts** + **Make Busy** + **Start**
			Operator response: No response is required. After the current call is completed, the assigned activities screen is displayed.
Man	8	33	identifies a service number that can not be completed without manual intervention
			displayed in the Cld field with the {SNCD} {REFCD} combination flashing
			Operator response: Proceed as call circumstances require.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Man	12	31	indicates that the special number entered requires manual validation
			displayed in the Spl field when a special number entered for a TOPS interLATA carrier service (TICS) call requires manual billing validation
			Man is also displayed in the Spl field on 0+ TICS calls originally routed to MCCS and then to an operator because manual validation is required. For such calls, the carrier name, carrier number, and the calling card number are displayed.
			Operator response: Proceed as locally directed.
Min:	20	5	indicates the time in minutes chargeable for coin paid calls, or when the calling party requests T&C quote
			displayed in the Auxiliary Information area
			Operator response: Proceed appropriately for the current call context.
Mon	0	73	indicates that the operator position is being monitored from either a service assistant position or the in-charge position (optional)
			displayed when the operator position is being monitored
			Operator response: No response; the display is erased when the operator position is no longer being monitored.
Mon Pos: xxxx Opr: xxxx	0	34	indicates a position and operator number of a monitored operator on the monitoring operator's screen; to remove this display, press the **Hide MonID** softkey and press **Show MonID** softkey

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
N	8	13	identifies that the service number can also be accessed by an alternate number. The letter N also indicates that no number is being outpulsed.
			displayed in the Cld field when the service number appears in the Cld field
			Operator response: Press **Start** to outpulse the current service number. You may choose to outpulse the alternate service number by releasing the forward call and then pressing **Fncts** + 38 + **Start** + **Start**.
N	14	32	identifies the name (four alphanumeric characters) of a hotel guest placing a call or accepting a collect call
			displayed in the Misc field after pressing **{Name}** + letters + **Start** or **Fncts** + **Name** + **Start** + letters + **Start**
			Operator response: Proceed appropriately for the current call context.
N?	14	32	identifies an invalid name
			displayed in the Misc field after you press **{Name}** + name + **Start** if the name fails validity check
			Operator response: Reenter name, file, or extension number.
NEA	6	27	identifies an incoming call from a non-equal access EO (non-EAEO)
			displayed at call arrival in the Clg field
			Operator response: Proceed as directed.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Nfy	1	79	indicates that notification is required for a call held on Loop1 when displayed in the L1 field
			displayed when the notification period for a call held on Loop1 is over
			Operator response: Access the loop, press **Fncts + Access Loop** 1 + **Start** and give appropriate notification.
Nfy	1	86	indicates that notification is required for a call held on Loop2 when displayed in the L2 field
			displayed when the notification period for a call held on Loop2 is over
			Operator response: Access the loop, press **Fncts + Access Loop 2+ Start**.
Nfy:	18	31	identifies a notify interval keyed by the operator or the system default interval for coin calls
			displayed after pressing **{Nfy}** + minutes + **Start** or **Fncts + Notify + Start** + minutes + **Start**
			Operator response: For information only; no action is required.
No AMA	1	41	indicates a call to which a No charge is applied
			displayed when **{No AMA}** or **Fncts + No AMA + Start** is pressed or when one of the following events occurs:
			• An OGT menu selection is made to a location for which there is no charge.
			• A number associated with a toll free route or trunk group is entered.
			• A call arrives designating an operator code, Intercept, Alarm, or DA inward call.
			Operator response: Proceed as locally directed.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
No Rate	12	31	indicates that the rating requested is not allowed for the specified interLATA carrier
			displayed in the IC field after pressing an inappropriate class charge for a call handled using TOPS interLATA carrier service (TICS). Note that the type of rating allowed varies for each interLATA carrier subscribing to TICS.
			Operator response: Request an alternate billing or a different carrier, as appropriate.
			Operator response: Press **Pos Rls**.
No Rtr	2	1	indicates that no query was sent to the external real-time rating system
			displayed when, for some reason, a query to the external real-time rating system could not be launched by the DMS switch.
			Operator response: Proceed as locally directed. (Rating may succeed if it is tried again later in the same call.)
Notify	4	11	identifies a call returning to an operator position for notification
			displayed in the Service/Type field.
			Operator response: After informing the subscriber of elapsed minutes, press **Pos Rls**.
npa–nxx X	6	12	indicates a partial ANI failure.
			Operator response: Enter calling number + **Start**
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
OC:	18	20	identifies the amount in cents of an overcollected coin deposit
			displayed in the auxiliary information area after pressing **{Overcollect}** + amount + **Start** or **Fncts** + **Over Collect** + **Start** + amount + **Start** or after ACTS coin detection circuit determines an overcollection. The machine automatically subtracts the overcollection on the subscriber call record. Only the amount owing is displayed at the next overtime recall.
			Operator response: Proceed appropriately for the current call context.
OprTxt			displays operator text, which is 20 characters or less, that explains why a call was routed from the Operator Services System Advanced Intelligent Network (OSSAIN) service node to the operator position
Outline on-hook telephone icon	1	79	indicates that the operator put the call on permanent hold, or at the SA position, that the SA put the call on permanent hold on Loop 1
			displayed after pressing **Fncts** + **Hold** + **Start**
			Operator response: To access the call again, press **Fncts** + **Access Loop 1** + **Start**.
Outline on-hook telephone icon	1	86	indicates that the operator put the call on permanent hold, or at the SA position, that the SA put the call on permanent hold on Loop 2
			displayed after pressing **Fncts** + **Hold** + **Start**
			Operator response: Complete the call and press **Pos Rls**.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Outline on-hook telephone icon	8	40	identifies a call classed automatically as collect, for example, WX, Enterprise, Commerce, And Zenith calls. If the calling number is ANI, the calling number is also displayed.
			displayed when **Fncts** + **Auto Collect** + **Start** is pressed, or displayed automatically when the called number is entered into the system
			Operator response: Proceed appropriately for the current call context.
Outtrunks	*	*	title displayed in the title bar of the OGT menu
			Operator response: To select an option from the Outtrunks menu, press the appropriate digit and **Start** (**OGT** + **OGT** + digit(s) + **Start**). This clears the menu from the TOPS MP screen and the number is outpulsed.
			The one exception to this is outpulsing to a service assistant, which requires a second **Start** to outpulse. The first **Start** puts the cursor in the Misc field for floor plan number entry, if necessary.
Overtime	4	11	indicates that a coin call is returning to the position for disconnect overtime coin collection (an xx after Overtime indicates a coin call is returning to the position for overtime interval coin collection)
			displayed at call arrival in the Service/Type field
			Operator response: Request amount due on the call and proceed as the subscriber requests.
—continued—			

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
OVS	8	33	identifies an attempt to place a call to an overseas number
			displayed in the Cld field after **Fncts** + **Overseas** + **Start** + called number + **Start** is entered or when a subscriber-dialed overseas call arrives at an operator position
			Operator response: Proceed appropriately for the current call context.
Page to Pos: xxxx	0	1	displays the position number of the paged operator on the paging operator's screen to indicate a successful page attempt
			displayed after the paged operator has responded to a page
Page to Opr: xxxx	0	1	displays the position number of the paged operator on the paging operator's screen to indicate a successful page attempt
Page from Pos: xxxx	0	1	displayed on the paged operator's screen to indicate that the operator has received a page from the specified position and needs respond to the page
PCB	20	39	identifies a person call-back (PCB) call and reverses the billing fields; that is, the forward connection takes on a calling class charge status
			displayed when **Fncts** + **Person Call Back** + **Start** is pressed for single-digit call-back calls
			Operator response: Proceed appropriately for the current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
PCB error	2	50	indicates that **Fncts + Person Call Back + Start** (or **{PCB}**) was pressed after entering a station class charge
			displayed after pressing station class charge key(s) + **Fncts + Person Call Back + Start**
			Operator response: Enter an appropriate person class charge + **Fncts + Person Call Back + Start**.
Person icon	6	40	identifies a person-paid class charge
			displayed in the Clg field when **Clg + Per** (person paid) is pressed
			Operator response: Proceed appropriately for the current call context.
Person icon	8	40	identifies a person collect or a person special called class charge
			displayed in the Cld field after pressing **Cld + Per** for person collect calls. Displayed in the Cld field after pressing **Cld + Per + {Spl Cld}** for person special called calls (an up-arrow also appears in the Spl field for the special called class charge).
			Operator response: Proceed appropriately for the current call context.
Person icon	10	40	identifies a person special calling class charge
			Identifies a call billed to a third number, calling card, or special billing number by the calling party.
			displayed in the Spl field when **Spl + Per** (person special calling class charge) is used
			Operator response: Proceed appropriately for the current call context.

—**continued**—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Print T&C	1	51	identifies a request for hard copy of T&C
			displayed after pressing **{Print T&C}**, to generate a TTY message at the T&C position or hotel billing information center (HOBIC)
			Operator response: Proceed appropriately for the current call context.
Question mark icon	6	12	indicates one of the following:
			• displayed in the Clg field when a billable call originates from a telephone set for ONI
			Operator response: Enter calling number + **Start**.
			• an attempt to start timing before entering the calling number.
			Displayed in the Clg field when **Fncts** + **Start Timing** + **Start** is pressed but the calling number is not known by the DMS switch for AMA recording.
			Operator response: Press **Clg** + (calling number) + **Start** + **Pos Rls**.
Question mark icon	8	12	indicates an attempt to start timing before entering the called number
			displayed in the Cld field when **Fncts** + **Start Timing** + **Start** or **Pos Rls** is pressed but the DMS switch does not know the called number for AMA recording
			Operator response: If not an overseas international call, press **Cld** + called number + **Start** + **Pos Rls**. If an overseas call, press **Fncts** + **Overseas** + **Start** + called number + **Start** + **Pos Rls**. If required, enter the appropriate class charge.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Question mark icon	10	12	identifies an attempt to start timing before entering billing information.
			displayed in the Spl field when **Fncts** + **Start** , **Timing** + **Start**, or **Pos Rls** is pressed
			Operator response: Enter the appropriate special number and proceed according to the current call context.
Question mark icon	10	11	indicates that the call could have been automated, but the subscriber bypassed the automated function
			displayed at call arrival in the special number field. The display is transient and can be overwritten, and once an update occurs to the special number field and the icon is overwritten or erased, it does not appear again.
			Note: This display only appears if the tuple MP_DISPLAY_POSSIBLE_AUTOMATION in table TOPSPARM is set to Y.
Question mark icon (and arrows)	8	40	indicates that no class charge was entered when the operator pressed **Fncts** + **Start Timing** + **Start**
			Operator response: Inform the subscriber and request alternate billing. Enter the appropriate class charge and proceed according to current call context.
Queued	0	1	Indicates a call has been released to queue
R?	14	21	indicates an attempt to start timing before entering room information for hotel-originated paid calls, for collect to a hotel, or for calls from a hotel that require notification
			displayed in the Misc field after you press **Fncts** + **Start Timing** + **Start**
			Operator response: Enter the room, file, or extension number by pressing **Misc** + digits + **Start** and proceed according to current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Released Opr:xxx	0	34	display on remaining operator's screen when two operators are connected and one of them breaks the connection
Res	2	41	indicates that a residential file search has been completed
			displayed following the database file search completion (replaces the clock icon) and at the same time as the database response
			Operator response: For information only; no action is required.
RCAMA	4	11	indicates an incoming call from a line that does not have the ANI option set, and the equipment recording the call details is located at a remote switching site
			displayed in the Service/Type field when a billable call (1+ or 011+) originates from a noncoin telephone that is not set for ANI, so the calling number is not known by the DMS switch
			Operator response: Enter the calling number. When the seventh digit of the calling number is entered, the call is automatically released from the position.
RCAMA?	4	11	indicates an incoming call from a line that does have the ANI option set but for which there is an ANI failure and the equipment recording the call details is located at a remote switching site
			displayed in the Service/Type field when a billable call (1+ or 011+) originates from a noncoin telephone that is not set for ANI, so the calling number is not known by the DMS switch
			Operator response: Enter the calling number. When the seventh digit of the calling number is entered, the call is automatically released from the position.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Recall	4	11	indicates that a subscriber placing a coin-paid call momentarily pressed the switch hook during the initial period to recall the operator
			displayed in the Service/Type field after the subscriber presses the switch hook
			Operator response: Answer the recall and proceed according to the subscriber request.
Repeat	2	41	displayed when there is a link switch during a database search
			The Repeat message replaces the clock icon to alert the operator to perform the database search again.
			Operator response: Initiate the file search again.
Res	6	27	indicates that the calling number is restricted from making interLATA calls
			displayed on call arrival in the Clg field. May also be displayed when a loop is accessed on a delay trunk call (this is set in translation)
			Operator response: Inform the calling party that the telephone from which the call is being placed cannot make interLATA (long distance) calls.
ResIC	2	2	indicates a credit card call number that is restricted for the interexchange carrier being used
			Operator response: Inform the subscriber and request alternate billing.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Ring Called	2	50	identifies an operator-initiated attempt to ring an on-hook called telephone again or another operator on a forward connection
			displayed for two seconds after you press **Fncts + Ring Called + Start**
			Operator response: Proceed appropriately for the current call context.
Ring Calling	2	50	identifies an attempt to ring an on-hook calling telephone again or another operator on a back connection
			displayed for two seconds after you press **{Ring Clg}** or **Fncts + Ring Calling + Start**
			Operator response: Proceed appropriately for the current call context.
Ring Cld?	2	50	indicates an attempt to ring a called line when no called number is in the system
			displayed after you press **Fncts + Ring Called + Start**
			Operator response: Proceed as directed.
Ring Clg?	2	50	indicates an attempt to ring a calling line without a calling number
			displayed after you press **{Ring Clg}** or **Fncts + Ring Calling + Start**
			Operator response: Proceed as locally directed.
Rls Called	2	50	identifies an operator-initiated request to release the position from a forward connection
			displayed for two seconds after you press **Rls Cld**
			Operator response: Proceed appropriately for the current call context.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Rls Calling	2	50	identifies an operator-initiated request to release the position from a back connection
			displayed for two seconds after you press **Fncts** + **Release Calling** + **Start**
			Operator response: Proceed appropriately for the current call context.
R	14	21	identifies the room, file, or extension number of a telephone placing a call or authorizing billing on a call for which a T&C message is generated. Note that the number can contain alphabetic characters.
			displayed in the Misc field after you press **Misc** + (room number) + **Start**
			Operator response: Proceed appropriately for the current call context.
RS: ?	20	20	identifies an invalid or missing rate step
			displayed in the auxiliary information area after you press **Fncts** + **Ratestep** + **Start** + (rate step) + **Start** and if the rate fails the DMS switch validity checks. Also displayed when no rate step is in the system for the calling/called number combination.
			Operator response: Enter or reenter rate step.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
RS:	20	2	identifies the rate step in effect for the calling and called numbers
			displayed after you press **Fncts** + **Ratestep** + **Start** + (rate step) **+ Start** or after you press **Fncts** + **Call Details** + **Start** (if the rate step was automatically assigned).
			Operator response: Proceed as locally directed.
RST:xxxx	24	3	Indicates a billing restriction
			displayed in the toll screen in the call details window
			Operator response: Proceed as locally directed.
Rtr Fl	2	1	indicates that a query to the external real-time rating system has failed
			displayed when an attempted query to the external real-time rating system has failed. In addition, invalid charges ($999.99) are displayed in the call details window.
			Operator response: Proceed as locally directed. (Rating may succeed if it is tried again later in the same call.)
Services	*	*	title displayed in the title bar of the Services menu
			Services is also a header in the assigned activities screen. Information displayed below this header includes services for which the operator and the position are available to provide, for example, toll and assistance and directory assistance.
			Operator response: To select a service from the Services menu, key the appropriate digit and **Start** or **Svcs** + **Svcs** + digit + **Start**. This clears the menu from the screen and selects the service.
			—**continued**—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Solid off-hook telephone icon	1	79	indicates that Loop1 is active when displayed in L1 field; call is currently being handled by an operator or an SA
			displayed when Loop1 is active
			Operator response: For information only; no action is required.
Solid off-hook telephone icon	1	86	indicates that Loop2 is active when displayed in L2 field; call is currently being handled by an operator or an SA
			displayed when Loop2 is active
			Operator response: For information only; no action is required.
Solid on-hook telephone icon	1	79	indicates that a call is on temporary hold on the first loop when displayed in the L1 field. If this display is highlighted, the calling or called party went on-hook while on permanent hold.
			displayed after you press **Fncts** + **Hold** + **Start** or when going from Loop1 to Loop2
			Operator response: Press **Fncts** + **Access Loop** 1 + **Start**.
Highlighted on-hook telephone icon	1	79	indicates that a call is on permanent hold on the first loop when displayed in the L1 field, and the calling or called party went on-hook while on permanent hold
			displayed after you press **Fncts** + **Hold** + **Start** or when going from Loop1 to Loop2
			Operator response: Press **Fncts** + **Access Loop** 1 + **Start**.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Solid on-hook telephone icon	1	86	indicates that a call is on temporary hold on the second loop when displayed in the L2 field. If display is highlighted, calling or called party went on-hook while on permanent hold.
			displayed after you press **Fncts** + **Hold** + **Start** or when going from Loop1 to Loop 2
			Operator response: Press **Fncts** + **Access Loop 2** + **Start**.
Solid on-hook telephone icon	6	40	identifies a station-paid class charge
			displayed in the Clg field when class charged station (**Clg + Sta**)
			Operator response: Proceed appropriately for the current call context.
Solid on-hook telephone icon	8	40	identifies a collect class charge
			displayed in the Cld field when the Station Collect (**Cld + Sta**) class charge is used, or Station Special Called after the collect class charge is entered and the {**Spl Cld**} key is pressed. The up-arrow also appears in the Spl field for the special called class charge.
			Operator response: Proceed appropriately for the current call context.
Solid on-hook telephone icon	10	40	identifies a station special calling class charge
			Identifies a call billed to a third number, calling card, or special billing number by the calling party.
			displayed in the Spl field after using station special calling, (**Spl + Sta**) class charge
			Operator response: Proceed appropriately for the current call context.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Spec	2	41	indicates that a special business file search has been completed
			displayed following the database file search completion (replaces the clock icon) and at the same time as the database response
			Operator response: For information only; no action is required.
Special number	10	11	identifies third number, calling card number, or special billing number, with up to 23 digits with CCITT calling cards
			displayed in the Spl field after you press **Spl** + (special number) + **Start**
			Operator response: **Spl** + (special number) + **Start** + (if the call is completed) **Pos Rls**.
Srv	8	34	indicates that the called number is a service number
			displayed in the Cld field next to the called number
			Operator response: Proceed appropriately for the current call context.
ST	0	67	indicates that the operator number used to log in at the position is assigned to a study register for operator statistics broken up according to call type (study data)
			Optionally displayed when a command from the SADS or TADS TTY associates an operator number with study registers. Erased when the operator number is no longer assigned to a study register.
St Tmg	1	50	informs the DMS switch to start timing when answer supervision is obtained
			displayed after you press **Fncts** + **Start Timing** + **Start**
			Operator response: Proceed according to the current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
System Average: xx	*	*	identifies average work time, in seconds, for the total system from start of day
			displayed after you press **{Show Stats}** from the assigned activities screen while position is in a busy state
			Operator response: Erase by pressing **{Erase Stats}**.
T&C	22	31	identifies a request for T&C information
			displayed in the auxiliary information area after you key **{T&C}** or **Fncts + Time and Charges + Start**
			Operator response: Proceed appropriately for the current call context.
(Time of day on 24-hr clock; hh:mm)	1	67	automatically displayed in 24-hour clock notation
			Operator response: For information only; no action is required.
T&C	4	11	indicates that an incoming call requires T&C quote
			displayed in the Service/Type field upon call arrival
			Operator response: Proceed appropriately for current call context.
Tmg/Ca?	1	41	indicates that **Pos Rls** was pressed before an AMA control function: No AMA, Start Timing, Cancel call, or Cancel Timing. May also indicate missing information
			displayed when the DMS switch has insufficient billing information for a call being released from the position; such as no calling number, no called number, no special number, or no class charge
			Operator response: Enter appropriate information + **Pos Rls**, or press **{No AMA}** or **Fncts + No AMA + Start** or **Ca Call** (if appropriate) + **Pos Rls**.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
To: Coin	4	33	indicates that the called party is at a coin station
			Operator response: Proceed appropriately for the current call context.
To:Hotel	4	33	indicates that the called party is at a hotel guest telephone
			Operator response: Proceed appropriately for the current call context.
Trbl: (trouble code)	20	31	identifies the trouble report code entered
			displayed in the auxiliary information area after you press **Trbl** + (trouble code) + **Start**
			Operator response: Proceed appropriately for the current call context.
TS	4	11	indicates an incoming call from a toll station
			displayed in the Service/Type field at call arrival
			Operator response: Proceed appropriately for the current call context.
TSUB	4	11	indicates an incoming call from a toll station
			displayed in the Service/Type field at call arrival
			Operator response: Proceed appropriately for the current call context.
TXT:xxxx	24	17	datafillable alphanumeric string

—**continued**—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
UCA	8	34	identifies an attempt to place a call to a special collect number for which the calling office is not authorized
			displayed in the Cld field after you press **Cld** + called number + **Start**. Note that routing is prevented.
			Operator response: If not a special collect number, verify the number with the subscriber. If a different number is given, advance call again by pressing **Cld** + called number + **Start**. If the same number is given, ask the subscriber to verify the number with DA.
			If number is not a special collect number, ask subscriber to dial the regular number.
UCA?	8	34	identifies an attempt to start timing when UCA is displayed
			displayed in the Cld field after you press **Fncts** + **Start Timing** + **Start** or **Pos Rls**
			Operator response: Press **Cld** + called number + **Start** or **Ca Call** (if appropriate) + **Pos Rls**.
(Up-arrow icon)	6	40	indicates that an invalid class charge has been entered
			displayed in the Clg field along with the X icon in the Cld field and the down-arrow icon in the Spl field
			Operator response: Enter a valid class charge.
(Up-arrow icon)	10	41	identifies a call billed to a third number, calling card, or special billing number by the called party after accepting charges on collect call
			displayed in the Spl field after you press **{Spl Cld}**
			Operator response: Proceed appropriately for the current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
VCA	8	33	indicates that the calling number and {SNCD} {REFCD} combination translated into a vacant code treatment
			displayed in the Cld field after the number combination
			Operator response: Proceed as locally directed.
VCA	8	34	identifies an attempt to place a call to a vacant NPA or NXX code, or to a special collect number that is not known to the DMS switch
			displayed in the Cld field after you press **Cld** + called number + **Start**. Note that routing is prevented
			Operator response: If not a special collect number, verify the number with the subscriber. If a different number is given, advance call again by pressing **Cld** + called number + **Start**. If same number is given, ask subscriber to verify number with DA.
			If number is not a special collect number, ask subscriber to dial the regular number.
VCA?	8	33	identifies an attempt to start timing when VCA is displayed
			displayed in the Cld field after you press the **Fncts** key (or **Start Timing** + **Start**) or **Pos Rls**
			Operator response: Press **Cld** + called number + **Start** or **Ca Call** (if applicable) + **Pos Rls**.
Vfy?	8	33	identifies an attempt to start timing or **Pos Rls** when verifying a busy line
			displayed after you press **Fncts** + **Start Timing** + **Start** or **Pos Rls**
			Operator response: Proceed appropriately for the current call context.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Vfy	8	34	identifies a verification attempt
			displayed in Cld the field after you press **Fncts + Busy Verify + Start**
			Operator response: Proceed appropriately for current call context.
Vfy	10	34	indicates that manual validation must be done to validate a special number
			displayed in the message/status field
			Operator response: Proceed appropriately for the current call context.
X	6	12	indicates an incoming call from a line that does have the ANI option set, but an ANI failure has occurred
			displayed in the Clg field when a billable call originates from a telephone usually set for ANI but the calling number is not known by the DMS switch for AMA recording
			Operator response: Enter calling number + **Start**.
X			indicates that an incomplete calling number was received; thus the DMS switch cannot generate an automatic OLNS query prior to call arrival
			• displayed in the Clg field
			Operator response: Enter **Clg + number + Start**.
XX invalid	2	50	Indicates an invalid menu selection, where XX represents the invalid digits entered
			This message is displayed for approximately two seconds after invalid digits are keyed.
			Operator response: Enter a valid menu selection.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
Xfr Err	2	41	indicates that an attempt to transfer a subscriber to an interLATA carrier (IC) failed because the carrier is not known by the DMS switch
			displayed when **Fncts** + **Transfer IC** + **Start** + **Pos RIs** is pressed before entering the appropriate carrier access code
			Operator response: Enter the IC carrier access code. Press **IC** + carrier access code + **Start**.
XFR (transfer option)	2	41	identifies a request to transfer a call to an XFR operator
			displayed after you press **OGT** + selection for transfer operator (XFR1, 2, or DA + **Start**
			Operator response: Proceed appropriately for the current call context.
0	4	11	indicates an incoming call on which subscriber dialed 0 to reach the operator. Can also be displayed when the operator accesses a loop on a delay trunk basis.
			displayed at call arrival or upon loop access.
			Operator response: Determine what is wanted and proceed according to subscriber request:
			• Provide assistance
			• Provide subscriber instruction
			• Complete call to emergency number
			• Complete call to another operator

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
0 ?	4	11	indicates that the DMS switch is unable to identify the kind of call dialed by the subscriber and/or the type of originating telephone (for example, coin or hotel)
			displayed when call arrives without any call details
			Operator response: Proceed appropriately for subscriber requests and the type of originating telephone. If the subscriber is calling from a coin telephone or hotel, press appropriate call-origination key.
0+	4	11	indicates incoming call on which subscriber dialed 0+ (domestic) or 01 (overseas international) followed by a called number and would like special call handling
			displayed in the Service/Type field at call arrival
			Operator response: Proceed appropriately for the current call context.
0+ ?	4	11	indicates that the DMS switch is unable to identify the kind of call dialed by the subscriber and/or the type of originating telephone (for example, coin or hotel)
			displayed when a call arrives without any call details, but the call is not a zero-minus call
			Operator response: Proceed appropriately for subscriber requests and the type of originating telephone. If subscriber is calling from a coin telephone or hotel, press appropriate call origination key.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
0+ COL	4	11	indicates that a 0+ call was routed to a VSN for AABS handling and the calling party chose to bill the call collect, but, for a number of reasons, the VSN could not complete the call and referred it to an operator for assistance. The called number is displayed on call arrival and the cursor defaults to the Spl field.

displayed on call arrival for VSN-referred 0+ collect calls that do not have a forward connection established

0+ COL is the default display for such calls. The operating company can define its own display for such calls in table VSNOPT, parameter OPR_0PLUS_COL_DISPLAY. For complete details on table VSNOPT, refer to *TOPS Translations*.

Operator response: Obtain calling party's name, press **Start**, and obtain billing acceptance. Proceed appropriately for current call context. |
| 0+ 3RD | 4 | 11 | indicates that a 0+ call was routed to a VSN for AABS handling and the calling party chose to bill the call to a third number, but, for a number of reasons, the VSN could not complete the call and referred it to an operator for assistance. The called and third numbers are displayed on call presentation.

displayed on call arrival for VSN-referred 0+ bill-to-third calls that do not have a forward connection established

0+ COL is the default display for such calls. The operating company can define its own display for such calls in table VSNOPT, parameter OPR_0PLUS_3RD_DISPLAY. For complete details on table VSNOPT, refer to *TOPS Translations*.

Operator response: Obtain calling party's name, connect to third party, and obtain billing acceptance. Proceed appropriately for the current call context. |
| | | | **—continued—** |

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
1+	4	11	indicates an incoming 7- or 10-digit billable station call from a noncoin telephone
			displayed in the Service/Type field when a billable station call (1+ only) originates from a noncoin telephone but the calling number is not known by the DMS switch for AMA recording
			Operator response: Press **Clg** + calling number + **Start** + **Pos Rls**.
1+ Coin PO	4	11	indicates that the incoming 7- or 10-digit billable station call is from a postpay (PO) coin telephone
			displayed in the Service/Type field when a billable station call (1+ only) originates from a PO coin telephone and the initial deposit needs to be collected
			Operator response: Obtain the initial deposit. Press **Pos Rls**.
1+ Coin Pre	4	11	indicates an incoming 7- or 10-digit billable station call from a prepay (Pre) coin telephone
			displayed in the Service/Type field when a billable station call (1+ only) originates from a prepay coin telephone, and the initial deposit needs to be collected
			Operator response: Obtain the initial deposit. Press **Pos Rls**.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
1+ Hotel	4	11	indicates an incoming 7- or 10-digit billable station call from a hotel telephone
			displayed when a billable station call (1+ only) originates from a hotel telephone, and the room number or hotel guest name is not known by the DMS switch
			Operator response: If the room number is required, press (room number) + **Start** + **Pos Rls** (the cursor default on 1+ hotel calls is the Misc field; therefore, it is not necessary to press **Misc**). If the guest name is required, press **{Name}** + (name) + **Start** + **Pos Rls**.
3RDCON	4	11	indicates that a 0+ call was routed to a VSN for AABS handling and the calling party chose to bill the call to a third number. The VSN attached the billed/third party to obtain billing acceptance, but, for a number of reasons, could not obtain billing acceptance and referred the call to an operator for assistance. The called and special numbers are displayed. The called and special numbers are the same on call presentation. When the operator presses **Rls Cld** to release the third party, the actual called number is displayed in the Cld field.
			displayed on call arrival for a VSN-referred 0+ bill-to-third call with a forward connection already established
			3RDCON is the default display for such calls. Operating company can define own display for such calls in table VSNOPT, parameter OPR_0PLUS_3RDCON_DISPLAY. For complete details on table VSNOPT, refer to *TOPS Translations*.
			Operator response: Obtain calling party's name, press **Start** to restore the speech path of the billed/third party, and obtain billing acceptance. Proceed appropriately for the current call context.

—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
50	4	11	indicates an operator-dialed multi-digit call-back call to the Universal Operator
			displayed in the Service/Type field at call arrival
			Operator response: Secure call details and complete the call. Billing fields are reversed; that is the forward connection takes on calling party class charge billing status except when a collect class charge key is pressed.
55	4	11	indicates an operator-dialed, multi-digit call-back call to a noncoin telephone where T&C is requested. T&C is also displayed.
			displayed in the Service/Type field at call arrival
			Operator response: Secure call details and complete the call. Billing fields are reversed; that is, the forward connection takes on a calling class charge billing status.
56	4	11	indicates an operator-dialed, multi-digit call-back call to a hotel guest. Hotel is also displayed.
			displayed in the Service/Type field at call arrival
			Operator response: Secure call details and complete the call. Billing fields are reversed; that is, the forward connection takes on a calling class charge billing status.
58	4	11	identifies an operator-dialed, multi-digit call-back call to a noncoin phone where T&C and special billing is requested
			displayed in the Service/Type field at call arrival
			Operator response: Proceed as locally directed.
			—continued—

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
59	4	11	identifies an operator-dialed, multi-digit call-back call to a noncoin phone where special billing is requested
			displayed in the Service/Type field at call arrival
			Operator response: Proceed as locally directed.
131	4	11	indicates an incoming call from another operator for DA
			displayed at call arrival in the Service/Type field
			Operator response: Proceed according to the operator request.
181	4	11	indicates an incoming call from another operator at a toll substation
			displayed in the Service/Type field at call arrival
			Operator response: Proceed as locally directed.
411	4	11	indicates an incoming call from a subscriber requesting local DA
			displayed at call arrival in the Service/Type field
			Operator response: Proceed according to subscriber request.
555	4	11	indicates an incoming call from a subscriber requesting DA. The request may be for local, home, or foreign NPA (FNPA) service
			displayed at call arrival in the Service/Type field
			Operator response: Proceed according to subscriber request.
—continued—			

Table 1-2
TOPS MP screen displays (continued)

Display	Location Row	Col	Description
555-For	4	11	indicates an incoming call from a subscriber requesting FNPA DA
			displayed at call arrival in the Service/Type field
			Operator response: Proceed according to subscriber request.
555-Hom	4	11	indicates an incoming call from a subscriber requesting home NPA (HNPA) DA
			displayed at call arrival in the Service/Type field
			Operator response: Proceed according to subscriber request.
DA-Rcl	4	11	indicates a DA call that was previously connected to an operator and subsequently released to audio, and on which the subscriber stayed off-hook beyond a specified time
			displayed at call arrival in the Service/Type field
			Operator response: Determine what additional information is required and proceed according to subscriber request.

—end—

MP operator position keyboard

The TOPS MP keyboard contains 126 keys. In the default configuration the keyboard can be divided into five different groups: the QWERTY keys, the softkeys, the call processing cluster keys, and two groups of application keys (see figure 1- 23).

Figure 1-23
Functional view of the TOPS MP operator keyboard (default functions)
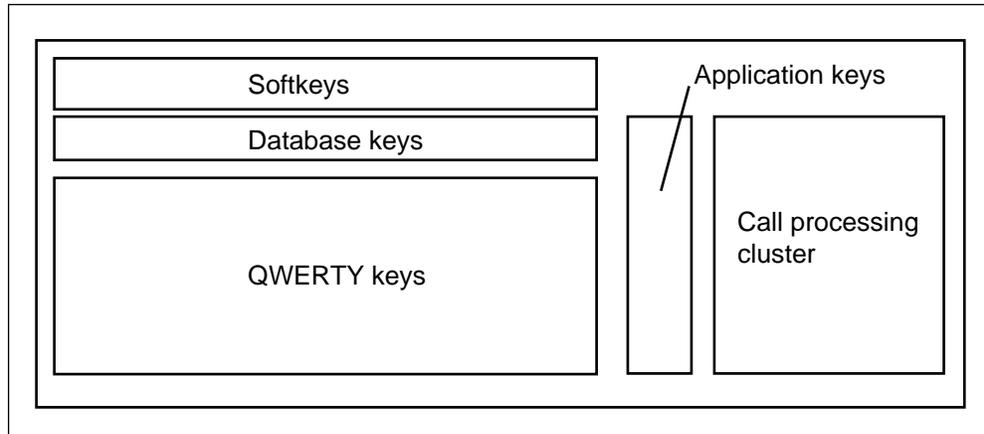
Figure 1-24 illustrates the QWERTY keys, softkeys and one group of application keys.

Figure 1-24
QWERTY keys, database keys, and softkeys
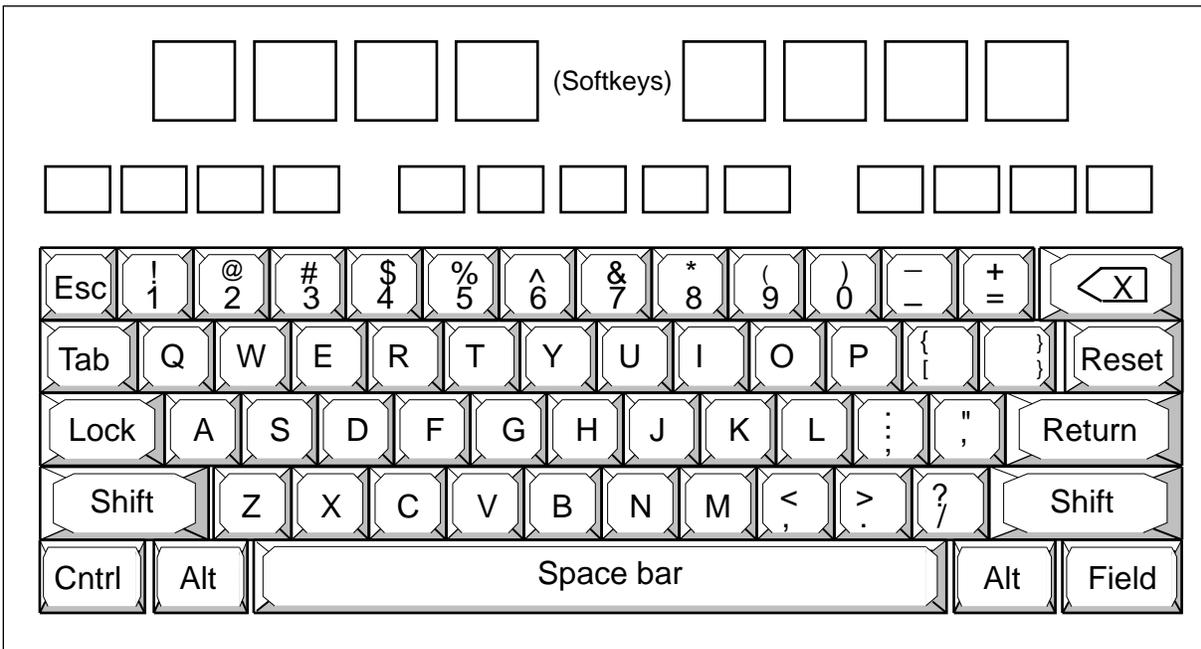
The following figure illustrates the call processing cluster keys and the other group of application keys. If the customer-configured keyboard is used, the key assignments of functions correspond to the desired keyboard configuration.

Figure 1-25
Application keys and cluster keys
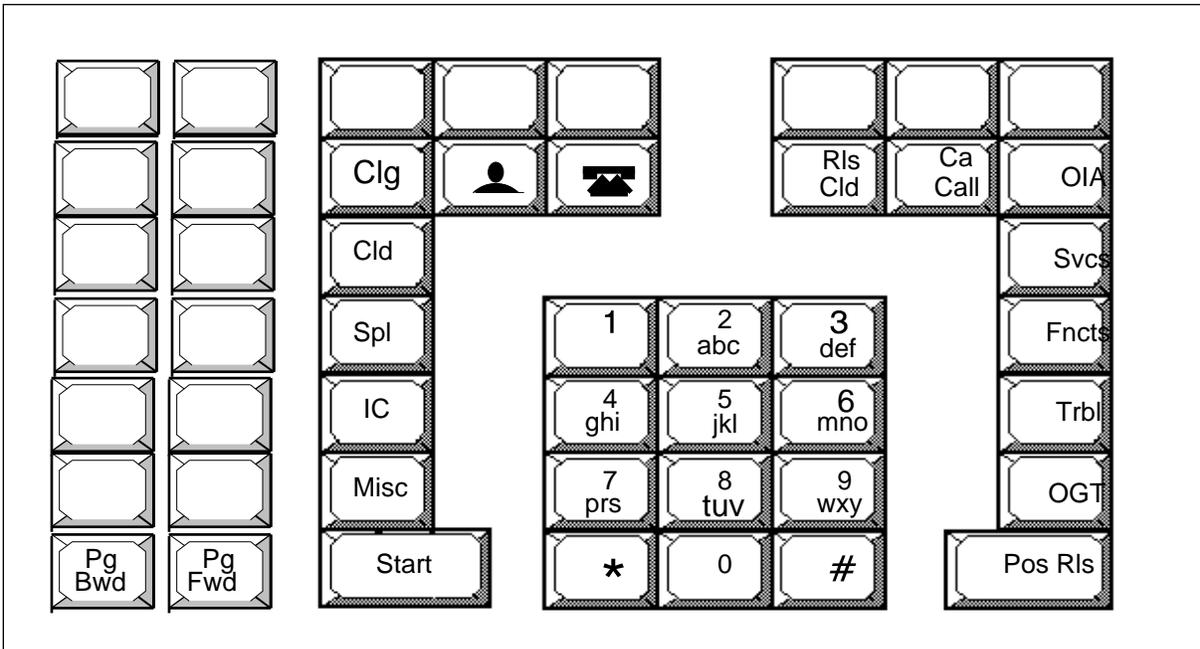
QWERTY keys

These keys make up a standard 57-key typewriter keyboard.

Softkeys

The TOPS MP has a set of eight softkeys that can be used to access a subset of TOPS MP functions. The following are some of the current softkey functions:

- Charge Adjust
- Ring Calling
- Coin
- Dial Rate
- Hotel
- Coin Return
- Name
- No AMA
- Coin Collect
- Time and Charges
- Notify

- Over Collect

- Print T&C

- Barge In

- Special Called

- XFR IC

Note: In this document, softkeys are indicated by enclosing the key designation in curly brackets. For example, **{Chg Adj}**.

The eight larger keys (see figure 1-25) at the top of the QWERTY keyboard correspond to the eight softkey labels displayed at the bottom of the screen. These keys are called "soft" because their labels, displayed on the screen, can change depending on the context of the given call. For example, on a coin call, the functions Coin Collect, Coin Return, and Overcollect are automatically presented as softkeys. Providing functions on softkeys eliminates the need to assign those functions to the customer-assignable hardkeys.

Figure 1-26
TOPS MP softkeys
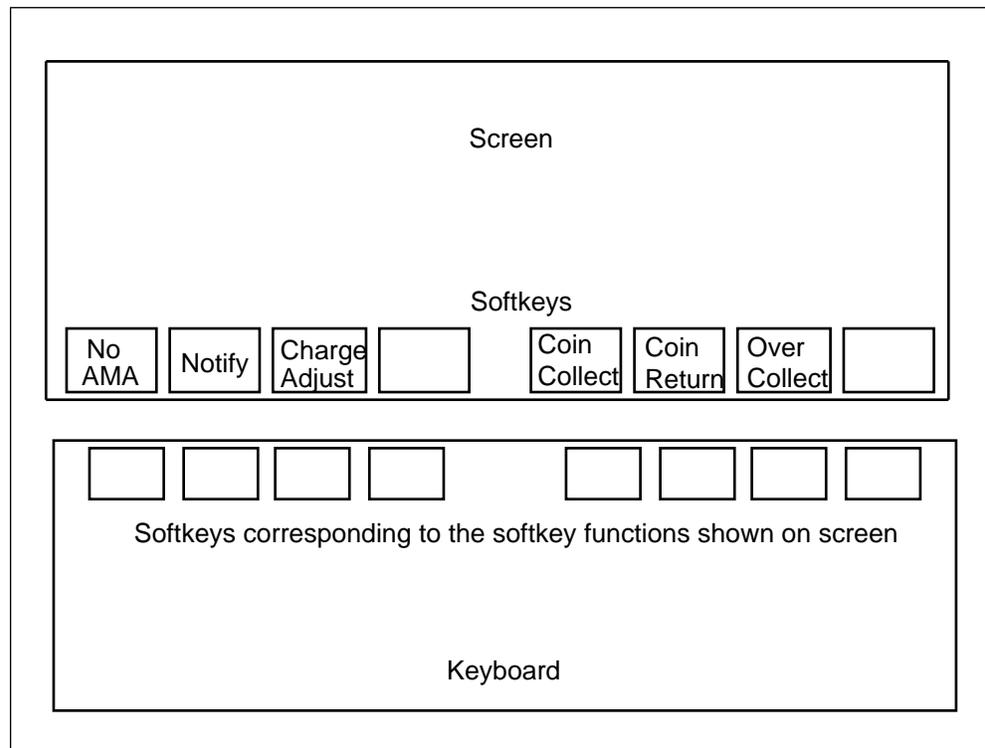
Call processing cluster

These keys make up a 10-key numeric keypad surrounded by 22 call processing function keys. Of the 22 keys, 16 define standard (default) call processing functions.

The 16 predefined keys contain the activities and functions that all operators use most frequently. Because they are used by all operators, they have been preassigned to keys in the call processing cluster. These keys include:

— Cursor Positioning keys (**Cld**, **Spl**, **IC**, and **Misc**)

— Class Charging keys (**Per** and **Sta**)

— Menu Access keys (**ORDB**, **Svcs**, **Fncts**, **Trbl**, and **OGT**)

— Network Control keys for regulating call connections (**Rls Cld** and **Start**)

— AMA Control keys (**Pos Rls** and **Ca Call**).

— The remaining 6 keys are customer-assignable. Any of the TOPS MP functions can be assigned to these 6 keys. The most frequently used, and important or necessary functions should be assigned to these keys to provide quick and simple access.

Figure 1-27 and table 1-3 provide a description of the call processing cluster.

Figure 1-27
Call processing cluster (IBM DA default functions)
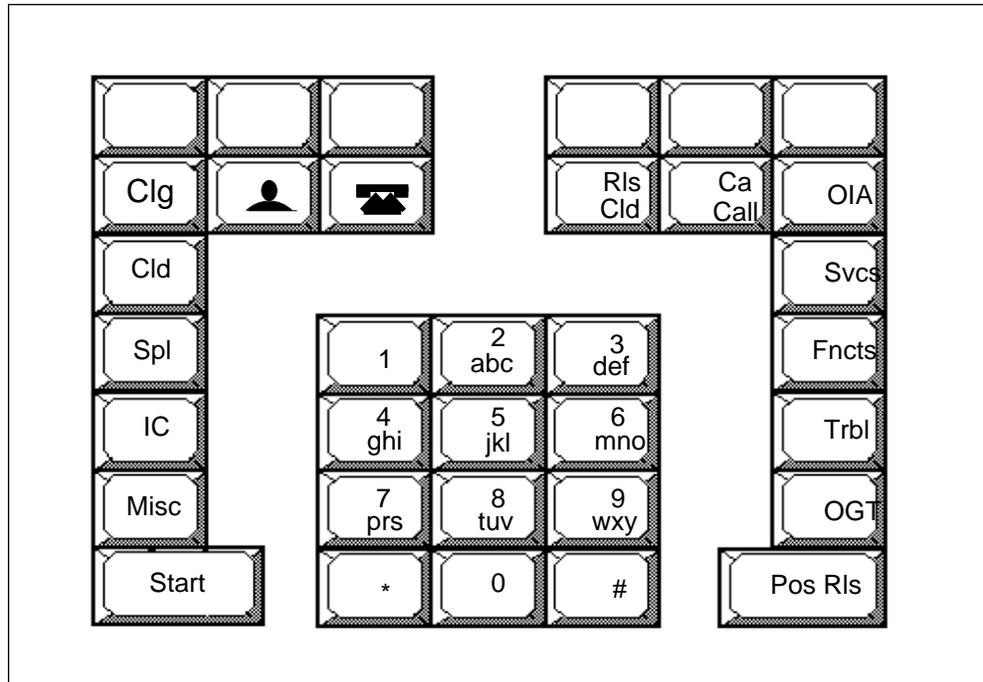
Table 1-3
Call processing cluster keys

Key	Use
Clg	to enter the calling number and to position cursor for a paid class charge
Per	to class charge a call as person paid, person collect, person special billing, and person special called
Sta	to class charge a call as station paid, station collect, station special calling, or station special called
Cld	to enter the called number and/or to position the cursor for a collect class charge
Spl	to enter a special number and/or to position the cursor for a special class charge
IC	to enter an interLATA carrier code
—continued—	

Table 1-3
Call processing cluster keys (continued)

Key	Use
Misc	to enter miscellaneous information, such as room number for Hotel calls. The left side of Misc field is expanded to accommodate as many as 12 characters.
Start	to send to the DMS switch information that was keyed with other keys to update the screen
Ca Call	to release a position from a connection with the calling party off-hook. (**Pos Rls** must also be pressed to clear the call from the position)
Rls Cld	to remove a forward connection while retaining the called number in memory, or to enter a called number while preventing routing
ORDB	to display and select options from the main menu and supplementary screen displays for the ORDB, which provides the operator with online access to such information as service codes, emergency numbers, and dialing instructions
Svcs	to display the services menu that allows services such as DA to be initiated by entering the corresponding menu number for the required service. Also used to generate an AMA record for a portion of a call.
Fncts	to display a functions menu that allows functions to be initiated by entering the menu number. Also to initiate a function without displaying the menu.
Trbl	to enter trouble code for trouble conditions encountered by an operator or a subscriber
OGT	to display an Outtrunks Menu that contains a list of Outgoing Trunks Functions and Numbers to be initiated by entering the menu number. Also used to initiate an OGT function without displaying the menu.
Pos Rls	to release the position, float a call, end operator handling of the call, and make the position available to receive new calls
—continued—	

Table 1-3
Call processing cluster keys (continued)

Key	Use
0 - 9	to enter information such as calling number, called number, and calling card number. Note that the following may apply when you enter numbers with the dial pad:
	• For 0-, 0+ and 1+ calls, enter all numbers as though the call is originating from the subscriber line, even if the calling telephone is in a different NPA than the traffic office (TO). For example, if the calling party is in a different NPA and is calling a telephone in his/her home NPA, key the 7-digit called telephone number as though the TO was located in the same NPA.
	• For operator-originated subsequent attempts, key the 7-digit calling number (NXX-XXXX) if the calling number is in the same NPA as the TO, and key the 10-digit calling number (NPA-NXX-XXXX) if the calling number is in a different NPA than the TO.
	• To correct a keying error, select the appropriate key and then reenter the entire number. If the **Start** key was pressed, you must reenter the whole number. However, if the **Start** key was not pressed, press the asterisk (*) key to erase the present digits. Then key the correct digits and press **Start**.
*	backspace or error correction key when entering call information
#	allows the NPA to be entered last (after a colon) if the **Start** key was not pressed first. After **Start** is pressed, the NPA is positioned as appropriate in the first three spaces of the special field.
Customer defined hardkeys	The six keys on the top row of the cluster keys that the customer may define (if the IBM default values are used for the keyboard), to accommodate the most commonly used selections from the functions menu. *Note:* All keys are definable if the customer-configurable keyboard feature is used.
—end—	

Database keys

The database keys are used for 27 different applications. The applications define their functions.

Use the keys listed in table 1-4 in keying sequences. The keys are organized by their default functions and the area of the keyboard in which they are located. There are seven keyboard areas/functions: Alphanumeric entry, network interaction control, class charge, AMA control, call origination, coin control, and miscellaneous.

Table 1-4
TOPS MP position keyboard areas and keys

Keyboard area/Function	Key names	
Area 1 Alphanumeric Entry	Overseas *	Overcollect
	Trouble	Busy Verify *
	Calling	Notify *
	Rate Step	Called
	Charge Adjust	Name
	Room	Special
	InterLATA Carrier	Start
Area 2 Network Interaction Control	Release Calling	Ring Calling
	Release Called	Ring Called
	Access Loop 1	Access Loop 2
	Position Release Hold *	Xfr interLATA Carrier
Note: These functions (*) do not apply to directory assistance/intercept		
—continued—		

Table 1-4
TOPS MP position keyboard areas and keys (continued)

Keyboard area/Function	Key names	
Area 3 Class Charge	Dial Rate	Station Special Called
	Auto Collect	Station Special Calling
	Station Paid	
		Person Special Called
	Person Paid	
	Station Collect	Person Special Calling
	Person Collect	
Area 4 AMA Control	Start Timing *	Cancel Timing
	Cancel Call	No AMA
Area 5 Call Origination	Coin	Hotel

Note: These functions (*) do not apply to directory assistance/intercept

—continued—

Table 1-4
TOPS MP position keyboard areas and keys (continued)

Keyboard area/Function	Key names	
Area 6 Coin Control	Coin Collect	Coin Return
Area 7 Miscellaneous	Make Busy	Show Stats
	Erase Stats	Reset Stats
	Print Stats	Assistant Position
	Adjust Pos	Alt Display
	Request Cama *	Logging On
	Call Details	Time & Charges *
	Verify Special	Time
	Tone Repeat	Person Call Back *
	Update Password	Outgoing Trunk
	Withhold Calls	Stopwatch
	Split/Join	Withhold Calls
	Print T&C	
	Handoff to ABBS	
	Requested Number	
	Service Number Routing	

Note: These functions (*) do not apply to directory assistance/intercept

—**end**—

Area 1 - Alphanumeric entry functions

The alphanumeric entry functions process call data to be transmitted to the switch and are used with either or both the call processing cluster and the keyboard to enter alphanumeric information. Terminate the entries by pressing the **Start** key.

The equipment performs a number of validity checks on the input immediately after you press **Start** and before the system displays the input. Data input that passes all checks is displayed with its header. For example, if the calling number consists of too many digits, the allowed number of digits is displayed next to CLG. If the data input does not pass all checks, the invalid data is displayed in flashing mode or is followed by a question mark icon.

Table 1-5
Area 1 - Alphanumeric entry functions

Function	Use
Calling	to enter the calling number and establish a backward connection
	Press **Clg** + (calling number) + **Start**.
	This keying sequence is required for a call arriving at the position when ? is displayed in the Clg field with or without any calling digits, or when making a subsequent attempt.
	The calling number entered is displayed in the Clg field.
	When establishing a connection on a subsequent attempt, if the number is in the same NPA as the traffic office (TO), key 7 digits; if the number is in a different NPA than the TO, key the NPA and the 7 digits. In both cases, the 10-digit calling number is displayed.
	If you key **Clg** + 0 + **Start**, the NPA and primary NXX are displayed.
—continued—	

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Charge Adjust	to enter charge adjustment information on AMA tape
	Press **{Charge Adjust}** softkey or **Fncts + Charge Adjust + Start** + (charge adjustment) + **Start**.
	This keying sequence should not be entered until all other required call details are entered, including:
	• class charge
	• called number
	• calling number
	• room, if applicable
	• coin, if applicable
	• hotel, if applicable
	• rate step, if applicable
	• third number, if applicable
	• calling card number, if applicable.
	The credit adjustment code is either a one-digit code (as described in the Position Information that identifies the reason for the charge adjust entry) or one of the following:
	• T where T represents number of times credit was adjusted
	• M + XX where M represents minutes
	• C + XXXXX where C represents cents, and XXXX represents number of cents (maximum of 65536)
	After you press **Start**, the charge adjustment information is displayed along with the time the adjustment was made and an alphabetic entry describing the amount of credit.
	You can erase the charge-adjustment entry from the screen by keying **{Charge Adjust}** or **Fncts + Charge Adjust + Start + Start** or by releasing the call from the position.
	To correct a charge adjustment entry, press **{Charge Adjust}** or **Fncts + Charge Adjust + Start** + correct charge-adjust entry + **Start**.
	If a charge adjustment is keyed as part of an existing connection, key the forward number in the usual manner. If a charge adjustment is keyed without establishing a new call, press **Cld** + (called number) + **Rls Cld**.
	—**continued**—

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Function	Use
Called	to enter a called number and establish a forward connection
	If the cursor is not in correct position, press **Cld** + (called number) + **Start**.
	If a forward connection already exists, you can establish a new forward connection by using one of the following keying sequences:
	Rls Cld + **Cld** + (called number) + **Start** (outpulses the number)
	Rls Cld + **Cld** + (called number) + **Rls Cld** (validates the number only)
	The called number is in the Cld field.
C	to enter the carrier access code and establish the connection
	Press **IC** + (carrier access code) + **Start**.
	Normally, the operation is used to pass subscriber-dialed zero-minus calls to the carrier requested by the subscriber.
	The entered carrier access code and the carrier name are displayed in the IC field.
Name	to enter the calling party name when locally required for hotel calls or calls from similar establishments
	Press **{Name}** key or **Fncts** + **Name** + **Start** + (name) + **Start**.
	A maximum of four alphabetic characters of the name are accepted.
	N and the name entered are displayed in the Misc field. Nm? is displayed if more than four alphabetic characters are entered or if a combination of numeric and alphabetic characters is entered.
	The position can be released without the name entry.
—continued—	

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Function	Use
Notify	to request automatic notification after a given time interval
	Press **{Nfy}** + (notification interval) + **Start** or **Fncts** + **Notify** + **Start**.
	The notification interval is in minutes, from 1 to 59.
	The message `Nfy:` and the notification interval entered are displayed in the auxiliary information area. The digits flash if a notification interval equal to or greater than 60 minutes is entered.
	On noncoin calls, keying **{Nfy}** or **Fncts** + **Notify** + **Start** erases the Nfy header and digits.
	On coin-paid calls, keying **{Nfy}** or **Fncts** + **Notify** + **Start** erases the automatic notification interval from memory, and keying **{Nfy}** + 0 + **Start** or **Fncts** + **Notify** + **Start** + 0 + **Start** resets the standard notification interval. (These key sequences apply to muted notify as well.) The DMS switch does not accept a notification interval of less than the initial period for coin-paid calls. However, you can key a non-standard notification interval greater than the initial period, and the call returns to an operator position at the end of the new notify interval. `Nfy` and the charges are displayed.
Over collect	to credit a call originating from a coin telephone when the subscriber does not have the correct combination of coins for the charge quoted
	Press **{Over Collect}** softkey or **Fncts** + **Over Collect** + **Start** + (amount of overcollection) + **Start**.
	Oc: and the amount of overcollection (in cents) are displayed in the auxiliary information area. When the call is returned for overtime, the overcollection is subtracted automatically and only the required deposit remaining is displayed. If more than two digits are keyed for the overdeposit, `Oc:?` is displayed.
—continued—	

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Function	Use
Overseas	to enter either a called number terminating to an overseas location or a calling number originating from an overseas location and to establish the connection
	Press **Fncts** + **Overseas** + **Start** + (called overseas number) + **Start**. The overseas number and OVS are displayed in the Cld field.
	If a forward connection already exists, you can establish a new forward connection by using one of the following keying sequences:
	• **Rls Cld** + **Fncts** + **Overseas** + **Start** + (called number) + **Start**
	• **Rls Cld** + **Fncts** + **Overseas** + **Start** + (called number) + **Start** + **Rls Cld** + **Start**
	After you complete keying a routing code to an overseas operator, press **Fncts** + **Overseas** + **Start** + (billing number) + **Start**.
Rate Step	to enter rate step information when the DMS switch cannot calculate a rate step for the calling and called number
	Press **Fncts** + **Rate Step** + **Start** + (rate step) + **Start**.
	RS:? is displayed with all call details when a rate step is required. Obtain a rate step number from the position information or the rate operator. The RS: and rate step are displayed after the rate step has passed DMS switch validity checks.
	If the keyed rate step number is invalid, or if more than three digits are keyed, RS:? is displayed. Another rate step can be entered using the same keying sequence. The last rate step entered is the one used by the DMS switch to calculate the charge.
	Note that DMS-switch assigned rate steps cannot be overwritten.
—continued—	

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Function	Use
Room	to enter the room, file, or extension number for calls originating from hotels or businesses with hotel-type service, or calls requiring special T&C quotation Press **Misc** + (number) + **Start**. The number can be one to four numeric characters and one alphabetic characters. R and the number entered are displayed. R? is displayed on paid hotel calls or collect to hotel calls if more than six digits are keyed or more than four digits and an alphabetic character are keyed. R? is displayed if **Pos Rls** or **St Tmg** is initiated without entering the room number on sent-paid calls and calls from hotels requesting no-charge quotes.
Special	to enter the following special numbers: • BILL-TO-THIRD TELEPHONE NUMBER: Press **Spl** + **NPA** + (7-digit telephone number for third number billing) + **Start**. If a place name was given, translate the place into an **NPA** + telephone number. For numbers less than ten digits, if an **NPA** + 7-digit number can be assigned, the call can be AMA-billed and AMA-timed; otherwise, the call must be manually ticketed and machine-timed. • CALLING CARD NUMBER: Press **Spl** + (calling card number) + **Start**. • SPECIAL BILLING NUMBER: Press **Spl** + (special billing number) + **Start**. The special number entered is displayed in the Spl field. The equipment provides automatic validity checking for special numbers. Validity checks on the formats of overseas third number and calling card billing entries depend on the class charge. A maximum of 64 fraudulent calling card numbers, fraudulent bill-to-third numbers, and fraudulent special billing numbers are available in memory. If one of these numbers is entered, the word Hot is displayed.
	—continued—

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Function	Use
Trouble	to enter trouble code for trouble conditions encountered by an operator or a subscriber
	Press **Trbl** + (trouble code) + **Start**.
	`Trbl:` and the trouble code are displayed in the auxiliary information area.
	A validity check is done on allowable codes, from 0 to 99. If an invalid code or more than two digits are keyed, `Trbl: ?` displays.
	Enter trouble codes after all other call details are entered in order to provide sufficient information concerning the trouble.
	Press **Trbl** + **Start** to erase the header and trouble code.
Verify	to verify an existing connection and determine whether there is conversation
	Press **Fncts** + **Busy Verify** + **Start** + (called number) + **Start**.
	If needed, interrupt conversation by pressing **{Barge In}** or **Start**.
	Vfy and the called number are displayed in the Cld field.
	Note that when **Fncts** + **Busy Verify** + **Start** + (called number) + **Start** is pressed, a split condition exists between the backward and forward connection. The subscriber is split off from you and unable to hear or talk to the subscriber on the forward connection.

—continued—

Table 1-5
Area 1 - Alphanumeric entry functions (continued)

Function	Use
Start	Press **Start** last when pressing the following keys (see the description of each key for specific keying sequences and applications):

Press **Start** last when pressing the following keys (see the description of each key for specific keying sequences and applications):

- All alphanumeric entry functions followed by information keyed on the dial pad or alphanumeric entry function initiated in error.

    EXAMPLE 1: **Cld** + 919-362-1234 + **Start** sends the called number to the DMS switch and updates the screen with the called number.

    EXAMPLE 2: **Misc** + 1A + **Start** sends the room number for billing to the DMS switch and updates screen with the room number.

- The following menu selection keys: **OGT** and **Fncts**.

All menus require **Start** to initiate the function. You do not need to press Start as the final keying action when the following functions are used:

- all class charge functions

- all AMA control functions

- both call origination functions

- both coin control functions

- the following Network Interaction functions: Access Loop1, Access Loop2, Hold, and XFR interLATA Carrier

- the following Miscellaneous functions: Call Details, Make Busy, Person Call Back, Request CAMA, Time, Tone Repeat, and Time & Charges.

Note: Pressing a menu key + **Start** without digits does not initiate the function.

—end—

Area 2 - Network interaction control functions

The nine network interaction control functions permit you to generate different conditions on forward and backward connections, access loops, hold calls on loops, and transfer calls to interLATA carriers (IC).

Network interaction control. These commands cause the DMS switching network to manipulate connections to the 3-port conference circuit and to apply ringing signals to the called or calling lines.

Table 1-6
Area 2 - Network interaction control functions

Function	Description
Access1 Access2	allows the operator to access Loop1 (L1) or Loop2 (L2) • Press **Fncts** + **Access Loop 1** + **Start** to access Loop1. • Press **Fncts** + **Access Loop 2** + **Start** to access Loop2. The elapsed conversation time displays with a disconnect from the calling or called parties for a call held on loop. You can access only one loop at a time. When establishing a subsequent attempt or delay call, access the idle loop and press **Cld** + (called number) + **Start**. There are five loop status icons: • If the calling party is on-hook or being outpulsed, the Clg field is highlighted if L1 is activated. • A highlighted, outline on-hook telephone is displayed in the L1 field if L2 is active to provide loop supervision. • If the loop is idle, no icon is displayed in the L1 or L2 field. • If the loop is on temporary hold, a solid on-hook telephone is displayed in either the L1 or L2 field. • If the loop is on permanent hold, an outline on-hook telephone is displayed in L1 or L2.
—continued—	

Table 1-6
Area 2 - Network interaction control functions (continued)

Function	Description
Hold	allows the loop associated with a connection to be held
	Press **Fncts** + **Hold** + **Start**.
	Do not initiate **Hold** until all other required keystrokes are complete. After you initiate **Hold**, the operator position is cut out of the connection, allowing the parties to talk without interruption. Keys pressed after you have initiated **Hold** are not effective on the loop being held. Consequently, if chargeable time is to be started, press appropriate (class charge key) + **{St Tmg}** + **{Hold}**.
	The following displays are associated with the **Hold** key function:
	• Outline on-hook telephone icon in L1 or L2 field
	• Solid on-hook telephone
	• Nfy in loop access area.
	Automatic Access: For any change in supervision on the held loop, allow the held call to access the position automatically if the second loop is free, including notification, coin overtime, other operator signals, or subscriber recalls.
	If a call is being processed on the second loop, any change in supervision on the held loop puts the held loop on temporary hold, as shown by a solid on-hook telephone icon in the L1 field. As soon as **Pos Rls** is keyed for the call on the second loop, the held call automatically accesses the position. A highlighed loop status field background indicates that a party went on–hook.
	In case of a long call on the second loop, if the supervision on the held loop changes, access the held loop manually. Take any required action and return to the other loop as soon as possible.
	Automatic access also takes place after you initiate request CAMA by pressing **Fncts** + **Request CAMA** + **Start**. After you key the seventh digit, if the validity check is passed, the held call automatically accesses your position.
	—continued—

Table 1-6
Area 2 - Network interaction control functions (continued)

Function	Description
Position Release	Used to release the position, float the call or end operator handling of the call, clear the screen, and make the position available to receive new calls after all necessary call details are entered. `Tmg/Ca?` is displayed (unless the calling party has gone on-hook) if an attempt is made to release the position when one the following functions was not initiated before **Pos Rls**: Start Timing, Cancel Call, or NO AMA (except when NO AMA is automatic and it is class charged.) Note that NO AMA does not allow the release of the position unless the called number is connected.
Ring Calling	Used to apply ring tone to the calling line connected to the position. Press **{Ring Calling}** or **Fncts + Ring Calling + Start**. Ring Calling is displayed for two seconds. There are three uses for **Fncts + Ring Calling + Start**: • when ringing a coin telephone for overtime collection • when an Inward operator recalls an originating toll center (OTC) operator in an off-hook condition • when an OTC operator contacts one of three called lines: — on-hook noncoin telephone — on-hook coin telephone — off-hook PBX operator.
	—continued—

Table 1-6
Area 2 - Network interaction control functions (continued)

Function	Description
Ring Called	Used to apply ring tone to the called line connected to the position. Press **Fncts** + **Ring Called** + **Start**. Ring Called is displayed for two seconds. There are two uses for Ring Called: • When another operator was reached and needs to be recalled. If no answer is received within 15 or 20 seconds, press **Rls Cld** and recycle the call to the distant operator. • When a terminating toll center (TTC) operator contacts a PBX operator in an off-hook condition. If no answer is received within 15 or 20 seconds, press **Rls Cld** and recycle the forward connection.
Release Calling	Used to take down the backward connection while retaining the calling number in memory. Press **Fncts** + **Release Calling** + **Start**. The calling number can be recycled by pressing **Start**. Release Calling is displayed for two seconds.
Release Called	Used to takes down the forward connection while retaining the called number in memory. Press **Rls Cld**. The called number can be recycled by pressing **Start**. Release Called is displayed for two seconds.
Transfer IC	Used to transfer both NEA and EA interLATA calls. Press **Fncts** + **Transfer IC** + **Start**.
—end—	

Area 3 - Class charge functions

The class charge functions are used to enter the call class and billing type.
For example, **Clg** + **Per** is pressed for a person-paid call. For billing, use
the last class charge key that you press before the last timing key. For
example, if the subscriber placed a person-paid call and then decided to bill

the call to her or his calling card, you can overwrite person paid by pressing **Spl** + **Per**.

Note: In these examples, complete key sequences are given to provide a reference. In many of these calls, the cursor is already in the relevant field.

Table 1-7
Area 3 - Class charge functions

Function	Description
Autocollect	used to class charge a call as automatically collect to the called telephone. For example, WATS, Zenith, Enterprise, and Commerce.

Press **Fncts** + **Auto Collect** + **Start**.

If no class charge key is pressed and outpulsing is initiated, 800 and Zenith calls are automatically class charged as automatic collect calls.

The outline on-hook telephone icon and the called number display in the Cld field. |
| Dial Rate | used to charge a call as though it were dialed directly by the subscriber, without operator assistance

Press **Fncts** + **Dial Rate** + **Start** (press again to cancel).

For example, on a 0+ or 0- station-paid call, when Dial Rate is initiated, the direct distance dial (DDD) rates (or 1+ rates) are used to calculate the charge. Do not use Dial Rate when the call originates or terminates in a location that does not have DDD.

Dial is displayed in the auxiliary information area. |
| Person Collect | used to class charge a collect call:

•   Calling party requests to speak to a specific person.

•   Called party is paying for the call but does not request any special billing arrangements.

Press **Cld** + **Per**.

Person icon and the called number are displayed in the Cld field. |
| —continued— ||

Table 1-7
Area 3 - Class charge functions (continued)

Function	Description
Person Paid	used to class charge a person-paid call: • Calling party requests to speak to a specific person. • Calling party is paying for the call but does not request any special billing arrangements. Press **Clg** + **Per**. Person icon and the calling number display in the Clg field.
Person Special Called	used to class charge a person special call: • Calling party requests to speak to a specific person. • Called party is paying for the call and requests special billing arrangements (for example, bill-to-third number or calling card). Press **Cld** + **Per** for collect and **{Spl Cld}** for person special called class charges. The person icon displays in the Cld field, the called number displays in the Cld field, and the up-arrow icon displays in the Spl field. You must enter the calling card number or bill-to-third number; the special number is displayed in the Spl field.
Person Special Calling	used to class charge a person special call: • Calling party requests to speak to a specific person. • Calling party is paying for the call and requests special billing arrangements (for example, bill-to-third number or calling card). Press **Spl** + **Per**. Person icon displays in the Spl field. You must enter the calling card number or bill-to-third number; the special number is displayed in the Spl field.
—continued—	

Table 1-7
Area 3 - Class charge functions (continued)

Function	Description
Station Collect	used to class charge a station collect call: • Calling party does not request to speak to a specific person. • Called party is paying for the call but does not request any special billing arrangements. Press **Cld** + **Sta**. Solid on-hook telephone icon and the called number display in the Cld field.
Station Paid	used to class charge a station-paid call: • Calling party does not request to speak to a specific person. • Calling party is paying for the call but does not request any special billing arrangements. Press **Clg** + **Sta**. Solid on-hook telephone icon and the calling number display in the Clg field.
—continued—	

Table 1-7
Area 3 - Class charge functions (continued)

Function	Description
Station Special Called	used to class charge a Station Special call: • Calling party does not request to speak to a specific person. • Called party is paying for the call and requests special billing arrangements. Press **Cld + Start** for collect and **{Spl Cld}** for station special called class charges. Solid on-hook telephone icon and called number display in the Cld field; special number displays in the Spl field; and the up-arrow icon displays in the Spl field.
Station Special Calling	used to class charge a station special call under the following conditions: • Calling party does not request to speak to a specific person • Calling party is paying for the call and requests special billing arrangements (for example, bill-to-third number or calling card). Press **Spl + Sta**. Solid on-hook telephone icon displays in Spl field.
	—end—

Area 4 - AMA control functions

The AMA control functions are used for the following reasons:

- To start timing. TOPS MP checks for the necessary data for a call. If any data is missing, such as how the call is to be paid, the system does not allow the call to be completed.

- To cancel timing. The time and charges for a call are canceled. For example, the operator would use the cancel timing keying sequence if a subscriber at a coin station recalls the operator during the initial period to report a service difficulty.

- Cancel Call. The operator releases the position from a connection (calling party is off-hook).

- No AMA. A No automatic message accounting (AMA) record is generated for a call. A record is coded as a No charge.

Refer to the following table for the AMA control keying sequences.

Automatic Message Accounting AMA is a facility for automatically recording significant call details so the subscriber can be properly billed for toll calls. Machine timing automatically displays the elapsed conversation time on calls manually ticketed and held on loop. These calls are considered No AMA. Upon receipt of a disconnect or flash, access the loop to obtain the display of elapsed time.

Chargeable timing normally begins and ends as follows:

- On station-to-station calls not requiring announcement and released from your position, timing starts when the called station answers.

- On calls requiring announcement, timing starts when **Pos Rls** is pressed.

- Timing is stopped when a disconnect or flash is received from the calling or called telephone.

Timing of coin calls If Automatic Coin Toll Service (ACTS) is not available, calls are automatically sent back to an operator after the time elapses for notification or coin collection. Coin timing is temporarily suspended five seconds before the end of the initial period and at the end of an overtime period. To continue coin timing, press **Pos Rls.**

Table 1-8
Area 4 - AMA control functions

Function	Description
Cancel Call	used with **Pos Rls** to permit the release of the position from a connection while the calling party is still off-hook
	Press **Ca Call**.
	Ca Call is displayed.
	A second operation of this key resets the call to AMA unspecified, the status associated with a new call.
—continued—	

Table 1-8
Area 4 - AMA control functions (continued)

Function	Description
Cancel Timing	used to cancel the previous billable time on a call or to cancel timing on AMA tape
	Press **Fncts** + **Cancel Timing** + **Start**.
	There are two uses for Cancel Timing:
	• If charges are refused on a coin-originated bill-to-third number call, which now is paid for by the calling party. Continue to machine time when conversation resumes.
	• If the elapsed time is to be canceled when a coin telephone subscriber recalls the operator to report a service difficulty during the initial period.
	Ca Timing is displayed.
No AMA	used to discontinue or prevent AMA billing. If billing information is required, prepare a billing ticket, and mark the call as No charge
	Press **{No AMA}** or **Fncts** + **No AMA** + **Start**.
	No AMA is displayed.
Start Timing	used to allow an operator to float a call if an answer is required or when putting a call on permanent hold. Timing starts automatically.
	Can also be used to put a call on permanent hold or when Start timing is not available.
	Press **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start**.
	St Tmg must still be used to put a call on permanent hold. A call on permanent hold is one that is held at an operator position for the duration of the conversation; for example, for emergency calls or for collect calls for nonpublished telephone numbers. In this case, press **Pos Rls** and timing begins when **St Tmg** is pressed.
	—end—

Area 5 - Call origination functions

The call origination functions are used to identify calls originating from coin or hotel telephones that were not identified as such when the call arrived at the position.

Table 1-9
Area 5 - Call origination functions

Function	Description
Coin	used to designate the call as originating from a coin station. Coin calls arriving at the position over a combined operator number identification (ONI) trunk group are identified by an audible zip tone.
	COIN is displayed in the service/type field.
	Press **{Coin}** or **Fncts + Coin + Start**.
	Pressing **{Coin}** a second time erases the Coin designation display.
	If **{Coin}** is pressed after a collect class charge is entered, the operator entry is assumed to be associated with the called number and the display is `To: Coin`.
Hotel	used to designate the call as originating from a hotel. Hotel calls arriving at the position over a combined operator number identification (ONI) trunk group are identified by the hotel PBX operator.
	Press **{Hotel}** or **Fncts + Hotel + Start**.
	Hotel is displayed in the service/type field.
	There are two uses for **{Hotel}**:
	On incoming, multi-digit call-back calls terminating at a hotel, press **Fncts + Hotel+ Start**.
	On collect-to-hotel calls, press **{Hotel}** after class charging the call as collect.
	If **{Hotel}** is pressed after a collect class charge is entered, the operator entry is assumed to be associated with the called number and the display is `To: Hotel`.

Area 6 - Coin control functions

The two coin control functions are used for handling the coins at prepay coin telephones. With a prepay coin telephone, a coin deposit is required before dial tone can be received. This type of phone has an intermediate container, called a hopper, which can be tipped in one of two directions. When necessary, the operator can either use the coin collect keying sequence to tip the coins in the collection box or the coin return keying sequence to direct the coins down the return chute. Coins are returned automatically when the call is not completed.

Table 1-10
Area 6 - Coin control functions

Function	Description
Coin Collect	used when the amount to be collected exceeds the capacity of the hopper (for example, $2.00 on a prepay coin telephone)
	Press **{Coin Col}** or **Fncts** + **Coin Collect** + **Start**. Coin Collect is displayed for two seconds.
	Coins are automatically collected under the following conditions:
	• five seconds before the expiration of the initial period
	• on receipt of a disconnect from the calling party on established connections
	• at the end of each overtime interval if coins are held in suspension
	• when the operator presses **Pos Rls**, after overtime collection
	• when a completed call returns to an operator position.
Coin Return	used when an incorrect deposit is received
	Press {Coin Ret} or Fncts + Coin Return + Start.
	Coin Return is displayed for two seconds.
	Coins are automatically returned under the following conditions:
	• for dial tone deposit when the toll office answers
	• for calls floated from the operator position if the call is not completed or the subscriber abandons the attempt.

Area 7 - Miscellaneous functions

The miscellaneous functions perform functions not classified under the previous six key types.

Table 1-11
Area 7 - Miscellaneous functions

Function	Description
Alt Display	used to reverse the light and dark areas of the display. This display appears on the first set of softkeys of the assigned activities screen. Press this key again to return to the original display.
Adjust Position	used to access another set of softkeys
	Press **{Adjust Position}** from the assigned activities screen.
	After you press **{Adjust Position}**, the system displays **{Dim}**, **{Bright}**, **{Less Contrast}**, **{More Contrast}**,**{Volume Down}**, **{Volume Up}**, and **{Quit}**. Choose the appropriate function and press **{Quit}** to return to the original set of softkeys.
	May also be displayed during call processing by pressing **Fncts** + **Adjust Position** + **Start**.
Call Details	used to display all call details related to the call on an accessed loop that are available in the DMS switch
	Press **Fncts** + **Call Details** + **Start**.
Erase Stats	used to erase the statistic display from the screen and discard the Show Stats request from memory
	Press **{Erase Stats}** from the assigned activities screen.
Verify Special	used to initiate a call to a third billing number for billing validation, or to a database for credit card validation when MCCS is not available
	Press **Fncts** + **Verify Special** + **Start**.
—continued—	

Table 1-11
Area 7 - Miscellaneous functions (continued)

Function	Description
Make Busy	prevents new calls from accessing the position when initiated during call handling and displays the assigned activities screen upon call completion. The position can begin to receive new calls after the **Start** key is pressed and the toll and assist screen is displayed. Press **Fncts + Make Busy + Start**. The assigned activities Screen is displayed. If **Make Busy** is initiated during a call Make Busy pending is displayed and the position is made busy after the call is completed.
—continued—	

Table 1-11
Area 7 - Miscellaneous functions (continued)

Function	Description
OGT Keys	The outgoing trunk keys (maximum of 100) are used to establish connections over direct trunks to frequently called no-charge routes (for example, the rate and route operator) and to request assistance. Like the **Fncts** key which displays the functions menu, the **OGT** key is also a doubled keyed function which displays the Outtrunks menu on the screen. Press **OGT** + (menu number) + **Start**. **OGT** can be pressed after already bridging into a connection or when your position is idle. For example, a call to the rate operator may be required while handling a call. Press **Rls Cld** to disconnect the outgoing trunk. There are three conditions that may apply when using **OGT** keys: • If a charge is applicable (for example, a call to directory assistance, DA), press **OGT** + (menu number) + (appropriate class charge). • If a trunk is not available, a 120-IPM tone is generated. • An **OGT** key can be used to access either an idle general or specific service assistance position (SA or in-charge), depending on the keying sequence: — Pressing **OGT** +Assistance (menu #) + **Start** + **Start** initiates an assistance request to any Assistance position. If no Assistance position is available, the call is routed to the in-charge position if it is available to handle assistance requests.
Person Call Back (PCB)	used by the terminating toll center (TTC) operator for call-back calls terminating within the traffic office serving area. PCB and the person icon are displayed. Pressing the **PCB** key a second time erases the display messages. Press **Fncts** + **Person Call Back** + **Start**. PCB is used with calls classed as either "Person Paid" or "Person Special Calling." The call is billed to the distant number at the rate in effect at the place where the call originated.
—continued—	

Table 1-11
Area 7 - Miscellaneous functions (continued)

Function	Description
Print Stats	used to send a hard copy of the statistic report to a teletypewriter (TTY)
	Press **{Print Stats}** from the assigned activities screen.
Reset Stats	used to erase the statistic display from the screen, reset the counters to zero, and retain the Show Stats request in memory
	Press **{Reset Stats}** from the assigned activities screen.
Request CAMA	allows the operator to request a CAMA call on the idle loop
	Press **Fncts** + **Request CAMA** + **Start**.
	If a CAMA call is available for handling, the call in access is automatically placed on temporary hold, the screen is cleared of the call details, and the CAMA call is displayed on the screen. After you key the seventh digit of the calling number for the CAMA call, if the validity check is passed, the screen is cleared and the held call automatically accesses the position again with all call details previously entered displayed.
	Only one CAMA call is brought to the position each time Request CAMA is initiated and is effective only under two conditions:
	• When another call is in access at the position
	• When a CAMA call is available for handling. You cannot know in advance whether a CAMA call is in the calls-waiting queue.

—continued—

Table 1-11
Area 7 - Miscellaneous functions (continued)

Function	Description
Show Statistics (SHOW STATS)	used to query the DMS switch for performance feedback, while the position is in a position busy state and is not available to handle new calls (assigned activities screen must be displayed). This is the procedure for feedback requests: 1 Press **Fncts** + **Make Busy** + **Start** to display the assigned activities screen. a Press **{Show Stats}** to get the following information: − Calls Processed: xx − Actual Work Time: xx − System Average: xx b Press **{Erase Stats}** to erase the screen and retain the feedback request in memory, or press **{Reset Stats}** to remove the feedback request from memory (if permitted). The **{Reset Stats}** key function may be blocked. c Press **Start** again to receive new calls. 2 Press **{Print Stats}** to send hard copy of the report to a TTY. Note that statistic registers are initialized at system start each day.
Time	The **Time** key is used to query the time. The time displayed uses a 24-hour clock to present the hour, minute, and nearest second at the time when **Time** was pressed. Press **Fncts** + **Time** + **Start**. Time is in the range 00:00:00 to 23:59:59. Pressing **Time** twice updates the time display to the current time. The time remains on the screen until the current call is released from the position.
—continued—	

Table 1-11
Area 7 - Miscellaneous functions (continued)

Function	Description
Time and Charges (T&C)	used to indicate that the subscriber wants to receive T&C at the end of the call
	Press **{T&C}** or **Fncts** + **Time and Charges** + **Start**.
	T&C is displayed.
	Invoking T&C a second time erases the T&C message.
	Invoking T&C is ineffective for the following calls: coin-paid, hotel-paid, alarm, collect-to-hotel, and autocollect.
Tone Repeat (TONE REPEAT)	reactivates the tone sounded when an intercept, coin, or alarm call arrives at the position without all necessary call details
	Press **Fncts** + **Tone Repeat** + **Start**.
	Invoking TONE REPEAT reactivates the tone, if not understood the first time it was heard.
Withhold Calls (WITHHOLD CALLS)	prevents the DMS switch from sending any calls to the operator position
	Calls Withheld is displayed or Withhold Calls Pending.
	Press **Fncts** + **Withhold Calls** + **Start**. (Press again to cancel.)
	During call processing, the message Withhold Calls Pending is displayed. On call completion, the idle service screen is displayed with the Calls Withheld message displayed. If the WITHHOLD CALLS function is initiated while in an idle state, the idle screen remains displayed and the Calls Withheld message is displayed.

—continued—

Table 1-11
Area 7 - Miscellaneous functions (continued)

Function	Description
Update Password (UPDATE PASSWORD)	allows updating of operator password if password feature is enabled Press **{Update Passwrd}**. The update password screen is presented. The operator must be logged on to the system and in the assigned activities screen to update the password.
Withhold Calls (WITHHOLD CALLS)	allows the operator to access the service screen in the Calls Withheld state from the assigned activities screen, or to move to the toll and assistance idle call processing screen in a calls withheld state (for example, an operator can prevent calls from accessing the position following logon so that the operator can call the service assistant). This is necessary if an operator needs to perform a database search outside of a call. To move to the DA service screen after pressing **{Withhold Calls}**, press **Start** + **Svcs** + digits + **Start**. Press **{Withhold Calls}** from assigned activities screen. Calls Withheld is displayed.
—end—	

Using the customer-configurable keyboard feature

The TOPS MP keyboard has 126 keys. Each is assigned a unique key number from 1 to 127 (80 is not used). To view or modify the key actions associated with a given key, the user must know the key number. The number of each key is shown in the following two figures. The table below identifies the IBM DA default function of the key alone as well as in combination with the **Shift** key or **Alt** key.

The operating company may choose to use the default key assignments or make their own assignments using the customer-configurable keyboard feature. The customer-configurable keyboard option is chosen from the position settings menu of the TPC administration and maintenance interface (TAMI). The procedures for assigning the keyboard are located in *TOPS MP TAMI User Guide, 297-2281-530*.

Figure 1-28
QWERTY keys and softkeys
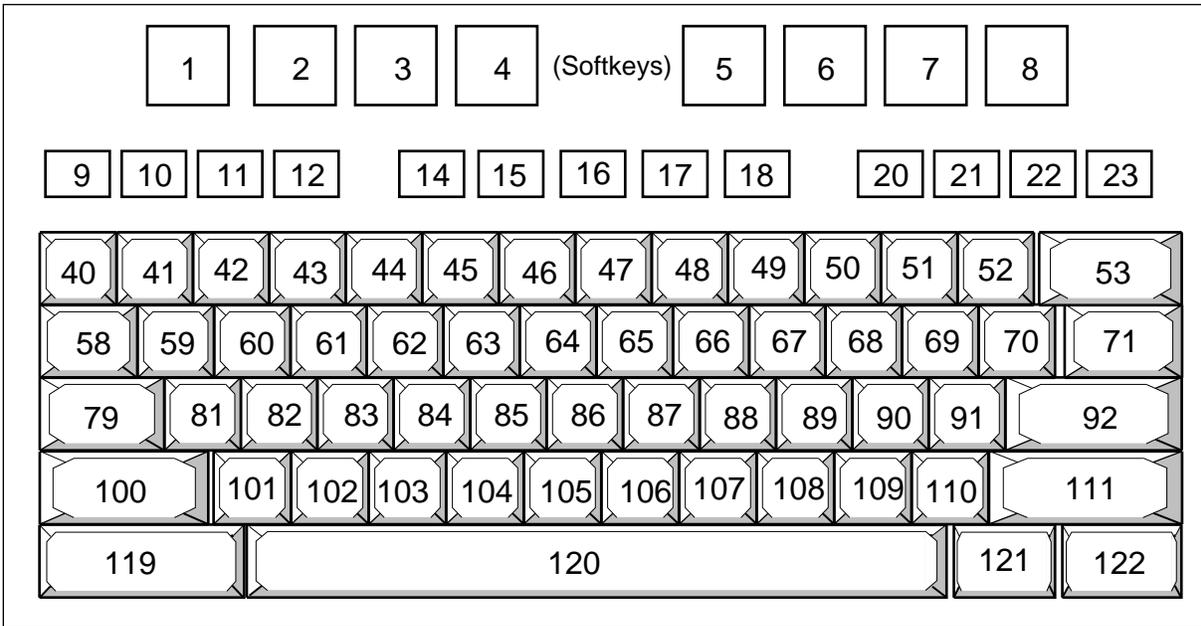
Figure 1-29
Cluster keys
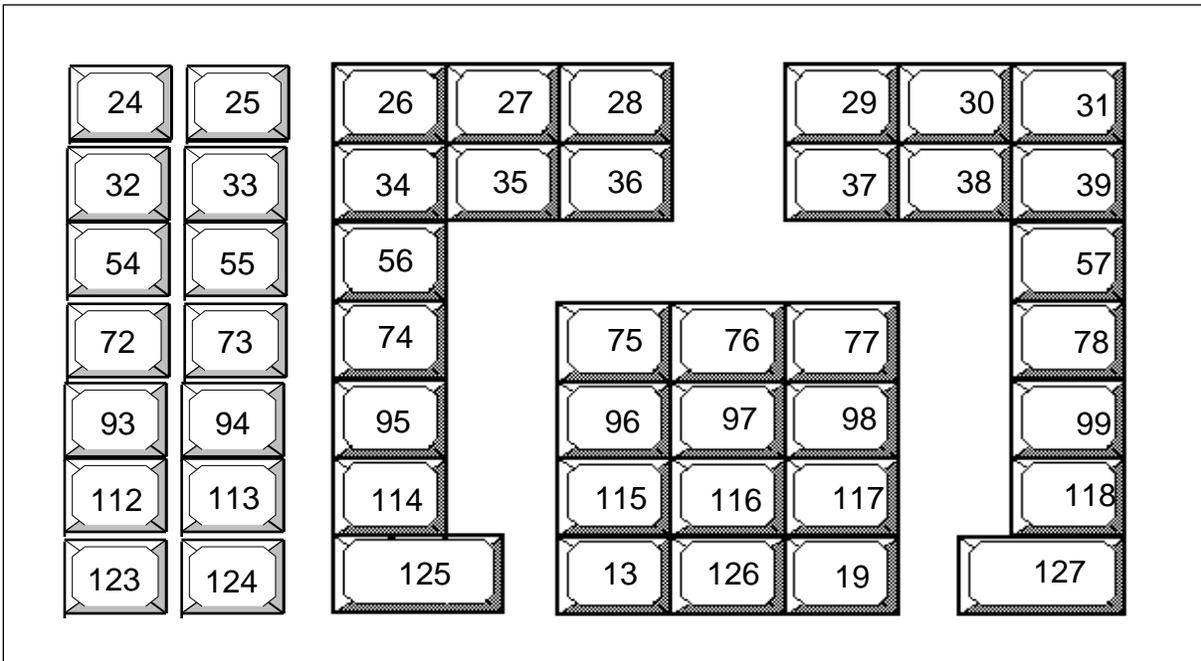
Table 1-12
Default key settings for IBM DA

Key	Unshifted	Shifted	Alted
1	softkey 1	softkey 9	invalid
2	softkey 2	softkey 10	invalid
3	softkey 3	softkey 11	invalid
4	softkey 4	softkey 12	invalid
5	softkey 5	softkey 13	invalid
6	softkey 6	softkey 14	invalid
7	softkey 7	softkey 15	invalid
8	softkey 8	softkey 16	invalid
9	applkey 1	applkey 1	invalid
10	applkey 2	applkey 2	invalid
11	applkey 3	applkey 3	invalid
12	applkey 4	applkey 4	invalid
13	backspace	backspace	invalid
14	applkey 5	applkey 5	invalid
15	applkey 6	applkey 6	invalid
16	applkey 7	applkey 7	invalid
17	applkey 8	applkey 8	invalid
18	applkey 9	applkey 9	invalid
19	:	:	invalid
20	applkey 10	applkey 10	invalid
21	applkey 11	applkey 11	invalid
22	applkey 12	applkey 12	invalid
23	applkey 13	applkey 13	invalid
24	applkey 14	applkey 14	invalid
25	applkey 15	applkey 15	invalid
26	hardkey 1	hardkey 1	invalid
27	hardkey 2	hardkey 2	invalid
28	hardkey 3	hardkey 3	invalid

—continued—

Table 1-12
Default key settings for IBM DA (continued)

Key	Unshifted	Shifted	Alted
29	hardkey 4	hardkey 4	invalid
30	hardkey 5	hardkey 5	invalid
31	hardkey 6	hardkey 6	invalid
32	applkey 16	applkey 16	invalid
33	applkey 17	applkey 17	invalid
34	calling	calling	invalid
35	person	person	invalid
36	station	station	invalid
37	rls cld	rls cld	invalid
38	ca call	ca call	invalid
39	ordb	ordb	invalid
40	escape	broken bar	logical not
41	applkey 21	applkey 21	invalid
42	applkey 22	applkey 22	invalid
43	applkey 23	applkey 23	invalid
44	applkey 24	applkey 24	invalid
45	applkey 25	applkey 25	invalid
46	applkey 26	applkey 26	invalid
47	applkey 27	applkey 27	invalid
48	applkey 28	applkey 28	invalid
49	applkey 29	applkey 29	invalid
50	applkey 30	applkey 30	invalid
51	applkey 31	applkey 31	invalid
52	applkey 32	applkey 32	invalid
53	backspace	backspace	invalid
54	invalid	invalid	invalid
55	invalid	invalid	invalid
56	called	called	invalid

—**continued**—

Table 1-12
Default key settings for IBM DA (continued)

Key	Unshifted	Shifted	Alted
57	services	services	invalid
58	shift lock	invalid	invalid
59	q	Q	audio rls q
60	w	W	audio rls w
61	e	E	audio rls e
62	r	R	audio rls r
63	t	T	audio rls t
64	y	Y	audio rls y
65	u	U	audio rls u
66	i	I	audio rls i
67	o	O	audio rls o
68	p	P	audio rls p
69	[	{	invalid
70	]	}	invalid
71	tab forward	tab backward	home
72	invalid	invalid	invalid
73	invalid	invalid	invalid
74	special	special	invalid
75	1	1	invalid
76	2	2	invalid
77	3	3	invalid
78	functions	functions	invalid
79	control	invalid	invalid
80	invalid	invalid	invalid
81	a	A	audio rls a
82	s	S	audio rls s
83	d	D	audio rls d
84	f	F	audio rls f
—continued—			

Table 1-12
Default key settings for IBM DA (continued)

Key	Unshifted	Shifted	Alted
85	g	G	audio rls g
86	h	H	audio rls h
87	j	J	audio rls j
88	k	K	audio rls k
89	l	L	audio rls l
90	;	:	broken bar
91	'	"	(see note)
92	return	return	invalid
93	invalid	invalid	invalid
94	invalid	invalid	invalid
95	carrier	carrier	invalid
96	4	4	invalid
97	5	5	invalid
98	6	6	invalid
99	trouble	trouble	invalid
100	shift	invalid	invalid
101	z	Z	audio rls z
102	x	X	audio rls x
103	c	C	audio rls c
104	v	V	audio rls v
105	b	B	audio rls b
106	n	N	audio rls n
107	m	M	audio rls m
108	,	<	(see note)
109	.	>	(see note)
110	/	?	\
111	shift	invalid	invalid
112	invalid	invalid	invalid
		—continued—	

Table 1-12
Default key settings for IBM DA (continued)

Key	Unshifted	Shifted	Alted
113	invalid	invalid	invalid
114	misc	misc	invalid
115	7	7	invalid
116	8	8	invalid
117	9	9	invalid
118	ogt	ogt	invalid
119	reset	reset	dev cncl
120	space	space	invalid
121	alt	invalid	invalid
122	enter	enter	command
123	page backward	page backward	invalid
124	page forward	page forward	invalid
125	start	start	invalid
126	0	0	invalid
127	pos rls	pos rls	invalid

Note 1: Some special characters may not be printed correctly by all printers.

For the purposes of this guide, three characters are identified by their commonly known name as follows:

— Key 91 in the alted state is the backwards single quote character.

— Key 108 in the alted state is the "hat" or "caret" character.

— Key 109 in the alted state is the "tilde" character.

Note 2: When the customer-configurable keyboard feature is used, keyboard datafill is done once for each TPC. All MP positions that connect to a single TPC must use the same keyboard layout. Changes to the keyboard datafill do not take effect for an MP position until that position has been busied and returned to service. For detailed instructions on key assignment procedures, refer to *TOPS MP TAMI User Guide*, 297-2281-530.

—**end**—

Table 1-13
TOPS MP assignable functions

0. Call Details	19. Overseas	38. SN Routing
1. Access Loop 1	20. Person Call Back	39. Transfer/Recall
2. Access Loop 2	21. Name	40. Db Class
3. Ring Calling	22. Auto Collect	41. Store Db Call
4. Ring Called	23. Adjust Position	42. Retr by Clg No.
5. Release Calling	24. No AMA	43. Retr by Serial No.
6. Dial Rate	25. Split/Join	44. Next Db Call
7. Coin Return	26. Tone Repeat	45. Delete Db Call
8. Coin Collect	27. Start Stopwatch	46. Clear Db Call
9. Over Collect	28. Clear Stopwatch	47. Gen AMA
10. Busy Verify	29. Start Timing	48. Calling Name
11. Notify	30. Cancel Timing	49. Called Name
12. Request CAMA	31. Hold	50. Memo
13. Charge Adjust	32. Make Busy	51. Fixed Duration
14. Ratestep	33. Withhold Calls	52. Alternate Route
15. Coin	34. Verify Special	53. Overseas DA
16. Hotel	35. Time	54. Overseas Inward
17. Transfer IC	36. Handoff to AABS	55. Split/Join Called
18. Time and Charges	37. Requested Number	56. Block/Unblock Clg

Determining which functions to assign to hardkeys

This section shows how to gather information so the customer-assignable keys have functions that allow operators to process calls most efficiently. If the IBM DA default key assignments are used, six keys are assignable. These are the six keys on the top row of the call processing cluster keys (see figure 1-30). If the default assignments are not used, the customer-configurable keyboard feature can be used to assign the keys to the desired keyboard configuration.

Figure 1-30
Assignable keys when IBM DA default assignments are used

Assignable keys when default assignments are used (keys 26–31)

26	27	28		29	30	31
34	35	36		37	38	39
56						57
74		75	76	77		78
95		96	97	98		99
114		115	116	117		118
125		13	126	19		127
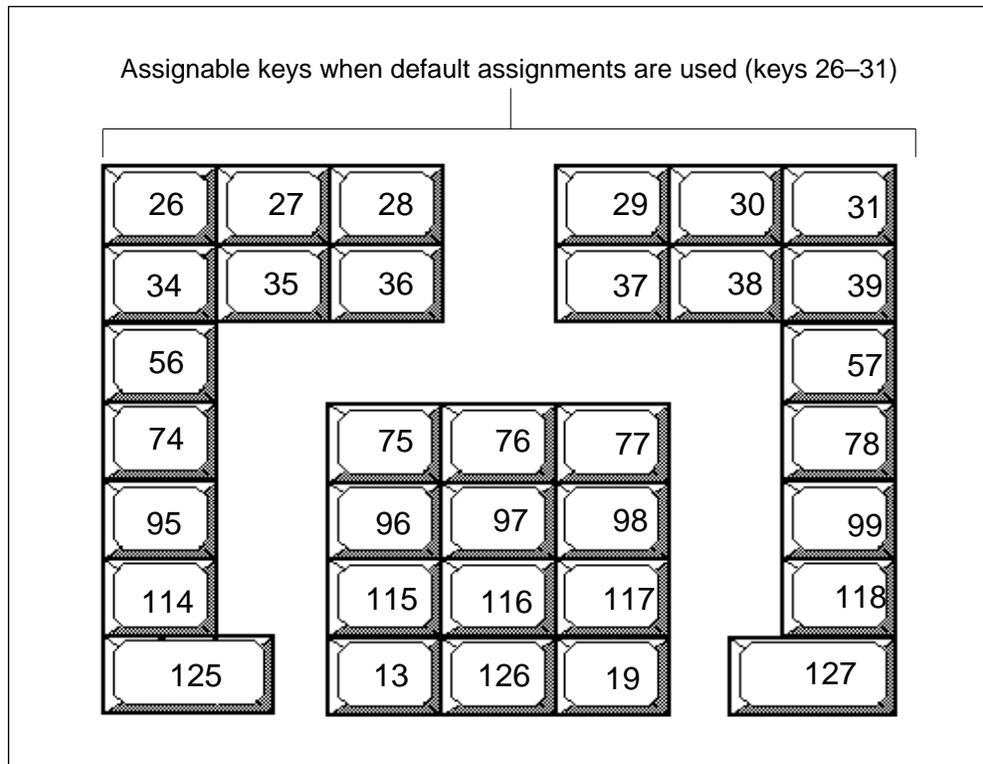
Example of determining which functions to assign to hardkeys

A fictitious operating company called *ABC Tel* is used in this example of
determining which functions to assign to hardkeys. The steps described are
as follows:

1   finding which keys are excluded

2   gathering data on function use

3   analyzing the data

4   selecting the functions

5   placing the key labels

6   datafilling the keys

7   evaluating the selections

Finding which functions that can be excluded (Step 1)

The functions that can be excluded are divided into two areas: eliminating
functions not required for the office configuration and eliminating functions
available on softkeys.

Eliminating functions not required for the office configuration
In most offices, five to ten functions are either not required or used very rarely. The following is an example:

ABC Tel does not handle overseas calls or use person call-back service. The operators of ABC Tel do not collect names, use the stopwatch function, or use the tone repeat function. Therefore, ABC Tel can filter out the following functions:

— overseas

— person call-back

— name

— tone repeat

— start stopwatch

— clear stopwatch

In this example, ABC Tel has reduced the number of functions from 56 to 50.

There may be a need for a particular function to be assigned to a key. If a key is so assigned, one less key is available for the other functions. Policy at ABC Tel allows a manager or supervisor to approach an operator position and press the **Make Busy** key to speak to that operator. The make busy function (or the withhold calls function) is assigned a key.

Eliminating functions available on softkeys
Since the functions assigned to softkey appear as needed, they do not have to be assigned. The following functions are therefore filtered out:

• ring calling

• ring called

• dial rate

• coin return

• coin collect

• over collect

• notify

• charge adjust

• coin

• hotel

- time and charges

- name

- no AMA

If the operating company wishes, customer-assignable functions can still be assigned to hardkeys that are normally assigned to softkeys. For example, some installations may determine that all their requirements can be met without filling all of their assignable keys. As a result, both access methods are available.

In our example, ABC Tel has a list of 37 functions, some of which they may want to assign to hardkeys and some to softkeys or the functions menu.

Gathering data on function use (Step 2)

To help in deciding which keys should be assigned, the following methods can be used:

- record keystroke data

- ask the operators

- study historical data

- consult others

Recording keystroke data

To record which functions are accessed most often, selected operators (or individuals who sit next to the operators) can keep track of the functions they use while they are working at the positions. See the sample keystroke recording form below. The filtered functions are excluded.

When using these forms, follow these guidelines:

- Ten to twenty operators should be used if they record their own keystrokes; twelve to fifteen should be used if others record their keystrokes.

- The recording period should be around two hours.

- Each part of a normal business day and each part of a weekend day should be sampled, for example, two hours in the late morning, two hours in the mid-afternoon, two hours in the mid-evening, and two hours during the overnight period. Note that the sample of recordings should be taken during each part of a business and weekend day, since traffic patterns can alter significantly during these periods.

Asking operators

Individual operators can be given a form that lists the filtered set of functions and asks them to rank the functions from most to least used.

Studying historical data

Examine the call mix for an office form to determine which functions are frequently used, such as Request CAMA.

Consulting others

If the collected data does not clearly indicate which choices are best, you can consult other TOPS MP offices, or contact your Northern Telecom sales representative.

Analyzing the data (Step 3)

From the data gathered in Step 2, the following analyses can be made:

- keystroke data

- rank data

- historical data

Keystroke data

From these forms, determine the most frequently used functions, as shown in table 1-14.

Table 1-14
ABC Tel data analysis - example 1

Function	Observed frequency
First set:	
Request CAMA	510
Make Busy	490
Access Loop 2	450
Transfer IC	320
Call Details	160
Hold	160
Second set:	
Access Loop1	150

Table 1-14
ABC Tel data analysis - example 1

Function	Observed frequency
Auto Collect	090
Busy Verify	080

More than six functions are listed. The operating company should have a
second set, since functions in the second set may actually be more important
due to other factors such as office procedures.

Rank data

From the rank forms , a score can be obtained by giving a "3" for the
function that is used most often, a "2" for the function that is used
occasionally, and a "1" for the function that is used least often.

Add the scores for each function and divide the sum by the number of scores
for that function. Functions with a score of "3" indicate a unanimous
ranking of use most often; those functions with a score of "1" mean a
unanimous ranking of use least often. Refer to table 1-15 for an example of
data ranking.

Table 1-15
ABC Tel data ranking - example 2

Function	Ranking
Request CAMA	= 60 60/20 = 3.0
Make Busy	= 60 60/20 = 3.0
Access Loop 2	= 60 60/20 = 3.0
Access Loop 1	= 56 56/20 = 2.8
Hold	= 52 52/20 = 2.6
Time	= 20 20/20 = 1.0

Historical data

From the data gathered, the following types of information can be extracted
for ABC Tel:

Over 5% of the call distribution is made up of CAMA calls (5.303), and
over 8% of calls involve third-number billing (8.276). From this data,
ABC Tel could therefore assign the Request CAMA function for

handling CAMA calls. For third-number verifications, ABC Tel could assign the Access Loop 2 of the Verify Special function.

Selecting the functions (Step 4)

With these data, ABC Tel could make the following selections:

- Make Busy (or Withhold Calls) – based on operating company policy
- Request CAMA, Access Loop 2 (or Verify Special) – based on operator rankings, historical data, and recorded frequencies
- Transfer IC, Call Details, Busy Verify – based on recorded frequencies

Placing the key labels (Step 5)

The actual location of the key can be an important decision. The keys are numbered from 1 – 6, from left to right, at the top of the TOPS MP call processing cluster. Following are some guidelines that ensure the functions are most efficiently placed:

Familiarity

Operators may have become familiar with a function being at a certain place. For example, position 6 may be appropriate for the **Req CAMA** key on TOPS MP because on the earlier version of TOPS, the key was placed on the right edge of the top row of keys.

Frequency of use

The most frequently used functions should be assigned to keys 1 or 6 because they are the easiest to locate and press. The next most frequently used functions should be assigned to keys 3 and 4, since they are the next most easily located and pressed.

Relation of functions

Keys that have related functions should be placed next to each other, for example **Dial Rate** and **Auto Collect**.

Pressing the wrong key

The possibility of a mistyped key should be considered. For example, if the operator wants to press the **Rls Cld** key but presses the function key above it instead, the consequences of this action could be difficult to reverse. Corrective action for mis-typed keys should not require complex keystroke sequences.

Datafilling the keys (Step 6)

The TOPS position controller (TPC) data tables are filled using the TPC administration and maintenance interface (TAMI), which maintenance

connects to an individual TPC. The TAMI also enables maintenance to copy the datafill for the hardkeys for one TPC to other TPCs in the office.

> *Note:* Function keys require only TPC datafill.

For more information about how to datafill the hardkeys using the TAMI, refer to *TOPS MP TAMI User Guide, 297-2281–530*.

Evaluating the selections (Step 7)

Once the office is processing calls and using these customer-assignable keys, use the data collection method on a periodic basis to ensure that the correct functions were chosen and to determine whether any should be reassigned.

Forms for assessing function use

The form in the following figure can be used by the operating company to assess which key functions the operators use and which functions would be most suitable as hardkeys. Figure 1-31 is a sample form used by operators to keep track of the functions they use as they use them.

Figure 1-31
Keystroke recording form (sample)

ABC Tel

Time Started:<u>09:45</u>   Time Finished: _____

Date: <u>March 25/89</u>   Day of Week: <u>Tuesday</u>

Operator Number: <u> 1234</u>

Instructions:

Please keep track of each function used by placing a check beside the function names listed below:

<u>Calls Details</u>:

<u>Acs1</u>:

<u>Acs 2</u>:

<u>Rls Calling</u>:

<u>Busy Verify</u>:

<u>Req CAMA</u>:

<u>Xfr IC</u>:

<u>Auto Col</u>:

<u>Hold</u>:

<u>Time</u>:

Figure 1-32
Keystroke recording form (blank)

Time Started:_____   Time Finished: _____

Date: _____   Day of Week: _____

Operator Number:_____

Instructions:

Please keep track of each function used by placing a check beside the
function names listed below:

_____ ▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢

_____ ▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢

_____ ▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢▢

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Figure 1-33
Rank ordering of functions form (sample)

Date:

Operator Number:

Instructions:

Below is a list of functions, some of which you may use more frequently than others. Divide these functions into three categories according to how often you use them. Of these functions, Category 1 is for those you use Least Often. Category 3 functions are for those you use Most Often. Category 2 functions are the ones you use Occasionally.

Write the names of the functions in the spaces provided for each category. **Try to make these categories roughly the same size.**

Function List:

Call Details   Request CAMA

Access 1   Transfer IC

Access 2   Auto Collect

Release Calling   Hold

Busy Verify   Time

(1) Use Least Often   (2) Use Occasionally   (3) Use Most Often

_____   _____   _____

_____   _____   _____

_____   _____   _____

_____   _____   _____

Figure 1-34
Rank ordering of functions form (sample)

Date:

Operator Number:

Instructions:

Below is a list of functions, some of which you may use more frequently
than others. Divide these functions into three categories according to how
often you use them. Of these functions, Category 1 is for those you use
Least Often. Category 3 functions are for those you use Most Often.
Category 2 functions are the ones you use Occasionally.

Write the names of the functions in the spaces provided for each category.
Try to make these categories roughly the same size.

Function List:

(1) Use Least Often   (2) Use Occasionally   (3) Use Most Often

_____   _____   _____

_____   _____   _____

_____   _____   _____

_____   _____   _____

_____   _____   _____

Table 1-16
Call mix sampling for station calls

	HM0+	HM0-	CN0+	CN0-	NCN0+	NCN0-	CAMA	TOTAL	% DIST.
PAID	2075	1729	452	395	412	1857		6920	8.405
COLLCT	1970	695	8316	911	7656	1471		21,019	25.530
CRCD	4587	779	6472	461	5844	473		18,616	22.611
3rd	572	289	891	108	4168	625		6653	8.081
SPL BL								0	
SPL CL INC			1		1			2	.002
SPL CD CR	1				5			6	.007
SPL CD 3rd				1	1			2	.002
SPL CD BL								0	
DIAL RATE						100	2550	2650	3.219
AUTO COL	951		202		500			1653	2.001
NO AMA	44	602	136	3373	141	9025		13,321	16.180
NO CLS CHG	1	1	4	3	5	54		68	.083
CAMA							4366	4,366	5.303
TOTAL STA	9248	5046	16,271	5449	18,338	16,551	4366	75,276	91.424

Table 1-17
Call mix sampling for person calls and totals

	HM0+	HM0-	CN0+	CN0-	NCN0+	NCN0-	CAMA	TOTAL	% DIST.
PAID	90	70	30	8	1121	216		1535	1.864
COLLCT	214	640	1195	510	2005	574		5138	6.241
CRCD	25	17	63	9	80	13		207	.251
3rd	11	3	21	3	93	25		156	.189
SPL BL								0	
SPL CL INC									
SPL CD CR						4		4	.005

—continued—

Table 1-17
Call mix sampling for person calls and totals (continued)

	HM0+	HM0-	CN0+	CN0-	NCN0+	NCN0-	CAMA	TOTAL	% DIST.
SPL CD 3rd				1		2		3	.004
SPL CD BL								0	
CBK PAID	2				4	3		9	.011
CBK CL		1			1			2	.002
CBK 3rd								0	
CBK SPL BL								0	
POSTPAY								0	
TOTAL PER	342	731	1310	536	3315	827		7054	8.568
TOTAL STA/PER	9590	5777	17,581	5985	21,653	17,378	4366	82,330	99.992

Some examples of totals for certain call types:

CAMA Totals = 5.303%

3rd Number Totals = (8.081 + .002 + .189 + .004) = 8.276%

—**end**—

Datafilling outgoing trunk (OGT) keys

A list of transfer functions or frequently used numbers or both can be defined for use on the operator position. Once defined, these functions can be accessed when the operator presses the **OGT** key followed by a one- or two-digit code (from 0–99) on the TOPS MP keyboard. The DMS switch table OGTMPKEY contains the datafill for **OGT** keys on the DMS switch side of the system. In order to use an **OGT** key, the DMS switch and TPC datafill must match.

Like the position definitions, the TOPS MP **OGT** keys must be defined on both the TPC (using the TAMI) and the DMS switch (using the MAP). For more information about how to datafill the **OGT** keys using the TAMI, refer to *TOPS MP TAMI User Guide, 297-2281-530*.

Time and charges position

Time and charges (T&C) positions are desks with telephones and teletypewriters (TTY). Fully automatic ticketing, timing, charge computation and quotation of call details and charges is available for calls originating from hotels and motels to which charges are normally quoted.

Hotel automation allows hotel guests to dial toll calls by dialing an access code for an outside line and then the called number as they normally would (for example, 8 + 0 + 919 + 362 + 1234, where 8 = the access code). Nonhotel T&C recalls that cannot be quoted by an operator are also routed to a T&C position.

Upon call completion, the DMS switch stops timing the call, computes elapsed conversation T&C, and sends this information along with all call details to the appropriate T&C position, as described in the following table.

Note: Other businesses can also subscribe to hotel-type service. All messages related to hotels apply to these businesses as well.

Table 1-18
Time and charges positions

Position	Description
AQ TTY	Autoquote TTY is a receive-only private-line TTY located on hotel premises or the premises of a business subscribing to hotel-type service. The AQ TTY creates hard-copy messages; T&C operator intervention is not required.
DUAQ TTY	Dial-up autoquote TTY is a receive-only private-line TTY located on hotel premises or the premises of a business subscribing to hotel-type service. The DUAQ TTY creates hard-copy messages; T&C operator intervention is not required.
HADS TTY	Hotel billing information center (HOBIC) administration data system TTY is a send-and-receive private-line TTY that is located on operating company premises and that creates hard copy of charge adjustment messages for hotel calls and TTY alarm messages.

—continued—

Table 1-18
Time and charges positions (continued)

Position	Description
Record TTY	The Record TTY is a receive-only private-line TTY that is located on operating company premises and that creates hard copy of all messages sent to a VQ TTY, AQ TTY, DUAQ TTY, or HADS TTY.
VQ TTY	Voicequote TTY is a receive-only private-line TTY located on operating company premises for verbal quotation of charges and call details.
	The VQ TTY creates the following hard-copy messages:
	• system-calculated T&C messages for hotel-originated calls, if the hotel is not equipped with either an AQ TTY or DUAQ TTY
	• AQ TTY failure messages
	• DUAQ TTY failure messages
	• HADS TTY charge-adjustment failure messages.

—end—

Time and charges position messages

The next three tables (tables 1-19, 1-20, and 1-21) describe the messages printed on VQ TTY and Record TTY, AQ TTY and DUAQ TTY, and HADS TTY. The Record TTY message prints in the same format as the VQ TTY. The DUAQ TTY message prints in the same format as the AQ TTY.

Note: The messages are arranged in order of display.

Table 1-19
VQ TTY and record TTY messages

Message	Description
*	An asterisk (*) is printed in the following situations: • if an AQ TTY was taken out-of-service, and the messages are directed to the VQ TTY • if a DUAQ TTY was taken out-of-service, and the messages are directed to the VQ TTY • if the HADS TTY was taken out-of-service, and the charge-adjustment messages are directed to the VQ TTY • if an operator entered a Rate Step of zero, and the rating system calculates 00000 charges • if the rating system overflowed its capacity of $665.36 and a default rate of 99999 is printed in the Charges column or Charges Credit column • if the VQ TTY is out-of-service and the calls are being recorded only on the Record TTY.
C	C is printed when credit needs to be quoted on a previously quoted hotel call.
XXXX	The four-digit system serial number is printed.
NPA-NXX-XXXX	The ten-digit calling number is printed. In the event of an AQ failure, this field is replaced with a hotel acronym and message counter.
XX	The one- or two-character call quote code that indicates the required operation in quoting charges is printed. These codes are explained after the table, in the upcoming section called "Call quote codes."
XXX	The three-character billing code that identifies the class charge and call type is printed.
NPA-NXX-XXXX, FXXX-XXXXXXX, NXX-XXXX, LNXX-XXXX	The called number is printed. If required, the called number is preceded by one of the following: • F Indicates an overseas number. • L Indicates a local (non-toll) number.
mm/dd	The month and day of call origination are printed.

—continued—

Table 1-19
VQ TTY and record TTY messages (continued)

Message	Description
hhmm	The hour and minute of call origination is printed, using the 24-hour clock (range = 0000 to 2359).
min	The billable call duration, expressed in minutes, is printed. For 1 to 99 minutes, the number is zero-filled to the left to create three characters (for example, 001 and 099).
cents	The charge, expressed in cents, is printed. The maximum value is 65536. For 1 to 99 cents (amounts less than $1.00), the number is zero-filled to the left to create three characters (for example, 001 and 099).
tax	The tax, expressed in cents, is printed. For 1 to 99 cents (amounts less than $1.00), the number is zero-filled to the left to create three characters (for example, 001 and 099).
room	The room or extension number is printed. The maximum number of characters is six numeric digits, or four numeric digits and one letter, or one letter.
name	The name of the person to receive the charges is printed. The maximum number of letters is four.
—end—	

Table 1-20
AQ TTY and DUAQ TTY messages

Message	Description
C	C is printed when credit needs to be quoted on a previously quoted hotel call.
XXXX	The four-digit system serial number is printed.
XXX YYY	The hotel acronym and message counter are printed.
NPA-NXX-XXXX, FXXX-XXXX XXX, NXX-XXXX, LNXX-XXXX	The called number is printed. If required, the called number is preceded by one of the following: • F Indicates an overseas number. • L Indicates a local (non-toll) number.
mm/dd	The month and day of call origination are printed.
—continued—	

Table 1-20
AQ TTY and DUAQ TTY messages (continued)

Message	Description
hhmm	The hour and minute of call origination are printed, using the 24-hour clock (range = 0000 to 2359).
min	The billable call duration, expressed in minutes, is printed. For 1 to 99 minutes, the number is zero-filled to the left to create three characters (for example, 001 and 099).
$charge	The charge, expressed in dollars and cents, is printed. The maximum value is $655.36. For 1 to 99 cents (amounts less than $1.00), the number is zero-filled to the left to create three characters (for example, $0.01 and $0.99).
$tax	The tax, expressed in dollars and cents, is printed. For 1 to 99 cents (amounts less than $1.00), the number is zero-filled to the left to create three characters (for example, $0.01 and $0.99).
room	The room or extension number is printed. The maximum number of characters is six numeric digits, or four numeric digits and one letter, or one letter.
name	The name of the person to receive the charges is printed. The maximum number of letters is four.

<div align="center">—end—</div>

Table 1-21
HADS TTY messages

Message	Description
XXXX	The four-digit system serial number is printed.
NPA-NXX-XXXX	The ten-digit calling number is printed. In the event of an AQ/DUAQ failure, this field is replaced with a hotel acronym and message counter.
NPA-NXX-XXXX, FXXX-XXXXXXX, NXX-XXXX, LNXX-XXXX	The called number is printed. If required, the called number is preceded by one of the following: • F Indicates an overseas number. • L Indicates a local (non-toll) number.

<div align="center">—continued—</div>

Table 1-21
HADS TTY messages (continued)

Message	Description
CAXXX	The charge adjustment, followed by a three-character billing code that identifies the class charge and call type, is printed.
hhmm	The hour and minute of call origination is printed, using the 24-hour clock (range = 0000 to 2359).
Additional Call Details	provides additional call details, as appropriate for the current call, in one of the following formats: • Format 1: XAXXXXX - one-digit code (representing the reason for the entry), A (representing cents [C] or minutes [M], and the number of cents or minutes credited. • Format 2: X - one-digit code (representing the reason for the entry), when total charges are credited — XXX - rate step — room - room or extension number — opr - operator number of operator who keyed charge-adjustment entry — XAXXXXX - one-digit code (describing the reason for the entry [X], A (representing cents [C] or minutes [M], and the number of cents or minutes credited • Format 3: X - one-digit code (representing the reason for the entry), when total charges are credited — XXX - rate step; room - room or extension number; name - name of person to receive charges; opr - operator number of operator who keyed charge-adjust entry

—end—

Call quote codes

The call quote codes (see table 1-22) that result from specific operator keying procedures are printed on the operating company's copy of T&C messages. These codes indicate the required T&C operator actions used for quoting charges.

Table 1-22
Time and charges call quote codes

Call quote code	Time and charges operator action	Operator keying procedures
<	Quote T&C to calling number.	Press **{Time & Charges}** and calling class charge key(s).
>	Quote T&C to called number.	Press **{Time & Charges}** and called class charge key(s).
H>	Quote T&C to called hotel desk.	Press collect class charge key(s) + **{Hotel}**.
<H	Quote T&C to called hotel desk.	Press person-paid class charge key(s) + **{Hotel}** (if necessary).
G>	Quote T&C to called hotel guest.	Press called class charge key(s) + **{Hotel} + {Time & Charges}**.
<G	Quote T&C to calling hotel guest.	Press special Clg class charge key(s) + **{T&C} + {Hotel}**. This code appears if the hotel has an AQ TTY or DUAQ TTY.
<N	Quote "no charge" to calling hotel desk.	Press **{Hotel}** (if necessary) + special calling, called, or collect class charge key(s). This code appears if the hotel has a VQ TTY or if there is an AQ/DUAQ TTY failure.
NQ	Quote "no charge" to calling hotel desk and quote T&C to called number.	Press **{Hotel}** (if necessary) + **Col** of special called class charge + **{T&C}**. This code appears if the hotel has a VQ TTY or if there is an AQ/DUAQ TTY failure.
<X	Quote T&C to calling hotel guest and quote "no charge" to calling hotel desk.	Press special calling class charge key(s) + **{Hotel}** (if necessary) + **{T&C}**. This code appears if the hotel has a VQ TTY or if there is an AQ/DUAQ TTY failure.
N>	Quote "no charge" to the called hotel desk.	Press **{Hotel}** + special calling class charge key(s) for an incoming multi-digit call-back call. This code applies to call-back calls only where the local hotel appears in the called number field.

—**continued**—

Table 1-22
Time and charges call quote codes (continued)

Call quote code	Time and charges operator action	Operator keying procedures
X>	Quote T&C to the called hotel guest and "no charge" to the called hotel desk.	Press **{Hotel}** + special calling class charge key(s) + {T&C} for an incoming multi-digit call-back call. This code applies to call back-calls only where the local hotel appears in the called number field.
??	The billing type was unresolved. The T&C operator may wish to quote charges by contacting the calling party to learn who requested a quote.	This message code appears under unforeseen conditions.
RC	No action is required.	This code appears on messages at the Record TTY for automessages only.
CA	No action is required.	This code appears on messages at the HADS TTY only on T&C messages where the operator has keyed **{Chg Adj}**.
—end—		

Billing codes
The billing code is a 3-character code in the following format:

- The first character identifies the call type as one of the following:

    — 0   Operator-handled (0)

    — A   Operator-assisted (0+ or 01+)

    — D   Direct-dialed (1+ or 011+).

- The second character identifies whether the call is Person (P) or Station (S).

- The third character identifies the type of billing as one of the following:

    — 0   Paid

    — 1   Collect

    — 2   Special calling - calling card

— 3   Special calling - third number

— 4   Special called - calling card

— 5   Special called - third number or special billing number

— ?   Unresolved

System serial numbers

The system serial number advances once for each message. All message sequences start with serial number 0001. The counter resets to 0000 under the following conditions:

- after 9,999 messages are counted

- when the system is initialized

- at midnight

Cyclic counter

The cyclic counter associated with the hotel acronym advances once for each message delivered to that hotel AQ/DUAQ TTY. If the message intended for an AQ/DUAQ TTY is rerouted for any reason, gaps appear in the cyclic counter received at the AQ/DUAQ TTY.

Hotel acronym

The hotel acronym is a three-character hotel identification code assigned for hotels that have either an AQ TTY or a DUAQ TTY. Each hotel is assigned a unique code.

TOPS with QMS

The Queue Management System (QMS) feature is available to TOPS offices and is referred to as TOPS QMS. QMS is software that provides enhanced capabilities for the management of call queues. Additionally, QMS provides the capability to create a class of senior operators that can assist other operators as well as serve regular operator traffic. With this feature, operators are assigned to a profile based on their capabilities and load requirements such as the following:

- Profile 1 – toll and assistance/directory assistance (English)

- Profile 2 – toll and assistance (Spanish)

- Profile 6 – directory assistance (Spanish)

- Profile 9 – directory assistance (English)

QMS provides for assigning up to 255 individual queues such as the following:

- Call queue 1 – toll and assistance (English)

- Call queue 2 – directory assistance (English)
- Call queue 3 – toll and assistance (Spanish)
- Call queue 4 – directory assistance (Spanish)

QMS matches the call queue to the operator's profile. In this example, operators assigned profile 9 are sent calls from call queue 2. The operators assigned profile 1 can receive calls from either call queue 1 or call queue 2.

QMS impact on screen displays

Operator positions identified as QMS positions (by datafill in table TOPSPOS) have slightly different screen presentations from TOPS ACD positions.

Login displays

At login time, the QMS services indicated by the operator's service profile is displayed on the assigned activities screen (see Figure 1-35). The queue that the operator serves is not displayed. The text for each service display is derived from the service datafill at the TPC administration and maintenance interface (TAMI).

Note: In the event of a failure to login to a base service, such as directory assistance, an indication to that effect is provided by displaying the service in a lower contrast on the assigned activities screen. Although the login fails, calls for that service can be received. If this happens, the operator should proceed as locally directed: for example, the operator may instruct the caller to hang up and try the call again.

Figure 1-35
Assigned activities screen–TOPS QMS

ASSIGNED ACTIVITIES

Toll and Assistance
Directory Assistance
Intercept
Customer Name & Address

Softkey label area

| Alt Display | Adjust Pos | Update Passwrd | Withhld Calls | Reset Stats | Show Stats | Print Stats | Erase Stats |
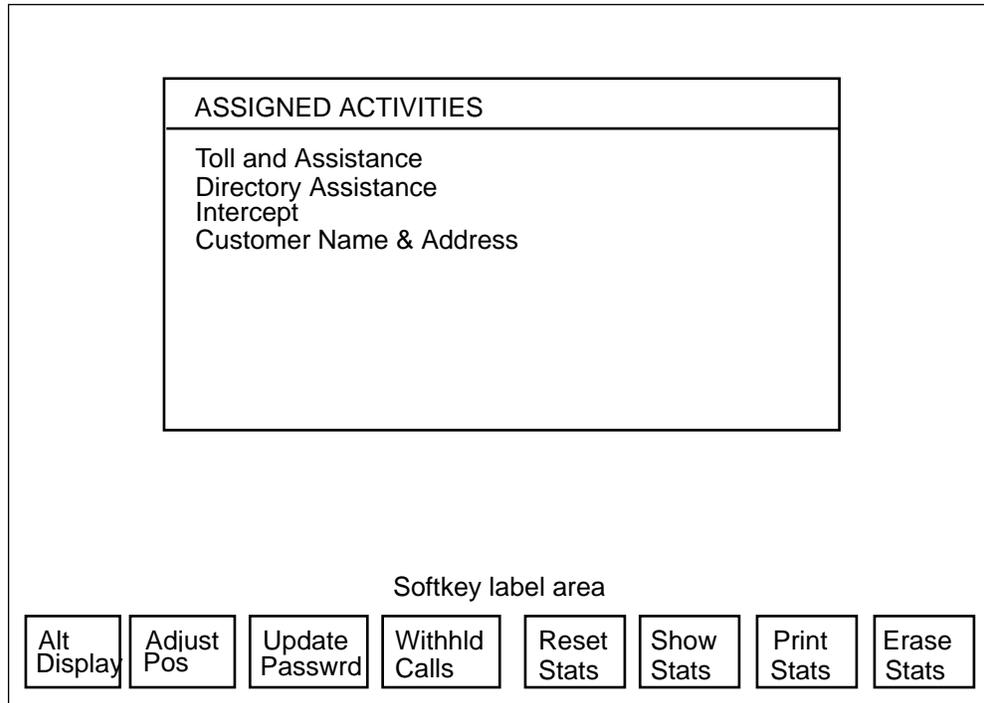
Login denials

Login may be denied by the DMS switch for various reasons. For example, login is denied if the service profile of the operator contains a service that the position is not capable of providing (services not in the service profile of the position). When denials occur, an explanatory message is provided. The possible messages that can be received and their meaning are shown in table 1-23.

Table 1-23
Login denied messages–TOPS QMS

Message received	Description
Login Denied: No profile	no operator profile datafilled corresponding to the operator number being used to login
Login Denied: Inconsistent profile	position service profile and operator service profile inconsistent
—continued—	

Table 1-23
Login denied messages–TOPS QMS (continued)

Message received	Description
Login Denied: ID number out of range	operator number being used to login is out of range
Login Denied: ID number missing	operator number for login not specified
Login Denied: ID number in use	operator number used to login is in use
Login Denied: Invalid password	an invalid password entered by the operator
Login Denied: <blank>	miscellaneous logon denial. Login denied for reasons other than those listed above.
—end—	

Note: If the Queue Management System (QMS) serves a position that is vacated by an operator while a call is on permanent hold, the next operator's profile may not match the call on hold. In this event, the next operator is unable to log on to the position until the call on hold is completed. Follow local instructions when this condition is encountered.

Call presentations

Call presentations for QMS positions do not display the queue assigned to the call, as do the TOPS ACD positions. Instead, an options field is added as part of the call arrival information. This call type for queueing (CT4Q) is intended to give the operator more information about the call, if required (for example, emergency calls). Current high runner toll and assistance and directory assistance calls do not require any additional displays.

Another difference of TOPS QMS is the expanded call information that shows the QMS service instead of the base service (toll, directory assistance, intercept) that is displayed on TOPS ACD positions. All other call presentations remain the same as on TOPS ACD positions. The following figure (figure 1-36) is an example of the TOPS QMS screen showing the CT4Q and QMS service fields.

Figure 1-36
CT4Q and QMS service fields–TOPS QMS

Services menu

For TOPS QMS positions, the services menu consists of a maximum of 16 services. The QMS services menu displayed contains all of the QMS services applicable to the operator logged into the position. If an operator fails to login to a particular service, that service is displayed on the services menu without a number (see figure 1-37).

Figure 1-37
Service menu–TOPS QMS

		00:00	L1	L2

Clg

Cld

Spl

IC

Misc

Services

0 ******service 0**********
1*******service 1**********
*******service 4**********
8*******service 8**********
*******service 12*********

Outgoing trunk (OGT) capabilities with TOPS QMS

The OGT menu for TOPS QMS looks the same as that of TOPS without QMS. However, the capabilities for TOPS QMS are slightly different. With TOPS QMS, operators are able to perform the following functions using OGT keying:

- request an assistance position

- specify the language mark associated with the calling and/or called parties

- speed dial a specific directory number

- request a senior operator (using speed dialing)

- transfer a call or mark a call for recall by changing the CT4Q for the call

A sample OGT menu is shown in figure 1-38. In this example an operator could perform the following tasks:

- request an assistance position using the OGT key 0

- mark the language for the calling party as French using OGT key 1 (which could lead to the call being transferred to a French speaking operator at position release)

- speed dial for fire using OGT key 2

- request a senior operator using OGT key 3

- change the CT4Q of the call to CARRIER1 by using OGT key 4

Figure 1-38
Outgoing trunk (OGT) screen–TOPS QMS

Call transfer toggle

A transfer toggle function is provided at the functions menu to allow an operator to toggle the transfer status of the call between transfer and mark for recall. The abbreviation `xfr` is displayed whenever the transfer status is set for call transfer. The `xfr` is not displayed if the transfer status is set to mark for recall. The location of the transfer display is in the call details window as shown in figure 1-39.

Figure 1-39
TOPS QMS screen showing transfer status of a call

CT4Q and language confirmation displays

The operator has the capability to change the CT4Q of a call using the **OGT** key at the tops QMS positions. The operator also has the capability to specify or change the language marks for the call using the **OGT** key. In both cases a positive confirmation is provided to the operator that the CT4Q and language marks were changed. At a TOPS QMS position, the CT4Q and language marks confirmation displays are included in the call details window of the billing screen. (See figure 1-40 which shows all of the possible displays.)

Figure 1-40
CT4Q and language confirmation displays

| | 00:00 | L1 | L2 |

Clg

Cld

Spl

IC

Misc

CALL DETAILS

Chg; xxxxxxxxx OC: xxxxx Nfy: xxxxx
Min: xxxxxxxxx RS: xxxxx Trbl: xxxx
ACTS   Amt Due: xxxxxx   T&C PCB
Chg Adj: xxxxxxxxxxxxx   Dial
xxCT4Qxx Lang: xxx   xfr

Traffic office assistance system

This chapter describes procedures for operators to make and answer assistance requests. The capabilities of initiating and responding to a page are also discussed.

The traffic office assistance system consists of two types of assistance, as follows:

- general assistance, in which an operator requests assistance from any available assistant

- directed assistance, in which an operator requests assistance from a particular position

General assistance

When an operator makes a general assistance request, the DMS switch attempts to connect the requesting operator to any available assistant, which may be a service assistant (SA), an in-charge (IC), or a customer service expert (CSE). For the DMS switch to route the call, the assistant must share service types with the requesting operator.

There are several situations when the operator needs to connect to an assistant, as follows:

- in response to a page

- to obtain assistance in call handling

- when a customer requests to speak to a supervisor

When receiving assistance, a requesting operator can converse with an SA, IC, or CSE.

General assistance requests are initiated in one of two ways, as follows:

- If in loop access, press **Fncts** + General Assistance + **Start**.

- If not in loop access, press **Fncts** + Access Loop 1 (or Access Loop 2) + **Start** + **Fncts** + General Assistance + **Start**.

General assistance with an SA or IC

When the requesting operator connects with an SA or IC (SA/IC), the color of the CLD field is inverted. The SA/IC receives the assistance request in the hold state on loop 1, and the local Sonalert alarm is activated. The SA/IC receives the following message: "Loop1 Pos: xxxx Opr: yyyy." The xxxx and yyyy are the position number and operator number, respectively, of the requesting operator. The SA/IC must access loop 1 to connect to the requesting operator.

During the connection, the SA/IC has limited ability to actively participate in the call. The SA/IC *does not* share call control with the requesting operator. So while the SA/IC can do local administrative searches at their position, any call-related information must be keyed in by the requesting operator.

Either operator can disconnect from the call by pressing the **Pos Rls** key. The other operator remains connected to the subscriber. Additionally, either operator can disconnect the other operator by pressing either the **Rls Cld** key (requesting operator) or the **Rls Clg** key (SA/IC). Detaching the other operator from the call has no effect on the subscriber.

General assistance with a CSE

When the requesting operator connects with a CSE, the assistance request can arrive on either loop. The CSE receives the assistance request in the active (not the hold) state and the local Sonalert is not activated. Both operators receive the following message: "Gen Pos: xxxx Opr: yyyy." The xxxx and yyyy are the position number and operator number, respectively, of the other operator.

During the connection, both the requesting operator and the CSE share call control over the call. Each operator can key in information for the call, and each operator can see the results. However, some local screen changes, such as those occurring during switching between the DA listing screen and the DA billing screen, are not visible to both of them.

Either operator can disconnect from the call by pressing the **Pos Rls** key. The other operator remains connected to the subscriber. Additionally, either operator can disconnect from the other operator by using the Release Operator function. Detaching the other operator from the call has no effect on the subscriber.

Queued for general assistance with an SA or IC

If there is no available SA or IC, the general assistance request is queued and the requesting operator receives a ringing tone. There is only one queue for each operator/team; however, up to 16 operators can be queued at one time.

The requesting operator sees an inverted CLD field display on the screen, which indicates that no SA/IC is available. If the requesting operator presses the **Pos Rls** key while in queue, the subscriber is released to the queue.

When the SA/IC receives the assistance request from the queue, the SA/IC receives the following message: "Loop1: Rel by Opr: xxxx," where xxxx is the operator number of the requesting operator.

Queued for general assistance with a CSE

If there is no available CSE, the general assistance request is queued and the requesting operator receives the following message: "Queued." The requesting operator can cancel the assistance request by using the Release Operator function.

Note: The requesting operator can press the **Pos Rls** key to release the call to queue; however, one important exception must be noted for DA calls. If the requesting operator has already selected a listing and entered a line designator before requesting assistance, the operator should use the Release Operator function instead of the **Pos Rls** key. If the operator is queued for assistance and attempts to use **Pos Rls**, the DAS will interpret the action as an attempt to end the assistance request and the call.

When the CSE receives the assistance request from the queue, the CSE receives the following message: "Released by Opr: xxxx," where xxxx is the operator number of the requesting operator.

Directed assistance

To make a directed assistance request, the operator directs a request to a specific position.

Directed assistance requests are initiated in one of two ways, as follows:

1   If in loop access, press **Fncts** + Directed Assistance + **Start** + <position number> + **Start**.

2   If not in loop access, press **Fncts** + Access Loop 1 (or Access Loop2) + **Start** + **Fncts** + Directed Assistance + **Start** + <position number> + **Start**.

When receiving assistance, a requesting operator can converse with an SA, IC, or CSE.

Directed assistance with an SA or IC

Directed assistance requests can be made by either a general operator or by an SA/IC. The requests can be from either a subscriber-initiated call or an operator-initiated call.

The SA/IC receives the assistance request on hold on loop 2, and the local Sonalert alarm is activated. The SA/IC receives the following message: "Loop2 Pos: xxxx Opr: yyyy." The xxxx and yyyy are the position number and operator number, respectively, of the requesting operator. The SA/IC must access loop 2 to connect to the operator.

As with general assistance, the SA/IC has limited ability to actively participate in the call. The SA/IC does not share call control with the requesting operator. So while the SA/IC can do local administrative searches at their position, any call-related information must be keyed in by the requesting operator.

Either operator can disconnect from the call by pressing the **Pos Rls** key. The other operator remains connected to the subscriber. Additionally, either operator can disconnect the other operator by pressing either the **Rls Cld** key (requesting operator) or the **Rls Clg** key (SA/IC). Detaching the other operator from the call has no effect on the subscriber.

Directed assistance with a CSE

An important difference between SA/ICs and CSEs is that directed assistance requests cannot be made if the call is subscriber-initiated. When a subscriber is already at the position, the operator must use a general assistance request instead.

Directed assistance can be used for situations when, for example, an operator wants to let a supervisor know that they want a break, or that they wish to discuss how to handle a particular type of call.

When the requesting operator connects with a CSE, the assistance request can arrive on either loop. The CSE receives the assistance request in the active (not the hold) state and the local Sonalert is not activated. Both operators receive the following message: "Dir Pos: xxxx Opr: yyyy." The xxxx and yyyy are the position number and operator number, respectively, of the other operator.

Either operator can disconnect from the call by pressing the **Pos Rls** key. The other operator remains connected to the subscriber. Additionally, either operator can disconnect the other operator by pressing either the **Rls Cld** key (requesting operator) or the **Rls Clg** key (SA/IC). Detaching the other operator from the call has no effect on the subscriber.

Queued for directed assistance with an SA or IC

If there is no available SA or IC, the directed assistance request is queued and the requesting operator receives a ringing tone. The requesting operator can cancel the request by pressing the **Rls Cld** key.

Queued for directed assistance with a CSE

If there is no available CSE, the directed assistance request is queued and the requesting operator receives the following message: "Queued." As soon as the CSE completes the current call, the CSE is connected to the requesting operator.

Paging

The following paging capabilities are discussed:

- initiating a page in an office with only SA/ICs

- initiating a page in an office with only CSEs

- responding to a page

Initiating a page in an office with only SAs or ICs

SAs or ICs are the only operators able to initiate pages. General operators can only respond to pages.

Initiating a page in an office with only CSEs

To initiate a page, either the operator requesting the page or the operator receiving the page must have special datafill in the DMS. The page can be directed to either a position number or an operator number.

Keying sequence to initiate a page

To initiate a page, the operator must perform the following steps:

1   Press **Fncts** + Page Position or Page Operator + **Start**.

2   Enter the position number or the operator number + **Start**.

As long as the paging operator does not have the message "Page from Pos: xxxx," the operator receives one of the following messages: "Page to Pos: xxxx" or "Page to Opr: yyyy."

Responding to a page

An operator receiving a page from another operator receives the message: "Page from Pos: xxxx," where xxxx is the position number of the paging operator.

Keying sequence to initiate a page

To respond to the page, the operator must perform the following steps:

1   Press **Fncts** + Withhold Calls + **Start**, and complete the current call.

2   Press **Fncts** + Access Loop 1 (or Access Loop 2) + **Start**.

3   Press **Fncts** + Paged Assistance + **Start**.

Note: For multitraffic offices, refer to "Administration Procedures."

Answers and acknowledgements

This information gives the operator guidelines for providing high-quality service, answering and acknowledging caller requests, handling an abusive or irate caller, and handling a child on the line.

Quality service

Each contact with a calling or called party is an opportunity to provide high-quality service. It is of course important that the operator provide timely and correct responses to caller requests. In addition, the operator should make sure that the tone of voice and choice of words convey a friendly, helpful attitude as well as personal interest in and knowledge of call handling.

Consider the following points related to conversation and voice; following these guidelines helps you provide good service:

- When conversing with a calling/called party,

  — Acknowledge requests.

  — Ask for additional information, if necessary.

  — Provide only information appropriate to the situation.

  — Personalize your responses by using words like "I" and "you."

  — Be courteous by using words like "Please," "Thank you," and "I'm sorry."

  — Be brief and use correct grammar and easily understood words.

- In regard to your speaking voice,

  — Speak in an expressive and natural manner.

  — Speak clearly and at an appropriate pace.

Answering and acknowledging

Following are guidelines for answering and acknowledging a call:

- Answers: When answering calls that come to your position, you do not need to use specific phrases. Do, however, recognize the calling party and the type of call dialed. You should also express willingness to serve and to comply with reasonable requests.

- Acknowledgements: After obtaining the call details, acknowledge with an appropriate word or phrase and proceed with the call. Your acknowledgement should communicate that you understand the caller's request.

If you receive no response from the calling or called party, repeat your answer as locally directed. If you still receive no response and have determined that nothing is needed or wanted, enter a trouble report, if appropriate. To complete the call, press **Ca Call** (if appropriate) and **Pos Rls**.

Note: After entering a trouble report on a remote centralized automatic message accounting (RCAMA) call, the position should automatically release.

The following table (table 3-1) provides examples of answering and acknowledging phrases for different calls that may arrive at your position. The left column contains the call arrival display. The center column describes the probable type of caller or system action that could have caused the display. The column on the right provides an example of the appropriate answering or acknowledging phrase.

Table 3-1
Call arrival and operator action guidelines

Display	Caller or system action	Operator action and verbal responses
CAMA or RCAMA	Access Code + 7 or 10 digits on a station call dialed. If **CAMA ?** or **RCAMA ?** is displayed, there is an ANI failure.	Obtain and key the calling number. Answer by saying, "Your number, please."
<1+ ? in Clg field>	Access Code + 7 or 10 digits on a station call dialed.	Obtain and key the calling number. Answer by saying, "Your number, please." If the type of originating station is still not identified, ask from what type of telephone the subscriber is placing the call.
1+ COIN PRE	1 + 7 or 10 digits on a prepay coin telephone dialed.	Request the deposit, acknowledge the deposit, press **Pos Rls**. Answer saying, "Deposit (amount) please for the first (initial period)." The amount and length of the initial period are locally defined.
1+ COIN PO	1 + 7 or 10 digits from a postpay coin telephone dialed.	Answer by saying, "Operator, One moment please." When the correct station or person is reached, request the deposit by saying, "Deposit (amount), please for the first (initial period)." The amount and length of the initial period are locally defined.
1+ Hotel	1 + 7 digits from a hotel telephone dialed.	Answer saying, "Your room number, please?"
0+ or 0+ Hotel or 0+ Coin	0 + 7 or 10 digits dialed and some special handling required.	Answer saying, "Your billing, please" or "Operator, May I help you?"
0 or 0 Coin or 0 Hotel	0 for the operator dialed.	Answer saying, "Operator."

—continued—

Table 3-1
Call arrival and operator action guidelines (continued)

Display	Caller or system action	Operator action and verbal responses
<0>, <0+>, or <1+> with "?"	0 for the operator dialed and the system cannot determine call origination.	Answer saying, "Operator, Are you calling from a coin telephone or hotel?"
Overtime COIN PRE or Overtime COIN PO or Overtime (min) COIN PRE or Overtime (min) COIN PO	1+, 0+, or 0- coin telephone call recalled by the system.	Request the overtime deposit, acknowledge the deposit by saying, "Thank you," and press **Pos Rls**.
(Screen code number)	Call arriving from station with billing restrictions.	Refer to position information for handling procedure.
Notify (min) or Nfy (min) COIN PRE or Nfy (min) COIN PO	System recall for notification received.	Acknowledge by saying, "It is now (no.) minutes," or "The number (no.) of minutes is determined by the caller request."
Recall	Coin-paid recall during initial period received.	Be guided by the recall request.
Alarm	Maintenance alarm condition from a local ANI office received.	Determine the type of alarm and refer to the appropriate maintenance center.
181 or Inward	Call from another operator received.	Answer saying, "(your toll center)."
TS or TOL STA	Call originating from a toll station received.	Answer saying, "Operator."
—continued—		

Table 3-1
Call arrival and operator action guidelines (continued)

Display	Caller or system action	Operator action and verbal responses
Intercept	Call from another operator or caller is rerouted to the TOPS MP because the called number is not in service.	Answer as locally directed. The call may require transfer to the intercept desk.
131 or 555	Call from another operator or caller requiring directory assistance.	Answer as locally directed. The call may require transfer to directory assistance.
	—end—	

Flash from calling or called party

Answer saying, "Operator" or "Operator, may I help you?" Remain in on a new connection unless there is a recall or disconnect signal on a help loop. When necessary to cut out, release forward on the new call, and (if appropriate) say, "One moment please," cut out, manually access the held loop, and take action as required.

Handling abusive or irate callers

Generally, callers are responsive to your courtesy and are courteous in return. However, when a caller is disrespectful to the point of using profane, obscene, or abusive language, exercise care to distinguish between an abusive caller who uses profanity to be malicious and an irate caller who uses profanity in expressing dissatisfaction for poor service received.

In the case of an abusive caller making a malicious call, proceed as locally directed. In the case of an irate caller, express regret and try to rectify the condition. If you are unable to satisfy the caller, or the caller's language becomes offensive to you, cut out of the connection and inform the assistant of the problem, passing on any known call details.

Service assistant reference

After obtaining all the call details, instruct the operator to transfer the call to the SA position or to terminate the call, as appropriate. If the call is transferred to you, try to assist the caller. If necessary, explain to the caller that you will not handle the call if abusive language continues. If abusive language continues, terminate the call. Prepare a memo whenever you or the operator terminate a call due to the caller's abusive language. Refer the memo as locally directed.

Handling child on line

When you encounter a child who appears to be playing with the telephone, try to determine whether help is needed. If possible, get the child to call someone else to the telephone. If help is needed, take whatever action appears necessary, including requesting help from an assistant if you feel it is advisable.

If the child does not seem to need help, try to get him/her to hang up. Children generally hang up when you ask them to or when there is no sound to intrigue them. If the child does not hang up, but you are satisfied that he/she is just playing with the telephone, release your position and proceed with other calls.

Acknowledgements to other operators

Use identifying answer phrases as locally instructed. When answering an outward operator, say, "(operating company name) Operator, May I help you?" When answering an inward operator, say, "(city name) (operating company name) Operator, may I help you?"

Calling number identification

This section describes the procedures used to secure the calling number for centralized automatic message accounting (CAMA) calls. The section also describes the procedures used to secure the calling number when automatic number identification (ANI) is not provided or fails.

> *Note:* Remote CAMA (RCAMA) indicates that equipment other than that serving your TOPS MP is handling the switching and billing functions.

Call arrival

When the call arrives at the operator position, the operator receives a call arrival tone with the type of call displayed, in addition to loop supervision.

Calling number display

An optional TOPS MP feature is available to display the calling number at call arrival. Operating companies have the option of displaying the calling number of a trunk to TOPS call, for specified TOPS-supported trunk groups, at the operator position upon call arrival.

> *Note:* This feature applies only to calls coming in on the corresponding trunk groups in table TOPSTOPT.

If a call arrives to TOPS over a trunk that is datafilled in Table TOPSTOPT, and the calling number has been received, it is displayed at the operator position upon call arrival.

> *Note:* This feature does not apply to line to TOPS calls, or to intercept calls. The feature adds the option of having the calling number displayed. It does not prevent the calling number from being displayed if this feature is turned off (field DISPCLG set to N).

Automatic number identification

Noncoin telephone users accomplish direct distance dialing by dialing an access code before the seven- or ten-digit called number. For such calls the calling number must be identified. ANI-capable equipment identifies the calling number without operator intervention. If the equipment is not

capable of ANI, the call is routed to the operator. The operator then obtains the calling number and keys it into the equipment.

Two-digit ANI identification

Two-digit ANI identification is an optional feature that allows an operating company to define a screen display for calls with special two-digit ANI ID numbers. The calls that signal the special ANI ID digits are from restricted phones, such as prison phones. The two-digit ANI ID provides a screen display indicating the specific terminal type from which the call originated.

This feature enhances call processing from intelligent payphones, which are a type of restricted telephone. This feature allows calls from these phones to be combined with other operator traffic. The feature also enables 1+ and 011+ calls to be treated as non-operator calls from normal station phones, therefore having no billing restrictions or operator intervention. The special ANI code identifying the originating terminal type may still appear in the AMA record and provide the operating company with an AMA verification record for the call.

CAMA and RCAMA calls

CAMA and RCAMA calls requiring operator number identification (ONI) for the calling number arrive at the operator position with the following displays:

- CAMA or RCAMA in steady mode indicates that the equipment cannot normally identify the calling number.

- CAMA ? or RCAMA ? indicates that the equipment cannot identify the calling number because of a trouble condition.

ANI not provided or fails

Where ANI is not provided, calls arrive with the type of call displayed and appropriate call details displayed. Where ANI is provided (non-CAMA environment) but fails, the cursor appears in the Clg. field followed by an X (to indicate ANIF) or the NPA and NXX (partial calling number) followed by an X. These calls can be distinguished from ONI calls which are indicated by a ? in the calling field. For example:

ONI call   _?
ANIF   _X
ANIF (partial calling number)   919 362 X

In either of the ANIF circumstances, the call type displayed can be any of the following:

- 0, 0+, or 1+

- 0, 0+, or 1+ hotel

- 0, 0+, or 1+ coin Po (postpay)
- 0, 0+, or 1+ coin Pre (prepay)

Securing the calling number
CAMA or RCAMA displayed

When either CAMA or RCAMA is displayed, proceed as shown in the following procedure.

Securing the called number—CAMA or RCAMA displayed

At the position:

1   Answer the call by saying, "Your number, please?" In some locations, because subscribers receive a tone, they may immediately volunteer the number, and you need not request it.

2   If CAMA? or RCAMA? is displayed and the subscriber asks why you are requesting his number, say, "There seems to be some difficulty on your call, and I need the number to complete the call."

3   Acknowledge the subscriber as soon as he/she supplies the calling number.

4   Key the calling number. Note that keying the seventh digit releases the call from your position.

Calling number displayed

When ? is displayed in flashing mode in the Clg field or ? in steady mode is displayed in the Clg field, an ONI call or an ANI failure (if flashing) has occurred. Perform the following procedure.

Securing the called number—calling number displayed

At the position:

1   Obtain the calling number.

2   Press **Clg** + calling number + **Start**.

    If the calling number is flashing (indicating an ANI failure) and ? is displayed in the Clg field and the subscriber questions why you are requesting the number, say, "There seems to be some difficulty on your call, and I need the number to complete the call."

    On hotel calls, obtain the room number. If you are locally directed to do so, also obtain the name before releasing the position.

If your office serves two NPA, key the calling number by pressing **Clg** + calling number + **Start**. The screen then displays the complete 10-digit number.

Number not understood

If you do not understand the number, ask for it again. If you then receive no response, repeat the request a second and a third time, if necessary. Try varying the wording of your request. If you still receive no response, key a trouble report into the system (if applicable), press **Ca Call** (if appropriate) + **Pos Rls**.

Wide area telecommunication service number given

If the calling party gives a calling number that you recognize as a wide area telephone service (WATS) number, ask for the regular number by saying, "What is your regular number, please?" If necessary, explain that calls charged to a WATS number must be placed over a special line.

Calling number other than seven digits

The calling subscriber may offer a calling number other than seven digits. If this number can be assigned an arbitrary NXX and zero-filled to seven digits, proceed as follows:

When ? is displayed in flashing mode in the Clg field or ? in steady mode is displayed in the Clg field, an ONI call or an ANI failure (if flashing) has occurred. Perform the steps in the following procedure.

Securing the called number—calling number other than seven digits

At the position:

1   Press **Clg** + 0 + **Start** to determine the arbitrary NXX.

2   Again press **Clg** + arbitrary NXX + calling number + **Start**.

3   Record billing details on automatic message accounting (AMA) tape.

4   If the calling number is other than seven digits and cannot be zero-filled to seven digits, machine time and ticket the call.

If the calling subscriber offers a calling number other than seven digits and the call arrived with the NPA and NXX displayed, proceed as shown in the following procedure.

Securing the called number—NPA and NXX displayed

At the position:

1   Press **Clg** + NXX + zeros (to make a 7-digit number) + **Start**.

2   Record the billing details on AMA tape.

Subscriber cannot supply calling number

0, 0+, or 1+ coin with or without ? in Clg field

If the subscriber is unable to give the calling number because of missing number card, darkness, or other reason, perform the steps in the following procedure.

Securing the called number—subscriber unable to give calling number

At the position:

1   Press **Rls Cld**, if the subscriber dialed, prepare a billing ticket, and hold the call on loop.

2   Press **Clg** + 0 + **Start** to obtain a display of the primary NXX and enter in the FROM NXX designation.

3   Ask for the location of the telephone and enter this information in the space for reports.

4   At your first opportunity, report the trouble to repair service.

5   On a collect or billed-to-third number call, enter the calling party's name. Make all other ticket entries as usual.

6   Press **Start** to recycle the call, if the subscriber dialed.

7   Press **Fncts** + **No AMA** + **Start**, or **Fncts** + **Start Timing** + **Start** (when appropriate) + **Fncts** + **Hold** + **Start** + **Pos Rls**.

0 or 0+ with or without ? in Clg field

If 0+ and the subscriber cannot provide the calling number, press **Rls Cld** and follow procedure for a 0- call.

Securing the called number—0+ subscriber unable to give calling number

At the position:

1   Determine whether the call can be charged to another telephone or to a calling card. If so, prepare a billing ticket and hold call on loop.

2   Press **Clg** + **0** + **Start** to obtain a display of the primary NXX and enter it in the FROM NXX boxes. Make other ticket entries as usual.

3   Press **Start** + **Fncts** + **No AMA** + **Start** + **Fncts** + **Start Timing** + **Start** (when appropriate) + **Fncts** + **Hold** + **Start** + **Pos Rls**.

4   If alternate billing cannot be obtained, advise the subscriber that the call cannot be completed and press **Ca Call** (if appropriate) + **Pos Rls**.

Special billing telephone number

Purpose of special billing numbers

Certain subscribers may be assigned special billing numbers for detailed cost allocation. A subscriber may give a special billing number, which may have ONI, instead of a regular telephone number on outward paid calls placed from the telephone to which the special billing numbers are assigned. Also, a charge may be transferred to a special billing number on a collect or person call-back (PCB) call at the request of the called subscriber.

Recognizing special billing numbers

A special billing number consists of ten digits. The first digit is 0 or 1, and the last three digits are the revenue accounting office (RAO) code. The RAO code may be any three-digit number from 001 through 799.

Special billing number given as calling number

A special billing number may be given as the calling number on any call for which the calling telephone is not equipped with ANI. The subscriber needs to provide the first seven digits of the number, which are keyed as follows:

- On 0, 0+, and 1+ calls, request and key the first seven digits of the special billing number using the **Clg** + 7 digits + **Start** keying sequence.

- On CAMA and RCAMA calls, set up the number by keying the first seven digits only.

A validity check is made on the first three digits of the number to ensure that they are a valid code for the trunk group over which the call originates. If the 7-digit number keyed does not pass the validity check, the number is displayed in a flashing mode.

Procedure after setting up the calling number

The calling number is displayed in a flashing mode under the following conditions:

CAMA displayed

If the calling number flashes after you set up the number, it failed system validity checks. Request the calling number again, saying, "Is that the number of the telephone you are using?" Depending on the subscriber response, note the following:

- If the calling party responds with a different number, enter it. If the number passes the system validity check, your operator position is automatically released.

- If the calling party again gives an incorrect number, say, "There seems to be difficulty on your call, please dial 0 and ask the operator for assistance." Then press **Pos Rls**.

RCAMA displayed

Immediately after you key the 7-digit calling number, your position is cleared and ready for a new call. The RCAMA facility, however, is held by the equipment to await the results of the system validity check. If the system validity check fails, the call is treated as a TOPS MP recall and is connected to an available TOPS MP position with RCAMA displayed in a steady mode and the seven digits of the calling number flashing. Request the calling number again, saying, "Is that the number of the telephone you are using?" Depending on the subscriber response, note the following:

- If the subscriber gives a correct number and the second system validity check passes, the position is automatically released.

- If the subscriber again gives an incorrect number, the 7-digit calling number flashes on the screen. Say, "There seems to be difficulty on your call, please dial 0 and ask the operator for assistance." Then press **Pos Rls**.

    Note: The call remains at the position through the additional system validity check.

Question mark (?) in Clg field

If the ? is displayed in the Clg field, or if the calling number flashes in the Clg field, proceed as shown in the following procedure.

Securing the called number—? in Clg field

At the position:

1   Request the number again. Ask, "Is that the number of the telephone you are now using?" Then proceed as follows, according to the subscriber response.

    If the calling party answers "no," acknowledge and obtain the correct number for billing by saying, "May I have the area code and billing number again, please?" Key in the area code and the special billing entry.

    If the calling party answers "yes," request the number again. Acknowledge and re-key the number.

2   If the calling number flashes a second time (and it is not a special billing number), say, "There seems to be some difficulty on your call. Please hang up, and I will call you back at this number."

3   Call the subscriber back on a delay trunk.

Insufficient digits

If the calling party fails to give a sufficient number of digits, ask for the number again. Say, "What is your complete number, please?"

Error in keying calling number

Use an appropriate keying sequence, as described below, to correct keying errors for the calling number.

- If you key an incorrect calling number, or if the calling party furnishes a different calling number before you enter the last digit of the number, press **Clg** and set up the number correctly.

- If CAMA or RCAMA is displayed, and you realize that you made an error in setting up the calling number after you enter the last digit, and you are sure of the correct calling number, prepare a credit ticket.

- If calling number displayed in Clg field and you realize you made an error in setting up the calling number after pressing **Start**, press **Clg** again and repeat the sequence using the correct number.

Miscellaneous conditions

The following discusses the most frequently encountered miscellaneous request conditions.

Special request received

If a subscriber makes a special request, handle the request as the situation dictates. If the subscriber asks a question regarding the handling of a call, answer the question if possible and note the following:

- If you have already started to set up the calling number, immediately press **Clg**. After handling a special request or answering a question, again request the calling number and proceed with the call.

- If you have not started to set up the number, defer doing so until you are ready to proceed.

Request for assistance on CAMA or RCAMA

If the calling party requests assistance or indicates difficulty in reaching the called number, say, "If you do not reach the number this time, will you dial the operator and report the trouble please?" and proceed with the call.

Calling party request for the calling number

If the calling party requests the number he/she is calling from, explain that you cannot obtain such information and proceed as locally directed.

Request for credit or special handling on CAMA or RCAMA calls

The calling party may request special handling such as the following:

- credit for a wrong number, cut-off, or poor transmission

- a particular party

- reverse charging

- bill-to-third number.

In the situations listed above, state that the operator handles such requests and instruct the subscriber by saying "Please hang up and dial the operator."

Charge requests on CAMA or RCAMA

If the calling party asks whether there is a charge for the call or otherwise indicates uncertainty as to the billing of the call, say, "There is a charge if the telephone answers."

Indications that subscriber dialed incorrectly

If there are indications that the calling party may have dialed incorrectly, say, "Will you hang up for a moment, please, and dial the number again?"

Requests concerning your identity on CAMA or RCAMA

If the calling party questions your identity, explain that you are the operator responsible for obtaining the calling telephone number for billing purposes. If locally directed, also include the telephone company's name and/or location in the answer phrase.

Unfamiliar requests

If you are uncertain how to proceed on a subscriber request, refer the matter to the service assistant (SA).

System failure

If the calling number is displayed in the Clg field and 0, 0+, or 1+ is displayed in flashing mode, a system failure was detected such that the type of call dialed, the type of originating station, or both are not available in the call details.

Secure the details needed to advance the call. If the subscriber is calling from a coin or hotel telephone, press the appropriate key. If the subscriber is attempting a 1+ call from a noncoin, nonhotel telephone, class charge the call by pressing **Fncts** + **Dial Rate** + **Start**. Otherwise, proceed according to the subscriber request.

Calling the assistance position on a CAMA call

You cannot connect a CAMA call to an SA position. Ask the calling party to dial the operator to obtain assistance.

Reaching called/calling party

This chapter describes how to handle calls when the called or calling party is not available or is not immediately ready to talk.

Called party unavailable or unwilling to talk

This section describes the reports required when the called party is unavailable or unwilling to talk.

Receiving the report

When the called party will not come to the phone, receive the report as described in the following procedure.

Receiving the report—called party unavailable to talk

At the position:

1 Listen attentively to any report regarding the called party. For example, the report may indicate that the called party is not there, that the called party is not immediately available to talk, or that the called party will be available later.

2 If the calling party does not volunteer further directions, ask, "Will you speak with anyone else, or shall I leave word?" Proceed as directed by the subscriber.

3 If the calling party does not volunteer further directions, ask, "Will you speak with anyone else, or shall I leave word?" Proceed as directed by the subscriber.

Calling party requests more specific report

The calling party may request additional information regarding the called party. For example, the calling party may want to know when the person will be available or where the person may be reached. Obtain the requested information by asking the answering party suitable questions, such as the following:

- "When do you expect (called party)?"
- "When will (called party) be ready to talk?"
- "Can (called party) be reached at another telephone?"

Called party unregistered or unknown

This section describes procedures to be followed in the case of an unregistered or unknown called party or when the calling party asks that the called party be paged.

Called party not registered

When the called party is not registered, report to the calling party as described in the following procedure.

Called party unregistered or unknown

At the position:

1 Thank the answering party and release the line.

2 If necessary, relay the report to the calling party. For example, say, "(Called party) is not registered at (number)."

3 Ask, "Will you place your call again later, please?"

4 If the calling party wants you to try later, ask, "What time shall I try your call again?" Proceed according to the guidelines given in the section, "Subsequent attempts."

Calling party asks that called party be paged

If the calling party requests that the called party be paged, report to the calling party as described in the following procedure.

Calling party asks that called party be paged

At your current location

1 Proceed as indicated in the following circumstances:

If	Do
the calling party requests that the called party be paged	say, "I will ask them to page the party, and I will call you when (called party) reports. Will that be satisfactory?"
satisfactory	say, "Please have (called party) paged and notify (called party) to call (calling number) and tell the operator it is a call back (operator number) call." Press **Rls Cld** + **Ca Call** (if appropriate) + **Pos Rls**, and cancel the ticket.
the calling party prefers to wait on the line	ask the answering party if you may hold while the party is paged. Proceed as directed by the person at the called telephone.

Note: If the call-back option is not available, use the collect option as locally directed.

Called party unknown

When the calling party is not known, verify the name and telephone number reached and report to the calling party as described in the following procedure.

At the position:

1 Spell the name to verify that it was correctly understood. Verify the telephone number if you are not sure that you reached the right one.

2 If possible, verify the report in the hearing of the calling party. Otherwise, thank the answering party and press **Rls Cld**. Relay the report to the calling party.

3 Proceed as directed by the calling party.

Called party can be reached elsewhere

There are times when the called party cannot be reached at the called location and another location is given. For miscellaneous conditions encountered when called party can be reached elsewhere, use the following procedure.

Miscellaneous conditions when called party can be reached elsewhere

At the position:

1   Proceed as indicated in the following circumstances:

If	Do
the called party is at a different telephone or place	relay the report to the calling party. For example, say, "(Called party) may be reached at another telephone," or "(Called party) can be reached at (location)." Then say, "Shall I try the other telephone?" and proceed as directed by the subscriber.
the called party is in a different local access and transport area (LATA)	advise the subscriber to call his/her inter–LATA carrier (IC) operator for assistance.
the subscriber asks for dialing instructions to reach the IC operator, proceed as directed in the chapter called "Dial assistance calls."	proceed as directed in the chapter called "Dial assistance calls."
the called party is at an inward wide area telephone service (INWATS) number or foreign exchange (FX) number, and the answering party does not volunteer the INWATS or FX number	request it. Relay the information to the calling party. Give dialing instructions to the calling party or handle the call yourself if you normally do so.
the calling party says they will dia	press **Ca Call** (if appropriate) + **Pos Rls**.

Room extension busy or does not answer

If the room extensions busy, report this fact to the calling party. Say, "(Called party's) extension (number) is busy. Would you like to place your call again later, please?" If appropriate, add, "or shall I hold the line?"

PBX attendant at called telephone asks operator to wait on line

If the PBX attendant at called telephone asks the operator to wait on the line, report to the calling party as described in the following procedure.

PBX attendant at called telephone asks operator to wait on line

At the position:

1 Proceed as indicated in the following circumstances:

If	Do
the calling party will wait on the line	say, "Thank you, I will hold the line," and remain cut in.
the calling party will not wait on the line	ask him/her to place the call again later. Proceed according to the subscriber's response. Press **Ca Call** (if appropriate) + **Pos Rls**.
the calling party asks you to wait on the line	say to the answering party, "I will hold the line," and proceed accordingly.
the called party is not reached and no further report is received after one minute	Ask, "Is (called party's) telephone still busy?"
you receive no response to the question	you wait an additional minute (or longer, if reasonable)
the extension remains busy	discontinue waiting.

Room extension does not answer

Proceed as indicated in the following circumstances:

- If a person is specified, try to determine when the called party is expected. Proceed in accordance with the report received.

- If an extension or room number is specified (that is, no report on called party), say to the calling party, "Extension (number) does not answer," or "Room (number) does not answer." Continue by saying, "Would you like to place your call later, please?" Proceed as when a called telephone does not answer.

- If the calling party asks that the called party be paged, proceed as for a similar request following a "not registered" report.

Called party to be available within one minute

There are times when the called party is not immediately available, but there is an indication that the party may come to the phone within the next minute. The following are suggested guidelines for handling this condition.

Calling party will wait on the line

If the answering party indicates that there will be a delay but does not specify the length of the delay, assume that the called party will be available within one minute. If appropriate, say to the answering party, "Thank you, I will hold the line." Remain cut in and wait for the called party.

Calling party will not wait on line

Say to the calling party, "Will you place your call again, please, when you are ready?"

- If the calling party will try again, explain the situation to the answering party. Add, "If they wish to talk later, I will call you." Press **Ca Call** (if appropriate) and **Pos Rls**.

- If the calling party wants you to keep trying the call, say, "All right, I will call you in about 30 minutes." Enter the call details on a memo. Enter a subsequent attempt time of 30 minutes, unless the calling party specifies a different time. Press **Ca Call** (if appropriate) and **Pos Rls**.

Called party not reached after one minute

Proceed as follows:

- Someone is available at called telephone. Ask, "Is (called party) ready to talk?"

  — If the called party is not ready, proceed as when the called party is not immediately available to talk.

  — If either the calling or the answering party indicates further waiting is desirable, do so. Continue waiting (for a reasonable period) as long as the calling party remains on the line.

- No one is available at called telephone. Inform the calling party by saying, "I am sorry, I have not reached (called party). Will you call again or shall I leave word?" Hold the called line and determine what the calling party wants. Press **Rls Cld**, when appropriate.

Neither calling nor called PBX attendant will put the party on first

When neither the calling PBX attendant nor the called PBX attendant will put the party on first, proceed with the following procedure to attempt to start conversation or to otherwise complete the call.

Neither calling nor called PBX attendant will put party on first

At the position:

1 If necessary, regain control of the connection by saying, "Just a moment," or "This is the operator."

2 Say to the called attendant, "Can you reach (called party) now?"

If	Do
the called attendant cannot or will not reach the called party	say to the calling attendant, "Shall I leave word for (called party) to call when he/she is ready, or would you prefer to place your call again?" Proceed as directed.
the called attendant indicates that he/she will reach the called party	say to the calling attendant, "They will reach (called party) now. Put your party on, please."
the calling attendant does not put the calling party on	say, "Shall I cancel the call, so you can place it again when your party is ready?" and proceed accordingly.

Calling party requests that called party be summoned

There are conditions encountered when the calling party requests that the called party be summoned. The answering party may or may not be willing to summon the called party. The following are suggested procedures for either condition.

Answering party will summon called party

Proceed as follows:

- If no charge is applicable, ask, "How long will it take, please?" If the delay is to exceed one minute, leave word and say to the calling party, "They will send for (called party). I will call you when (called party) reports." If you are to make a subsequent attempt, record the details on a memo. Press **Ca Call** (if appropriate) + **Pos Rls**.

- If a charge is applicable, say, "One moment, please," and relay the report, if necessary. Inform the calling party of the charge by saying, "The charge will be (amount) to send for (called party). Will this be satisfactory?"

  — If the charge will be satisfactory, say to the calling party, "I will call you when (called party) reports." Then say to the answering party, "I will call you in a few minutes." Press **Rls Cld** and record a memo. Proceed as outlined for handling messenger calls.

  — If the charge will not be satisfactory, say, "That is all, thank you" to the answering party. Press **Rls Cld** + **Ca Call** (if appropriate) + **Pos Rls**.

Answering party does not summon called party

Acknowledge, relay the report to the calling party, and proceed according to the calling party's wishes.

Calling party specifies alternate telephone

If the calling party specifies an alternate telephone where the called party may be reached, proceed as required for the following conditions.

Alternate telephone specified when call was placed

Proceed as follows:

- If the called party will be available within one minute, wait for called party.

- If the called party will not be available within one minute, acknowledge and try to reach the party at the alternate telephone. If the called party is not there, ask the answering party to hold the line. Report to the calling party, determine what he/she wants, and proceed accordingly.

- If a ticket is required when the party is reached at either telephone, enter the number at which the called party was reached when conversation begins.

- If the second or third alternate telephones are in the same or different place, proceed as indicated previously.

Alternate telephone specified when a delay report is given

Press **Rls Cld** + alternate number, and proceed as if the alternate number was specified when the call was placed.

Alternate telephone in different LATA

Advise the subscriber to call his/her long distance company operator for assistance. If the subscriber asks for dialing instructions to reach his/her long distance company operator, proceed accordingly.

Calling party specifies alternate party

If the calling party specifies an alternate party, complete the call as described in the following procedures.

Alternate party specified when call was placed

Proceed as follows:

- If an alternate party is specified and no preference between the two is indicated, announce the call for both parties. Say, "(First party) or (second party), please. Long distance is calling." If neither party is available, ask if the calling party wants you to leave word. If you are to leave word, do so for either or both parties, depending upon the directions given.

- If an alternate party is specified and a preference between the two parties is indicated, announce the call for the preferred party only. If the preferred party is not there or is there but not immediately available, at once announce the call for the alternate.

Alternate party specified when a report of delay is given

Say, "My party will talk with (alternate)," proceeding in general as if the alternate were specified when the call was placed. If a subsequent attempt is required, prepare a memo and enter "ag (alternate)" in the report space.

Person answering is acceptable to calling party as alternate

Acknowledge and, if necessary, start the conversation.

Calling party will talk with anyone

If necessary, report, "My party will talk with anyone." The classification of the call does not change.

Calling party requests change to station call

Refer to the following procedure if the calling party requests the call be changed to a station call.

Calling or called party not put on line by PBX attendant

At the position:

1   Say, "I'm sorry, but I am unable to change this call to a station call now."

2   If the calling party requests that you cancel the call and place a station call to the same number, say "I'm sorry, but after reaching a telephone on a person call, talking with 'anyone' does not change the person class of the call, because we have already taken the extra steps of a person call."

3   The calling party may ask why you cannot change the call to a station call while he/she can hang up and then make a station call to the same number. In this situation, explain that on a station call timing starts when the telephone is answered and that you cannot change a person call to a station call after answer because the starting point is already passed.

Calling party specifies several parties - delay encountered

If you encounter a delay in reaching any of the parties, report the delay to the calling party and proceed in accordance with what he/she wants. Be sure that the party who is available understands why the call is not being completed.

Alternate party offered by answering party

If an alternate party is offered by the answering party, proceed as follows:

Determine whether calling party will talk with alternate

Say, "(Called party) is not there, but (alternate) will talk," and ask "Will you talk with (alternate)?"

- If the calling party will talk with the alternate, say to the answering party, "My party will talk with (alternate)."

- If the calling party will not talk with the alternate, say to the answering party, "My party will talk to (called party) personally." Proceed as directed by the calling party. If he/she asks you to try again, enter "only" after the called name.

Calling party will talk with specified called party only

Say to the answering party, "My party wishes to talk with (called party) personally."

Answering party requests additional information

When the answering party requests additional information, proceed as required for the following conditions.

Supplying requested information

The answering party may ask for the following information:

- calling place or number

- name of calling party or firm

- department or office of calling party

- which of two or more persons of the same name at the called place is wanted

After obtaining the desired information, repeat it to the answering party (if necessary). Understand that you are not able to split the connection. Whatever is said by either party can be heard by the other. On collect calls, follow procedures outlined in "Collect calls."

Withholding requested information

If the calling party requested that a call detail be withheld, explain that the calling party does not want the information given out.

Called party insists on knowing calling details

Explain to the calling party that because the called party insists on knowing a particular calling detail, you are unable to complete the call unless the calling party agrees to supply the requested information. Proceed according to the following.

- If the calling party agrees to supply requested detail, proceed with the call.

- If the calling party does not agree to supply requested detail, explain that you are unable to comply with the request to withhold calling details and cannot complete the call.

- If the calling party hangs up or cancels the call, give the report to the answering party.

Leaving word at called telephone

When leaving word at called telephone, proceed as required for the following conditions.

Purpose of leave-word messages

A leave-word message allows the original called party to return a person call with charges billed to the original calling party. Do not leave word from a screened telephone.

Suggested phrase

Use the following phrases in the following circumstances:

- If the calling number is known but the name of calling party is not, say, "Please have (called party) call (calling number) collect."

- If both the calling number and party are known, say, "Please have (called party) call (calling party) at (calling number) collect."

- If the calling party does not want the call returned on a collect basis, ask the calling party to place the call again later.

Miscellaneous conditions

Miscellaneous conditions that may be encountered and operator actions are shown in the following procedure.

Miscellaneous conditions

At the position:

1   Proceed as indicated in the following circumstances:

If	Do
it is a local option to secure the name of the calling party on all calls	secure the calling party's name and include it in all leave-word reports.
the calling party wants to be called at a different telephone	ask the calling party at which number he/she wants to be called. Include the number in the appropriate collect leave-word message.
the calling party wants to be called at an INWATS number, and you are unable to complete a person call and the calling party requests that an INWATS number be left for the call-back number	comply with the subscriber's request
the call is a collect call	say, "Please tell (called party) that (calling party) at (calling number) has called collect and ask (called party) to return the call." If you feel that the answering party understands that the call is collect, you need not repeat this information when leaving word.

Holding calling party line

Assume that the calling party will remain on the line until the called line is answered or until you report. If the calling party is unwilling to hold the line although advised that an answer or report may be forthcoming, proceed as follows.

Holding calling line during subsequent attempts

At the position:

1   When the calling party wants you to continue to attempt to reach the called
party, proceed as follows:

If	Do
the calling party wants you to continue to attempt to the called party, but does not want to remain on the line	hold the connection to the calling line while waiting for an answer or report as, for example, on an extension busy.
the called line or party is reached	ring back the calling party by pressing **Fncts** + **Ring Calling** + **Start** + **Start**. If necessary, assist the start of the conversation.
you encounter a further delay	ring back the calling party and proceed. If the calling party does not want you to continue attempt, acknowledge and press **Ca Call** (if appropriate) + **Pos Rls**.

When and how to secure the calling line

Secure the calling line before making any subsequent attempts on a call.
When securing the calling line, proceed as follows.

How to secure the calling line

At the position:

1   Complete by selecting an idle loop

2 Press **Clg**, and key the required digits and press **Start**

If	Do
the TOPS MP office serves more than one numbering plan area (NPA)	key the calling number in one of the following ways: • If the NPA is the same as the operator services center, press **Clg** + 7-digit calling number + **Start**. The screen then displays 10 digits. • If the NPA is not the same as the operator services center, press **Clg** + 10-digit calling number + **Start**.

3 When you reach the calling party, Say to the person who answers the calling telephone or PBX station (extension), "I am trying your call to (area code) (called number). Will you hold the line, please?"

If	Do
the calling party is ready to have the call tried	proceed with the attempt.
the calling party is not ready to have the call tried	say, "Will you place your call again when you are ready, please?"
the calling party will call again, acknowledge	acknowledge, scratch the memo, and press **Fncts** + **Fncts** + **Release Calling** + **Start** + **Ca Call** (if appropriate) + **Pos Rls**.

Note: If you encounter a delay in reaching the calling telephone or party, proceed as if you had encountered a delay in reaching a called telephone or party.

Delay encountered

Say, "Will you please have (called party) place his/her call again when ready?"

Request to hold the line for calling party

Try to find out when the calling party will be available. Proceed generally as when obtaining information concerning a called party. If the calling party will be available within one minute, say, "Thank you, I will hold the line."

Remain cut in and wait for the calling party. If the calling party is not reached after one minute, proceed as when the called party will not be available in one minute.

Call transfer within traffic office

This chapter describes when and how to use Call Transfer, which is a feature that allows you to transfer a call to another operator or group of operators. A common use for transferring is when you receive a call and you do not speak the same language as either the calling or called party (or both). Another common use is when the subscriber requests directory assistance.

Call handling

Handling a new call

All call types can be transferred, except CAMA calls and remote CAMA (RCAMA) calls.

When it becomes evident that you must transfer the call to another operator for completion, follow the procedure below.

Handling a new call

At your current position:

1   Explain to the calling party that you are transferring the call to another operator. If the called telephone is ringing, wait until the called party answers the telephone and ask the called party to hang up while the call is being transferred.

    Note: The calling party must be connected and the called party must be disconnected during call transfer.

2   Press **Rls Cld** (if appropriate) + **OGT** + appropriate XFR number + **Start**. If your office is equipped with more than one transfer circuit, choose either XFR1 or XFR2, as appropriate. `XFR`, `XFR1`, or `XFR2` is displayed on the screen.

3   Press **Pos Rls**. If you fail to release the forward connection, XFR Err is displayed when you press **Pos Rls** and the transfer attempt fails. In this case, press **Rls Cld** and then **Pos Rls**. The `XFR Err` display disappears.

    Note: The transfer attempt fails if Xfr is pressed twice, if **Ca Call** is pressed, or if **Fncts** + **Start Timing** + **Start** is pressed.

Handling a transferred call

When a transferred call arrives at the transfer position (a position placed in a state to accept transferred calls), `XFR` is displayed on the screen. In addition, all call details known by the system are displayed. The call details known

by the system can include, for example, call origination (0-, 0+, 1+), call type (Coin, Hotel), calling number, and any details already keyed by the first operator (for example, class charge or called number).

When a call arrives at your position after being initially handled and transferred by another operator in your traffic office, follow the procedure below.

Handling a transferred call

At your current position:

1   Answer in a manner that is of assistance to the calling party, recognizing that the call was transferred to you for call handling. For example, if the call was transferred to you because the original operator could not speak the calling party's language, answer and handle the call in the appropriate language.

Observe the following about 0+ and 0- calls:

0+ calls: The call is automatically routed to the original called number, and outpulsing starts when the call arrives at the transfer position.

0- calls: If the called number is displayed when it arrives at the transfer position, pressing **Start** recycles the call.

2   Follow standard operating procedures based on the information supplied.

Note: Call transfers cannot be initiated from the transfer position.

Recalls

Once a call is transferred, recalls for notification, coin collection, flash recall, or time and charges quoting are returned to a transfer position for call handling. XFR is displayed on the screen when the recall arrives. Follow standard operating procedures for recalls.

Advancing calls

This chapter describes number and operator routes as listed in the Operating Rate and Route Guide (a guide containing information such as point-to-point cost per minute of conversation, initial rates, and the routing codes for call completion).

Number routes

Number routes are combinations of digits that represent a direct route to the called telephone or to an operator who can ring it. Some number routes can be dialed by you and/or the subscriber and others cannot. The two types are described below.

Number routes that can be dialed

Routes that can be dialed are combinations of digits that represent a direct route to the called telephone. These routes end in the designation 7D or in a plus symbol (+). The 7D or + indicates who is capable of dialing the route, as follows:

- A numbering plan area (NPA) code followed by 7D (for example, 205 + 7D) indicates that the NPA code and telephone number can be dialed by both operators and subscribers.

- An NPA code followed by routing digits and a + (for example, 912 + 046+) indicates that operators can dial the number but subscribers cannot.

Number routes that cannot be dialed

Routes that cannot be dialed are combinations of digits that represent a route to a distant operator who can ring the called telephone. These routes do not end in a 7D or + designation. To use a route that cannot be dialed, key the combination given and wait for the distant operator to answer. Then pass your request.

Operator routes

Operator routes are combinations of digits that route the call directly to a particular operator. Like number routes, some operator routes can be dialed by you and others cannot. Both types are described below.

Operator routes that can be dialed

Operator routes that can be dialed end in a + and are always followed by a code.

- Standard route codes are used to reach other operators, for example,

  — 121   inward

  — 131   directory assistance

  — 181   toll station

- Special operator codes (see the following table) are used to reach operators that provide special services.

Operator routes that cannot be dialed

Operator routes that cannot be dialed do not end in a + (see table 7-1). Usually, they are 3- or 6-digit codes (for example, 418 + 023). Key these routing digits and wait for the answer of an inward operator at the terminating toll center (TTC).

Table 7-1
Special operator codes

Operator name	Offices with 2-digit operator numbers	Offices with 3-digit operator numbers
Universal	1150	11501
Conference	1151	11511
Mobile	1152	11521
Marine	1154	11541
T&C call back	1155	11551
Hotel call	1156	11561
Calling card validation - on dial pulse equipment	1160	11601
Calling card validation - on multifrequency equipment	1162	11621

Examples of routes

The following gives examples of number routes and operator routes used by the operators for calls that require additional information for call completion.

Number routes

Examples of number routes follow.

- Number routes that can be dialed:

    — For a 7D number route, dial the 7-digit called telephone number, including all numerals. The designation 7D indicates that the entire telephone number consists of seven digits. The digits can be all numerals or two letters and five numerals.

    — For a 205 + 7D number route, dial 205 followed by the 7-digit telephone number.

    — For a 919 + 027 + number route, dial 919 + 027 followed by the telephone number furnished by the subscriber.

- Number routes that cannot be dialed:

    — For a 704 + 042 + 562 number route, dial 704 + 042 + 562 and wait for the operator to answer. Pass the order to the operator.

    — For a 904 + 024 + 547 number route, dial 904 + 024 + 547 and wait for the operator to answer. Pass the order to the operator.

Operator routes

Examples of operator routes follow.

- Operator routes that can be dialed:

    — For a 912 + 046 + operator route, dial 912 + 046 plus the service code for the particular operator wanted at the TTC, or the 4- or 5-digit uniform code to reach such operators as marine.

- Operator routes that cannot be dialed:

    — For a 418 + 023 operator route, dial 418 + 023, wait for the (place name) TTC inward operator to answer, and pass the number to the operator.

Procedures after dialing

Number routes

Complete the call as follows:

- If the route can be dialed, and you are handling a subscriber-dialed call or keying a call for the party with a + route, complete the call as outlined earlier in this chapter.

- For mark sense code or arbitrary NXX/line numbers assigned, key the routing digits and pass the order to the distant operator. Enter the billing information by pressing **Cld**, key the NPA, arbitrary NXX or mark sense code, and line number, plus **Start**. If there are fewer than four digits in the line number, enter sufficient zeros preceding the line number to make it a 4-digit number. Do not start timing or **Pos Rls** before entering the billing information.

Operator routes

Complete the call as follows:

- For a route that can be dialed, key the routing digits plus the code for the operator needed. Then proceed in accordance with the report or order being handled (for example, a call-back call).

- For a route that cannot be dialed, key the routing digits and pass your order for the particular operator needed (for example, marine operator). Then proceed in accordance with the particular call condition being handled.

Ring-down tributary

A ring-down tributary is an office that is accessed by a toll center operator. Therefore, the distant operator (toll center operator) may answer with a name different from the name of the called place. In this situation, ask for the name of the called place.

Toll station

A toll station is a subscriber telephone that is reached over a toll line. In most instances, the number route directs you to dial the digits 181 as the final part of the route. By doing so, you reach the operator at the terminating office who can access the toll line over which the called telephone can be reached.

Slow operator answer after dialing

After dialing a routing code or a particular operator, press **Rls Cld** and recycle the order if you do not receive an answer within approximately 25 seconds.

Outpulsing requirements

If delayed outpulsing is in effect once the calling and called number are known to the system, automatic outpulsing occurs after a set time defined for the traffic office (approximately 10 seconds).

Generally, when delayed outpulsing is in effect, automatic outpulsing is halted by pressing **Rls Cld** and then pressing **Start** or **Pos Rls** to initiate outpulsing after the required information is entered.

If delayed outpulsing is not in effect, you do not need to press **Rls Cld**; the call can be outpulsed after the proper details have been entered. The details can be entered either automatically, after a successful query response has been received, or manually. Turning off delayed outpulsing can save two keystrokes for calling card calls; this is helpful because when delayed outpulsing is in effect, automatic outpulsing occurs after 10 seconds, and it can take longer than 10 seconds to key in a calling card call.

If TOPS MP is set for delayed outpulsing, you can, during outpulsing, enter the additional information shown in the following procedure. If TOPS MP is not set for delayed outpulsing, you must enter the additional information before outpulsing occurs.

At the position:

1   For paid calls, observe the following:

If	Do
noncoin call	press the appropriate paid (PD) class charge key.
coin call	secure the correct deposit.
hotel call	key the room or identity number.

2   Other calls, observe the following:

If	Do
collect or autocollect call	press the appropriate class charge key.
calling card, special billing number, or bill-to third number call	key the billing number.
subscriber dial rate, station paid, or noncoin on which the dial rate applies	press the **{Dial Rate}** softkey or press **Fncts** + **Hotel** + **Start**.
subscriber dial rate or station calling card on which the dial rate applies	key the calling card number and press **{Dial Rate}** or **Fncts** + **Hotel** + **Start**.
—continued—	

If	Do
call on which AMA timing is not applicable	press **{No AMA}** or **Fncts** + **No AMA** + **Start**. Outpulsing occurs as soon as the called number or code is keyed on the following types of calls: • delay calls • inward calls • calls to other operators who are reached using standard service codes.
person call-back call	press **Fncts** + **Person Call Back** + **Start**.
—end—	

Reorder tone received

If a reordee tone is received, press **Rls Cld** and say, "One moment, please, I will try it again." Make two additional attempts by recycling the order. If after three reorders you receive another reorder tone, report the trouble and press **Rls Cld**. Assume that a no-circuit-available condition exists. Say, "The circuits are busy now. Will you try your call later, please?" Proceed in accordance with the subscriber direction. Report the reorders.

Indication of trouble on line

If the subscriber indicates possible trouble on the line and if in your judgment an attempt through inward may be beneficial, reach the inward operator at the TTC and request assistance.

Repeated reorders

If you encounter a series of reorders on calls handled within a ten-minute period, refer to the SA.

Service assistant reference

Determine whether other operators are encountering similar delays. If they are, report the condition immediately to the facilities manager or network management as locally directed.

Delay indicated

If an operator or recorded announcement indicates that there will be a delay in obtaining a circuit, do not recycle. Press **Rls Cld** and so inform the calling party. Then be guided by the information in the report, the calling party requests, and the following:

- If all circuits are busy, report by saying, "All circuits are busy now. Will you try your call again later, please?" If the subscriber asks you to try later, record a memo, and press **Ca Call** (if appropriate) + **Pos Rls**. If the subscriber specifies a time, try the call again at a time specified by the subscriber. If the subscriber does not specify a time, try again in 30 minutes. If you encounter the same delay, give the report to the calling party and suggest that he/she try again later. If the subscriber asks you to try later, do so. If the subscriber does not specify the time, try in one hour.

- If there is a disaster announcement, be guided by the report or announcement received. Suggest that the subscriber try again when the situation clears. If the calling party wants you to make an attempt later, record a memo, and press **Ca Call** (if appropriate) + **Pos Rls**. Make the subsequent attempt in accordance with the probable delay indicated. If you make the subsequent attempt and encounter another delay, proceed as directed by the calling party.

- If an out-of-order (OD) report is received and no circuit is available, give the report. If the subscriber asks you to try again later, record the memo, and press **Ca Call** (if appropriate) + **Pos Rls**. Make a subsequent attempt in 30 minutes, and then proceed as directed by the calling party or in one-hour intervals.

- If the report is an NC hold, acknowledge and hold the trunk, if the calling party remains on the line on a new call, or you are making a subsequent attempt on a delayed call. If the calling party hangs up while you are waiting on a new call, consider the call cancelled, unless the subscriber indicates he/she wants to be called later.

Unsuccessful attempt - recorded announcement

Announcement: "Unable to complete call"

You may receive a recorded announcement similar to the following: "We're sorry, your call cannot be completed as dialed. Please check the number and dial again or call your operator to help you. This is a recording (pause) (location code)." Such a message indicates that the call reached an unassigned area code or central office code. Proceed as follows:

- On a subscriber-dialed call, display the called number and verify that it is the desired number. If it is, ask the subscriber to check the number, then try the call again. If the subscriber is calling a different number, try to complete the call to that number.

- On an operator-dialed call, UCA or VCA appears following the called number when the area code or central office code is unassigned or unauthorized. Verify the NPA code and the number with the subscriber. If a different number is given, try the call again. If the same number is given, refer the subscriber to directory assistance (DA) to check the number.

  Note: When a call is at an operator position and is connected to an announcement or tone, an on-hook status is reported to the position regardless of where the announcement or tone is originated.

Announcement: "Your call did not go through"

You may receive a recorded announcement such as the following: "We're sorry, your call did not go through. Please hang up and try your call again. This is a recording (pause) (location code)." This message indicates that the call was blocked because the caller misdialed or the equipment has malfunctioned. Press **Rls Cld** and make one additional attempt by recycling. If you receive the same announcement a second time, try to reach the inward operator at the TTC, and pass the number to the operator.

No-ring condition

If you encounter a no-ring condition, wait on the line about 20 seconds; listen for an audible ringing tone, busy signal, station answer, or other report. If you do not receive an answer, report tone, or audible ring by this time, report the trouble by keying the appropriate trouble code. Then, press **Rls Cld** + **Start** to allow the called number to advance again. If you again wait about 20 seconds without receiving an audible signal, report the second trouble condition. Then reach the inward operator at the TTC. If you recognize that the called telephone is served by your complex, inform the subscriber that there is trouble on the line and that it was reported.

Inward calling

If you key forward the number passed by the other operator and encounter a no- ring condition, key the trouble code and tell the operator that there seems to be trouble on the line and that it was reported.

Called line busy

Busy signal received

Follow either the standard or optional procedure, as described below.

- The standard procedure is to press **Rls Cld** and tell the calling party, "I'm sorry. The line is busy. Will you try your call later, please?" Then, if the subscriber has agreed, acknowledge, and press **Ca Call** (if appropriate) + **Pos Rls**. If the subscriber asks you to try the call later, determine when to make the attempt or say, "I will call you in about 30 minutes." Record the ticket, press **Ca Call** (if appropriate) + **Pos Rls**.

- The optional procedure is to make a second attempt after releasing forward and waiting a few seconds. Do this as locally directed, or if you think it would be helpful. As an overlap, say, "The line is busy. I will try it again for you. One moment, please." Press **Start** to recycle the call to the called number. If you again receive a busy signal, use the standard procedure described above.

Busy report received

If the called number cannot be reached by dialing and you are given a busy (BY) report by a distant operator, acknowledge the report. Give the report and proceed after the second BY on a call to a busy number that can be dialed.

Calling party hangs up without waiting for the busy report

Press **Ca Call** (if appropriate) + **Pos Rls**.

Subsequent attempts requested

Follow this procedure:

- If the line is still busy when you make a subsequent attempt, again give the busy report. If the subscriber again asks you to try later, say, "I will call you in about an hour." If the time is not agreeable to the calling party, proceed as directed by the calling party.

- If a busy condition is encountered when attempting to complete the call at the later time, proceed as described previously.

Inward call busy signal received

On an inward call, say, "Busy" to the calling operator. Press **Ca Call** (if appropriate) + **Pos Rls**.

Called telephone does not answer

Called number reached by dialing

After a minimum of 5 to 6 rings, or after about 30 seconds, press **Rls Cld**. Then say, "They do not answer. Will you try your call later, please?" However, continue ringing longer if you feel the telephone will be answered or if the calling party asks you to do so.

Called number not reached by dialing

After 30 seconds of ringing, proceed according to the following, as appropriate.

- If you receive a no-answer report, acknowledge and then press **Rls Cld**. Say, "They do not answer. Will you try your call later, please?"

- If you receive a no-answer report in less than 30 seconds of ringing, say to the inward operator, "One moment, please," and ask the calling party if he/she wants to continue ringing. Proceed according to the subscriber answer.

- If you have not received a report 30 seconds after the call was acknowledged by the inward operator, press **Rls Cld** and give the no-answer report.

Subscriber will place call again

Acknowledge and press **Ca Call** (if appropriate) + **Pos Rls**.

Subscriber asks you to try later

Ask, "What time shall I try the call again?" and proceed as directed. However, if the calling party fails to specify a time, say that you will try again in about 30 minutes. If you do not have a ticket, record one, obtaining the called and calling number.

Waiting for the telephone to answer

Before you start timing or press **Pos Rls**, if the calling party indicates he/she believes the telephone will not be answered, say, "All right. Will you try your call later, please?" and proceed as directed.

Calling party hangs up without waiting for a no-answer report

If the calling party hangs up without waiting for a no-answer report or without responding to a report, assume that the subscriber abandoned the call because he/she believes the telephone will not be answered. Press **Ca Call** (if appropriate) + **Pos Rls**.

Called line out of order

Out-of-order report

If you encounter an OD report, acknowledge and say, "The line is out of order. Will you try your call later, please?" Then proceed as you would following a no-answer report.

Intercept report received

Intercept operator reached

If a distant operator asks what number you are calling, say "(Called number) long distance calling." If the operator requests additional information that you cannot furnish, allow him/her to deal directly with the calling party. Then, if the calling party speaks up in reply to the operator question, listen and make necessary notations but do not interrupt. If the calling party does not reply, repeat the question. Provide any assistance required to start conversation between the operator and the subscriber.

Intercept supplies report without request for called number
This means that you have reached an automatic intercept system that automatically identifies the called number to the intercept operator.

Calling party flashes
If the calling party signals and indicates that he/she received a report from an intercept operator on a call held at your position, proceed in accordance with the report received.

Procedure after report is received
Acknowledge and press **Rls Cld**. In addition, note the following that applies.

- If you reach the wrong office or you are asked to call the number, compare the called number displayed with the number that the subscriber says he/she wants. If the number appears to be correctly dialed, recycle the order. If it does not appear to be correct, check any routing information that may apply and re-key the number correctly. If you reach intercept again, reach the distant inward operator and ask him/her to assist you. If necessary, reach DA at the distant place to obtain the called number.

- If the number has been changed, proceed with the call using a new number under the following circumstances:
  - the number was changed
  - another number is taking calls for the called number
  - the desired number is other than the one called; if the calling party did not hear the number or report, repeat it to the calling party.

- If there is no such number, and the calling party does not correct his/her order, ask for the address name. If the subscriber supplies the address name, proceed as for a new call. If the subscriber is unable to give the address name, proceed as directed.

- If the report is that the number is not yet connected or if a move or cancellation is indicated, give the report, if necessary, and proceed as directed.

- If the number has been disconnected or temporarily disconnected, give the report, if necessary, and proceed as directed. If you are given additional information, supply it to the calling party. For example, you may be informed that the called party may be reached at another telephone, or that the telephone is disconnected for the summer.

Recorded Intercept report received
Press **Rls Cld** as soon as you understand the report. If necessary, repeat the report to the calling party. If the subscriber questions the report, press Start

to recycle the call, wait for the call to be cut through to an intercept operator, then proceed as described previously. If the call does not cut through to an intercept operator, reach the inward operator at the TTC and say, "Verify (called party) (called number) not in service at this time." Proceed in accordance with the report received.

No intercept facilities or no cut-through to intercept operator

If the terminating office does not have intercept facilities or calls do not cut through to an intercept operator, it may be desirable to reach DA and indicate to the DA operator that the request is for a new or changed number.

Verifying telephone reached

This chapter describes when to verify that the telephone you have reached is the one you intended to reach. There is also information describing how announcing the call can assist you with verification.

Verifying telephone reached

Verify that you have reached the right telephone in the following situations:

- when the answer or report indicates that you reached a wrong telephone

- when a wrong telephone was reached or a cutoff occurred on a preceding attempt

- when the call is for a ring-down tributary

- when the call is a paid call from a coin postpay (Po) telephone (unless the answer indicates that the right telephone has been reached)

- when the call is a paid call from a coin prepay (Pre) telephone and the initial period deposit exceeds the hopper capacity

You do not need to verify the telephone reached in the following situations:

- when the answer or report indicates that the right telephone has been reached

- when the calling party starts conversation at once

Verify the telephone reached by asking, "Is this (called number)?" or "Is this (called number) in (called numbering plan area)?" If desired telephone is not reached, excuse the call, say, "I am sorry. You were called by mistake." Try to reach the desired telephone.

Announcing call

When to announce a call

Having reached the desired telephone, announce the call in the following cases:

- Announce the call when the call is for a person, department, office, or branch (unless conversation starts immediately or there is indication that the called party or the specified department, office, or branch has been reached). If the calling party starts conversing before you finish the announcement, do not continue making the announcement.

- Announce the call if the called telephone answers before you obtain all required call details from the calling party such as a calling card number or bill-to-third number.

- Announce the call if the calling party is not on the line.

- Announce the call if the call is from a coin Po telephone.

- Announce the call if the call is for a rural line; that is, a ring-down tributary.

- Announce the call if the call is from a Pre coin box and the initial deposit exceeds the hopper capacity.

Announcing a station call

Say, "One moment, please. Long distance is calling." If the person answering asks who is wanted or says that the call is for a party who is not there, say, "The call is for anyone," supplemented by any necessary explanation.

On Po station coin-paid calls, or Pre station-paid calls for which the initial period deposit exceeds the hopper capacity, and on calls to rural line numbers, announce the call by saying, "Is this (called number), please? Long distance is calling."

Person answering refuses or is not qualified to talk

If the person answering is someone who cannot or will not take a message or answer questions (for example, a young child or a cleaner temporarily on the premises), say, "That is all, thank you."

Press **Rls Cld**. If it is necessary to repeat the report, say to the calling telephone, "On your call to (called number), no one is there now who will (or 'can') talk. Would you place your call again?" Depending on the subscriber response, proceed accordingly as described below.

- If the subscriber will call later, say, "Thank you." If it is appropriate, express regret at not having been able to complete the call. Press **Ca Call** (if appropriate) + **Pos Rls**.

- If the subscriber wants you to try later, do not press **Pos Rls** until you have obtained all the information you need for your memo. Then ask, "What time shall I try the call?" Proceed as directed. Record a memo, enter the calling and called numbers, and any report received. Press **Ca Call** (if appropriate) + **Pos Rls**. This is equivalent to a no-answer condition; the classification of the call does not change.

- If the classification of the call changes (for example, the calling party asks that word be left for someone who will talk, or asks that you to find out how soon someone will talk), explain that taking such action will reclassify the call as a person call. If this action is desired, change the class-charge to "person." Proceed as on a person call. Enter the subsequent attempt time specified by the subscriber. Hold the ticket on your position for an attempt at the time specified.

Announcing a person call

Following are some general guidelines for announcing a person call:

- To announce a call, say, "(Called party), please. Long distance is calling," including any title with the called party's name. If there is indication that the called party is reached, and conversation does not start immediately, say, "Go ahead, please."

- If the calling party asks for the called party, permit him/her to continue without interruption (unless it becomes evident that the called party is not available or the calling party fails to deal satisfactorily with the called telephone). After the call is announced, if the party answers and conversation starts immediately, assume the desired party is reached and permit conversation to continue without assistance or verification that the party reached is the exact party specified.

- If the called party answers by name only, without initials or other identifying details, or by "Hello," and conversation starts immediately, permit conversation to continue without any further announcement or verification, even though the calling party originally gave additional details.

- If the call is announced, another party answers, and conversation does not start immediately, proceed as described below.

  — If the calling party asks for the called party, or if the party who first answers says that he/she will call the other party, wait for a response.

  — If it is evident that the person answering is the called party, start conversation.

  — If it is evident that the person answering is not the called party, announce the call again.

— If for any reason conversation does not start immediately, announce the call again or ask, "Is this (called party)?" Proceed as necessary to start conversation with the desired party.

Following are some additional factors to consider in announcing person calls.

Party designated other than by name

Announce the call by the designation given; for example, "The manager, please. Long distance is calling."

Alternative party specified

Announce the call for both parties; for example, "(One party) or (other party), please. Long distance is calling." If the calling party indicated a preference, announce the call for the preferred party only. If you then determine that the preferred party is not there, say, "Long distance will talk with (alternate)."

Call for more than one person

Announce the call by saying, "(One party) and (other party), please?" supplemented by any necessary explanation. If the called telephone then indicates that more than one called line is required, give the report to the calling party, if necessary. Unless the caller's directions are changed, explain that the call will be handled as a conference call. If the calling party still wants the connection, advise the called telephone that you will call him/her. Press **Rls Cld** and connect the calling party with the conference operator.

Call for department, office, branch, extension, room, apartment

Announce the call by saying, "Extension (number), please. Long distance calling."

Party to be sent for

Say, "Long distance is calling (called party) at (address) and asks whether it would be possible for you to send for him/her."

Both extension number and name given

Include both in the announcement; for example, "Extension (number), (called party), please. Long distance is calling."

Including information to help locate a party

If you have any information such as the name of a department, office, or branch, include this in the announcement; for example, "(Called party) of the (department name) department, please. Long distance is calling."

Announcing calling party
If the calling party wants his/her name, title, or descriptive title, firm name, name of the calling place, or any combination of these items included in the announcement, say, "(Called party) in (title) in (called place) is calling."

Request for omission of calling details
If the calling party requested that you not announce some or all calling details, omit the details.

Person answering requests calling place name
Give the name of the calling place, if you know it, including the state, if necessary. If you do not know the name of the calling place say, "This is the (your office) operator."

Starting conversation, timing, and supervising

Timing at the operator position

Timing accuracy

Use the procedures outlined here to help you start timing, so that the measurement of elapsed time, whether done automatically or manually, is accurate.

Automatic timing

Most calls handled by TOPS MP are timed automatically.

Calls requiring manual ticketing and machine timing

In situations requiring that you hold a connection at your position for the duration of the conversation, you must manually ticket and machine time. Such calls are entered as **No AMA**, which disengages the automatic message accounting (AMA) equipment.

Determining time and preparing ticket

Occasionally you must hold a call at the position and manually calculate the time interval as well as prepare a ticket. The connect time must be subtracted from the disconnect time to determine the elapsed time to be entered on the ticket.

This type of timing is needed, for instance, on an interLATA emergency call or when a disconnect signal stops timing on a call requiring further timing. This type of timing is not needed when the site has the TOPS interLATA carrier service (TICS) feature and has rating information datafilled for carrier served by the operating company. In this case automatic timing can be performed on an interLATA emergency call handled by the operating company for that carrier. For example, if either party on a connection flashes for a private branch exchange (PBX) attendant on a call that is held on loop, the system mistakenly interprets the flashing as a disconnect and stops timing. You must then manually calculate the remainder of the time, beginning when the parties resume conversation.

Assisting start of conversation

Allow the parties to begin conversation in their own way, if either party attempts to do so. However, if you are waiting for the start of conversation and neither party begins conversation promptly, say, "Go ahead, please." or "Here's your party." If conversation still does not begin, determine the cause and, if it is due to unsatisfactory transmission or equipment trouble, try to correct the difficulty.

Start timing for station calls

Verification or announcement not required

AMA timing record

Press **Pos Rls** as soon as your operator function is complete.

Manual ticketing and machine timing

Hold loop calls on that require manual ticketing and machine timing. Start of timing begins automatically in the equipment when the called station answers, provided that you pressed a class charge key and the **Pos Rls** key. However, pressing **Fncts** + **No AMA** + **Start** prevents machine timing from being entered on tape. After the call is finished, enter the elapsed conversation time on a ticket.

Following are some general guidelines as to when to start machine timing for calls that can be dialed and calls that cannot be dialed.

Calls that can be dialed

If the called number can be dialed by you or the subscriber, press **Pos Rls** as soon as all other call details (for example, billing) are entered.

Calls that cannot be dialed

If the called number cannot be dialed by you or the subscriber and must be entered by a distant operator, press **Pos Rls** as soon as you hear the called telephone answer

Verification or announcement required

Station collect call

Press **Pos Rls** when a party at the called telephone agrees to accept the charge. If the called party gives additional billing details or instructions, say, "Thank you," and then press **Pos Rls**. Following are some examples that show how the basic principles are applied to start timing of station collect calls.

Example 1

You announce the call and the first party accepts.

Start timing on station collect calls

   Operator: "Mr. Smith is calling collect. Will you pay for the call?"

   Called party: "Yes."

   Operator: "Thank you."

Begin timing by pressing Pos Rls right after the called party says, "Yes."

Example 2

You announce the call, and the called party accepts and asks that the call be billed to a special billing number or calling card.

Start timing on station collect calls

   Operator: "Mr. Jones is calling collect. Will you pay for the call?"

   Called party: "Yes, but bill it to my calling card; the number is NPA-NXX-XXXX-XXXX."

   Operator: "Thank you."

Begin timing after entering the card number, determining that the calling card passed the validation check, and entering the change of class charge. If the called party must leave the line to obtain a billing number, wait until the number is obtained before pressing Pos Rls.

Example 3

You announce the call and the first party passes the telephone to a second party who accepts the charge.

Start timing on station collect calls

   Operator: "Mr. Brown is calling collect. Will you pay for the call?"

   First called party: "One moment, please."

   Second called party: "Hello."

   Operator: "Will you accept a collect call from Mr. Brown?"

   Second called party: "Yes I will."

When the second called party says "yes," start timing by pressing Pos Rls.

Example 4

Applies to calls held on loop and also to subscriber recall from a coin telephone. The calling party flashes the switchhook about 15 seconds after you get acceptance, start timing, and cut out of the connection.

Start timing on station collect calls

Calling party: "Operator, I haven't talked with anyone yet."

Operator: "I'm sorry. What kind of trouble did you have?"

Calling party: "No trouble, just that after the first person accepted the call, no one else said anything."

Operator: "Would you like to wait to see if someone else comes?"

Calling party: "I'll wait a few more seconds, if no one answers, I'll hang up and call later."

Start timing on person calls

Determining start of chargeable time on person-to-person calls

Chargeable time starts when the calling and called parties are in exclusive communication with one another. Press **Pos Rls** when it is clear that one party spoke exclusively to the other party and received a response, or that one party is transmitting a message to the other party.

Note: When one party answers the telephone or comes on the line by identifying him- or herself, do not consider this as speaking exclusively to the other party.

Definition of calling party
The calling party is anyone holding the line or answering at the calling telephone (unless otherwise indicated when the called party is reached).

Definition of called party
The called party is the person specified or anyone else with whom the calling party chooses to talk in place of the person specified. If the call is for a private branch exchange (PBX) extension or for a department, office, or branch reached through a PBX (and if a person is not specified), the called party is anyone answering at that extension, department, office, or branch.

Following are some examples that show how the basic principles are applied in starting timing.

Example 1

The called party answers the telephone by identifying him- or herself, and the calling party who is holding the line starts to talk, making it unnecessary for you to announce the call.

Start timing on person calls

Called party: "Smith speaking."

Calling party: "Hi, Sam. Tom Allen here."

Called party: "Hi, Tom. How are you?"

When the called party says "Hi, Tom," start timing by pressing Pos Rls.

Example 2

The called party answers the telephone by identifying him- or herself, but the calling party fails to speak, making it necessary for you to start conversation.

Start timing on person calls

Called party: "Smith speaking."

Operator to called party: "One moment, Mr. Smith."

Operator to calling party: "Go ahead, please."

Calling party: "Hi, Tom Allen here."

Called party: "Hi, Tom. How are you?"

When the called party says "Hi, Tom," start timing by pressing Pos Rls.

Example 3

The operator announces the call, the called party identifies him- or herself, and the calling party then starts to talk.

Start timing on person calls

Answering party: "Hello."

Operator: "Mr. Smith, please."

Called party: "Smith speaking."

Calling party: "Hi, Tom Allen here."

Called party: "Hi, Tom. How are you?"

Start timing when the called party says "Hi, Tom."

Subscriber transmits a message

Listed below are several illustrations of how one party might transmit a message to another party in starting conversation.

- "Hello, Jones. I won't be able to get down next week."
- "Hello, Mary. This is Carol. I had a call this morning from Fill Inc., about our order."
- "Hello, Pete. Did you finish your report?"
- "Mr. Brown, our case comes up in court tomorrow."
- "Joe, what did you find out?"

Press **Pos Rls** as soon as enough is said to indicate that a message is being transmitted.

Waiting for calling/called party

Station call

While waiting for the called (or calling) party to come to the telephone, if anyone at either telephone speaks to and obtains a response from the other (or transmits a message to the other), press **Pos Rls**.

Person call

While waiting for either the calling or called party to come to the telephone, if anyone at either telephone speaks to the other and it is not in reference to reaching the called party, say, "One moment, please?" Then ask the calling party, "Do you wish to talk on the call?" If the party wishes to talk, press **Pos Rls**.

Supervising connection held/machine timed

Inverted CLG or CLD display

For a machine-timed call, on receipt of a calling supervision (inverted or highlighted Clg field) display from the calling telephone or of a called

(inverted CLD field) supervision display from the called telephone, perform the following procedure.

Supervising connection held/machine timed—inverted CLG or CLD display

At your current location:

1 Cut in if necessary.

2 Enter the elapsed time on the ticket.

3 Press **Pos Rls.**

Automatic access

Any change in supervision on the held call, with the second loop idle, causes the held call to automatically access the position. If a call is being processed on the second loop, any change in supervision on the held call changes the appropriate loop status icon from the outline on-hook telephone icon to the solid on-hook telephone icon when the help loop status changes to temporary hold. The held call automatically accesses the position when **Pos Rls** is keyed on the call being processed. Enter the elapsed time on your ticket and press **Pos Rls**.

Supervising connection held at position
Determining end of timing

On a manually timed call, enter the disconnect time of your ticket as soon as a supervisory signal is received or as soon as you determine that conversation ended or is not proceeding satisfactorily. Then proceed in accordance with the condition encountered.

Answering/challenging on system recall
AMA-billed calls
Calling telephone on-hook as recall arrives
An Overtime Coin PRE or PO display shows with it the charge and minutes. Press **Fncts** + **Ring Calling** + **Start** to recall the calling station and secure the overtime charge.

Response received from called party
If the called party requests a new call, say, "Will you hang up for a moment please, and then make your call?"

Either party wants to recall a PBX attendant
If either party indicates that he/she is recalling a PBX attendant, or asks you to transfer the call to another extension at the PBX, follow the steps in the following procedure.

Calling telephone off-hook as recall arrives
Inform the calling party of the end of a notify interval, or collect overtime charges as appropriate.

Flash on connection held at position

No response received
Enter elapsed time on the ticket, and press **Pos Rls**.

Response received from calling party
If the calling party indicates that he/she did not reach the called telephone, perform the following procedure.

Calling party did not reach called line

At the position:

1   Press **Rls Cld.**

2   Reestablish the call.

3   Machine time and hold the connection at your position.

If	Do
the calling party requests a new call	enter the elapsed time on the ticket if appropriate. Key the new called number. Hold and time the call if necessary in the usual manner.
the calling party asks you to transfer the connection to another telephone	explain that he/she must hang up and place a new call.

Response received from called party
If the called party requests a new call, say, "Will you hang up for a moment please, and then make your call?"

Either party wants to recall a PBX attendant
If either party indicates that he/she is recalling a PBX attendant, or asks you to transfer the call to another extension at the PBX, perform the steps in the following procedure.

Recalling PBX attendant or transferring call to another extension

At the position:

1   Enter the elapsed time on the ticket and say, "Will you signal your attendant again, please?"

2   Cut out, disregarding the recall signal.

3   Press **Fncts** + **Time** + **Start**, and enter the time indicated on the screen in the write-in space of the ticket (include hour, minute, and second).

4   At the end of conversation, press **Time** again and enter the time indicated in the write-in space of the ticket (include hour, minute, and second).

5   Calculate the total elapsed time and enter in the MIN space of the ticket.

Billing ticket is required for a connection held at position

At your current location:

1   Enter the time of notification in the SPEC INST space on the billing ticket.

2   Press **{No AMA}** or **Fncts** + **No AMA** + **Start** + **{Notify}** or **Fncts** + **Notify** + **Start** + (notification period) + **Start**.

3   Press **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos Rls**.

4   When notification is due, Nfy? is displayed on the screen.

5   Access the loop, observe the Nfy: (minutes), and say, "It is now (number) minutes."

6   Circle the notification request notation on the ticket, and continue to hold the call at your position.

Late notification of AMA-timed call

When the system is late in bringing a notification call back to a position, Nfy is displayed. Say, "I'm sorry I couldn't notify you earlier. It is now (number) minutes."

Late notification for connection held at position

When notification is due on a call held on loop, Nfy is displayed. If you access the loop and Notify is on the display, you are late in notifying the party that requested the notification.

Say, "I'm sorry, I couldn't notify you earlier. It is now four minutes." Enter "Notified 4 min." in the report space of the ticket.

If the subscriber indicates unwillingness to pay for the full time, due to the late notification, proceed as locally directed. The following procedure is an example.

Late notification for connection held at position

At the position:

1 Express regret for the notification failure.

2 If the subscriber requests credit for any chargeable period beyond the requested notification period, determine whether an allowance of a minute would be a reasonable adjustment. If asked for what appears to be a reasonable adjustment, proceed as locally directed.

3 Prepare a ticket and write "Credit (number of minutes allowed) TOPS MP notify failure" in the "Spec. Inst." space. Enter all other details.

Noncoin notification with ACTS

The Automatic Coin Toll Service (ACTS) can be used for notification on a noncoin call. If a subscriber requests notification after so many minutes, perform the following procedure.

Noncoin notification with ACTS

At the position:

1 Acknowledge request.

2 Press **Fncts** + **Notify** + **Start** + notification period + **Start**.

3 Press **Pos Rls** when appropriate.

The digital recorded announcement machine (DRAM) used with ACTS notifies the calling party at the end of the specified notification period.

Time and charges requests

The following paragraphs provide guidelines for starting timing and supervision for calls that require time and charges (T&C) quotations at the end of conversation.

Standard T&C procedure

If the calling party requests that T&C be quoted to the telephone from which he/she is calling (provided the calling number is not a special number), perform the following procedure.

Standard T&C procedure

At the position:

1 Acknowledge the request.

   2   Press **Fncts** + **Time and Charges** + **Start** + **Pos Rls**.

Calling party requests T&C quoted to another number

If the calling party requests T&C quoted to a number other than that of the calling telephone, perform the following procedure.

Request T&C charges quoted to another number

At the position:

   1   Press Fncts + No AMA + Start + Time and Charges.

   2   Prepare a billing ticket.

   3   Press **Fncts** + **Call Details** + **Start** (if necessary) and enter the calling and called numbers and the number to which charges are quoted.

   4   Press **Fncts** + **Start Timing** + **Start** (when appropriate) + **Fncts** + **Hold** + **Start** + **Pos Rls**.

   5   At disconnect, when the loop is accessed, the time and charges are displayed at the position. Quote time and charges information to the appropriate party.

   6   If the party who is to receive the time and charges quote is not on the line, proceed as described below:

   Press **Fncts** + **Access Loop 1** or **Access Loop 2** + **Start** (to access a loop) + (number of party to receive T&C quote) + **Start**.

   When the party answers, quote the T&C and then press **Pos Rls**.

Called party requests T&C on collect call

Press **Fncts** + **Time and Charges** + **Start** + **Pos Rls** at the appropriate time. If the called party wants the T&C quoted to another number, proceed as described in the preceding section.

T&C requests with ACTS

Using the DRAM, ACTS provides T&C quotations to either the calling or called party (that is, the paying party). The T&C quotation is played at the end of conversation as long as the paying party remains off-hook. If the paying party remains off-hook for more than three seconds, the T&C quotation is played again.

T&C ACTS activation

To activate ACTS for the T&C request, perform the following procedure.

T&C ACTS activation

At the position:

   1   Acknowledge the request.

2　Press **{Time Charges}** or **Fncts + Time and Charges + Start**.

3　Inform the paying party to remain off-hook at the end of conversation.

4　Press **Pos Rls** at appropriate time.

If the party who requested the T&C quotation goes on-hook at the end of the call and if the T&C announcement is not started, the call goes to the operator for handling. Follow the steps in the section "Standard T&C procedure" in "Time and charges requests."

When the T&C key sequence is not effective
The T&C key sequence is not effective under the following conditions:

- When the **{Time Charges}** or **Fncts** + **Time and Charges** + **Start** key is pressed a second time.

- For the following types of calls:
  - Autocollect, as indicated by an outline on-hook telephone icon in the Cld field
  - Coin and station paid, as indicated by the word Coin in the Type field and a solid on-hook telephone icon in the Cld field
  - Coin and person paid, as indicated by the word Coin in the Type field and the person icon in the Cld field
  - Hotel and station paid, as indicated by the word Hotel in the Type field and the solid on-hook telephone icon in the Cld field
  - Hotel and person paid, as indicated by the word Hotel in the Type field and the person icon in the Cld field
  - Hotel and collect (for collect call to a hotel), as indicated by the phrase To: Hotel and the solid on-hook telephone icon in the Cld field
  - No rate (after a disallowed station-paid or person-paid class charge is entered), as indicated by the phrase No Rate in the Type field

Rate step required for T&C
If Rs ? is displayed after you key the **{Time Charges}** or **Fncts** + **Time and Charges** + **Start** sequence, a rate step is required. Obtain a rate step number and enter it in the usual way.

Special T&C
When the calling party asks for special time and charges and offers a file or extension number for T&C identification, perform the following procedure

Special T&C

At the position:

1   Acknowledge the request.

2   Press **{Time Charges}** or **Fncts + Time and Charges + Start +
    Miscellaneous +** extension/file number **+ Start**.

    Note: If the calling party fails to offer a file or extension number after
    requesting special time and charges, ask, "What special time and charges do
    you require?"

T&C under No AMA condition
If the **{Time Charges}** or **Fncts** + **Time and Charges** + **Start** is pressed
when a call is held on loop and is under a No AMA condition, T&C are
displayed at disconnect.

Calling party wants special billing and requests T&C
Say, "I'm sorry, we do not accept a time and charges request originating
from a special billing number. Would you like to give me other billing
information?" If the subscriber questions you, refer the subscriber to the
service assistant.

Service assistant reference
Explain again to the subscriber that T&C is not provided on a call
originating from a special billing number, since special billing numbers are
primarily designed for detailed cost allocation on 1+ or 011+ calls.

Called party wants special billing and requests T&C
Comply with the request.

Computing chargeable time, connection held
No interruption on connection held
Use the procedure provided for each of the following conditions to calculate
the chargeable time for an uninterrupted connection held on loop.

- Machine-timed call: If there was no interruption between the start and
  end of timing, determine the elapsed time from the screen display.

- Manually timed call: On manually timed calls, subtract the connect from
  the disconnect time entry. Then subtract the timing allowance and count
  a fraction of a minute as a full minute.

- Ticket entries: Enter the number of chargeable minutes, determined as
  described previously in the Min designation.

Timing allowances

Use the following guidelines for making timing allowances.

- Calls held on loop that are manually ticketed or timed: Allow 15 seconds for interstate and international calls and on calls for which a charge is paid at a coin telephone.

- AMA- or machine-timed calls: Make no timing allowance on AMA-timed calls since a flash or disconnect by the called or calling party stops the timing.

- Other calls: Allow 5 seconds on calls not specified previously, except as locally specified.

Incomplete ticket timing entries

Accuracy or legibility in question

If the call involves the accuracy or legibility of timing entries, or if conversation was interrupted or transmission unsatisfactory, perform the following procedure

Incomplete ticket timing entry—accuracy of legibility in question

At the position:

1 Determine the number of minutes for which charges should be made.

2 Write an explanation in the SPEC INST space, unless the situation would be obvious.

3 Enter the number of chargeable minutes and show the amount quoted (if you compute the charge).

> ***Note:*** If you are in doubt as to whether conversation exceeded the initial period, make the chargeable minutes only for the initial period. However, if you are certain the conversation extended into overtime, determine the chargeable minutes on the basis of time for which you are positive.

Elapsed time on ticket consists of two or more timing intervals

When elapsed time on your tickets consists of two or more timing intervals, determine the total elapsed time by adding all intervals. Make an allowance of one minute, in addition to the usual timing allowance, for the break and restoration of conversation.

If the number of minutes seems insufficient, make further adjustments so the chargeable minutes are approximately equal to the number of minutes chargeable for normal service.

Elapsed time on ticket is affected by transmission difficulty

If the subscriber did not receive the equivalent of any normal service, cancel the entire time.

Subscriber disputes time and claims credit

Adjustment in chargeable time

If the billing ticket is available to you, make adjustments in accordance with the principles set forth below. If the ticket is not available to you, key a credit entry using **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start**, or prepare a credit ticket as appropriate.

Secure all necessary facts

If a subscriber disputes the chargeable time or the charge, question the subscriber, if necessary, to determine the facts.

Adjust from subscriber point of view

Use the following guidelines for adjustments, given the facts presented by the subscriber:

- Adjust each case as is reasonable on the basis of the subscriber's point of view.

- If there is a possibility that the call was overtimed, make the number for which charge should be made.

- Give the subscriber the benefit of the doubt if the class of service could have been misunderstood.

Claim appears unjustified

If you are convinced that a claim is insincere or groundless, explain that the time or charge is calculated by the system based on the exact duration of the call. If the subscriber insists that a call was overtimed or overcharged but there is no indication of service difficulty, ask the subscriber to contact the business office when the bill arrives.

Claim of no satisfaction

If a connection on which conversation was interrupted could not be reestablished for any reason and the calling party claims no satisfaction on the call, do not charge the subscriber for the original connection.

Key a credit entry using **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start**, or prepare a credit ticket as appropriate.

Station call completed, wanted person call

Original request known

If you know the subscriber placed the call by number without mentioning a name, title, or extension, explain that the station charge is correct.

Uncertain about original request (ticket available)

If you are not certain about the original request, and a ticket is available, use these guidelines for adjustments, based on the facts presented by the subscriber:

- If the calling party mentioned a name, title, or extension in placing the call, change the ticket to person basis and make any necessary charge adjustment.

- If the calling party talked with the person desired but claims a delay in reaching the person, determine the number of chargeable minutes on the basis of the time which, in your judgement, should be chargeable if the call was handled on a person basis.

- If the person desired was not reached, make further attempts to complete the call or cancel it as directed by the calling party.

Uncertain about original request (no ticket available)

If you are not certain about the original request and a ticket is not available, use the following guidelines for adjustments, based on the facts presented by the subscriber:

- If the caller did not reach the person desired, key a wrong number credit entry, cancel the original call, and attempt to reach the desired party.

- If the caller reached the desired person, prepare a credit ticket and explain the change from station to person. Enter the number of minutes of credit.

Station call completed, no satisfaction

If the subscriber claims that an unauthorized person answered, try to determine why no satisfaction was obtained and use the following guidelines for adjustments:

- If you find that the call was answered by a person not qualified to talk or that the person who answered refused to talk, ask the subscriber if he/she wants to place the call again. Proceed as directed.

- If the call is answered by a person qualified to talk , explain that there is a charge for the call. The following are examples of such qualified persons:

    — a member of the household

    — an employee of a firm that could take a message or answer questions

    — someone at a secretarial system

Press **KP {Charge Adjust}** or **Fncts** + **Charge Adj** + (charge adjust entry for wrong number or party) + Start, or prepare a credit ticket as appropriate.

Request to change person call to station

Before called telephone is answered

Before the called telephone is answered, the calling party may change a person call to a station call.

After called telephone is answered

If after the called telephone is answered, the calling party asks to speak to any person other than the one originally specified (or to any other extension, station, department, or office reached through a PBX attendant), the call classification cannot be changed.

Authorizing adjustments

If a charge or time adjustment is requested by the paying party, perform the following procedure.

Request for charge adjustment—paying party

At the position:

1   Determine the number of chargeable minutes and charge according to the information available to you.

2   Key an appropriate credit entry if service appears to be abnormal or unsatisfactory for any of the following reasons:

- equipment or circuit trouble
- unsatisfactory transmission
- possible misunderstanding by a subscriber or operator
- faulty operating or other condition for which the operating company assumes responsibility

3   Base charges on equivalent amount for normal service.

> ***Note:*** In determining the number of chargeable minutes, the general policy is that the charge for service actually rendered is equal to the charge for an equivalent amount of normal service at the regular rate. However, if the subscriber did not receive the equivalent of any normal service, no charge should be made.

Service assistant reference

Make an explanation or take the action necessary. If in doubt as to the proper action, refer the call to the in-charge supervisor.

Rates, routes, telephone numbers, and charges

This chapter describes how to secure rates and routes, how to secure telephone numbers, and how to calculate and record charges. The following paragraphs provide a general introduction to each of these topics.

This chapter assumes that you have access to a rate and route operator. If you do not have access to a rate and route operator, rate and route information needs to be secured from another source. In most offices, this rate and route information is located at the position.

This chapter also introduces the external rater interface, which provides the option of rating calls using a rating system outside the DMS switch.

Rate information

Rating information is available in either your position information, through a rate operator, or both. A rate is the price for the initial period of a call. A rate is required for rate quoting, for calculating the charge at the end of conversation, and for determining the deposit amount required for a paid call from a coin telephone. It is affected by the following factors:

- class of service, station (S) or person (P)
- applicable rate schedule
- operator-assisted surcharges
- length of initial period, if applicable
- distance from originating rate center to terminating rate center, as identified by numbering plan area (NPA) and NXX codes
- rate period in effect according to time of day and day of week applicable

    Note: If you serve a tributary office where the time is different from the time in your office, the time at the tributary office is used.

Rate step

A rate step is an assigned 1-, 2-, or 3-digit number that identifies a particular mileage band of existing rate schedules.

Routes

Routing information is available in your position information and through a route operator. You need a route to complete calls to places with an unknown NPA. There are three types of routes that you can use to complete the call: directory, number, and operator.

- Use a directory route if the calling party supplies a location.

- Use a number route if the calling party supplies a valid telephone number.

- Use an operator route if the call requires routing to another operator.

More than one of these routes may be used, if provided by the calling party.

Telephone numbers

Telephone numbers can be obtained from the following sources:

- local directory assistance (DA) operator

- distant DA operator

- third number

Charges

The charges can be automatically calculated by the DMS switch, manually calculated using a charge table, or by asking the rate operator.

Class of service

The two major classes of two-point service are station and person (conference, mobile, and marine are omitted), as described below.

In a station call, the calling party agrees to talk with anyone who answers at the called telephone. That is, the calling party does not specify a particular person to be reached or a particular extension, department, or office to be reached through a private branch exchange (PBX) attendant.

In a person call, the calling party specifies a particular person to be reached or a particular extension, department, or office to be reached through a PBX attendant.

Changing class of service

The classification of a call as person cannot be changed at the request of the calling party after the called telephone is reached or while the connection

remains established. For example, if the calling party requests to talk to any person other than the person originally specified, or to any other extension, station, department, or office reached through a PBX attendant, the person classification of the call remains.

The classification of a call as person can be changed to station at the request of the calling party before the called telephone is reached.

Messenger call

If, at the request of the calling party, the operating company employs a messenger to bring someone to a telephone, the call is classed as person, even if a particular person is not specified. However, if a messenger is sent to bring someone (again, not a particular person) to a telephone because the called line is out of order, the classification of station is valid.

Securing rates

There are several methods of obtaining rates. These methods are described in the following paragraphs.

Automatic rating

If the calling and called NPA-NXX are programmed in the TOPS MP rating memory, charges are automatically calculated for the class of call according to the rate schedule in effect at the time the call is originated. The rating system automatically adjusts the time to correspond with the time of day at the tributary office where the call originates, if the time differs from the time in your office.

Semi-automatic rating

When a rate is not available because the rate step is not programmed in the TOPS MP rating memory or because there is a trouble condition, `RS ?` is displayed and all call details are displayed. Follow this procedure.

Semi-automatic rating

At the position:

1   Press **Rls Cld** before the first ring.

2   Obtain the appropriate rate step from the rate operator.

3   Press **Fncts** + **Rate step** + **Start** + rate step number + **Start**. The charges are automatically calculated for the class of call using the rate schedule in effect at the time the call was originated.

Manual rating

If a rate step cannot be assigned, `RS ?` is displayed and all call details are displayed (same as semi-automatic rating). Bypass the `RS ?` by entering a no-charge rate step (0) into the system.

- Press **Fncts** + **Rate step** + **Start** + 0 + **Start**.

Note that the following may apply:

- On coin-paid calls, charges are manually computed by the rate operator. Hold the call on loop and enter the charge at the end of the conversation, using the **{Charge Adjust}** softkey or by keying **Fncts** + **Charge Adjust** + **Start**, or a ticket (if appropriate).

- On calls requiring T&C quoting, float the call for machine timing and AMA recording. If the call returns to your position at disconnect, quote the T&C.

Calculating rate step

There are several methods for calculating the rate step. These methods are described in the following paragraphs.

Automatic calculations

If the calling and called NPA-NXX information is stored in the rating memory, the rate step is displayed when you press **Fncts** + **Call Details** + **Start**.

If the rate request is not associated with a forward connection, press **Cld** + called number + **Rls Cld**. This keying sequence prevents a forward connection.

Manual calculations

The rate operator requires the following information in order to determine the rate step:

- Provide the calling NXX and the calling place name. If the traffic office serves more than one NPA, provide the calling NPA-NXX and the calling place name.

  Note: Translate the calling NXX to a place name using your position information.

- Provide the called NPA-NXX. If there is no NPA code with the called number, assume that the call is directed to another telephone in the home NPA. If the called number is not 7 digits and the called place is identified in the routing information by a mark code, provide the mark code.

Rate schedules

Rates are quoted in terms of initial and overtime periods. The initial period is the interval of time allowed, or any fraction thereof, at the rate quoted for a connection between points. The overtime period is the unit of time used for measuring and charging for time in excess of the initial period.

Determining rate

In addition to identifying the location of the calling and called telephones and class of service, the following factors are used to determine the applicable rate:

- type of call

- type of billing

- time of call origination

The following table (table 10-1) provides further explanation of the factors that determine the applicable rate between two points for a given call.

Table 10-1
Factors used to determine rates

Factor	Description
Originating place	Designated by the originating station NPA-NXX.
Terminating place	Designated by the terminating station NPA-NXX. If your office is configured for equal access to long-distance carriers, the following attributes related to the terminating place are also used when determining the rate: • IntraLATA and Intrastate • IntraLATA and Interstate • InterLATA and Intrastate • InterLATA and Interstate.
Class of service	Designated as either station or person, according to the definitions provided earlier in this chapter.
—continued—	

Table 10-1
Factors used to determine rates (continued)

Factor	Description
Time of call origination	The time of call origination is evaluated for the following: • Day of week; for example, weekday (Monday) or weekend (Saturday) • Time of day; for example, business hours (8 A.M. to 5 P.M.) or evening hours (5 P.M. to 11 P.M.) • Daylight Savings Time or Standard Time • Holiday; for example, Thanksgiving and New Year's. For connections established in one rate period and ending in another, the rate in effect during each minute of conversation is applied. If your office serves more than one time zone, the correct time for the calling telephone is automatically selected by the system on system-rated calls.
Call type	Designated as either dial station rates or operator-handled rates. See the section "Type of call," below, following table.
Billing type	See section "Type of billing".

—end—

Type of call

Dial station rates

These rates apply to direct distance dialing (DDD) station-paid calls for which the subscriber dials an access code plus a 7- or 10-digit telephone number. These rates also apply to operator-handled station-paid calls under the following conditions:

• when a subscriber tried to dial a number and encountered a trouble condition other than busy (BY) or directory assistance (DA)

• when a subscriber is unable to dial because of a physical handicap

• when a call originates or terminates at a point that is not equipped for direct distance dialing

• when the subscriber is reconnected by an operator following a request for credit because of a wrong number, cutoff, or poor transmission on a directly dialed call

Note: Calls that require additional operator assistance, such as calling card, collect, bill-to-third number, and T&C quoting are excluded.

Operator-handled rates

These rates apply to operator-dialed or operator-assisted calls (including 1+ hotel and 1+ coin calls), except as modified in the previous section, "Dial station rates."

Type of billing

Subscriber-dialed, calling card station rates

These rates apply on station calls originating from noncoin or public telephones, as follows:

- Subscriber dials 0+ a number; the operator enters the calling card number, the calling number (if automatic number identification [ANI] is not available) and releases the call from his/her position (**Pos Rls**); the call is completed without additional operator assistance.

- Subscriber dials the called number and calling card number without operator assistance.

- Subscriber places a calling card station call by dialing an operator when equipment does not provide capability to dial as described in the previous situations.

- Subscriber places a station calling card call under any of the conditions stated previously for application of dial station rates.

Bill-to-third telephone rates

A message charge can be billed to a third telephone anywhere in the United States and Canada.

Reversed charges

Charges for all classes of service may be charged against the called telephone on request, provided the charges are accepted at the called telephone. Station or person rates apply on collect calls.

Splitting message charge

A message charge cannot be split on calls from other than coin telephones because of accounting difficulties. The reversal of all or a portion of the overtime charge on a call from a coin telephone is a collection practice and does not affect the rate.

Messenger charge

A messenger charge on a paid or collect call is made against the calling telephone and the calling party must agree to the messenger charge before the call is accepted. A messenger charge is the actual amount spent for messenger service and is waived if a called telephone is out of order.

> *Note:* Chargeable time starts as described in the chapter "Starting
> conversation, timing, and supervising."

Requests for rates

Subscriber requests rate information

Ask, "What rate do you wish, please?" and proceed accordingly. Quote the
applicable rate requested and supply further information, as locally
appropriate, in response to any questions.

If the subscriber requests the rate for a place that has only one rate schedule
(that is, one rate that applies at all hours, every day), say, "The rate is
(amount) for the first (initial period)." If there is more than one rate
schedule for the place requested, say, "The rate now in effect is (amount) for
the first (initial period)."

Subscriber requests rate for special collect calls

Say, "The charge is paid by the called party."

Station collect rate

If the rate plus an additional charge applies, after quoting the rate, add "plus
a collect charge of (amount) cents."

Request for rate

Unless otherwise indicated, assume that the desired rate is the station service
rate in effect at the time the subscriber makes the request. Note the
following that may apply:

- On a call from a noncoin telephone, if subscriber-dialed rate applies for
  calls to the place desired at the time the request is made, say, "The dial
  station rate now in effect is (rate) for the first (initial period). An
  operator-handled-rate call takes a higher rate." Quote the station
  operator-handled rate, if requested, by saying, "The operator-handled
  station rate now in effect is (rate) for the first (initial period)."

- If a non-DDD office, say, "The rate now in effect for a station call is
  (rate) for the first (initial period)."

- If a subscriber-dialed rate does not apply at the time the subscriber
  makes the request, say, "The station rate now in effect is (rate) for the
  first (initial period)."

- If the subscriber makes a request for a rate for additional minutes after
  you quote the initial period rate, consult the appropriate rate schedule
  and furnish the information requested as locally directed.

Request for rate by called place rather than called NXX

If the subscriber is unable to give an NXX when requesting the rate to a location where more than one rate step may apply, understand that the rate information passed by the rate and route operator is the rate to a central NXX in that location. Say, "The approximate rate in effect for calls to (called place) is (current rate) for (initial period)."

Securing rates from rate operator

Connecting rate operator

If you need to secure a rate from a rate operator, use the following procedure to connect the rate operator:

Securing rates from the rate operator

At the position:

1 Press **OGT** + appropriate menu number + **Start**.

   Note: If you do not have an **OGT** key set for access to the rate operator, press **Cld** + rate operator number + **Start**.

2 After obtaining the rate from the rate operator, press **Rls Cld**.

3 Provide the rate information to the subscriber if requested, and enter it into the machine or on the ticket, as appropriate.

Rate operator cannot be reached

If the rate operator cannot be reached (for example, a no-circuit condition is encountered), proceed as directed in the chapter, "Advancing calls."

Requesting rate from rate operator

When the rate operator answers, provide all known details about the call. See the following procedure.

Requesting rate from the rate operator

At the position:

1 Choose the situation that is applicable from the following table.

Requesting rate from rate operator

If	Do
the called number is NPA-NXX	say, "Rate step from (calling place) to (NPA-NXX)."
you do not know the area code for the called number	say, "(calling place) to (called place)."

Requesting rate from rate operator (continued)

If	Do
the called number is to a point identified by the subscriber or recognized by you as being in Mexico. A rate step is not available for calls to Mexico	include the terminating place name and the desired class. Say, "Mexico, rate from (calling place) to (terminating place NPA-NXX) (class)."
the hour in which you reach the rate operator is in a different rate period from the connect hour	furnish the connect hour. Say, "The rate for connect hour (hour), please."
—end—	

2   Hold coin-paid calls on loop. At call completion press **{Charge Adjust}** or key **Fncts + Charge Adjust + Start** and key information into the system to record the charges obtained for rate and route.

Entering manually calculated rate information on AMA tape

Manually rated calls are identified when a rate step is not available to satisfy an RS ? display. Key a no-charge rate step (0) into the system to bypass the RS ? display. Start timing when appropriate and release the call for automatic timing unless the call is coin paid. See the following procedure.

Entering manually calculated rate information on AMA tape

At the position:

1   Choose the situation that is applicable from the following table.

If	Do
T&C call	proceed as locally directed. For example, pass to a designated operator to calculate the charge.
hotel call	a message is printed at hotel billing information center (HOBIC) at disconnect. The HOBIC operator calculates the charge and contacts the hotel.

2   Hold coin-paid calls on loop. At call completion press **{Charge Adjust}** or key **Fncts + Charge Adjust + Start** and key information into the system to record the charges obtained for rate and route.

Securing routes

Securing NPA routes

If the calling party provides an NPA + 7-digit number, use the NPA as the route, unless it is the home area code. Note that the home NPA route is the system default.

Securing other than NPA routes

Routes to points that cannot be reached using an NPA route are secured from either a rate and route operator or from your position information. If the calling party volunteers routing directions other than an NPA and you recognize that the route is valid, follow the calling party's directions. Otherwise, secure the route according to the guidelines in the following section.

Securing routes from route operator

Connecting route operator

Unlike rating, you cannot obtain routing information by pressing **Fncts** + **Call Details** + **Start**. If you need to secure a route from a route operator, use the following procedure to connect the route operator:

Securing routes from route operator

At the position:

1   Press **OGT** + appropriate menu number + **Start**.

   Note: If you do not have an **OGT** key set for access to the route operator, press **Cld** + route operator number + **Start**.

2   After obtaining the route code from the route operator, press **Rls Cld**.

3   Complete the call as though the calling party supplied the routing information.

Route operator cannot be reached

If route operator cannot be reached (for example, a no-circuit condition is encountered), proceed as directed in the chapter, "Advancing calls."

Requesting route from route operator

When the route operator answers, provide all known details about the desired route. Provide information according to the guidelines shown below:

- For a directory route, provide the place name.

- For a numbers route, provide the telephone number.

- For an operator route, provide the number for the distant operator, the place name, or both.

Identify for the route operator the type of route information you are providing (for example, directory route, numbers route, or directory and numbers route).

The following conditions may apply:

- If a similar name place exists (in your position information), do not assume that the similar place is the one desired. Do not suggest the similar place name to the calling party or question him/her about it until you have reached the route operator and determined whether there is a place name listed exactly as given by the calling party.

- Sometimes two or more places have the same name even though they are not listed. Ask the calling party for more information (for example, the country name). If the calling party is uncertain, ask the route operator if he/she can furnish more information to help the calling party identify the place desired.

- If the route operator reports that the called place is not listed but suggests another place to try, make a notation of the information. Try the suggested place, and complete the call as usual if you succeed in securing the route.

- If the route operator reports that the called place is not listed and the calling party cannot furnish any further information, cancel the call.

- If a rate or rate step is also required for call completion, the route operator can also supply rating information.

Other requests

Collect calls
When it is necessary to determine whether the called telephone is a coin telephone, request this information from the route operator, identifying that the call is collect. If required, request either the numbers or directory route.

Verifying billing permitted in a foreign country
When it is necessary to verify whether a call can be billed to a number in a foreign country (for example, the call is collect, bill-to a foreign calling card, or bill-to a foreign third telephone number), ask the route operator for the information.

Subscriber requests dialing information
Provide dialing information when appropriate, securing the route and any special dialing instructions from the route operator (if necessary).

Securing telephone numbers and providing DA dialing instructions

If the subscriber can dial DA, inform them that they can obtain directory assistance from a DA operator and provide dialing instructions as follows:

- Dial 411 for a local DA operator (usually in the home NPA).

- Dial 1 + 555 + 1212 for DA operator (usually in serving NPA).

- Dial 1 + NPA + 555 + 1212 for a distant DA operator (usually in a foreign NPA).

If a subscriber asks for an NPA, either refer the subscriber to a local DA operator or provide the NPA. If the subscriber cannot dial DA, acknowledge the request and establish the connection.

Securing numbers from DA

Through local instructions, you should be familiar with any DA charge plan for local and distance DA requests. The charge for distance DA requests may vary for intrastate and interstate telephone numbers.

If the subscriber wants you to connect DA, advise the subscriber that a higher rate applies to the operator-assisted connection. If the subscriber still wants you to connect DA, acknowledge and follow the procedure below.

Connecting directory assistance

At the position:

1   Press **OGT** + appropriate menu number + **Start**.

   Note 1: If you do not have an **OGT** key set for access to DA, press **Cld** + (DA number) + **Start**.

   Note 2: Some traffic offices use a transfer operator for DA requests.

2   Press the appropriate class charge + **Pos Rls** when you hear the ringing signal.

Connecting DA and completing the call

If the subscriber wants you to secure the number from DA and assist with completing the call, advise the subscriber that a higher rate applies to operator-assisted calls. If the subscriber still wants you to obtain the number, acknowledge and follow procedure below.

Request for number and assistance completing a call

At the position:

1   Press **OGT** + appropriate menu number + **Start**.

   Note 1: If you do not have an **OGT** key set for access to DA, press **Cld** + (DA number) + **Start**.

   Note 2: Some traffic offices use a transfer operator for DA requests.

2 After obtaining the called number from the DA operator, press **Rls Cld**.

3 Record the DA charge as locally directed either by completing a DA charge ticket or by pressing **{Charge Adjust}**, or **Fncts** + **Charge Adjust** + **Start** + DA charge code + **Start**.

4 Complete the call as though the calling party supplied the called number.

DA cannot be reached

If DA cannot be reached (for example, a no-circuit condition is encountered), proceed as directed in the chapter, "Advancing calls."

Coin telephone check

On a collect call, it must be determined whether the called station is a coin telephone and billed number screening is not available. Reach the distant DA operator for the called area and ask if the called number is for a coin station.

Requesting number from DA

When the DA operator answers, provide all information concerning the called party or place that was provided by the calling party (for example, name, address, and department). If the DA operator asks to speak to the subscriber in order to obtain additional details (for example, to verify spelling or to suggest possible listings), allow the DA operator to speak directly with the subscriber.

After DA supplies called number, the following conditions may apply:

- If the calling party did not hear the number(s), repeat the number(s) and provide dialing instructions (if necessary).

- If the DA operator reports that the number was not found (NF) or is unpublished, pass this information to the subscriber if it was either not heard or not understood.

- If the call is collect and the DA charge is billed to the called party, follow the guidelines in the chapter "Collect calls."

- If the call is to be billed to a third telephone, follow the guidelines in the chapter "Calls charged to a third telephone."

Securing number from a third telephone

Telephone numbers can be obtained from a third number at the subscriber's request. Use the same procedure as for securing numbers from DA and completing the call. Note that **Cld** + third telephone number + **Start** must be used to establish the connection.

Calculating charges

If the call is timed using AMA, the DMS switch automatically computes the time and charges for calls. In order to manually determine the charge using the charge table or by asking the rate operator, the following information is required:

- rate step
- class of service
- connect hour
- chargeable time

Note: Generally, operators compute charges only for calls to Mexico or locations having other line charges.

Some of the following conditions may apply when determining the applicable charge:

- Collect calls:
    — Normally, if the call is collect, use the rate in effect at the calling station.
    — If the call requires a special collect rate, use that rate.
    — If the regular rate plus a collect charge applies, use the calculated rate (regular rate + collect charge = charge).
    — If charges were refused and the call was then completed as a paid call, use the regular station rate.
- If the charge is to be billed to a third number, use the rate that applies between the calling and called numbers.
- If the time of day at a location which you serve is different from that at your office, rate calls using the time in effect at the calling place, when conversation starts.
- If any of the following applies, obtain computed charges from the rate operator:
    — rate step not available
    — chargeable time exceeds highest number of minutes obtainable from position information
    — computed charge table not in your position information

Application of taxes

Federal and local/state taxes may apply to telephone calls, as described below.

Federal tax

Federal taxes apply to telephone charges for calls between points in the United States, except for local calls or calls from coin telephones where the amount is equal to or less than the amount set in federal guidelines.

Local/state tax

Local and state taxes apply to telephone charges for calls originating in the state or local area served by the traffic office.

> *Note:* Federal tax and local/state tax (if applicable) are charged to the billed telephone for collect and third-number billing. If the call originates outside the country but terminates as a collect call inside the country, the charge is taxable in the same manner as domestic calls.

Computing taxes

The rating system computes coin telephone taxes to the nearest five cents. Taxes are not calculated and presented to the operator for noncoin telephone calls that require a T&C quotation. Tax is included in the amount of charge required for coin-paid calls.

Ticketing procedures

Often you are required to enter information on a ticket that you obtain from other operators (for example, the rate and route operator or the DA operator). Table 10-2 provides guidelines for entering secured information. The left column, "Information secured," provides the information type: rate, route, telephone numbers, and charges. The center column, "Ticket entry," provides directions concerning the type of entry you need to make. The right column, "Comment," identifies the condition under which you make the entry mentioned in the second column.

Table 10-2
Entering secured information

Information secured	Ticket entry	Comment
Rate	Enter rate step and class of service.	The rate step is available for the call. Examples: RS 49S: Rate step 49 for a station call RS 75P: Rate step 75 for a person call
	Enter OL, $ amount, and class of service.	A rate step is not available for the call, and other line (OL) charges apply. A money amount is provided. *Note:* Contact the rate operator for the computed charge, if the conversation exceeds the initial period.
	Enter MEXICO, $ amount, and class of service.	A rate step is not available for calls to Mexico, and other charges apply. A money amount is provided. Note that you need to contact the rate operator for the computed charge, if the conversation exceeds the initial period.
	Enter connect hour.	The connect hour is different than the hour you reached the rate operator.
		—continued—

Table 10-2
Entering secured information (continued)

Information secured	Ticket entry	Comment
	Enter rate and additional charge.	The regular rate plus an additional charge applies to the call.
		Note 1: If a call completes to a place different from the place recorded, determine the new rate or rate step and correct the rate recorded on the ticket.
		Note 2: If a call is established after the start of a new rate period, determine the new rate or rate step and correct the rate and connection time recorded on the ticket.
		Note 3: If a call is carried forward to another day, determine the new rate or rate step and correct the rate and connection time recorded on the ticket when the call is tried.
Route	Enter place identification only.	Place identification is the same as the route code.
	Enter place identification and route code.	Place identification is different than the route code.
	Enter route code only.	Route code is secured, but place identification is not available.
	Enter route codes.	More than one route code is secured, indicating there is more than one place known by the name given. Once the correct route is determined, a line should be drawn through the incorrect route code.
	Enter numbers route code.	Normal numbers route codes end in digits without a plus symbol (+), requiring the call to be routed to another operator for dialing.
—continued—		

Table 10-2
Entering secured information (continued)

Information secured	Ticket entry	Comment
	No entry.	Route operator reports that the called place is not listed.
		• Route operator suggests another place. Note the information and try the suggested place.
		• Subscriber provides more information. Try again to secure a route.
		If a route is secured, make the appropriate entry. Otherwise, press **Ca Call** and then **Pos Rls**.
Telephone number	Mark reached DA box.	DA reached, but operator is not to complete call.
	Mark reached DA box and enter number.	DA reached and only one number was supplied. Operator is to complete call.
	Mark reached DA box and enter numbers.	DA reached and more than one number was supplied (for example, a business number and a residential number). Operator completes call.
Charge	Enter exact chargeable minutes and the charge plus tax.	Call is coin-paid.
	Enter exact chargeable minutes and the charge without tax.	Call is noncoin.
	—end—	

External rating system

Real-time rating is required when the charges for a TOPS call must be calculated while the call is in progress, or immediately at its conclusion. The following types of calls receive real-time rating:

- calls billed to a coin phone, for which charges are collected as the call progresses

- calls billed to a hotel phone requiring a room or authorization number, for which charges are reported to a device when the call ends

- time and charges calls, for which time and charges are quoted to the billed party when the call ends

- calls billed to an institutional phone requiring an authorization number, for which charges are reported to a device when the call ends

With the addition of an interface to an external real-time rating system (RTRS), operating companies now have the option of rating calls using a rating system outside the DMS switch. When a billable call arrives at a position, the system determines whether it should be rated internally or externally.

Types of TOPS calls that receive real-time rating

Only certain types of calls can be rated externally. For example, Automatic Coin Toll Service (ACTS) calls can be rated externally, but intercept calls are not rated.

The following types of TOPS calls require real-time rating:

- calls billed to a coin phone

- calls billed to a hotel phone

  Note: Sent-paid hotel OA calls receive real-time rating at the end of the call, not while the call is at the operator position.

- calls receiving time and charges service

External rating can be used in an operator centralization (OC) environment. Queue Management System (QMS) calls can be rated externally.

Operator actions that cause rating

The following operator actions cause a call at the operator position to launch a rating query (if enough rating information is present):

- entering or changing the calling or called number

- class charging a call as sent-paid (for OA coin, DA coin, and DA hotel calls)

- class charging a DA hotel call as sent-paid

  Note: Sent-paid hotel OA calls receive real-time rating at the end of the call, not while the call is at the operator position.

- marking a sent-paid call as coin

- marking a sent-paid DA call as hotel

- switching services (for coin or hotel calls)

- generating AMA (for coin or hotel calls)

- entering a new inter-LATA carrier number for a coin call

- enabling or disabling dial rate on a coin call (Dial rate is a function that rates an operator-handled call as if it were direct dialed.)

- releasing a DA call to announcement when automatic directory assistance call completion (ADACC) is possible

- blocking or unblocking the calling number an a coin call

On a call that has already been rated, an operator action may change the data used to rate the call, requiring another query to rate the call again.

Operator position displays

Calculating rate steps is not necessary for externally rated calls, because the external rater does all charge calculation based on the call details sent in the query message. Therefore, no rate step is displayed to the operator.

Whenever an external rating system query is in progress, the waiting indicator shown in figure 10-1 appears. The indicator is a clock icon, displayed at the beginning of the third line of the TOPS MP message/status area.

FIgure 10-1
Sample OA call with the external RTRS waiting indicator

		12:00	L1	L2

```
TOLL    0+ Coin Pre

Clg     603-622-4023

Cld     704-533-8093

Spl  ▶  _

IC

Misc
```

```
CALL DETAILS




        Overtime Type:  PRE
```

No AMA	Notify	Charge Adjust	Dial Rate	Coin Collect	Coin Return	Over Collect	

If the attempted query fails, the system shows the message `Rtr Fl` (rater fail) in the location of the clock. In addition, invalid charges ($999.99) are displayed in the call details window.

If for any reason the computing module cannot initiate the external rater query, the system shows the message `No Rtr` (no rater attempted) in the location of the clock.

Class-of-call screening

This chapter describes how to use class-of-call screening to handle procedures for calls originating from screened telephones. Class-of-call screening restricts outgoing calls on designated lines to certain types of billing and often requires you to follow special procedures that are indicated by a screening code. Except as modified below or as required locally, follow normal call-processing procedures for screened calls.

Arrival and handling of screened calls

Screened calls arrive at your position with a screen code displayed. A screen code is a two-digit numeral or an alphabetic entry (for example, HOSP) that follows the call origination.

Process these calls according to required billing restrictions and special handling procedures, as indicated by the screen code. If necessary, refer to the position information to determine the meaning of the displayed screen code, acceptable billing arrangements, and special actions associated with the screen codes.

Screen codes and billing restrictions

Billing restrictions

The following table (table 11-1) provides examples of screen codes associated with allowable billing.

Table 11-1
Example screening codes and billing restrictions

Code	Allowable billing
COL	Collect only
PD COL	Paid/collect
C-INMATE (74)	Collect only
—continued—	

Table 11-1
Example screening codes and billing restrictions (continued)

Code	Allowable billing
DORM (76)	Collect, calling card, special calling
HOSP (93)	Collect, calling card, special billing, bill-to-third, special called
HOTEL (94)	Collect, calling card, special billing, bill-to-third, special called
noncoin PUBLIC (98)	Collect, calling card, bill-to-third, special called
—end—	

Applicable access and general provisions

Inmate calls

Incoming calls to inmate telephones are not permitted, and inmates must dial each outgoing call on a 0+ basis. The following access is not permitted for outgoing calls:

- 1+ or 0-

- calls to 800 service numbers

- calls to service codes (for example, 611, 911, and all DA codes)

- calls outside World Zone 1 (WZ1) option; where locally authorized, calls to points outside WZ1 may be permitted, provided the called country accepts collect calls and provided the 0-, 1+, 011+, incoming calls, DA, and 0+800 calls remain blocked.

Inmates requesting unauthorized services should be told to refer such requests to their supervisors at the institution. Operators should not make attempts to dial additional numbers for inmates.

Dormitory calls

Whether incoming calls to dormitory telephones are permitted is determined locally. Students are permitted the following access for outgoing calls:

- 1+800, 0+800, 0-

- 01+ (provided the NXX has direct dial overseas capability and the called country accepts collect calls)

- calls to service codes (for example, emergency and repair calls)

- 1+ or 0+ DA codes

Note: 0+800 and 0+ DA codes are outpulsed and completed without operator involvement.

Students are not permitted the following access for outgoing calls:

- 1 + 7 or 10 digits
- 011+

Other commonly screened calls

The following access is permitted for hospital, hotel, and charge-a-call (noncoin) public-telephone-originated calls:

- 0+ or 0-
- 1 + 800
- 01 + (provided the NXX has DDO capability)
- calls to service codes (for example, emergency and repair calls)
- 1 + DA codes

   Note: Subscribers calling from hospital or hotel screen codes may dial local calls directly by dialing a locally assigned access code and the number.

The following access is not permitted for hospital, hotel, and charge-a-call (noncoin) public-telephone-originated calls:

- 1 + 7 or 10 digits
- 011+

Terminating code screening

Terminating code screening aids in screening out fraudulent calls due to the compromise associated with calling card numbers. This feature allows operating companies to automatically screen out potentially fraudulent calls at the service switching point (SSP). Calls that are screened out are identified as a compromised calling card.

Expanded terminating code screening

This feature enhances the existing TOPS terminating code screening code. Checks are added to the existing code to handle the terminating code screening of a collect or third number billed call.

With the implementation of extended terminating code screening to AABS, and the AABS filtering mechanism, calls to the corresponding procedures are added throughout existing AABS code.

Terminating code screening includes calls from coin and restricted phones, terminating code screening ported to AABS, terminating code screening for AABS collect and third number billed calls.

Note: Terminating code screening is to be considered only after the voice service node (VSN) requested database query has been processed.

No query sent
A query may not be sent for a number of different reasons. For example, the billed number might be a SPL number, that can be validated by sending a database query. The VSN software indicates that the call must go to the operator, instead of the VSN, in order to determine the billing information.

Query sent
The terminating code screening procedure and checks are called after a database query has been made. The AABS billing verification code is divided into queries of the LIDB and the BVC databases.

Terminating code screened calls
Calls that are terminating code screened and sent to an operator are marked as compromised by the activation of a screen display. This compromised message (RES) is the same as for TOPS terminating code screening.

Compromised call override
For the operator to override calls that are terminating code screening compromised, the OPR_COMPROMISED_CALL_OVERRIDE parameter in Table TOPSPARM must be set to Y. Once the call is compromised and Res or (RES) is displayed at the position, if the operator class charges the call again, the call is no longer compromised.

AABS calls filtered based on billed number
Calls that are routed to an operator or remain at an operator due to AABS filtering based on called number are displayed the same way that normal AABS calls appear. If the office receiving the call has the AABS Handoff feature, then No handoff allowed is displayed, as is already done when a call is identified as handoff blocked, ensuring that the call is manually completed by the operator. Once a call has been AABS filtered, the call can no longer be handed off.

Sequence call enhancement
The sequence call enhancement is an extension of terminating code screening. ACCS/MCCS calling card sequence calls originating from coin phones are terminating code screened. When a sequence call is terminating code screened and is compromised, the caller receives a message to hang up and dial direct. The call then disconnects. If the caller now dials the call as

0+ or 0–, the call is terminating code screened and marked as compromised, and the call is routed to an operator. The operator informs the caller that an alternate method of billing is required.

Subscriber-owned coin telephone

In some locations subscriber-owned telephones are identified by the screen display C COIN, which indicates that sent paid calls are not permitted. Billing must be locally determined.

Cellular mobile

A cellular mobile screening code identifies the cellular mobile company number rather than the number of the vehicle. A cellular mobile subscriber can dial station-paid calls on a direct-dialed, 1+ basis.

Cellular mobile subscribers are permitted the following access for outgoing calls:

- 1+, 0+, and 0-

- 011+ and 01+ (provided the NXX has DDO capability)

- calls to service codes (for example, emergency and repair calls)

- 1+800

Credit requests

On credit requests from a cellular mobile subscriber, say, "Did you place your call with an operator?" If the call was placed with an operator, follow standard credit procedures. On a subscriber-dialed call, refer the subscriber to his/her cellular mobile company for credit, saying, "You will have to contact the company providing the mobile service for credit on your call."

Repair service

On requests for repair service, refer subscriber to his/her mobile service company.

Class charging

When class charging a screened telephone call, the DMS switch checks the class charge against the acceptable billing for a particular screen code. The key **{No AMA}** (or the sequence **Fncts** + **No AMA** + **Start**) is effective on calls received with a screen code.

Class charge accepted

When an authorized class charge is entered, the class charge displays and the call advances automatically.

Class charge denied

If an unauthorized class charge is entered, an invalid billing icon is displayed. Press **Rls Cld** if the called number has not rung more than once. Say, "I'm sorry your call cannot be charged to this telephone," or "I'm sorry, but only (type of billing) calls can be placed from this telephone." If the subscriber does not accept your report, refer the call to the service assistant (SA). The SA should explain the billing restrictions on the telephone the subscriber is using. Express regret and try to make other billing arrangements.

ANI failure on a screened line

When ANI (automatic number identification) equipment fails to identify the calling number, request the calling number and press **Clg** + calling number + **Start**. If present, the screen code is displayed. Proceed as appropriate for the screen code.

Miscellaneous requests

The following section describes the miscellaneous requests that an operator may receive and provides recommended procedures to answer the requests.

Request to leave word

Leave-word service is not provided on calls originating from screened telephones. There is no automatic way to check for billing restrictions on call-back incoming calls. If a subscriber places a person call and requests that you to leave word, say, "I'm sorry, but I am unable to leave word on calls from this telephone. Please place your call again later." If your explanation is not accepted, refer the subscriber to the SA.

Service assistant reference

Explain that leaving word is not possible because this telephone is designated for outgoing calls only.

Request for notification

Provide notification for screened telephones as with nonscreened telephones.

Request for time and charges

Time and charges (T&C) may be provided on screened calls. Such requests are handled in the usual way on requests by the calling party for T&C. The calling subscriber must remain on the line since the calling telephone may not be able to receive incoming calls.

Request for a special service operator

Whenever you must connect the subscriber calling from a screened telephone to another operator (for example, on mobile, marine, and

conference calls), you must remain on the line to pass on billing restrictions associated with the particular screen code. Say, "(Calling number) (billing restriction)."

Emergency calls
In general, follow the procedures described in the chapter, "Emergency calls." However, subscribers dialing 0+ and making an emergency request from a telephone with an inmate calling screen code should be told to refer such requests to the supervisors at the institution.

Calls requiring manual processing
When a call must be ticketed and timed manually, remain alert to the billing restrictions imposed.

Requests for directory assistance
Follow local tariffs covering DA charging. If the screened telephone is exempt from a charge, **{No AMA}** or **Fncts** + **No AMA** + **Start** is appropriate. If the screened telephone is not exempt, secure appropriate billing in accordance with the billing restrictions. Requests for 800 service DA should be class charged **Fncts** + **Auto Collect** + **Start**. A collect class charge is not acceptable on DA calls.

Request for a local number
Process the call as you normally would but impose appropriate billing restrictions. Accounting can recognize and appropriately process calls for which no charge applies. Where local tariffs provide, requests for a local number placed 0+ or 0- are subject to a local operator assistance charge.

Credit adjustment requests

This chapter provides procedures for authorizing credit when subscribers report service difficulties (wrong number, cutoff, or poor transmission).

For operating companies, the credit procedures outlined in this chapter apply only to intraLATA calls. Requests for credit on an interLATA call should be referred to the appropriate interLATA carrier (IC).

The procedures outlined in this chapter for credit adjustments are based on Bellcore AMA format and there may be differences in the procedures under NT AMA format.

In general, credit requests need to be handled in a uniform manner. Three operator responses are applicable:

- Offer to reconnect all service difficulties except station-paid noncoin calls on which one wrong number is reported.

- Express regret for the difficulty encountered and indicate that credit will be arranged.

- Ensure that the quality of a reconnection is satisfactory and that the correct number or party is reached.

Credit allowance

The following section describes conditions that may require credit allowance.

Wrong number

Cancel calls identified by a subscriber as having reached a wrong number if the conversation length is brief (length of time determined by the operating company).

Cutoff

Make an adjustment of one minute for each cutoff occurrence. This adjustment allows for the subscriber's inconvenience and time required to begin the conversation again. Additionally, combine the number of portions of the call and rate the call again.

Poor transmission

Make a standard adjustment of one minute for each occurrence of poor transmission. When the subscriber claims more than the standard one-minute credit, proceed as locally directed. For example, refer the subscriber to the SA.

Procedure for giving credit

The three ways to give credit are:

- Press **Fncts** + **Cancel Timing** + **Start**. When possible, use to give credit immediately so that a credit entry need not be keyed.

- Credit entry on AMA tape. When **Fncts** + **Cancel Timing** + **Start** is not appropriate, key a credit entry on AMA tape so that the accounting department can give credit.

- Use a credit ticket. When credit cannot be entered on AMA tape, fill out a credit ticket under the following conditions:

  — credit adjustment applied to a call placed other than current day

  — credit adjustment applied to a call that was originally ticketed

  — credit adjustment applied to a reestablished call that is ticketed

  — CAMA and RCAMA credit ticket

Credit entries on AMA tape

Normally, record credit details on the AMA tape. Always record the following information to identify the call to which the credit applies:

- calling number

- called number

- class charge.

When appropriate, also record the following details on the AMA tape:

- bill-to-third number

- calling card number

- room identification

- dial rate indication.

Connection reestablished

If the connection is being reestablished, the information keyed into the system to establish the call must correspond with the credit request. Therefore, key the credit information into the system prior to releasing your position. The keying of **Cld** + called number + **Star**t routes the call and identifies the called number for the credit request entry.

Connection not reestablished

If the connection is not reestablished, key the call details into the system for credit request identification only. No network connection is established to the called party. The keying sequence **Cld** + called number + **Rls Cld** records the called number on AMA tape but prevents a forward connection.

Credit adjustments applied to a third number

If a subscriber requests credit on a call originating from a telephone other than the one currently being used, perform the following procedure to provide credit.

Making credit adjustments to a third number

At your position:

1   Press **Fncts** + **Access Loop 1** + **Start** to access another loop.

2   Press **Clg** + third number.

3   Press **Cld** + called number + **Rls Cld**.

4   Enter the credit information.

   Note: This keying sequence prevents a forward or backward connection.

Hotel calls

Credit adjustments on calls from hotel telephones are printed on the operating company teletypewriter (TTY) for quoting to hotels as well as being entered on AMA tape. A hotel with its own rating system does not receive TOPS MP credit adjustments.

Credit adjustment

Use the following procedure to enter credit adjustment details on the AMA tape.

Entering credit adjustments on AMA tape

At your position:

1   Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start**.

2   Key a one-digit identification code to define the reason for credit + **Start**.

   When more than a one-minute credit is given for poor transmission, key the one-digit code to identify poor transmission + M + number of minutes of credit applied + **Start**.

   If credit applies to more than one call to the same number, press **{Chg Adj}** or **Fncts** + **Charge Adjust** + **Start** + code + T + number of occurrences + **Start**. This marks AMA for multiple credit entries.

3 If applicable, key a trouble report (as described in the chapter on "Trouble reports").

Credit ticket required

Unless the subscriber indicates otherwise, assume that the credit request is for a call that was originally dialed by the subscriber. Assume also that the request is for one call.

Enter the required information on the ticket:

- calling details
- called details
- billing and class details
- dial rate, if the dial station or subscriber-dialed calling card station rates apply
- current time
- date, if the credit request is for a previous day
- credit details:
    — type of service difficulty
    — number of occurrences.

If the call is reestablished, enter the conversation time on the credit ticket. Do not cancel the ticket if the call is not completed.

New call credit request

Unless the subscriber indicates otherwise, assume that station calls for which credit is requested were originally dialed directly by the subscriber. Determine whether the call is interLATA or intraLATA. If the call is an intraLATA call, follow the procedures outlined below for the specific service difficulty (wrong number, cutoff, or poor transmission). If the call is an interLATA call, you should refer the subscriber to his/her interLATA carrier (IC).

When to give credit

Give credit for wrong numbers, cutoffs, and poor transmission, as described below.

Giving credit for a wrong number

In case of a wrong number, to give credit.

Giving credit for a wrong number

At your position:

1   Express regret, offer credit, and make the connection. Say, "I'll connect you and arrange for credit."

2   Press **{Chg Adj}** or **Fncts** + **Charge Adjust** + **Start**.

3   After entering all details, key a one-digit identification code to define the reason for credit (wrong number entry [WNO]) + **Start**.

4   Ensure that the correct number is reached and release the call for AMA timing by pressing **Pos Rls**.

Credit adjustment

In case of a cutoff call, perform the following procedure to give credit.

Giving credit for a cutoff

At your position:

1   Express regret, offer credit, and reconnect the subscriber to the party with whom he or she was speaking before the interruption. Say, "I'm sorry, I'll reconnect you and arrange for credit."

2   After entering all call details, enter a cutoff (CTO) credit entry on AMA tape so that the accounting department can give proper credit for the call.

Giving credit for poor transmission

At your position:

1   Express regret, offer credit, and reconnect or make the connection.

2   Verify that there is satisfactory communication between parties and inform the subscriber that he/she will be given credit for the call.

3   Verify that there is satisfactory communication between parties and inform the subscriber that he/she will be given credit for the call.

4   Note the following exceptions to credit requests for poor transmission:

If	Do
the subscriber questions the standard one-minute credit	explain that a one-minute credit allowance provides for accurate credit for the majority of subscribers. Say, "Most subscribers hang up when they encounter poor transmission; therefore, we arrange for one-minute credit."
the subscriber claims two or three minute	explain to the subscriber that you will arrange for two or three minutes of credit. However, inform the subscriber that in the future he or she should hang up immediately and call for credit.
the subscriber claims more than three minutes	refer the subscriber to the SA

Service assistant reference
Negotiate a suitable allowance with the subscriber and suggest that in the future he or she hang up immediately and call the operator for a reconnection.

Transmission still unsatisfactory
If transmission is still unsatisfactory after you have taken steps to improve it, explain the situation to the subscriber. Either cancel the call or make further attempts, as directed. If the parties want to continue conversation, let them do so as usual.

Unable to reestablish connection
If you encounter a busy condition, a reorder, or an no circuit (NC) reorder announcement when attempting to reconnect a subscriber, repeat the attempt after about 30 seconds. If you still cannot complete the call, tell the subscriber that you gave credit for the call. Advise the subscriber to call again later.

Instant credit

Flash on loop
If a subscriber flashes on a connection held on loop to inform you of a service difficulty, perform the following procedure.

Receiving flash on loop to report trouble on line

At your position:

1   Press **Fncts** + **Cancel Timing** + **Start**, if appropriate.

2   Enter a trouble report, if appropriate.

3   Press **Rls Cld** + **Start** to recycle the call.

4   Press **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos Rls** when a satisfactory connection is made.

When a subscriber flashes on a connection held on loop to report a cutoff, and you do not cancel the total chargeable time, perform the following procedure.

Trouble on line—total chargeable time not cancelled

At your position:

1   If the billing is recorded on a ticket, mark the elapsed time. If not a reestablished connection, enter the conversation time, mark the credit details, and press **Rls Cld**.

2   Press **Start** to recycle call.

3   Press **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos Rls** when a satisfactory connection is made.

Credit request at T&C recall

Credit adjustment

Follow the credit adjustment principles outlined previously. Then proceed as follows. Always express regret for the inconvenience the subscriber experienced.

If the call is one minute or less at T&C recall and reconnection is not requested, key a charge adjust entry to give credit + **Pos Rls**.

If the call is more than one minute at T&C recall and reconnection is not requested, three conditions may apply: wrong number, cutoff, or poor transmission, as described below.

- For a wrong number, credit the call according to the principles outlined previously; key a charge adjust entry to give credit + **Pos Rls**.

- For a cutoff, key a charge adjust entry to give credit. Press **Fncts** + **Call Details** + **Start** to obtain the rate step, manually calculate the charge, quote T&C, and press **Pos Rls**.

- For poor transmission, key a charge adjust entry to give credit. Press **Fncts** + **Call Details** + **Start** to obtain the rate step, manually calculate the charge, quote T&C, and press **Pos Rls**.

T&C recall requesting reconnection—one minute or less elapsed time

At your position:

1 Key a charge adjust entry to give credit.

2 Press **Fncts** + **Call Details** + **Start** and record a billing ticket. If a special calling or special called class charge is displayed on the screen, request special billing details from the subscriber and enter on the ticket.

3 Reach the called telephone by pressing **Start** or by keying **Cld** + called number + **Start**, whichever is appropriate.

4 Verify that the correct station or party is reached.

5 Key **{No AMA}** or **Fncts** + **Start Timing** + **Start** (if appropriate) + **Fncts** + **Hold** + **Start** + **Pos Rls**.

6 At the end of conversation, access the loop to display the T&C and enter the T&C on the ticket.

   Note: If the call is more than one minute at T&C recall and reconnecting, follow the preceding procedure if treated as a standard credit allowance for wrong number or party.

Credit is not given for full elapsed time at T&C recall, reconnecting, if the call was cutoff, or there was poor transmission. Perform the following procedure.

T&C recall requesting reconnection—cutoff or poor transmission

At your position:

1 Key a charge adjust entry to give credit.

2 Make a note of the elapsed time in the write-in space on a billing ticket.

3 Press **Fncts** + **Call Details** + **Start** and enter the rest of the details on the billing ticket. Enter allowance (for example, allow 1 MIN CTO) in the write-in space.

4 If a special calling or special called class charge is displayed on the screen, request special billing details from the subscriber and enter on the ticket.

5 Press **Start** to recycle the call.

6 Verify that the correct party is reached.

7 Key **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Fncts** + **Start Timing** + **Start** (if appropriate) + **Fncts** + **Hold** + **Start** + **Pos Rls**.

8   At the end of conversation, access the loop to obtain call duration and enter on the ticket. Disregard the charge displayed on the screen. Add the elapsed periods and subtract the allowance. Calculate the charge manually and enter the total minutes and charge.

9   Press **Pos Rls**.

Infrequent credit requests

The following discusses two types of requests for credit that are less frequently encountered.

CAMA and RCAMA credit ticket

If the subscriber reports giving a wrong calling number on a CAMA or RCAMA call, tell the subscriber that you will try to remove the charge from the bill. Ask the subscriber for the correct calling number. Prepare a credit ticket as locally directed.

TTY station tone credit request

If the subscriber reports receiving a tone identifiable as a TTY tone, proceed as if it was a wrong number credit request.

Coin telephone calls

This chapter describes procedures for handling coin telephone calls in traffic offices with or without Automatic Coin Toll Service (ACTS).

Operator service

Except as modified in this chapter, calls originating at coin telephones are generally handled the same way as other calls.

Equipment

There are two types of coin telephones, postpay (Po) and prepay (Pre).

- On Po telephones, the deposit slots are connected directly to a collection box. With this type, do not ask for the coins until the called station or party is reached.

- A Pre telephone has an intermediate container, called a hopper. The coins in the hopper can be tipped into the collection box or down the return chute to the caller.

  — To tip coins into the collection box, press **Fncts** + **Coin Collect** + **Start**.

  — To direct coins down the return chute, press **Fncts** + **Coin Return** + **Start**.

Coins are returned automatically when a call is not completed.

Coin call display

Figure 13-1 illustrates the principal screen messages associated with coin calls.

Figure 13-1
Screen display for coin calls

Automatic coin return and collection for prepay coin telephones

If the calling party must make a deposit to obtain a dial tone, the deposit is automatically returned when the operator answers. Coins are automatically collected at Pre coin telephones under the following conditions:

- five seconds before the expiration of the initial period (initial period minutes determined by the operating company)

- on receipt of a disconnect from the calling or called party (after a successful connection)

- on a call held on loop (if there are coins in the hopper)
- at the end of the overtime period (if there are coins in the hopper)
- when you press **Pos Rls** after disconnect

Coin call arrival

1 + Coin Pre or 1 + Coin Po calls

The subscriber dialed the 1 + a 7- or 10-digit number. The charge (Chg) displayed on the screen is followed by the amount to be collected for the station-paid initial period, including tax.

0 + Coin Pre or 0 + Coin Po calls

The subscriber dialed the digit 0 + a 7- or 10-digit number and would like special handling on the call (for example, to reach a particular party, to have the call billed to another number, or to make the call collect.) The charge (Chg) appears on the display when a **Clg** + **Sta** (station paid) or **Clg** + **Per** (person paid) class charge keys are used. The charge includes the tax.

1+ or 0+ (calling number) calls

Calls arriving over an operator number identification (ONI) combined trunk group have the NPA-NXX displayed and the kind of call dialed. An audible tone indicates that the call is from a coin telephone.

Pressing **Fncts** + **Coin** + **Start** identifies the originating station class (Coin Pre or Coin Po) with a display on the screen:

- On 1+ calls, Chg appears on the display after you key the calling number. The charge is the amount to be collected for the station-paid initial period.

- On 0+ calls, Chg appears on the display after the calling number and the **Clg** + **Sta** (station paid) or **Clg** + **Per** (person paid) class charge keys are pressed. The charge includes the tax.

0 Coin Pre or 0 Coin Po calls

The telephone subscriber dialed the digit 0 for the operator. Dial the called number as usual. Chg appears automatically after keying the called number and pressing either **Clg** + **Sta** (station paid) or **Clg** + **Per** (person paid) class charge keys are pressed. If you press any class charge keys other than **Clg** + **Sta** (station paid) or **Clg** + **Per** (person paid), the charge and minutes are not displayed on the screen.

0, NPA-NXX ? calls

Calls arriving over a combined ONI trunk group have NPA-NXX ? displayed. An audible tone indicates that the call is from a coin telephone.

Press **Fncts** + **Coin** + **Start** and handle as a 0 coin call. If there is no audible tone for a coin call, process as an ONI call.

Note: If you press any class charge keys other than **Clg** + **Sta** or **Clg** + **Per**, the charges are not displayed on the screen.

Handling coin-paid calls

A coin-originated paid call is AMA billed in the same manner as a call originated from a noncoin telephone, except as modified in this chapter.

Machine-timed and AMA-billed calls

Machine-timed and AMA-billed calls are calls that can be released from your position for AMA billing. Equipment coin-timing ensures that coin-paid calls are automatically returned to a TOPS MP operator (after a specified elapsed time) for action such as notification. Notification requests of less than the initial period are not accepted by the equipment on coin-paid calls.

Coin timing

Coin timing is effective on calls released or held at the operator position. Timing starts after pressing **Pos Rls** or when the called party answers (whichever action occurs last). The equipment collects the initial deposit five seconds before the end of the initial period, and then recalls an idle position for the operator to give a verbal announcement of end-of-initial period, if locally applicable. Similarly, at the end of an overtime interval, the equipment returns the calls to an operator position to secure a deposit for overtime charges.

Follow the procedure below to bill coin-paid calls using AMA.

Procedure to bill Coin-paid calls using AMA

At your position:

1 Press the proper class charge key(s).

2 Obtain the initial deposit.

3 Make any announcement required.

On station-paid calls from a prepay coin telephone, press **Pos Rls** after obtaining the initial deposit, only if the initial deposit does not exceed the hopper capacity. If the initial period deposit exceeds the hopper capacity, verify the telephone or party reached before requesting any portion of the initial period deposit.

On calls from a postpay coin telephone, verify the telephone reached before requesting the initial period deposit. Press **Pos Rls**.

Machine-timed and manually billed calls

These calls are held at your position. A ticket is required to record billing. Coin timing ensures that call supervision changes are given to direct you to enter the call at specified intervals (for an action such as notification.)

Use the following procedure to bill machine-timed and manually ticketed calls.

Machine timed and manually ticketed calls

At your position:

1 Place the call under **{No AMA}** or **Fncts** + **No AMA** + **Start**.

2 Follow the steps for AMA-billed coin-paid calls in the previous section.

3 Prepare a ticket with appropriate entries.

4 Hold the call at your position. Press **Fncts** + **Start Timing** + **Start Fncts** + **Hold** + **Start** + **Pos Rls**.

Preparing ticket entries

Enter total amount collected and total minutes in the CHARGE and MIN designation. Mark COIN and the usual ticket entries. If the correct charge was not secured, indicate the amount over- or underpaid.

Semi-automatic rating

When the rate step is not available or there is a trouble condition, the RS header display flashes. Unless the called number is ringing, immediately press Rls Cld. A rate step number is required before an automatic charge display can be obtained. Follow the procedure below.

Semi-automatic rating

At your position:

1 Determine the rate step.

2 Verify that you pressed the correct class charge key.

3 Key the one-, two-, or three-digit code into the equipment **Fncts** + (rate step number) + **Start** + **Rate step** + **Start**.

4 Observe the charge and minutes display on the screen; rating and charging are now automatic.

Manual rating—rate not available

If a rate is not available because a rate step cannot be assigned (for example, a call with other line charges), follow the procedure below.

Manual rating—rate not available

At your position:

1   Assign a no-charge rate step by keying **Fncts** + **Rate step** + **Start** + no-charge rate step (0) + **Start**.

2   Obtain initial period amount from the rate operator and collect from subscriber.

3   Note minutes and amount collected on memo.

4   When the call returns for notification and coin collection, obtain from rate operator computed charge for initial and overtime periods.

5   Deduct amount already collected and collect balance.

6   Note minutes and amount collected on memo.

7   At call completion, ask rate operator for computed charge for total minutes talked.

8   Deduct what is already collected and ask for remaining amount owed.

9   At call completion, press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start** and enter information into the system to record the charges on a manually rated call.

Subscriber recall, machine-timed or AMA-billed

`Recall Coin Pre` or `Recall Coin Po` displays indicate that the calling subscriber flashed within the initial period for assistance. The display reflects the call details, including the minutes and charge. The coins deposited at a prepay telephone are still held in suspension.

- If the calling party wants to place a new call, say, "Will you hang up for a minute and then dial your call?"

- If the recall is due to an equipment problem and conversation is in progress, press **Pos Rls**. Timing is suspended while the call is attached to an operator's position but continues when **Pos Rls** is pressed.

Notify, charge on return for AMA

If the initial period return for notification (local option) feature is active, the return of the call for notification at the end of the initial period interval is automatic for all coin-paid calls that are released or held at an operator position. On a coin-paid call that is released, a `Nfy Coin Pre or Po` display indicates when notification is due on a coin call. Say, "It is now (number) minutes. Signal when through, please." Then press **Pos Rls**. On the standard notify (period of time determined by the operating company) there is no amount due and no deposits by the calling party.

Nonstandard notification

Return of coin-paid calls with nonstandard notification period includes `Ovt` (min) `Coin Pre` or `Po` and charges due. Say, "It is now (minutes), please deposit (charge) for the additional (minutes)."

Automatic return for collection of overtime charge

Return of coin-paid calls for collection of amount of overtime charge is automatic at the end of conversation or after a predetermined overtime period, whichever occurs first. Following are the displays associated with automatic return.

Overtime Coin Pre or Po displayed and conversation ended

The `Overtime Coin Pre or Po` display indicates that an overtime charge is due on a coin call at the end of conversation. The display also shows the amount due, including tax, and the number of overtime minutes. Follow the steps in the following procedure to complete the call.

Overtime Coin Pre or Po displayed and conversation ended

At your position:

Depending on the circumstances, proceed as follows:

Overtime Coin Pre or Po displayed and conversation ended

If the calling party	Do
is still off hook	obtain the overtime charge, and press **Pos Rls**.
is on hook	press **{Ring Calling}** or **Fncts** + **Ring Calling** + **Start**, obtain the additional charge, and press **Pos Rls**.
does not answer the ring-back after approximately 30 seconds (calling party left the telephone - LF)	obtain billing information from the called party (if locally directed) and: 1 Press **Fncts** + **Release Calling**+ **Start** to stop ringing to calling telephone 2 Press **Fncts** + **Call Details** + **Start** and note all call details on a memo ticket.
—continued—	

Overtime Coin Pre or Po displayed and conversation ended(continued)

If the calling party	Do
	3 Enter the walkaway charge adjustment value, and press **Fncts** + **Withhold Calls** + **Start** + **Pos Rls**.
	4 Press **Fncts** + **Access Loop 1** or **Access Loop 2** + **Start** + **Cld** + called number + **Start**.
	5 When called number answers, request billing arrangements from called party.
	6 If acceptable billing is given, prepare a part charge ticket. Note in the special instructions billing given after conversation, with shortage noted on AMA tape.
—end—	

Overtime Coin Pre or Po displayed and conversation not ended

Inform the subscriber that the call is in the overtime period, secure the overtime deposit, and ask the parties to resume conversation, and then press **Pos Rls**. Coin timing begins again when you release your position. The cycle is repeated as often as required by the length of conversation.

If the subscriber questions being interrupted, explain that for their convenience we notify subscribers periodically of the time they have talked. If the subscriber wants to continue without further interruption, comply with the request. Follow the steps in procedure below.

Overtime Coin Pre or Po displayed and conversation not ended

At your position:

1 Record a memo and note the amount due as a reminder to obtain the deposit.

2 Press **{Notify}** or **Fncts** + **Notify** + **Start** + 0 + **Start**.

3 Hold the call on loop.

4 Add the two amounts and obtain the total amount due at the end of conversation.

Notify, charge due on return (manual)

If the call is normally ticketed and machine-timed, follow the procedure below.

Notify, charge due on return (manual)

At your position:

1   Record a billing ticket, including all pertinent information (coin, calling, and called numbers).

2   Determine the rate step if semi-automatic rating applies, press **Fncts + Rate step + Start** + (rate step number) + **Start**.

3   Secure the coin deposit and note it in the Special Instructions space of the ticket.

4   Press **{No AMA}** or **Fncts + No AMA + Start**.

5   Start timing at the appropriate time, and hold the call on loop.

6   At the end of the initial period, `Nfy` is displayed in the appropriate loop status area.

7   When the loop is accessed, observe `Nfy` and `Min` and say, "It is now (number) minutes. Signal when through, please."

8   Press **Fncts + Hold + Start + Pos Rls**.

9   At the specified minute of the overtime interval, `Nfy` is displayed in the appropriate loop status field.

10   When the loop is accessed, observe the Overtime min and secure the coin deposit according to the charge display.

11   Enter the elapsed time and coin deposit on the ticket; ask the parties to resume conversation.

12   Continue to hold on loop until conversation ends. If conversation ends and the calling party is still off-hook, secure the overtime deposit, enter the elapsed minutes and coin deposit on the ticket, and then press **Pos Rls**. As an overlap, mark the total number of minutes and charge boxes on the ticket and file it.

   If conversation ends and the calling party is on-hook, press **Fncts + Ring Calling + Start**, secure the additional charge.

TOPS Pre-Paid Coin Overtime

The Pre-paid Coin Overtime feature enables an operating company to collect overtime charges on coin calls before those charges are incurred. If the caller fails to make a deposit or if the deposit is insufficient, the call is either routed to an operator or disconnected. This feature can function in an ACTS or non-ACTS environment

With the pre-paid feature, and announcement is provided at the end of the initial period indicating that the call is going into overtime and that pre-payment for the period is required. If the route to an operator option is activated and there is no deposit following this announcement, the call is sent to the operator for assistance.

Failure to secure charges, third number
On calls charged to a third number, secure acceptance before advancing the call, as described in the chapter 18, "Calls to a third number." If charges are refused or you are unable to secure acceptance, access the original loop and secure alternate billing.

- If the call is coin paid, handle as outlined for coin-paid calls.

- If billing arrangements are not secured, say, "I'm sorry, I will be unable to connect you," and then press **Pos Rls** (or **Call** + **Pos Rls** if appropriate).

Service difficulty

Give a credit adjustment to a subscriber who encountered service difficulty (for example, a wrong number). There are two parts to the credit adjustment policy:

- being fair with the subscriber

- making the final charge approximately what it would have been if the subscriber had not experienced any difficulty

Timing adjustments
The amount of timing adjustment depends on the type of service difficulty encountered. Following are examples of different types of service difficulty.

Wrong number
If a credit request comes in as a new call, allow the initial period. If a recall or flash on connection held at position, cancel timing if one minute or less. If timing is two minutes and subscriber maintains a wrong number was reached, cancel timing.

Cutoff
Allow the initial period of one minute on a service difficulty encountered in the overtime period.

Poor transmission
Allow the initial period if poor transmission was encountered during the initial period. If service difficulty was encountered in the overtime period, make a one-minute allowance. If subscriber then claims two or three minutes, allow this amount.

Giving credit

Wrong number or party reached

Proceed as follows for each set of circumstances shown in the procedures below.

Wrong number or party reached (1+, 0+, Coin Pre or Po) or (1+, 0+ with ?) in Clg field

At your position:

1   Express regret and obtain the calling number, if appropriate.

2   Press the proper class charge key.

3   Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start** , enter the information required to cancel the original timing and press **Start**.

4   Verify that the correct number or party has been reached before allowing conversation to start.

5   Press **Pos Rls**.

Wrong number or party reached (0 Coin Pre or Po or 0 with ? in Clg field)

At your position:

1   Express regret and obtain the calling number, if appropriate.

2   Press the proper class charge key.

3   Obtain and key the called number.

4   Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start**, and enter the information required to cancel the original timing, and press **Start**.

5   Verify that the correct station or party has been reached.

6   Press **Pos Rls**.

Wrong number or party reached (Recall Coin Pre or Recall Coin Po)

At your position:

1   Express regret and determine from the display the length of time the subscriber was connected.

2   If the request seems justified, press **Fncts** + **Cancel Timing** + **Start** + **Rls Cld**, and recycle or re-key the called number.

3   Secure any additional amount due if the initial period rate increases, key an overcollection if the initial period rate decreases, or return the deposit and obtain the new amount.

4   Verify that the correct station or party has been reached.

5   Press **Pos Rls** (when appropriate).

Wrong number or party reached (flash on connection held at position)(continued)

At your position:

1   Express regret and determine from the display the length of time subscriber was connected.

2   If the request seems justified, press **Fncts** + **Cancel Timing** + **Start** + **Rls Cld**, and recycle or re-key the called number.

3   Press **Fncts** + **Call Details** + **Start**, and check the rate step number. If the rate step number is different from the one displayed, request the additional deposit or indicate overcollection, whichever is appropriate.

4   Verify that the correct station or party has been reached.

5   Press **Fncts** + **Start Timing** + **Start** (when appropriate).

Wrong number or party reached (Nfy, Min, Coin Pre) or (Nfy, Min, Coin Po)

At your position:

1   If the subscriber claims a wrong number or party, question to determine all the facts. Press **Fncts** + **Call Details** + **Start** to indicate whether the number was dialed correctly.

2   If the request seems justified, press **Fncts** + **Cancel Timing** + **Start** + **Rls Cld** and recycle or re-key the called number.

3   Check the rate step number. If the rate step number is the same as the one displayed, the deposit is correct. If the rate step number is different, request the additional deposit or indicate the overcollection, whichever applies.

4   Reconnect the subscriber and verify that the correct station or party has been reached.

Cutoff, poor transmission, or other service difficulty

Proceed as follows for each set of circumstances shown in the procedures below.

Service difficulty (1+, 0+, 0, Coin Pre or Po) (continued)

At your position:

1   Express regret and press **Fncts** + **Call Details** + **Start**, if appropriate.

2   Press the proper class charge key(s) .

3   Press **Fncts** + **Charge Adjust** + **Start** entry as described previously to cancel the original timing

4   Reconnect the calling party and the person talking when interrupted.

5 Press **Pos Rls**.

Service difficulty (Nfy, Min, or Recall, Coin Pre or Po)

At your position:

1 Express regret and press **Fncts** + **Cancel Timing** + **Start**.

2 Recycle to connect the calling party with the person talking when interrupted.

Service difficulty (flash on loop)

At your position:

1 Express regret and determine from the display the length of time the subscriber was connected.

2 If the request seems justified, press **Fncts** + **Cancel Timing** + **Start** + **Rls Cld**, and recycle the called number.

3 Verify that the correct station or party has been reached.

4 Make any notations necessary on your ticket to either cancel the call if the trouble was reported during the initial period, or cancel a portion of the call if the trouble was reported during the overtime.

5 Press **Fncts** + **Start Timing** + **Start** (when appropriate) and continue to hold the call on loop.

Service difficulty (Overtime Coin Pre or Po display)

At your position:

1 Express regret and press **Fncts** + **Call Details** + **Start**.

2 Determine the length of time the subscriber was interrupted and enter a credit adjustment into the system using **Fncts** + **Charge Adjust** + **Start**,

3 Collect the amount displayed less the credit adjustment.

4 Press **Rls Cld** and recycle the called number.

5 Reconnect the called party.

6 At the end of conversation or at the next overtime collection period, collect the amount displayed on the screen.

If	Do
the call can be released for AMA timing	reconnect the parties and proceed as follows: 1 Key an **Fncts** + **Charge Adjust** + **Start** entry to give credit as described previously. 2 If the call is to be held on loop, record a billing ticket to reflect the amount of time talked on this portion of the call and to show whatever credit is to be allowed because of the service difficulty.

Coin deposit

Securing the initial period deposit on prepay call

Say to the calling party, "(Amount) please for the first (initial period)."

- On all paid calls from prepay telephones, if the initial period deposit does not exceed hopper capacity, and if you have not secured the deposit for the initial period before the called telephone answers, secure it before permitting conversation to start.

- On all paid calls for which the initial period deposit exceeds hopper capacity, secure the deposit after announcing the call. Acknowledge appropriately after receiving the deposit.

Securing the initial period deposit on postpay telephone

Wait to request the deposit until after the called telephone is answered. Then follow the procedure below.

Securing coin deposit—postpay telephone

At your position:

1 After advancing the call, display the called number by pressing **Fncts** + **Call Details** + **Start**.

2 When the called party answers, verify that you have reached the correct number, saying, "Is this (NPA plus called number)?" If you have reached the correct number, ask the called party to hold the line.

3 Do not announce the call if it is obvious that the correct number has been reached (for example, the calling party responds to the called party).

4 Request the total initial deposit, which is then collected automatically. There is no hopper limitation on a postpay telephone. After securing the deposit, say, "Thank you. Go ahead please."

Additional charge deposit

Say, "(Amount) more, please." Or if you feel it would be helpful on larger amounts, mention the number of additional minutes, "(Amount) please, for the additional (number) minutes."

Coin-collection guidelines

Hopper limitation on prepay telephone

If the amount to be deposited exceeds hopper capacity, say, "The charge is (amount) for the first (initial period) or for the additional (number) minutes. Deposit (amount) please and wait until I tell you to deposit more." Collect the deposit and then secure the remainder in amounts not exceeding hopper limitations.

Accuracy check

After requesting a deposit, listen for the coin signals and if it helps you, enter the denomination of each coin deposited in the Coin space on the ticket or other memorandum.

- If the call is one you release, acknowledge the deposit, release the call, and discard the memorandum you may have prepared.

- If the call is one you time and hold, enter the total amount collected and the number of minutes on the ticket.

Partial amount received

If you receive signals for only part of the amount due, say, "(Amount) still due, please." If the calling party hangs up without depositing the full amount due, collect any deposit made, ring the calling telephone, and request the amount due.

Collecting or returning deposit

If you need to return or collect coins deposited, press the appropriate collect or return key(s).

Indistinct, incorrect, or no coin signals

When signals are indistinct, incorrect, or there are no coin signals, follow the steps in the procedure below.

Indistinct, incorrect, or no coin signals

At your position:

Proceed as the circumstances indicate as follows:

Indistinct, incorrect, or no coin signals

If	Do
signals are indistinct or incorrect; or if it appears that a signal was given by means other than the deposit of a coin; or if no signals are received	ask the calling party whether the amount requested was deposited.
amount requested was not deposited	request the deposit again.
the subscriber claims to have deposited the required amount	say, "I'm sorry, I did not get the signals or (correct signals). I will return the money." Return the deposit, and then say, "Deposit (amount) again, please."
you still do not receive the correct signals	say, "I still do not get the correct signals."
the subscriber again states a correct deposit was made and you have no reason to doubt the statement	assume that the correct deposit was made.
the call is one you release	proceed just as though you had received correct coin signals.
the call is one you ticket and machine time	enter the amount in question and an explanation on the ticket. At the end of conversation, enter the total charge, including the amount for which signals were not properly received.
you doubt the correctness of the subscriber's statement and are convinced that no deposit was made	explain that you still do not get the proper signals and ask for the name and address. 1 Enter this information with an explanation on the ticket. 2 Press **{No AMA}** or **Fncts +No AMA + Start** sequence. Allow the call to complete but hold and time it at your position. 3 Refer the call to the service assistant.
there is any indication that the telephone equipment is not working satisfactorily	report the trouble.
—continued—	

Indistinct, incorrect, or no coin signals (continued)

If	Do
necessary	tell the party that there is trouble at the telephone and request that another telephone be used.
the calling party refuses to deposit money or disputes charge	use this procedure:
	1 Verify the facts and make any necessary adjustment. (For more guidance, see chapter10, "Starting conversation, timing, and supervising.")
	2 If the charge is correct, or is associated with an OVT display, try to secure the deposit due. If the subscriber is still unwilling to make the deposit, explain that you cannot proceed with the call until the deposit is made.
	3 If you cannot secure the deposit, explain the situation to the called party and ask him/her to hang up.
	4 Press **Rls Cld** to prevent completion of the call.
—end—	

Subscriber claims lost coins

When a subscriber reports lost coins in this or another telephone, make an effort to return the money mechanically, if appropriate, and proceed as locally directed using one of the following options.

- Refund by mail—Prepare a coin refund voucher by requesting the pertinent details.

- Connect to refund control center—If you connect the subscriber to a refund control center, follow the procedure below.

Connecting to a refund control center

At your position:

1   Inform the subscriber, saying, "I'm sorry you have experienced a problem. I will connect you with the refund control center (RCC)."

2 Press **CLD** + RCC number + **Start** + **{No AMA}** or **Fncts** + **No AMA** + **Start**; listen for the first ring and press **Pos Rls**.

3 Other circumstances:

If	Do	
an OGT key is designated	1	Press **OGT** + appropriate menu number + **Start**.
	2	Class charge, if appropriate.
	3	Press **Pos Rls** (when appropriate).

Refer to centralized credit and refund center Provide dialing instructions, saying, "You can reach the credit (or refund) operator by dialing (number)." If the subscriber does not accept the dialing instructions or wants you to establish the connection to the refund center, acknowledge and comply with the request.

Credit adjustment warranted If a credit adjustment is warranted, allow credit and connect the subscriber. If locally directed, obtain a deposit or other suitable billing arrangements before attempting to complete a call. If the subscriber asks to be connected and a refund would greatly inconvenience the subscriber, or if a credit adjustment instead of a refund is warranted, allow credit and connect the subscriber.

Call not completed Any time that you are aware that coins were deposited and for some reason the call is not completed and the coins cannot be returned, offer to try another number or to refund the money by mail.

Call later canceled If the call is later canceled, arrange for a refund. If appropriate, say to the subscriber, "If your call does not go through, you will have a credit of (amount). If you will signal, I will be glad to arrange for a refund."

Reporting to repair service Report to repair service each case involving a subscriber's claim that the deposit to reach an operator was not returned. See "Trouble reports."

Overcollection of initial or overtime period deposit
Overcollections may occur under various conditions. The following sections address some of those conditions.

Overdeposit If the subscriber deposits more money than required, explain that an overdeposit was received (unless the subscriber already mentioned it) and follow the procedure below. If the call is one you recognize as having a flat rate charge (that is, no overtime applicable), it is not necessary to mention the overdeposit.

Overdeposit

At your position:

1 When a subscriber does not have the coins to make a correct deposit, say "You will have (amount) credit toward overtime"

2 Press **{Over Collect}** or **Fncts + Over Collect + Start** + overdeposit amount + **Start**.

3 Press **Pos Rls** (when appropriate).

Call not completed If you know that coins were deposited but for some reason the call is not completed and the coins cannot be returned, offer to try another number or refund the money by mail. If appropriate, say, "If your call does not go through, I will be glad to arrange for a refund if you will signal."

Overtime coin call When an overtime coin call is returned to your position, the overcollection is automatically deducted and the required deposit displayed. Secure the overtime charge.

Note: If a deposit was improperly collected on standard notification, an overcollection will appear and require manual subtraction from the amount now due.

Overcollection at disconnect When an overcollection occurs at disconnect, record the overcollection in one of two ways, as locally directed:

- Press **Fncts** + **Over Collect** + **Start** + amount of the overdeposit + **Start**.

- Press **Fncts** + **Charge Adjust** + **Start** (or **{Chg Adj})** + one-digit code to identify the overcollection + C (for cents) + amount overcollection + **Start**.

Note: The limit for overcollection that can be recorded using the operator position keyboard is 99¢.

Refunds

Make an effort to return the money mechanically (**Fncts** + Coin Return + **Start**). If you are unable to do so, offer to refund the money by mail (if it is more than 20¢). If the subscriber requests that the overdeposit be refunded, comply with the request, regardless of the amount involved.

Undercollection and part charge

When any portion of the amount due cannot be collected on a paid call from a coin telephone, an undercollection exists. Use **{Charge Adjust}** or **Fncts + Charge Adjust + Start** to make an undercollection entry on AMA-timed calls.

Disposition of undercollection In most cases, the subscriber volunteers information as to how the undercollection should be handled. If subscriber does not volunteer such information, suggest that the call be billed to another telephone or calling card. If the subscriber cannot provide a billing number, try to obtain billing as follows:

- Secure the name and address of a party to whom a bill may be sent.

- Ask the subscriber to mail the amount due to the business office or to call later and deposit it.

Request to charge to called telephone/third telephone or calling card
Use one of the following procedures:

AMA-billed, conversation not ended, Overtime Min display A call arrives at your position with Overtime displayed, and the conversation is not ended. Coin subscriber pays all or a portion of the amount owed and requests that the remainder be billed collect, to a third number, or to a calling card. Follow the procedure below.

AMA-billed, conversation not ended—Overtime Min display

At your position:

1 Enter the billing number and secure acceptance and/or billing validation (for procedures, see the following chapters, "Collect calls," "Calls charged to a third telephone," and "Collect calls").

2 Press **Fncts + Call Details + Start** and the appropriate class charge key.

3 If part of the coin charge is coin paid, press **{Charge Adjust}** or **Fncts + Charge Adjust + Start** + one-digit code to identify a change of billing + C (for cents) + the amount paid + **Start**.

4 Press **Pos Rls** when appropriate.

5 The amount owed and the remainder of the call are charged to the new billing number.

6 The call will not automatically return to an operator's position for additional overtime notification.

AMA-billed, conversation not ended, Overtime (min) display A call arrives at your position with Overtime displayed, and the conversation is not ended. Coin subscriber requests the amount owed and the remainder be

billed collect, to a third number, or to a calling card. Follow the procedure below to bill the amount owed.

AMA-billed, conversation not ended—request for partial alternate billing (overtime display)

At your position:

1   Enter the billing number and secure acceptance and/or billing validation (for procedures, see chapter 10, "Collect calls, " and chapter 19, "Calls charged to a third telephone."

2   Press **Fncts** + **Call Details** + **Start** to determine whether the original call was station or person.

3   Press the new class charge key(s).

4   Press **Pos Rls** when appropriate.

5   The amount owed and the remainder of the call are charged to the new bill-to number.

AMA-billed, conversation ended, Overtime display A call arrives at your position with Overtime displayed and conversation is ended. The coin subscriber deposits a portion of the amount owed and requests that the remainder be billed collect, to a third number, or to a calling card. Follow the procedure below for billing the amount owed.

AMA-billed, conversation ended—request for partial alternate billing (overtime display)

At your position:

1   Enter the billing number and secure acceptance and/or billing validation (for procedures, see "Collect calls," and "Calls charged to a third telephone."

2   Press **Fncts** + **Call Details** + **Start** and the appropriate class charge key(s).

3   Ask the calling subscriber to remain on the line until the change of billing is completed.

4   Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start** + one-digit code to identify a change of billing + C (for cents) + amount paid + **Start**.

5   Press **Pos Rls** when appropriate.

AMA-billed, conversation ended, Overtime display A call arrives at your position with Overtime displayed and the conversation is ended. The coin subscriber requests the total amount owed be billed to a third number, calling card or collect. Follow the procedure below.

AMA-billed, conversation ended—request for total alternate billing

At your position:

1   Enter the billing number and secure acceptance and/or billing validation (for procedures, see see "Collect calls," and "Calls charged to a third telephone."

2   Press **Fncts** + **Call Details** + **Start** and the appropriate class charge key.

3   Ask the calling subscriber to remain on the line until the change of billing is completed.

4   Press **Pos Rls** when appropriate.

AMA-billed, conversation not ended, Nfy display A call arrives at your position with Nfy displayed and the conversation is not ended. The coin subscriber requests the that remainder of the call be billed collect, to a third number, or to a calling card. Follow the steps in the procedure below.

AMA-billed, conversation not ended—request for partial alternate billing (Nfy displayed)

At your position:

1   Enter the billing number and secure acceptance and/or billing validation (for procedures, see chapter 20, "Collect calls," and chapter 19"Calls charged to a third telephone."

2   Press **Fncts** + **Call Details** + **Start** and the appropriate class charge key.

3   Press **Pos Rls** when appropriate

Note: The call does not automatically return for coin overtime notification.

Machine-timed and ticketed, Overtime display A call held at your position requires overtime or disconnect collection. The call arrives with Overtime displayed, and the conversation may or may not be ended. The coin subscriber requests that all or part of the amount owed be billed collect, to a third number, or to a calling card. Follow the procedure below to bill the amount owed.

Machine-timed and ticketed, Overtime display—request for partial alternate billing

At your position:

1   Enter total time and the total amount collected. Write total time and amount collected under (amount of deposit due including tax) on the ticket.

2   Enter the billing number and secure acceptance and/or billing validation (for procedures, see chapter 20, "Collect calls," and chapter 19"Calls charged to a third telephone."

3   Mark COL and YES if appropriate for billing the additional charge or enter the billing number.

4   Mark PT CHG and continue to hold at position, or press **Pos Rls** as appropriate.

AMA-billed, change of billing that requires a ticket When a call has been AMA billed and a change of billing requires a ticket, follow the steps in the procedure below.

AMA-billed, change of billing that requires a ticket

At your position:

1   Press **{No AMA}** or **Fncts** + **No AMA** + **Start** key before entering a charge adjust entry to change the billing.

2   Press **Fncts** + **Call Details** + **Start**, and prepare a billing ticket. Enter the place name and bill-to third number which cannot be entered into the equipment in the BILL TO space. Write the place name and bill-to-third number under (amount) charged to third telephone in the SPECIAL INSTRUCTION space. Enter the minutes owing, and the approximate connect time, and mark COIN, PT CHG and MISC. Record all other ticket details in the usual way.

3   Press Pos Rls.

4   If conversation is not ended, follow the same procedure except note the minutes and charge in the report space.

5   Press **Fncts** + **Hold** + **Start** + **Pos Rls**.

6   At call termination, determine the elapsed minutes and charge. Enter total minutes and total amount.

Calling party unable to make alternate billing arrangements When a call arrives at your position with Overtime displayed and the coin subscriber is unable to or refuses to make alternate billing arrangements: Follow the procedure below to terminate the call.

Calling unable to make alternate billing arrangements

At your position:

1   Press **Rls Cld**.

2   Explain to the called subscriber that the call was terminated.

3   Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start** + one-digit code to identify an undercollection + C (for cents) + amount of the undercollection + **Start**.

4   Press **Pos Rls**.

Disposition of other changes of billing For calls affected by the following requests, prepare a memo ticket in addition to the appropriate change-of-billing charge-adjust entry for each occurrence of AMA-timed calls. Follow the procedure below when preparing the ticket.

Disposition of other changes of billing

At your position:

1   Include any rate information available to you when the call arrives at your position.

2   Enter the total number of minutes and the amount of the undercollection (including tax). If the call is machine-timed, write "under (amount of deposit due including tax)."

3   Enter the full number of chargeable minutes and only the amount actually collected (including tax).

4   If the call is to continue, press **{No AMA}** or **Fncts + No AMA + Start** prior to entering the charge adjust entry.

5   Press **Fncts** + **Hold** + **Start** + **Pos Rls** (as appropriate).

6   Determine the elapsed time and charges at call termination.

Billing to name/address, mailing amount, depositing in telephone

Accept a request to bill an overtime charge to a name and address only when no other billing arrangement can be made and no further conversation is involved on the call. Follow the procedure below to prepare the ticket.

Billing to name/address, mailing amount, depositing in telephone

At your position:

1   Write the (amount) bill to (name and address) in the SPEC INST space. Indicate UNDER/SHORT and MISC

2   Tell the subscriber that you are unable to permit further conversation on this call until he/she provides payment for the overtime or makes satisfactory billing arrangements.

3   Tell the called party that the call was terminated.

4   Enter on the SPEC INST space on the ticket, as appropriate, "calling requested address-name billing," or "calling will deposit later."

Calling party leaves telephone Press **{Ring Calling}** or **Fncts** + **Ring Calling** + **Start** and attempt to reach the calling party. If the calling party does not answer, enter the amount of shortage following the procedures for an undercollection as described previously.

Calling party reports finding money

If the calling party reports finding money or wants to deposit amount to cover undercollection on previous call. Follow the procedure below for disposition of the coins.

Calling party reports finding money

At your position:

1 Acknowledge, then request that the coins be deposited

2 Enter the calling number and connect time on a memo ticket.

3 Secure and collect the deposit and record an explanation on the ticket.

4 If the amount collected is to cover an undercollection on a previous call, secure the calling party's name and address; enter this information on the memo.

5 If the calling party reports finding the amount collected, note these circumstances on the memo.

Reasons for the Coin Col? message display

The `Coin Col?` message occurs for one of the following four reasons:

- initial deposit is greater than hopper capacity, and pressing **{Coin Collect}** or **Fncts** + **Coin Collect** + **Start** is ineffective

- call returns for notification, and automatic collection of the initial period amount is ineffective

- call returns for an overtime deposit, and automatic coin collection of any coins in the hopper is ineffective

- an overtime deposit exceeds the capacity of the hopper, and coins are not collected when **Fncts**+ **Coin Collect** + **Start** is pressed

Procedures to handle a call with Coin Col? displayed

When a `Coin Col?` message is displayed take the following action:

- After you have waited a few seconds, press **{Coin Collect}** or **Fncts** + **Coin Collect** + **Start** a second or even a third time.

- For an initial deposit, press **{Coin Collect}** or **Fncts** + **Coin Collect** + **Start** until the deposit is collected. If appropriate, ask the subscriber to bill the entire call another way (collect or third number), and arrange a refund for the money already deposited. If the additional amount owed is small, have the subscriber deposit the money and start talking on the call.

- For notification, if the `Coin Col?` message is received, press **{Coin Collect}** or **Fncts** + **Coin Collect** + **Start** as an overlap while notifying the subscriber.

- For overtime, press **{Coin Collect}** or **Fncts** + **Coin Collect** + **Start**, as many as three times.

If appropriate, ask the subscriber to bill amounts not yet deposited another way. Then key a charge adjust entry to change the billing as described previously.

Handling a call with a Coin Ret? display
If you have pressed **{Coin Collect}** or **Fncts** + **Coin Return** + **Start** as many as three times, and you are still not able to return the deposit, advise the subscriber that you are having difficulty. Arrange for a refund or allow a credit for the amount on another call. If a high incidence of `Coin Col?` and `Coin Ret?` messages are received, the equipment should be carefully assessed by local management.

Deposit collected or returned in error
On prepay calls, if you collect a deposit when you should return it, arrange for a refund. If you return a deposit when you should collect it and the calling party is holding the line, request the deposit again and then collect it. If the calling party is on-hook, ring the calling telephone, make the necessary explanation, ask the person answering to redeposit the money, and then collect it.

Calling party claims deposit did not return
Make another attempt to return the deposit, and say, "I returned your money. Will you look in the return slot, please?" If he/she still claims not to have received the money, arrange for credit or refund as covered elsewhere in this chapter and report to repair. Note "Ref to Repair" on the refund memo.

Miscellaneous

Automatic notification at end of initial period for coin-paid calls
If automatic notification at the end of the initial period for coin-paid calls is available and the subscriber asks to be notified, tell the subscriber that notification is handled automatically by the equipment. If he/she repeats the request, say, "I will arrange it, signal when through please." Follow the procedure below to provide manual notification.

Providing notification at end of initial period—automatically handled coin-paid calls

At your position:

1   Press **{Notify}** + 0 + **Start** or **Fncts** + **Notify** + **Start**.

2   Hold the call on loop and prepare a memo.

3   Obtain the total amount due at end of conversation.

Request to increase initial period notify
Advise the subscriber that initial period notification is handled automatically. If he/she insists, request the amount for the initial period and press **{Notify}** or **Fncts** + **Notify** + **Start** + new notify interval + **Start**. Float the call in the usual way. The call automatically returns to a position at the new notify interval with `OVT xx` displayed. The difference between the

initial period and the new notify interval and charge is displayed. Notify, collect the amount owed, and press **Pos Rls**.

Request to split initial period charges

Say, "I'm sorry, we do not split the initial charges between two telephones." Suggest that the entire charge be reversed or transferred.

Giving delay reports

Give the report and say, "Will you try again later, please?" If the deposit for the initial period is secured, return it. It is not necessary to offer to leave word. However, if the subscriber asks you to leave word and the call is billed to a third number or calling card, do so. On a coin-paid call, say, "I'm sorry, but I'm unable to leave word from this telephone. Will you please try again later?"

Subsequent attempts

If a subscriber on any coin-paid call requests a subsequent attempt, say, "I'm sorry, but I'm unable to try the call later from this telephone. Will you please try again later?" If the subscriber is dissatisfied, refer him/her to the SA.

Advise the subscriber that it is not possible to make subsequent attempts when a call originates from a pay telephone. If necessary, explain that the subscriber is asked to place the call again in order to make it easier to collect coins at the calling telephone. Also, explain that there is often difficulty in completing such calls because the calling party left the area or because of one-way pay telephones

Automatic Coin Toll Service

Automatic Coin Toll Service (ACTS) automates the handling of toll calls from coin telephones by using a digital recorded announcement machine (DRAM) and a coin detection circuit (CDC). The DRAM makes announcements to the subscriber and prompts him/her to deposit coins. The CDC automatically counts coins as they are deposited; it does so by analyzing the dual-frequency tones generated by the coin phone.

Primarily, ACTS handles 1+ station-paid calls dialed on prepay telephones, this eliminates operator involvement. It also handles other types of coin telephone calls (overtime prepay and postpay). However, because ACTS does not provide completely automated service on all types of coin calls, operator service is still needed in many cases.

Call processing

After the DMS switch rates the call, a CDC is attached to the calling coin telephone, and initial period and charge information is passed to the DRAM.

The DRAM then makes an appropriate announcement to the calling coin telephone (for example, "Please deposit one dollar for the first three minutes"). When the subscriber deposits a sufficient number of coins (which are counted by the CDC), the DRAM plays a "Thank you" announcement, and the called number is automatically outpulsed.

ACTS continues to handle the call until the end of conversation or until the subscriber signals for an operator by timing out or by flashing (a subscriber flashes by briefly pressing the switch-hook..) In most cases, even when operator handling is needed, the call can be continued with ACTS after you have provided assistance.

Note: Timing out occurs when the subscriber fails to deposit coins within a predetermined time period. The time period depends on call context and operating company specification.

Capabilities for coin telephones

ACTS provides the following services for coin telephone calls.

- initial contact, which includes
  — initial deposit request (valid only on 1+ station-paid calls from a prepay coin telephone)
  — coin prompts
  — deposit acknowledgements.
- initial period notification
- charge due contacts, which include
  — deposit requests on overtime recalls
  — deposit request at the end-of-conversation recall
  — coin prompts
  — deposit acknowledgements.
- time and charges (T&C) quotations
- ring calling of an on-hook telephone (used when a subscriber owes money and walks away)

Capabilities for noncoin telephones

Because of the DRAM capability of ACTS, ACTS also provides services for noncoin telephones, including T&C quotations and initial period notification. Since a subscriber must request these services, operator assistance is needed on initial contact.

ACTS - general operator service

Routine coin calls

Table 13-1 lists the services needed on subscriber-dialed ACTS coin calls from a prepay or postpay coin telephone. The following is assumed:

- no ACTS limitations

- no timing out by subscriber

- no switch hook flash by subscriber

Once the called telephone is secured, the CDC is attached in order to automatically count the coins as they are deposited. You are free to handle CAMA calls after asking the subscriber to deposit amount due.

Table 13-1
Providing service for ACTS coin calls

Call type	Prepay telephone	Postpay telephone
1+	No assistance needed.	Provide initial contact: • Verify called party. • Request deposit. • Continue call with ACTS.
0+	Provide initial contact by requesting billing. If coin-paid billing, request deposit, reach called party, and continue call with ACTS. If other billing, see note.	Provide initial contact by requesting billing. • If coin-paid billing: — Reach called party. — Request deposit. — Continue call with ACTS. • If other billing, see note.
0-	Provide initial contact by requesting called number and billing. If coin-paid billing, request deposit and reach called party. Continue call with ACTS. If other billing see note.	Provide initial contact by requesting called number and billing. • If coin-paid billing: — Reach called party. — Request deposit. — Continue call with ACTS. • If other billing see note.

Note: If other billing refer to the appropriate chapter, for example, for collect calls handle as described as described in chapter 20.

Handling calls with ACTS limitations

When one or more of the following limitations is present, ACTS does not provide fully automated service:

- calling telephone is not ACTS compatible
- automatic number identification (ANI) failure occurs
- call cannot be machine rated
- cost of call exceeds telephone hopper capacity

The following table (table 13-2) provides an overview of operator service needed for calls with ACTS limitations.

Once the called telephone is secured, the CDC is attached in order to automatically count the coins as they are deposited. You are free to handle CAMA calls after asking the subscriber to deposit amount due.

Table 13-2
Handling coin calls with ACTS limitations

Limitation	Procedure
Calling telephone not ACTS compatible	Handle as a non-ACTS coin call.
ANI failure	Provide assistance on initial contact:
	• Enter calling number and class charge.
	• Request deposit. ACTS handles subsequent contacts.
Call cannot be machine rated	Provide assistance on initial contact:
	• Rate call and enter the class charge.
	• Request deposit. ACTS handles subsequent contacts.
Coin deposit exceeds telephone hopper capacity	Provide initial assistance:
	• Enter the class charge.
	• Request deposit. ACTS handles subsequent contacts.

ACTS call routed to an operator

An ACTS coin call is brought to an operator when one of the following conditions, limitations, or call types is present:

Timing out
A call times out and the deposit for the amount not yet collected must be requested when

- a subscriber fails upon initial contact to begin depositing coins within the operating company specified time period.

- no coins are deposited within two consecutive timing periods either during initial contact or subsequent charge-due contacts.

- a subscriber fails to deposit all coins within a specified time period.

Switchhook flashing

Flashing occurs when the subscriber presses the switchhook for an instant to recall an operator. Provide assistance, returning or collecting coin deposit as appropriate.

Calling party goes on-hook during an announcement for charges due

If the calling party goes on-hook during an announcement for charges due, the call arrives with an inverted calling bar displayed, which indicates that the calling party is on-hook. Press **{Ring Calling}** or **Fncts** + Ring Calling + **Start** to ring the subscriber back and request deposit.

Coin detection circuit not available

When the coin detection circuit (CDC) is not available, an `ACT !!` message is displayed. Connect the CDC by class charging appropriately (press **CLG** + **STA** or **PER**). Then relay charges to the subscriber for the initial period and request deposit.

ACTS limitations

When an ACTS limitation is present, operator service is required. For an overview on handling calls with ACTS limitations, see the upcoming section called "Handling coin calls with ACTS limitations."

Call types

All 0+, 0-, and postpay calls arrive at an operator's position for initial service. For a brief overview on handling various coin call types, see Table Providing Service for ACTS Coin Calls.

Call arrival display

Principal messages

In addition to listing call type messages (`1+ Coin Po` or `0+ Coin Pre` for example), the table below also describes other messages that appear on the screen for ACTS coin calls. See figure 13-2 and table 13-3 for messages that appear on the screen.

Figure 13-2
Screen display for ACTS calls

	Coin Return	00:00	L1	L2

TOLL 0 Coin Pre

Clg XXX–XXXX ☎

Cld XXX–XXXX

Spl

IC

Misc

CALL DETAILS

Chg XXX.XX   OC .XX   NFY XX

Min xx   RS: XX

ACTS Amt Due XXX.XX PRE or POST

0 Coin Pre	Coin Prepay
_or_	
0 Coin Po	Coin Postpay
Chg: XX.XX	Charge (maximum charge = 99.99)
MIN: XX	Minutes (maximum = 999.99)
RS: XX	Rate step indicator
ACTS	Automatic coin toll service
OC: $ .XX	Overcollect amount (maximum = .99)
Amt Due: $ XX.XX	Amount due (maximum = 99.99)
Ntf: XX	Notify period (maximum minutes = 59)
PRE	Pre-paid overtime call
POST	Post-paid overtime call

Table 13-3
Screen messages associated with ACTS

Message	Example	Meaning
ACTS	ACTS Amt Due 1.00	CDC is attached; call can be handled by ACTS.
ACTS	ACTS!! Amt Due 1.70	CDC is not attached, but call can be handled by ACTS after initial assistance is provided. CDC is attached when the call is class charged.
Amt Due	ACTS Amt Due 1.80	Indicates what charges remain due on a call. Updated by the CDC when one of the following keys are pressed: **Fncts + Coin Collect + Start**; **Fncts + Coin Return + Start; Fncts + Call Details + Start**; **Clg + Sta**; or **Clg + Per**. Updated automatically when total charge-due deposit is satisfied (that is, the AMT DUE shows 0.00 owed).
Chg Min	Chg 1.25 1.00 Min	Indicates the total charge due for the displayed number of minutes.
OC	OC .70	Indicates an overcharge.
Pre	ACTS Amt Due 1.80 Pre	Indicates Pre-paid overtime call
Post	ACTS Amt Due 1.80 Post	Indicates Post-paid overtime call

Detailed handling procedures with ACTS

Following are detailed operator procedures, based on

- call types
- routine subscriber requests
- ACTS limitations

ACTS call types

Since ACTS coin calls can be 1+, 0+, or 0- calls dialed on prepay or postpay telephones, ACTS coin calls include six basic types, displayed as one of the following:

- prepaid calls
    — 1+ Coin Pre
    — 0+ Coin Pre

— 0- Coin Pre

- postpaid calls

    — 1+ Coin Po

    — 0+ Coin Po

    — 0- Coin Po

Requesting CAMA calls

Since the CDC automatically counts coin deposits, you are free to handle CAMA calls after asking the subscriber to deposit amount due. When a request for deposit is noted, you can request and process CAMA calls while waiting for the subscriber to finish depositing coins. After informing the subscriber of the amount to deposit, follow the procedure below to request CAMA calls.

Requesting CAMA calls

At your position:

1 Press **Fncts** + **Request CAMA** + **Start** to receive a CAMA call.

2 Obtain and enter the calling number of the CAMA call. After the CAMA call outpulses, the ACTS coin call returns to your position. If the total amount was satisfied or an overdeposit was received, the Amt Due is updated.

3 Resume handling ACTS coin call or request more CAMA calls, as appropriate.

Prepaid calls

The following sections describe procedures for handling ACTS calls from prepay telephones.

1+ Coin Pre calls

The subscriber dialed a 1+ number from a prepay coin telephone. Normally a 1+ prepaid call is handled by ACTS and does not arrive at the operator position. If ACTS is displayed without !, the subscriber either timed out or pressed the switch hook. Follow the procedure below to complete prepaid calls of this type.

Prepaid calls (1+ Coin Pre)

At your position:

1 Request the amount due.

2 Acknowledge the subscriber's deposit.

3 Press **Pos Rls**. The call is floated, and ACTS resumes handling the call. If appropriate, explain to the subscriber that 1+ calls can be handled automatically, without operator assistance.

`ACTS?` displayed with CDC not connected

If `ACTS` is displayed with `?`, the CDC is not connected to the calling coin telephone. Follow the procedure below to classify the call and collect the amount of money due.

ACTS? calls with CDC not connected

At your position:

1   Press **Clg + Sta**.

2   Request the amount due.

3   Count the deposit as it is deposited and make the appropriate acknowledgement.

0+ Coin Pre calls

If the subscriber dialed a 0+ number from a prepay telephone, you must class charge the call to find out whether the calling telephone is ACTS compatible. If the calling telephone is ACTS compatible, provide initial assistance and then allow ACTS to resume call handling. Follow the procedure below to request billing and complete the call.

0+ Coin Pre calls (continued)

At your position:

1   Request billing.

2   Acknowledge subscriber's request.

If	Do
other than coin-paid billing	handle as a 0- call, described elsewhere in this guide.
coin-paid billing	go to Step 3.

3   Obtain and enter called number by pressing **Clg** + called number digits + **Start**.

4   Press **Clg + Sta** or **Clg + Per** (according to subscriber request). ACTS and Amt Due are displayed and the CDC is connected.

5   When called party answers

If	Do
person paid	announce call, press **Pos Rls**.
station paid	press **Pos Rls**. Call is floated and ACTS resumes handling.

0 Coin Pre calls

If the subscriber simply dialed 0 from a prepay telephone, you must class charge the call to find out whether the calling telephone is ACTS-compatible. If it is ACTS-compatible, provide initial assistance and then allow ACTS to resume call handling. Follow the procedure below to complete the call.

0 Coin Pre calls

At your position:

1   Answer the call and determine what the subscriber wants.

2   Acknowledge subscriber's request.

If	Do
other than coin-paid billing	handle as a 0- call, described elsewhere in this guide.
coin-paid billing	go to Step 3

3   Obtain and enter called number by pressing **Clg** + called number digits + **Start**.

4   Press **Clg** + **Sta** or **Clg** + **Per** (according to subscriber request). ACTS and Amt Due are displayed and the CDC is connected.

5   Request deposit. Note that if the call was class charged as person paid, verify the called party before requesting the deposit.

6   Acknowledge deposit when Amt Due is 0.00.

7 When called telephone is answered:

If	Do
person paid	announce call, press **Pos Rls**.
station paid	press **Pos Rls**. Call is floated and ACTS resumes handling.

Postpaid calls

The following sections describe procedures for handling ACTS calls from postpay telephones.

1+ Coin Po calls

If the subscriber dialed a 1+ number from a postpay coin telephone, then, after providing initial assistance, allow ACTS to resume handling.

Calls with ACTS (steady) displayed

If ACTS is displayed, a CDC is attached. Follow the procedure below to complete the call.

ACTS (steady) calls

At your position:

1 Reach called station.

2 Request deposit. Call outpulses when amount due is satisfied.

3 Acknowledge the subscriber's deposit.

4 Press **Pos Rls**. The call is floated, and ACTS resumes handling.

Calls with ACTS? displayed

If ACTS is displayed with ?, a CDC is not connected to the calling coin telephone. Follow the procedure below to complete this call.

ACTS? calls

At your position:

1 Reach called station.

2 Request deposit.

3 Acknowledge the subscriber's deposit.

4 Press **Pos Rls**. The call is floated, and ACTS resumes handling.

0+ Coin Po The subscriber dialed a 0+ number from a postpay telephone. You must class charge the call to find out whether the calling telephone is ACTS-compatible. If it is ACTS-compatible, provide initial assistance and then allow ACTS to resume call handling. Follow the procedure below.

0+ Coin Po calls

At your position:

1   Request billing.

If	Do
billing is collect, to a third number, or to a calling card	handle as you would other 0+ calls described in this guide.
billing is coin paid, to a third number, or to a calling card	go to Step 2.

2   Press **Clg** + **Sta** or **Clg** + **Per** (depending on subscriber's request). This causes the charge and initial period to display in the Chg, Min fields. A CDC is attached and ACTS and Amt Due are displayed.

3   When called telephone is answered:

If	Do
the call is person-paid	Perform the following steps:
	1 Announce call.
	2 Request deposit.
	3 Acknowledge the deposit when Amt Due display shows 0.00.
	4 Press **Pos Rls**.
the call is station-paid	Perform the following steps:
	1 Request deposit.
	2 Acknowledge the deposit when Amt Due display shows 0.00.
	3 Press **Pos Rls**. Call is floated and ACTS resumes handling.

0 Coin Po calls

The subscriber dialed a 0- number from a postpay telephone. You find out if the telephone is ACTS-compatible only after class charging the call. If the telephone is ACTS-compatible, provide initial assistance and then allow ACTS to resume call handling. Follow the procedure below to handle this call.

0 Coin Po calls

At your position:

1   Request billing.

If	Do
billing is collect, to a third number, or to a calling card	handle as you would other 0+ calls described in this guide.
billing is coin paid	go to Step 2

2   Press **Clg + Sta** or **Clg + Per** (depending on subscriber's request). This causes the charge and initial period to display in the CHG MIN fields. A CDC is attached and ACTS and Amt Due are displayed.

3   When called telephone is answered, proceed as follows.

If	Do
the call is person-paid call:	Perform the following steps:
	1 Announce the call.
	2 Request a deposit.
	3 Acknowledge the deposit when Amt Due display shows 0.00.
	4 Press **Pos Rls**.
the call is station-paid	Perform the following steps:
	1 Request a deposit.
	2 Acknowledge the deposit when Amt Due display shows 0.00.
	3 Press **Pos Rls**. The call is floated and ACTS resumes handling.

Routine subscriber requests with ACTS

A subscriber may request operator assistance by timing out during coin deposits or by flashing with the switch hook at any point during the call. Provide assistance as requested, handling according to call type and billing. If the call is coin paid, request a deposit for any remaining amount due. ACTS resumes handling when you release the call from your position. The following procedures explain how to handle various routine subscriber requests.

Part charges

The calling party may request that charges on a coin call be split between coin-paid billing and some other type of billing (station collect or calling card, for instance). Split billing is possible only after a coin-paid initial period. That is, if a subscriber wishes to split the billing of the call, the initial period must be paid completely with a coin deposit.

When an overtime recall occurs, the subscriber can designate another form of billing. On an overtime recall, a subscriber may request that charges be split in one of the following ways:

Subscriber does not want to use coins

If the subscriber wants to pay what is owed and future charges in some way other than by coin, follow the steps in the procedure below.

Partial charges—subscriber does not want to use coins

At your position:

1   Acknowledge the request.

2   Press **Fncts** + **Call Details** + **Start**.

3   Enter the applicable billing number (for example, SPL + 212 22012345678 + **Start**).

4   Press the appropriate class charge key(s) (for example, special calling).

5   Inform the subscriber that the change has been entered.

6   Press **Pos Rls**.

Subscriber wants to use coins and other billing

The subscriber may want to pay for the call using both coins and some other method of payment. Use one of the procedures below, depending on how the subscriber wants to split the charges.

If the subscriber wants to pay what is owed using both coin-paid and other billing, follow the procedure below.

Subscriber wants to use coins and other billing for amount owed (continued)

At your position:

1 Acknowledge the request.

2 Press **Fncts** + **Call Details** + **Start**.

3 Request a deposit.

4 Acknowledge the deposit and press **Fncts** + **Coin Collect** + **Start**.

5 Enter the applicable billing number (for this example, SPL 212 2201234).

6 Press the appropriate class charge key(s) (for this example, **Spl Clg**).

7 Inform the subscriber that the change has been entered.

8 Press **Pos Rls**.

If the subscriber wants to pay what is owed with coins and have subsequent charges on the call billed another way, follow the procedure below.

Subscriber wants to use coins and other billing for future charges

At your position:

1 Acknowledge the request.

2 Press **Fncts** + **Call Details** + **Start**.

3 Request a deposit.

4 Acknowledge the deposit and press **{Coin Collect}** or **Fncts** + **Coin Collect** + **Start**.

5 Enter the applicable billing number (for this example, SPL 212 2201234).

6 Press the appropriate class charge key(s) (for this example, **Spl Clg**).

7 Inform the subscriber that the change has been entered.

8 Press **Pos Rls**.

Time and charges requests

Using the DRAM, ACTS provides time and charges (T&C) quotations to either the calling or called party (the paying party). The T&C quotation is played at the end of conversation as long as the paying party remains off-hook. If the paying party remains off-hook for more than three seconds, the T&C quotation is played again. Follow the procedure below to activate ACTS for the T&C request.

Time and charges requests—activating ACTS for the T&C request

At your position:

1   Acknowledge the request.

2   Press **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start**.

3   Inform the paying party to remain off-hook at the end of conversation.

4   Press **Pos Rls** at appropriate time.

If the party who requested the T&C quotation goes on-hook at the end of the call, and if the T&C announcement is not started, the call goes to the operator for handling. Follow the standard T&C request procedure described in chapter 19, "Time and charges requests."

Noncoin notification

On a noncoin call, a subscriber may request notification after a specified number of minutes. If a noncoin notification request is made, follow the procedure below.

Noncoin notification after a specified number of minutes

At your position:

1   Acknowledge the request.

2   Press **{Notify}** or **Fncts** + **Notify** + **Start** + number of minutes + **Start**.

3   Press **Pos Rls**, when appropriate.

> *Note:* The Digital Recorded Announcement Machine (DRAM) notifies the calling party when the specified number of minutes has elapsed.

Handling coin calls with ACTS limitations

The procedures for handling calls with ACTS limitations follow.

Calling telephone not ACTS-compatible

A calling telephone is not ACTS compatible if neither `ACTS` nor `ACTS!` is displayed after you class charge the call. Handle as a non-ACTS coin call.

ANI failure

If an ANI fail call arrives with ? blinking in the Clg field, follow the procedure below.

ANI failure with blinking ? indication

At your position:

1   Request the calling number.

2 Press **Clg** + calling number + **Start**.

3 Press **Pos Rls** when appropriate. ACTS resumes handling after you release the call.

Call cannot be machine rated

When a call cannot be machine rated (that is, a rate step is not assigned to the call), RS is displayed in flashing mode. Follow the procedure below for semi-automatic rating.

Call cannot be machine rated

At your position:

1 If the called telephone did not ring more than once, press **Rls Cld**.

2 Obtain rate step code according to local procedure.

3 Press **Fncts** + **Rate step** + **Start** + rate step code + **Start**. The charges due for the initial period are then displayed.

4 Request deposit and handle according to call type.

5 Press **Pos Rls** when appropriate. Once the call is rated, ACTS resumes handling.

Note: For additional information on rating, see the chapter called "Rates, routes, telephone numbers, and charges."

Miscellaneous ACTS conditions

Procedures are presented in this section for handling calls that are affected by certain miscellaneous ACTS conditions.

Handling CDC malfunction

If you suspect that a CDC is not counting coins properly, or if you suspect fraud, override the CDC by counting coins manually. Follow the procedure below for the initial contact with the subscriber that is encountering ACTS service difficulties.

Service difficulties with ACTS—initial contact

At your position:

1 Inform the subscriber to stop deposit.

2 Press **{Coin Return}** or **Fncts** + **Coin Return** + **Start** to return any deposit.

3 Request deposit and count coins manually.

4 Enter a trouble code by pressing **Trbl** + trouble code (for example, 60) + **Start**. This marks the CDC as malfunctioning.

5 Press **Pos Rls**.

Procedure for subsequent contacts

Follow the procedure below for subsequent contacts when encountering ACTS service difficulties.

Service difficulties with ACTS—subsequent contacts

At your position:

1 Inform the caller to stop deposit.

2 Press **{Coin Return}** or **Fncts** + **Coin Return** + **Start** to return any deposit.

3 Request deposit and count coins manually.

4 Enter a trouble code by pressing **Trbl** + trouble code (for example, 60) + **Start**. This marks the CDC as malfunctioning.

5 Press **Pos Rls**.

Suspected fraud with ACTS

Four types of fraud may occur with ACTS: (1) fraudulent coin deposit, (2) walkaway, (3) subscriber goes on-hook, and (4) subscriber goes on hook during DRAM announcement. Since one or more of these problems may occur on a given call, refer to local instructions for more specific guidelines.

Fraudulent coin deposit (initial contact)

When you suspect a fraudulent coin deposit, enter a trouble code, and override the CDC by manually counting coins. Follow the steps in the procedure below for the initial contact with the customer suspected of fraudulent coin deposit.

Suspected fraud with ACTS—initial contact

At your position:

1 Inform the calling party to stop deposit.

2 Press **Fncts** + **Coin Return** + **Start** (or **{Coin Ret}**) to return any deposits.

3 As appropriate, handle according to call type.

4 Request deposit and count coins manually.

5 Enter trouble code as needed.

Fraudulent coin deposit (subsequent contacts)

For subsequent contacts on fraudulent coin deposit, follow the procedure below.

Fraudulent coin deposit—subsequent contacts

At your position:

1 Inform the calling party to stop deposit.

2 Press **Fncts** + **Coin Return** + **Start** (or **{Coin Ret}**) to return any deposits.

3 As appropriate, handle according to call type.

4 Request deposit and count coins manually.

5 Enter trouble code as needed. Press **Trbl** + trouble code (for example, 1) + **Start**.

6 Press **Pos Rls**.

Walkaway

A walkaway occurs when a subscriber leaves the coin telephone without paying charges due. A walkaway may occur during ACTS processing or operator handling. If the call is being processed solely by ACTS, ACTS notes the walkaway. When the call is connected to an operator position, follow the steps in the procedure below.

Walkaway

At your position:

1 Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start**+ trouble code (for example, 1) + C + (amount due) + **Start**.

2 Enter other trouble conditions as needed and then press **Pos Rls**.

Subscriber goes on-hook (ACTS ring-back)

When a calling party goes on-hook during a coin-paid call (but not during a DRAM announcement) for which charges are due, a ring-back signal is sent to the calling telephone. If the calling party answers within 30 seconds, a charge due announcement is played. However, if the party does not answer, the walkaway and the amount collected are recorded on AMA tape. No operator is connected because it is unlikely that the subscriber would respond.

Subscriber goes on-hook during DRAM announcement

If a subscriber goes on-hook during a DRAM announcement the call is brought to an operator. Follow the procedure below to request the deposit.

Subscriber goes on-hook during DRAM announcement (operator ring calling)

At your position:

1 Press **Fncts** + **Ring Calling** + **Start**.

2 Request deposit.

3   Press **Pos Rls** when appropriate.

ACTS overdeposits

If a subscriber makes an overdeposit on an initial or overtime period, ACTS credits the amount to the next period and gives the subscriber an appropriate message. However, if the overdeposit occurs at the end of conversation, the subscriber must flash the operator to request a refund. Overdeposit procedures are described in the following paragraphs.

Overdeposit while call is at operator position

An overdeposit that occurs while the call is connected to an operator's position causes an OC message to be displayed. If the deposit is for an initial or overtime period, inform the subscriber that the amount will be credited to the next overtime period.

Overdeposit at end of conversation

When the overdeposit occurs at the end of conversation, the subscriber must flash the switch hook for the operator. In such a case, follow locally prescribed instructions.

Hotel calls

This chapter describes call-handling procedures for hotel and motel calls. Calls originating in hotels or similar establishments are treated the same as other types of calls, except as modified in this chapter.

Types of calls charged

Quoting and computing charges on hotel calls apply to the following types of calls:

- hotel-originated calls

- collect calls to hotels

- calls billed to a hotel

Identifying calls from hotel

Types of call arrival

There are two types of call arrival for hotel-originated calls: those whose arrival cause the TOPS MP to display the word HOTEL on the screen, and those that don't.

- When HOTEL is displayed on the screen, automatic ticketing, charge computation, and quoting are available. This type of hotel-originated call arrives with HOTEL and an appropriate display of 1+, 0+, or 0, depending on the digits dialed.

- When HOTEL is not displayed on the screen, automatic ticketing, charge computation, and quoting are not available. This type of hotel-originated call reaches the TOPS MP over a combined operator number identification (ONI) trunk group and is displayed as 1+, 0, 0+ (without HOTEL). The hotel private branch exchange (PBX) attendant announces the call as one coming from a hotel. Press **{Hotel}** or **Fncts** + **Hotel** + **Start** to identify the call as hotel-originated. The designation HOTEL is then displayed on the screen.

The remainder of this chapter describes how to handle various conditions encountered with hotel-originated calls.

Automatic billing

Hotel calls are released for automatic billing and timing by the DMS Switch. HOTEL displayed on the screen assures that the call is properly identified as hotel-originated.

Hotel-originated paid calls

Calls dialed by hotel guests and classified as paid can be associated with the calling party by keying the room number or extension into the equipment. Follow the steps in the next procedure to enter the hotel room number.

Hotel-originated paid calls

At the position:

1   Obtain the room number from the calling party.

2   Press **Misc** + room number + **Start** + **Pos Rls**.

   After pressing **Pos Rls**, automatic message accounting (AMA) timing, automatic charge computation, and an automatic printout of all call details are provided by the equipment.

Collect to hotel

When a collect call for a hotel is received, follow the steps in the next procedure to complete the call.

Collect to hotel

At the position:

1   Press the appropriate collect class charge key.

2   Press **{Hotel}** or **Fncts** + **Hotel** + **Start** + called number (if necessary).

3   Obtain the room number from the calling party or the hotel operator.

4   Press **Misc** + room number + **Start**.

Collect, third number, and calling card calls

Handle collect, bill-to-third-number, or calling card calls originated by a hotel guest using the procedures described in the appropriate chapter of this manual. Note that call details should not be sent back to the hotel.

No-charge quotes

Send no-charge quotes to hotels requesting no-charge quotes. No-charge calls are those that a hotel guest places such as call collect, billed to another telephone, or billed to a calling card. Hotel calls requesting this service cannot be released unless the room number is keyed into the equipment. In this case, Rm ? is displayed when you press **Pos Rls**.

Hotels equipped with private line and receive-only teletypewriter

Hotels equipped with private line and receive-only teletypewriters (TTY) receive an autoquote copy of all call details on their printer.

Hotels not equipped with a teletypewriter

Hotels not equipped with a TTY require voice quotation of call details. The T&C operator enters **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start**) which generates call details. The operator calls the hotel and reads the call details from a voicequote copy.

Autoquote and voicequote records

For record purposes, a duplicate of each autoquote and each voicequote message is received on the operating company's record TTY.

AMA record

The AMA record, which carries the calling and called details and charges quoted, goes to the accounting department in the usual manner.

Manually rated call

Bypass an RS ? display by keying **Fncts** + **Rate step** + **Start** + (locally defined no charge rate, for example, 0) + **Start**. Release the call for automatic billing. At disconnect, a message is printed that contains the elapsed minutes. Calculate the charges and call the hotel with the appropriate **Fncts** + **Time and Charges** + **Start** quote.

Manually ticketed call

Manually ticket and hold on the loop a hotel-originated or collect-to-hotel call when AMA recording does not apply (for example, calls to points that cannot be dialed, without an arbitrary NXX assignment). Use the following guidelines:

- At disconnect, access the loop if necessary and record pertinent details from the screen display.

- Call the hotel billing information center (HOBIC) immediately, if the call is hotel-originated or collect-to-hotel.

- If the hotel is in your serving area, enter **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** and pass the information obtained to the hotel.

- If the call is collect to a hotel outside your serving area, reach the called hotel and quote charges.

- File the ticket in the same location as the other billing tickets. For directions on preparing tickets, refer to chapter 24, "Infrequently encountered call conditions."

Call handling

Call received

Acknowledge a call from a hotel guest or operator and be guided by the following:

- If the call is a paid call, obtain the calling party's room number.

- If the call is not a paid call, you do not need to obtain the room number, unless you encounter one of the conditions described below, in the section "Automatic billing."

The calling party is identified with automatic or manual billing.

Automatic billing

The following may apply to calls originated by a hotel guest.

Room number

Enter the room number. Press **Misc** + room number + **Start**. The digits keyed and the term Rm are displayed on the screen. The room number may consist of 1 to 6 digits, including one or more alphabetic characters.

Flashing Rm display

A call classed as hotel-paid cannot be released until you key the room number into the equipment. If you omit the room number, the Rm display flashes when you press **Pos Rls**. The Rm display also flashes when you key more than six digits into the system.

Manually rated call

Enter the calling party's room number into the system in the usual manner. At the end of the call, the room number is printed at the **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** position. If the call is manually ticketed, enter the calling party's room number in the FROM NAME space on the ticket.

Delay in reaching called party

If there is a delay in reaching the called party, leave word. Obtain the calling party's name and, if necessary, press **Fncts** + **Call Details** + **Start** for the calling number. Give the special HOTEL leave-word number to the distant station.

Giving reports

Give reports as shown in the following procedure when a calling guest is not holding the line.

Giving reports

At the position:

1   Reach the hotel operator and say, "This is long distance, ring room (number)."

2   When the calling party answers, give the report, but if the answer from the room telephone indicates that you did not reach the calling party, ask "Is (calling party) there?" or "Is the party there who called the 312 area?" If someone volunteers to accept the report, give it to that person.

3   If the room telephone is busy or does not answer, give the report to the hotel PBX operator. Ask that the guest place the call again later. Then cancel the call.

Subscriber requests class charge other than station paid

On a 1+ or **{Hotel}** or **Fncts** + **Hotel** + **Start** call, if the subscriber asks to bill the call to a calling card, third number, or collect, immediately press **Rls Cld** before the first ring and instruct the subscriber to place the call by dialing 0 + area code (if required) + telephone number. If the called telephone is ringing, advise the called party when he/she answers that there is a slight delay on a long distance call. Ask the called party to hang up; tell him or her that you will call in a few minutes.

Credit request for service difficulty

If a hotel guest reports a service difficulty for which you normally arrange credit, determine how the call was billed.

Sent paid

On a call billed to the room number, ask, "Did an operator ask for your room number?" If the subscriber indicates that the operator did ask for the room number, follow the steps in the next procedure to complete the call.

Credit request for service difficulty—sent paid

At the position:

1   Enter the following if not already provided, **{Hotel}** or **Fncts** + **Hotel** + **Start** + calling number + called number + class charge.

2   Press **Misc** + room number + **Start**.

3   Press **{Charge Adjust}** or **Fncts** + **Charge Adjust** + **Start** + code + **Start**.

On a call billed to the room number, ask, "Did an operator ask for your room number?" If the subscriber indicates that the operator asked for the room number, proceed as follows:

If the subscriber indicates that an operator did not ask for the room number, refer the subscriber to the hotel attendant or operator for credit. Do not enter a trouble report or offer to connect/reconnect the subscriber. If the subscriber requests such service, comply with the request using standard call-handling procedures. If the call was interLATA, refer the subscriber to the hotel attendant for instructions on how to obtain credit.

Other than sent paid

If the hotel guest indicates that the call was billed to a calling card, third number, or collect, proceed in the usual way for these types of calls.

Handling rate or charge requests

Requests for rate

Quote the rate in the usual way, but start with the operating company's name.

Request for charge

If the call is sent paid, ask the party to reach the hotel operator and request the charge after conversation. But if the call is being billed to a third number, press the **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** and special calling keys. This prints a call quote at the **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** position that directs the operator to quote charges to the hotel guest.

Call from another telephone

Calls may be billed to a hotel room that are placed from telephones not located in the hotel room. The procedure for billing a call to a hotel within your serving area is different from the procedure for billing a call to a hotel outside your serving area.

Within your serving area

If the calling party asks you to bill the call to the hotel room number, ticket the call. Secure acceptance in the normal manner if the call originates from a public telephone. Machine-time and quote the charge to the **{Hotel}** or **Fncts** + **Hotel** + **Start** operator, saying that the call was placed from another telephone. If appropriate, refer the ticket to the SA for quoting of details to HOBIC.

Outside your serving area

If the call is being billed to a hotel outside your serving area, quote the charge to the hotel and explain that the hotel guest made a call.

Equal access calls

This chapter describes procedures for handling calls from equal access offices that require routing through an interLATA carrier (IC). When a call originates in the local access and transport area (LATA) served by your traffic office and terminates to a point outside the LATA, it is considered an interLATA call. The call types routed to an IC for completion include 0-, 0+, and 1+.

International calls are either routed through an IC to reach an international carrier or routed directly to an international carrier. The international carrier completes the call. All information provided in the remainder of this chapter applies to handling international calls as well as interLATA calls, except where noted. Calls that originate and terminate within the same LATA are called intraLATA calls.

Note: Equal access means that subscribers can reach any interLATA carrier by dialing the same number of digits.

Types of service

TOPS IC Service (TICS) allows an IC to use the operating company traffic office operator services on a contractual basis.

If the operating company does not have an agreement with an IC to provide operator services, interLATA calls that arrive at your position are either transferred to the IC designated on the screen or to another IC requested by the subscriber, or the subscriber is referred to an appropriate IC.

To provide service for interLATA calls, take these three major steps:

1 Determine whether a call is an interLATA call.

2 Determine what service is needed to do the following:

    a. Transfer the call.

    b. Complete the call.

    c. Change carriers.

    d. Give dialing instructions.

e. Forward the call.

3 Provide service.

Determining whether a call is interLATA

IC message

On any call type handled at an operator position, IC displayed on the screen just to the right of the called number indicates that the call requires interLATA routing. If IC is not displayed, the call is handled as a regular intraLATA call. When IC is displayed depends on the call type, as described in the following section.

0- Calls

When a 0- call arrives, obtain and enter the called number (by keying **Cld** + called number + **Start**). When you enter the called number, IC is displayed; the carrier access code (CAC) and carrier name are also displayed.

0+, 1+ Calls

When a 0+ or 1+ call handled by your traffic office for an IC arrives at your position, IC, a carrier access code, and a carrier name are displayed.

If the operating company is providing automated call handling on 0+ calls, then such calls route to the mechanized coin collection service or an equivalent system. In such cases, a 0+ call routes to the operator only upon subscriber request, MCCS failure, or manual validation requirement. If manual validation is required, the call is presented to the operator with the carrier name, carrier number, and calling number displayed. In addition, MAN is displayed in the Spl field, indicating that manual validation is required.

International calls are screened in the same way as domestic calls to determine whether they are interLATA or intraLATA. International calls do not always come as carrier calls; that is, the format of international calls at the operator position varies depending on datafill.

Carrier access code and carrier name messages

The CAC and the carrier name (for example, 123 CARRIER) are displayed to the right of IC. If a subscriber designates an IC to handle his or her interLATA calls, the CAC and name for that carrier are displayed when 0+ and 1+ calls arrive at your position, or after entering an interLATA number for 0- calls. If an IC is not designated, nothing or the operating company's default carrier is displayed. If nothing is displayed, you need to select an IC and enter the CAC.

Note: An IC is selected by the subscriber either for all calls originating from the telephone he or she is using or by dialing a CAC as part of the telephone number (for example, 10123-1-919-555-1234).

RES and NEA messages

Either RES or NEA is displayed to the right of the calling number. They are defined as follows:

RES indicates that the calling number is restricted from making interLATA calls. Inform the subscriber that the telephone from which he/she dialed cannot make interLATA (long-distance) calls.

NEA indicates that the call originated from a non-equal access end office (non-EAEO). If NEA does not appear, the call originated from an equal access end office (EAEO). Note that if TICS is not available, a carrier needs to be assigned; otherwise, TICS automatically assigns a carrier.

Determining what service to provide

Determining whether to complete a call, transfer a call, or change carriers depends on whether or not Xfr IC is displayed at the top of the screen. See the following procedure for determining what service to provide.

Determining what service to provide

At the position:

Determining what service to provide depends on the following:

If	Do
Xfr IC is displayed on an interLATA call and the operating company does not provide operator services for a carrier	release the call to the carrier indicated or change the carrier at the subscriber's request and handle appropriately.
Xfr IC is not displayed on an interLATA call, the operating company does provide operator services for a carrier, and normally the call is completed	complete the call or change the carrier at the subscriber's request and handle appropriately, provided that the called party is not yet connected.

Completing interLATA calls

If TICS is available and the operating company is providing operator services for an IC, interLATA calls are handled in the same general manner as non-EAEO calls (for example, coin, noncoin, and hotel). In addition, consider the following when completing a call for an IC.

Billed to number validation

Depending on the agreement between the operating company and IC, you may need to manually validate a calling card, a third number, or collect billing numbers. If MAN is displayed, follow local practices to manually

validate the calling card number, third number, or called number being billed.

Billing

Depending on the agreement between the operating company and IC, how you class charge interLATA calls can be affected. A No Rate, a ?, or both in the Clg, Cld, or Spl field is displayed, if you enter a disallowed class charge or disallowed time and charges (T&C) request.

- On a call from a public station, No Rate and a flashing class charge message are displayed when a disallowed station-paid or person-paid class charge is entered.
- On a call from a public or private station, No Rate is displayed when rating is not allowed and **T&C** is pressed.
- On a call from a public or private station, a normal flashing class charge message is displayed when one of the other class charges entered is not allowed, including class charge messages associated with calling card, third number, or collect billing.

If the class charge is not allowed, either arrange for other billing or change carrier. Refer to local practices for specific class charging procedures.

If an invalid class charge is entered, the x icon is displayed in the Cld field, the up-arrow icon is displayed in the Clg field, and the down-arrow icon is displayed in the Spl field. A class charge is invalid due to billing restrictions imposed by the IC.

Transferring interLATA calls

If a call requires transferring to an IC, Xfr IC must be displayed on the screen.

- Transfer the call by pressing **Pos Rls**.

For 0- calls from a non-EAEO, the CAC does not need to be entered. If the call is being transferred with called number digits, Xfr IC is displayed after you enter the called number. If the call is being transferred without called number digits, Xfr IC is displayed after you press **Xfr IC**.

For 0- calls from an EAEO, the CAC needs to be entered before Xfr IC is displayed.

- Press **IC** + carrier access code + **Start**.

If you must relay information to an IC operator, use the appropriate outgoing trunk menu selection before releasing your position and verbally give whatever call details are needed (for example, subscriber information and billing restrictions).

Changing interLATA carriers

If the subscriber requests to change the IC or the requested IC cannot handle the call, follow the steps in next procedure to enable the call to be completed.

Changing interLATA carriers

At the position:

1   Obtain the CAC for the IC to which the call is to be routed.

2   Press **IC** + carrier access code + **Start**.

3   Transfer or complete call as appropriate.

If the CAC and carrier name are valid, they appear on the screen in steady mode. If the CAC is invalid, the CAC display flashes. To correct an invalid CAC entry, re-key a valid CAC.

Giving dialing instructions

When a subscriber requests a service you cannot provide, refer him/her to the appropriate IC business office. Provide specific dialing instructions as locally directed.

Forwarding interLATA calls

In general, forwarded interLATA calls (0+, 1+ non-operator assisted calls) do not arrive at an operator position. Forwarded calls are routed directly (by the DMS switch) to the appropriate IC. However, ANI failure and CAMA and remote CAMA calls are forwarded calls that do arrive at the operator position, if operator services are provided for an IC. In such cases, simply obtain and enter the calling number; the call outpulses automatically.

Calling card calls

This chapter tells you how to handle calls that the subscriber wants to charge to his/her calling card. These instructions tell you how to validate a calling card number manually (as required by equipment limitations) and when mechanized calling card service (MCCS) is in use. Handle calling card calls as you do other calls, except as noted in this chapter.

The term calling card

Telephone companies in the United States and Canada are replacing the term credit card with the term calling card. A calling card may also be referred to as a long-distance card, credit card, call-me card, or other name by various telephone companies. Calling cards issued in foreign countries also have different names, such as Post Number, Box Number, and British Telecom Card.

About the use of calling cards

Note the following facts about the use of calling cards.

- Calling cards are accepted on calls originating within the United States or other places as specified in the position information.

- Subscribers calling the United States from an overseas point other than those specified in the position information use the international calling card format.

- Calling card numbers are acceptable billing on both intraLATA and interLATA calls if they pass the validation checks described in this chapter. You do not need to be aware of the issuing company.

Confidential information

Do not, under any circumstances, disclose to unauthorized persons the characteristics of an acceptable card number.

Expanded calling card format

The TOPS expanded calling card format enables the TOPS MP to collect and display the Consultative Committee on International Telegraphy and Telephony (CCITT) format for automatic validation over a CCS7 network. The TOPS Bell Communications Research AMA format is enhanced to

record the CCITT calling card format. Additionally, present calling card validation capabilities are reserved for a subset of the CCITT calling card format, allowing for a transition from the current 14-digit format calling cards to the variable-length CCITT format.

The CCITT has a variable-length format; the length can vary from 5 to 23 digits. The CCITT has four major parts: the issuer identification number (IIN), the individual account identification number, the Luhn check digit, and the personal identification number. Each of these numbers is described in the list below.

- The issuer identifier number (IIN) is 1 to 4 digits in length (fixed for any given country code) and consists of a 2-digit major industry identifier (MII). Each digit ranges in value from 0-9, and identifies the card issuer within a given country code (CC). For example, 89 indicates the telecommunications industry.

- The CC is 1-3 digits in length. The combined length of the CC and the IIN cannot exceed 5 digits. A CC of 3 digits is assigned for North America.

- The individual account identification number (IAIN) is 0 to 14 digits long (each digit ranges in value from 0-9) and is fixed for any given IIN.

- The Luhn check digit (LCD) is 1 digit (ranges in value from 0-9) and provides local screening of the calling card by a format check.

    Note: The combined length of the IIN, IAIN, and LCD cannot exceed 19 digits.

- The personal identification number (PIN) is 0 to 4 digits long (each digit ranges in value from 0-9) and can be restricted or unrestricted.

    — A restricted PIN is one that may be used only for station calls to the telephone number associated with the billing number.

    — An unrestricted PIN is one that may be used for station or person calls to any number.

International calling card

Many telephone companies issue subscribers an international number. Subscribers use the number when placing calling card calls to the United States or to certain other countries from overseas. The calling card has a standard format, as follows:

- a United States country code, 1

- an international code letter for the current year

- a 10-digit billing number

- a designated check digit

Mechanized calling card service

Subscriber-dialed MCCS

MCCS gives subscribers the ability to dial billing information without operator assistance. From certain types of telephones, the subscriber can dial an access code (that is, 0 or 01) plus the called number. Then, in response to an alert tone or announcement, he or she dials a calling card number or 4-digit PIN. The billing number is automatically validated and the call is outpulsed.

Operator-assisted MCCS

There are five cases when calling card billing requires operator assistance:

- when the subscriber elects not to dial the calling card, does not know how to dial, or requires assistance for some other reason, such as a person call

- when the call is 0-, 1+ coin, or 1+ hotel

- when the originating station (telephone) or local billing office is not equipped for automated calling

- when the local office is not equipped for ANI

- when the call is an ANI-failure

Automatic calling card validation

When you enter the billing number, a query is made to the DMS switch and then to the nationwide Billing Validation Center (BVC) database. It takes approximately one second for the BVC to reply, at which time the status of the calling card is displayed to the operator.

Refer to the chapter "Class of call screening" for information about terminating code screening during ACCS/MCCS.

Keying calling card number and class charging

Keying the calling card number

Press **Spl** + calling card number + **Start**. The subscriber may give either the entire calling card number or just the 4-digit PIN. If the 4-digit PIN is keyed, the equipment automatically appends the called number to form the complete calling card number.

Entering class of charge

Press **Spl** + **Sta** or **Per** + **Fncts** + **Dial Rate** + Start (if appropriate).

Advancing call

On calls class charged as special calling, if billing information is keyed into the machine before the BVC check (before AMA VFY appears on the screen),

outpulsing to the called number is delayed until after screening and the BVC check. As soon as a calling card is accepted as valid by the equipment, or a class charge is changed to paid, the called number advances automatically.

Collect call billed to calling card

If the called station or party accepts a collect call but wants it billed to a calling card, class charge as special called and proceed as for a calling card call.

If the called station or party does not want to give the calling card number in the hearing of the calling party, ask the subscriber to signal you when through. Prepare a billing ticket in the usual manner. Press **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos Rls,** as appropriate. At disconnect, obtain and key the card number by keying **Spl** + calling card number + **Start**. Be guided by the validation response.

Person special called

If the validation response indicates that the calling card has a restricted PIN, proceed as you would when this occurs on a person special calling call. Do not change the class of the call. Instead, either secure other acceptable billing or reenter the person collect class of change.

Inward validation of calling cards

The traffic office can act as a host for inward validation of calling card numbers for operators in offices not equipped for MCCS. When a request from another operator to validate a calling card number arrives at your position with the `Inward` display, follow the steps in the next procedure.

Inward validation of calling cards

At the position:

1   Acknowledge and key the complete calling card number by pressing **Spl** + calling card number + **Start**.

2   The clock icon then appears to indicate that validation is occurring. When the BVC replies, the clock icon is erased and the display is updated.

3   Inform the distant operator of the BVC reply. Upon acknowledgement from the distant operator, press **Pos Rls**.

Calling card validity checks

Calling card calls require validity checks and the following discusses various conditions under which these checks are made.

Screening

Validity check

After a class charge person/station special calling, or person/station special called is used, the equipment immediately provides three validity checks. It checks for:

- proper number of digits
- validity of first four digits
  - — valid numbering plan area (NPA) (fourth digit greater than 1)
  - — valid regional accounting office (RAO) (fourth digit equal to 1 or 0)
- presence on hot list of locally identified fraudulent numbers

Number fails screening

If the number fails the hot list check, the digits and `Hot` are displayed in the Spl field.

Number passes screening

If the calling card number conforms to the format specified, the equipment outpulses the number to the BVC database system for another validity check. The database determines whether the billing number is for a valid, invalid, restricted, or unrestricted calling card.

Sequence calling

A sequence call allows the subscriber to bill a sequence of calls to his or her calling card number without having to reenter the number for each call. The subscriber may begin a sequence call when the called party goes on-hook, or when he or she receives ringing tones or busy tones. The subscriber initiates the call by staying off-hook, pressing the octothorpe (#), and entering another called number. Each subsequent call is billed to the original calling card number entry.

Previously, the calling card number was not revalidated by a query to the billing validation database on a sequence call. Now an optional revalidation query is provided for making queries to the billing validation database on every sequence call.

A new calling card query may be required by certain card issuers for several reasons. New validity information may be available on a sequence call, or a card issuer may place restrictions on called numbers, time-of-day restrictions on the card, the number of times the card is used in a given period of time, or other pieces of information. When a query is made for a sequence call, this query includes the new called number. If a query fails, standard treatment for calling card validation failure is applied.

Terminating code screening – sequence call enhancement

When a sequence call is terminating code screened and is compromised, the caller receives a message to hang up and dial direct. The call then disconnects. If the caller dials the call as 0+ or 0–, the call is terminating code screened, marked as compromised, and routed to an operator. The operator informs the caller that an alternate method of billing is required.

MCCS Displays

Table 16-1 describes the displays associated with MCCS and the appropriate operator action for each situation.

Table 16-1
MCCS display

Display	Definition and operator action
Special number	Definition: A subscriber could have dialed a calling card number but did nothing (thereby incurring a timeout), dialing 0, or flashing the switch hook. Operator Action: If locally instructed to do so, give the subscriber dialing instructions. Alternately, request and enter the calling card number.
XXXX	Definition: XXXX following a calling card number represents the 4-digit PIN. The PIN is masked for security. Operator Action: none required.
Clock Icon	Definition: The Clock Icon designation appears after the calling card number in the ST TMG, CA CALL field to indicate that validation is in progress. Operator Action: Wait for validation. Clock Icon disappears after validation is completed.
Tmg/Ca?	Tmg/Ca? is displayed if **Fncts** + **Start Timing** + **Start** or **Pos Rls** is keyed before validation is completed. Operator Action: Wait a moment and try again.
—continued—	

Table 16-1
MCCS display (continued)

Display	Definition and operator action
<999-999-9999-9999> in Spl field	Definition: A flashing number in the Spl field indicates that the calling card number is not a valid billing number. The 4-digit PIN is not masked. Operator Action: Request the number again by saying, "May I have that number again, please?" and re-key the number. • If the number is still invalid, say, "I am unable to bill to that number. Would you like the call billed another way?" If appropriate, suggest other billing such as collect, paid, or third number. • If rebilled collect or third number, proceed based on information returned by the BVC. • If the subscriber insists that the calling card is valid, instruct the subscriber to contact the Business Office that issued the card. Press **Ca Call** (if appropriate) + **Pos Rls**.
999-999-9999 XXXX 999 or 999-999-9999 XXXX in the Spl field	Definition: This display indicates that the calling card is valid and unrestricted. The three digits following the calling card number represent the RAO. The RAO appears if it is available in the BVC. Operator Action: Unless another response indicates invalid, the RAO availability does not affect the call handling. Outpulsing is automatic. Press **Pos Rls**.
999-999-9999 XXXX999R in the Spl field	Definition: This display indicates that the calling card is valid and restricted. Billing is permitted only on a station basis to the number associated with the billing number. Operator Action: If the called number and billing number are compatible and the call is classed station special calling, the call outpulses automatically.
—continued—	

Table 16-1
MCCS display (continued)

Display	Definition and operator action
? in the Spl field	Definition 1: Indicates that **Pos Rls** was pressed without a special number. Operator Action 1: Enter the calling card number. Definition 2: The calling card is compatible with the called number. However, the call is class-charged as person and the calling card is valid on a station basis only. Operator Action 2: In this case, advise the subscriber that the call must be placed on a station basis.
999-999-9999-XXXX in the Spl field	Definition: This display indicates that the calling card could not be validated because of database access problems. Operator Action: Assume that the number is valid/unrestricted. Proceed with the call. Outpulsing is automatic.
XXXX in the Spl field	Definition: A 4-digit PIN was keyed and the called number is absent. Operator Action: Request and key the called number.
<XXXX> in the Spl field	Definition: A flashing PIN indicates that the PIN was keyed and the called number is a directory assistance, INWATS, or overseas number. Operator Action: Request an alternate billing method.
MAN	Definition: Manual validation required on interLATA carrier call. Operator Action: Validate manually.
—continued—	

Table 16-1
MCCS display (continued)

Display	Definition and operator action
Restricted IC	Calling card number has been denied because of calling card-carrier restrictions.
	Operator Action: Request an alternate billing method.
—end—	

Semi-automatic calling card validation

Offices without MCCS capabilities may choose to provide a semi-automatic method of validating calling card numbers. Follow the next procedure when using a semi-automatic calling card validation system and the called number is not ringing.

Semi–automatic calling card validation (called number not ringing)

At the position:

1   Press **Rls Cld** if the called number is not ringing.

2   Enter the calling card as usual, **Spl** + calling card digits + **Start**.

3   Say to the calling party, "One moment please, I have to check your billing number."

4   Access the database (use **OGT** key if provided).

5   Listen for the prompt tone.

6   Press **Fncts** + **Verify Special** + **Start**.

7   Listen to the recorded validation response. Note that the calling party does not hear the validation response from the database.

8   Press Rls Cld.

9   Be guided by validation response.

10   Press **Start** if the call is person to person. Press **Pos Rls** if a station call.

If the called telephone is ringing and calling card validation is required, see the following procedure for a semi-automatic calling card validation system.

Semi–automatic calling card validation (called number ringing)

At the position:

1   Wait for the called telephone to be answered.

2   Say, "There will be a slight delay on a long distance call. Please hang up. I'll call you in a few minutes."

3   Press **Rls Cld.**

Manual calling card validation

When a call arrives at your position and you are required to validate the calling card number manually because of equipment limitations, proceed as described below.

Office routing code 1160

The office routing code 1160 is used to reach an inward operator for validation of calling card numbers. If code 1160 is available in the traffic office, use the next procedure to complete the call.

Using office routing code 1160

At the position:

1   Press **Cld**, provided the called number is not ringing.

2   Key the routing code (if required) + 1160 for inward.

3   Pass the calling card number to the operator.

4   The inward operator then keys the calling card number and gives one of three responses:

    a.   number valid, restricted/unrestricted RAO (XXX)

    b.   number valid, restricted/unrestricted RAO unavailable

    c.   invalid.

If	Do
valid	press **Rls Cld** and proceed with the call as usual.
restricted	press **Rls Cld** and determine that the called and billing numbers are associated and the call is class charged as station special calling.
if invalid	press **Rls Cld** and secure an acceptable method of billing.

Office routing code 1161/1162

The office routing codes 1161 and 1162 are used to reach a database that provides a recorded announcement with the results of the validity check after you key in the number. If one of these codes is available in the traffic office, follow the next procedure to validate the calling card.

Using office routing code 1161/1162

At the position:

1   Press **Cld**, if the called number is not ringing.

2   Key a routing code (if required) + 1161 or 1162, as locally directed.

3   Listen for prompt tone.

4   Key the calling card number.

5   Listen to recorded validation response for one of the following responses:

   a.   number valid restricted/unrestricted, RAO

   b.   number valid restricted/unrestricted, RAO unavailable

   c.   invalid.

If	Do
valid and unrestricted	press **Rls Cld** and proceed with call.
restricted	press **Rls Cld** and determine that the called and billing numbers are associated and the call is class-charged as station special calling.
invalid	press **Rls Cld** and secure an acceptable method of billing.
the called number is ringing and calling card validation is required	Wait for the called telephone to answer. 4 Say, "There will be a slight delay on a long distance call. Please hang up. I'll call you in a few minutes." 5 Press **Rls Cld**.

Calls charged to a third telephone

This chapter tells you how to handle calls being billed to a third telephone number by either the calling or called party. A call is classified as charged to a third telephone rather than paid or collect if the charge is transferred to a telephone other than the calling or called telephone. Calls charged to a third telephone are handled as paid calls.

Basic guidelines for charging to a third number

Calls can be charged to a third telephone number as described below:

- At the request of either the calling or the called party, a charge can be transferred to a third telephone anywhere in the United States (including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands) or Canada.

- At the request of the called party, a charge can be transferred to a special billing number.

- A charge can also be transferred to a special billing number on person call-back (PCB) calls.

- If the third telephone is a coin telephone, advise the subscriber that the charge cannot be billed to a coin telephone. Then determine how he or she wants the call charged.

Bill-to automatic message accounting entry provided

When the bill-to telephone number or special billing number is a 10-digit number, it can be keyed into the equipment. If the number is seven digits, the numbering plan area (NPA) code associated with the number is also keyed into the equipment; therefore, the automatic message accounting (AMA) record includes the calling, called, and charge numbers.

Special billing telephone number

If the called party requests that the call be charged to a special billing number, follow the steps in the next procedure to bill the call.

Billing to a special billing telephone number

At the position:

1 Request the 10-digit number.

Press **Spl** + 10-digit number + **Start**.

Accepting and advancing calls

Obtain the area code and third telephone number or the 10-digit special billing number if billing is authorized by the calling party. If the subscriber gives a place name instead of an area code, ask for the area code.

Keying or recording the bill-to-third telephone

The following bill-to-third numbers are acceptable for keying:

- telephone numbers: NPA + 7-digit number

- special billing numbers: 0XX+XXXX RAO 1XX+XXXX RAO

Place name is part of the bill-to-third telephone information

Proceed as indicated in the following circumstances:

- If you know the correct NPA code, prefix the NPA code to the bill-to number and key in the digits.

- If you do not know the correct NPA code, secure the NPA code from the position information or rate/route operator and key in the digits.

- The third number is given as a place name and the number is not seven digits. Unless the called telephone is ringing, press **Rls Cld**. Refer to position information or to the route operator for the NPA code and arbitrary NXX. Zero-fill the line number if necessary. Enter the 10-digit third number by pressing **Spl** + 10 digits + **Start**.

Entering third numbers

To set up billing to a third telephone number for either the calling or called party, follow the steps in the next procedure.

Entering third numbers

At the position:

1   Use the applicable class charge from the following list:

- person special called
- station special called
- person special calling
- station special calling

2   Press **Spl** + 10-digit third number + **Start**.

3   To correct a keying error, re-key **Spl** and reenter the digits.

4   To change the class charge from bill-to-third to PAID, press the appropriate class charge key.

Preparing a ticket when required

If a billing ticket is required when billing to a third number, follow the next procedure to complete the ticket.

Billing ticket required

At the position:

1 Press **{No AMA}** or **Fncts** + **No AMA** + **Start** and record a billing ticket.

2 To enter third-number information, enter the area code and the third telephone or 10-digit special billing number in the Special Billing Details designation.

If	Do
the person requesting the transfer is the called party	enter "req by called party, (called party)" in the space for reports.

3 As an overlap, secure and enter the calling and called numbers together with NPA codes displayed on the screen.

4 Start timing. Hold the call on loop.

5 File the ticket for forwarding to the accounting department in accordance with the final disposition of the call.

Validity checks of third numbers

The system performs the following validity checks of third number billed calls:

- format check
- fraudulent list check
- Billed Number Screening (BNS)
  — check for denied third-number billing
  — public telephone check

Format check

When a 10-digit number is keyed as **Spl**, the equipment automatically checks if the first digit is 0 or 1. If the number begins with 0 or 1, the number is a special billing number. Otherwise, the number is a third number.

The equipment checks for valid NPA-NXX or valid RAO for a special billing number. If the 10-digit number keyed does not pass the validity check, the number is displayed in a flashing mode.

Fraudulent list check

The equipment provides for a list of identified fraudulent numbers (maximum of 64). Third numbers, special billing numbers, and calling card numbers are checked against the list.

When a third number or special billing number keyed into the equipment matches one of the posted numbers, the designation `Hot` appears on the screen, following the number. Request the number again. If the subscriber gives the same number, explain that the number is not acceptable for billing.

Billed Number Screening

Billed Number Screening (BNS) allows a subscriber to designate that third-number billing is not accepted at the specified number. Any calling party who attempts to bill a call to that third number has the call denied. BNS includes a public telephone check to prevent third-number billing to public telephones.

An operator attempt to class charge and key a number as special calling or special called causes a BNS query of the billing validation center (BVC). While the query is taking place, the clock icon is displayed to indicate that a billing verification is in progress. The clock icon disappears when the response is received (after approximately two seconds). During this query, all keys except **Ca Call** are inoperable.

Table 17-1 shows possible screen displays after a query and appropriate operator actions.

Table 17-1
BVC query results and operator actions

Display	Definition and operator action
999-999-9999 in Spl field	Definition: Third-number billing is valid. Operator action: Proceed with the call. Obtain acceptance of billing if appropriate.
<999 999-9999> in Spl field	Definition 1: Third number is a public telephone or nonworking number. Definition 2: Third number will not accept billing on a third-number basis. If billing is keyed before outpulsing begins, no outpulsing occurs. Operator action: Inform subscriber that charges cannot be billed to that number. Request alternate billing.

A query is sent to the BVC as soon as the billing information is keyed. Outpulsing of a call is based on the following:

- Billing information is keyed before outpulsing begins to the called number. The call does not outpulse until a valid billing response is returned from the BVC. If an invalid billing response returns, no outpulsing occurs.

- Billing information is keyed after outpulsing begins to the called number. The call continues to outpulse to the called number even if the BNS response indicates invalid billing. If an invalid response is received, you are not able to start timing and cannot release the call from your position until valid billing information is entered.

Response received is third-number-denied
The response to the BNS query may indicate that the third number is not a valid billing number. For example, the number may be a public telephone, a nonworking number, or a number for which third-number billing is denied. In this case, inform the calling party that the number is not a valid billing number and attempt to secure alternate billing. Say, "I'm sorry, but that number does not accept third-number charges." Then proceed as follows:

- If the calling party provides alternate billing, process the call according to the call type.

- If the calling party does not provide alternate billing, explain that the call cannot be completed without proper billing arrangements.

- If the calling palling party does not provide alternate billing and requests that the call be completed because the call is urgent or an emergency, refer the subscriber to the SA.

- If the calling palling party disputes the invalid billing status or states that no such arrangements were made or that the denial of third-number billing is in error, arrange for alternate billing of the call and refer the subscriber to the local business office.

Service assistant reference

Follow the procedures described in the section "Service assistant reference" in the chapter "Emergency calls."

Invalid billing response received after outpulsing begins

Immediately press **Rls Cld** when the call is outpulsing. However, if the called telephone is ringing and the called party answers, advise the called party that you have a call for him or her and will call again in a few minutes. After the called party hangs up, press **Rls Cld**. Proceed with the call, following the procedures in this chapter.

Securing acceptance

If the call originates from a noncoin telephone, transfer the charge to the third telephone without securing acceptance.

On calls originating from public telephones, obtain the calling party's name and secure acceptance from the third party before establishing the connection. This procedure also applies when the calling party requests the following from a public telephone:

- third-number billing on reconnections due to service difficulty

- a change of billing to a third number after conversation with the called party

- billing of overtime charges to a third number

Standard procedure before reaching third telephone

Before you attempt to reach the third telephone to secure acceptance of charges, follow the next procedure to have the required information ready before talking to the third party.

Standard procedure before reaching third telephone

At the position:

1   Key in or record the third number as described in this chapter.

2   Press the appropriate class charge key(s).

3   As an overlap, secure the calling party's name.

4   Be guided by the position displays resulting from validity checks as described in the previous table. If appropriate, arrange for alternate billing.

5   Immediately press **Rls Cld** when the call is outpulsing, unless the called telephone is ringing. In this case, if the called station answers, advise the called party that you have a call for him/her and will call again in a few minutes. After the called station hangs up, press **Rls Cld**.

6   After the called number is released, and prior to securing acceptance, say to the subscriber, "Thank you. I'll obtain acceptance and then connect you. One moment, please."

7   Respond as indicated in the following circumstances:

If	Do
the party requesting third-number billing states that no one is present at the third telephone or that no one there is authorized to accept the charge	say, "I'm sorry, but I am unable to bill the call to that number if there is no one available to accept the charges." Suggest alternate billing or ask the subscriber to try the call again later.
the subscriber questions the need for such a check	explain that a call can no longer be billed to a third number without obtaining verbal acceptance of the charges. If appropriate, explain further that the reason for the practice is to prevent unauthorized billing.
the subscriber expresses dissatisfaction with the practice of securing acceptance for bill-to-third-number calls	express regret. If appropriate, suggest that the subscriber consider obtaining a calling card from the business office.

8   Place the calling party on temporary hold by accessing another loop.

9   Enter the 10 digits (third number) + **Start**

10   Press **STA** (to classify the billing)

11   Press **Vfy spl** (if a hardkey is assigned) or **Fcnts** + 34 + **Start**

12   Reach the third number, identify yourself, and attempt to secure acceptance.

13   After securing acceptance, press **Rls Cld**

> *Note:* When reaching the third telephone, allow the number to ring five or six times before pressing **Rls Cld** on a doesn't answer condition. Continue ringing longer if you feel the third party should answer or if the calling party asks you to do so

14   Press **Pos Rls**

Special circumstances

For each of the situations listed below, proceed as indicated.

Automatic answering set reached

When an automatic answering device is reached, alternate billing must be secured unless the recorded announcement states that bill-to-third number calls are accepted.

Intercept reached

If the intercept includes a report such as "number changed" or "calls temporarily being taken by another number," key the appropriate third number into the equipment, note the validity check response, and secure acceptance before advancing the call.

Night hours (11:00 P.M. to 7:00 A.M.) at third telephone

For calls originating from public telephones that are to be billed to a third number, secure positive verbal acceptance from the third number at all times. Follow the steps in the next procedure to obtain acceptance of the charge.

Obtaining acceptance of charges during night hours (11:00 P.M. to 7:00 A.M.) at third telephone

At the position:

1   Key in the third or special billing number as usual.

2 Be guided by the position displays resulting from validity checks as described in this chapter. As appropriate, arrange for and key in alternate billing information.

If	Do
no restrictions apply as a result of the validity checks	release forward and say, "I must obtain acceptance from the billing number. Do you wish me to call at this hour?"
the subscriber wants you to call	proceed to secure acceptance. When the party at the third number answers, say, "This is the operator. I'm calling at the request of (calling party), who is placing a long distance call to another telephone and wishes the call charged to this telephone. Will that be satisfactory?"
the billing is authorized by the party at the third number	advance the call in the usual way.

Third number in different LATA
Secure acceptance as described previously.

Procedure for securing acceptance
Third party is reached
Say, "(Party requesting third-number billing) wishes the call charged to this telephone. Will that be satisfactory?" If the third telephone accepts the charge or refuses the charge, proceed as described subsequently in this chapter. If the third-number party requests further information, comply with the request if possible.

Third party is not reached
You may not be able to secure acceptance of the charge because of network blockage or because the third telephone is busy, does not answer, or is out of service. In this case, follow the next procedure to determine how the call is to be billed.

Third party is not reached

At the position:

1 Press **Pos Rls** to release loop used to reach the third number. The loop on hold (**Fncts** + **Hold** + **Start**) then automatically accesses the position.

2   Report the condition to the calling party. For example, say, "The third number is busy. Is there any other way you can bill your call or would you like to try your call later?" Then proceed as follows:

If	Do
the calling party will try again later	press **Ca Call** (if appropriate) + **Pos Rls**.
the calling party offers alternate billing	proceed to handle the call for the type of billing requested.
locally directed	For calls on which third numbers cannot be reached, or a verbal acceptance cannot be obtained, do not accept more than a total of two third numbers as alternate billing. Attempt to secure acceptance for each of the third numbers in the normal manner.
the calling party asks that the call be completed on this attempt	Explain to the subscriber that a call cannot be placed on a bill-to-third number basis when acceptance cannot be obtained before the call is connected. The purpose of this practice is to prevent unauthorized billing. Suggest alternate billing. For example, the subscriber may want to pay for the call, bill to a calling card, make the call collect, or bill to another third number.
alternate billing is not provided	again state your inability to complete the call without an acceptable means of billing.
the subscriber insists	refer the call to the SA.
—end—	

Service assistant reference

Explain to the subscriber that the call cannot be placed without some acceptable means of billing. Suggest alternate billing, as appropriate.

Alternatively, if the bill-to-third number is valid and if you judge that the circumstances warrant connection, say, "I'll have the operator connect you this time. One moment, please." Direct the operator to place the call.

If locally directed, request the name under which the telephone at the third number is listed. Verify the listing with directory assistance before offering to have the operator place the call. Record a memo ticket as locally directed. If the call is one on which the system denied a bill-to-third number, the operator must manually ticket and machine-time the call.

Transfer of charge requested by called party on public telephone

Follow the next procedure when a transfer of charge is requested by the called party on a public telephone.

Request for a transfer of charge by called party on public telephone

At the position:

1 If a called subscriber requests that charges be billed to a third number, as on a collect call, key in the bill-to-third number in the usual way.

2 Respond to the validity checks as required. (see ''Validity checks of third numbers," page 17-3). If appropriate, arrange for alternate billing.

If	Do
the bill-to-third number is accepted by the equipment	say to the called subscriber, "Thank you (called party). I'll obtain acceptance of charge and call you back. One moment, please."

3 Press **Rls Cld** to release the called party. Place the calling party on temporary hold and secure acceptance in the normal manner.

If	Do
you are unable to secure acceptance because the third number is busy or for another reason	reestablish the connection to the called party, explain that you are unable to bill the call to the third number, and suggest alternate billing.

Procedures after reaching the third number

The following procedures may apply after the charge has been accepted by the third telephone.

Bill-to-third number is 10-digit number satisfactory for keying

Having secured acceptance of the charge and the number is satisfactory for keying, use the next procedure to complete the call.

Completing the call after reaching a third number—billing number satisfactory for keying

At the position:

1   Acknowledge appropriately.

2   Release the third number by pressing **Rls Cld**.

3   Advance the call and say to the subscriber, "Thank you for waiting. I will try your call now."

4   For a person call, make any announcement necessary.

5   Press **Pos Rls**

Bill-to-third number not satisfactory for keying

If the billing number is not satisfactory for keying, follow the next procedure to complete the call.

After reaching the third number—billing number not satisfactory for keying

At the position:

1   Enter "OK" following the telephone number in the BILL TO space and separate it from the number by a dash.

2   Release the third number.

3   Finish entering any other details required on the ticket.

4   Handle as any other call that you manually ticket and machine-time.

Transfer of charge requested by called party

If a transfer of charge is requested by the calling party, use the next procedure to advance the call.

Advancing the call after reaching a third number—billing number not satisfactory for keying

At the position:

1   If the third number will accept charges, release the delayed call trunk.

2   Press **Start** to recycle the call and reach the called station.

Charge is not accepted by third telephone

If the charge is not accepted by the third number, follow the next procedure to complete the call.

Completing the call after reaching the third number and the charge is not accepted

At the position:

1

If	Do
the charge is not accepted (for example, the party requesting the charge is unknown, or the party reached is unauthorized to accept the charge)	verify that you reached the correct third number before releasing the connection.
the party at the third telephone indicates that third-number billing requests should not be made to that telephone	suggest contacting the business office through which the bill-to-third denied request was made.

2   Unless the party at the third telephone offers to accept charges for this call, say, "Thank you" and press **Rls Cld**.

Transfer of charge requested by calling party

If the third-number billing requested by the calling party is denied, proceed as shown in the next procedure to transfer the charge if requested to do so.

Performing a transfer of charge requested by the calling party

At the position:

1   Explain why the request for third-number billing is denied. For example, say, "I'm sorry, but (third number) will not accept the charge for this call."

2   Obtain a deposit or otherwise arrange to bill the call. For example, acceptable arrangements include billing the call collect, charging it to another third telephone, or charging it to a calling card.

If	Do
the subscriber gives another third number	again proceed to secure acceptance of the charge.

3   Choose the appropriate action from the following, based on whether the alternate billing arrangements were secured:

If	Do
you have secured alternate billing arrangements	establish the connection.
you have not secured alternate billing arrangements and if the calling party refuses to deposit the amount due or otherwise arrange to bill the call	say, "I'm sorry, I will be unable to connect you." Press **Ca Call** (if appropriate) + **Pos Rls**.

Called party requested transfer of charge

If the called party requested third-number billing, and it is denied, follow the steps in the next procedure if the called party requests a transfer of the charge to another number.

Performing a transfer of charge requested by the called party

At the postion:

1   Press **Rls Cld** + **Start** to recycle the call.

2   Inform the called party that you cannot bill the charges to the third number.

3   Ask if the called party will either accept charges or provide alternate billing such as a calling card or another bill-to-third number. Proceed according to the called party's response and the procedures for the type of alternate billing provided. Because your connection cannot be split, both parties can hear you tell the called party that the third telephone did not accept the charges.

If	Do
the called party refuses to pay for the call	say, "Thank you" and press **Rls Cld**. After pressing **Rls Cld**, proceed as if the calling party had requested the transfer by saying, "Will you pay for the call?"
either party requests other billing arrangements	proceed accordingly.
the call is to be cancelled	press **Ca Call** (if appropriate) + **Pos Rls**.

Limit bill-to-third requests

When the party at the third number denies billing, either the calling or called party can request that the call be billed to another number. If the party at

that number denies billing, accept no more requests for third-number billing from either the calling or called party. For calls on which the third number cannot be reached, proceed as described previously.

Other bill-to-third number call conditions

The next section describes bill-to-third number calls that involve conditions other than the normal calls of this type.

Calling party states call is urgent or an emergency call

On a bill-to-third number call from a public telephone, if the subscriber indicates that the call is urgent or an emergency, proceed as described below to secure acceptance before the connection is established. Note the following exceptions:

- If the call is to an official public emergency agency, proceed as described on page 17-6.

- If the nature of the emergency volunteered by the subscriber or the manner in which the call was placed indicates that you should advance the call immediately, do not delay the call to secure acceptance or billing information. If necessary, wait until the call is completed.

- If a billing ticket was recorded and billing arrangements were not secured, prepare an undercollection ticket if the call originates from a coin telephone. If the call originates from a noncoin telephone, record the connect and disconnect times. In addition, mark the MISC designation and enter "CPT-Chg Ref.-No Alt Blg" in the SPEC INST: space. Refer this ticket to the appropriate department, as locally directed.

Third-number billing on reconnection due to service difficulty

A call originating from a public telephone may report a service difficulty for a previous call that was a bill to a third number call and request a reconnection. In this circumstance, secure verbal acceptance of charges from the third number before completing the reconnection.

Third telephone is a hotel

If the calling party asks you to bill the call to a hotel room number, ticket the call manually. If the call originates from a public telephone, prepare a ticket and secure acceptance from the hotel room number in the normal manner. Machine-time and hold the call to quote time and charges to the hotel.

Request to change billing to third number after conversation

Proceed as described in the section "Dial assistance calls."

Request to bill overtime charges to a third number

Proceed as described in the section "Coin telephone calls."

Charge due recall - conversation still in progress

If the call is a charge due recall and the conversation is still in progress, follow the steps in the next procedure before allowing conversation to continue while you secure acceptance of the additional charge.

Charge due recall—conversation still in progress

At the position:

1 Obtain the calling party's name and say, "(Calling party) please stay on the line while I obtain acceptance of the charge."

2 Tell the called party that you will call him or her back.

3 Press **Rls Cld**, access the opposite loop, and secure billing validation and acceptance of the charges from the third telephone in the normal manner

If	Do
the third-number billing is accepted	1 Press **Rls Cld**, recycle the call, and start conversation. The call must now be manually ticketed and machine-timed.
	2 Note the number of overtime minutes on the billing ticket.
	3 At the end of the conversation, add the two conversation periods together to indicate the total charges to be billed to a third number.
	4 Enter the charge adjustment.
third-number billing is refused, or the third number cannot be reached,	inform the calling party that the charges due cannot be billed on a third-number basis. Request alternate billing.
satisfactory billing arrangements are not made	reach the called party and say, "I'm sorry, there has been some difficulty in arranging for the payment of charges on this call, and the call has been cancelled."

Charge due recall - conversation ended

If the call is a charge due recall and the conversation has ended, follow the steps in the next procedure to secure acceptance of the charge.

Charge due recall—conversation ended

At the position:

1   Obtain the calling party's name and say, "(Calling party) please stay on the line while I obtain acceptance of charges."

2   Press **Rls Cld** and secure acceptance in the normal manner.

3   If charges are accepted, enter the charge adjustment.

Time and charges requests

This chapter describes how to handle subscriber requests for time and charges (T&C) quotes. If a subscriber requests a T&C quote, the call is routed to an operator position, to a digital recorded announcement machine (DRAM) provided by Automatic Coin Toll Service (ACTS), or to an operating company's specified teletypewriter (TTY) at call completion for the necessary quoting.

Three types of T&C quoting may be requested: regular, special, or nonpaid hotel. Each is described below. A regular request is from a subscriber calling from a regular subscriber line. A special request is a quote with file or extension identification requested by a subscriber calling from a regular subscriber line or from a private business exchange (PBX) extension. A nonpaid hotel request is from a hotel guest.

Note: The call types that can be returned to an operator position for T&C quoting are determined by the operating company.

Classes of calls

Call type

Recall to an operator position for T&C quoting applies to operator-assisted (0+ and 01+) and operator-completed (0- and multi-digit call-back) calls.

Class charge

Noncoin recall to an operator position for T&C quoting applies to noncoin class charges, except autocollect. Coin recall to an operator position for T&C quoting applies to nonpaid coin class charges, except autocollect.

Hotel recall to an operator position for T&C quoting to the hotel guest applies to all nonpaid hotel class charges, except autocollect or collect to hotel. T&C quoting to the hotel desk is handled at a hotel billing information center (HOBIC). When charges are not available at the hotel desk (for example, a calling card call) T&C quoting to a quest is completed at the operator position.

Call-handling procedure

The following section describes the various stages of the call-handling procedure for quoting time and charges.

Initial request procedure

Follow the next procedure when a subscriber requests T&C.

T&C initial request

At the position:

1   Press **{Time and Charges}** or **Fncts** + **Time and Charges** + **Start**. This informs the system that machine-rating and possible operator recall at call completion is required.

If	Do
T&C quoting is completed from an operator position	instruct the calling party requesting T&C to remain on the line at call completion.
T&C quoting is completed from a TTY	not instruct the subscriber requesting the quote to remain on the line.

2   Process the call using the appropriate procedure for the type of call initiated.

3   To float the call, press **Pos Rls**.

Recall procedure

If T&C quoting is completed from an operator position, floated calls return automatically at disconnect to an idle operator position for T&C quoting. The following is displayed on the screen:

- T&C
- Hotel or Coin, if applicable
- number to which charges are to be quoted
- charges (excluding taxes)
- chargeable time
- XFR, if applicable
- file or extension number, if applicable
- on-hook or off-hook supervision for the calling telephone.

    Note: Even though T&C is printed at a TTY, you may still need to quote the T&C by initiating a call to the party who requested the T&C quote.

When a held loop is accessed at disconnect in order to quote T&C, the screen display is identical to the recall screen display for T&C quoting on floated calls.

T&C recall to transfer positions

The transfer indication (XFR) is displayed when the original call was identified as a call requiring the attention of a transfer operator. Calls returning to a transfer position cannot be transferred to a HOBIC. Prepare a memo and attempt to reach the party requesting T&C.

If you press **Fncts** + **Call Details** + **Start**, the following details are displayed (if available):

- calling number

- called number

- class charge

- rate step.

Room number field

If the call is a regular T&C recall, the room number field remains blank. However, the room number field contains additional call details for special or nonpaid hotel calls. When appropriate, the following details are displayed:

- digits only for special T&C quotes to an extension

- digits + an alphabetic character for special T&C quotes to a file number

- digits or digits + an alphabetic character and Hotel for nonpaid hotel quotes.

Table 18-1 describes the type of information that can be displayed in the room number field and provides an example of the appropriate answering phrase.

Table 18-1
T&C recall display and suggested answering phrases

Room number field	Suggested answering phrase
Blank (regular T&C)	"Charges on your call are (amount) for (number) minutes, plus tax."
Digits only (Special T&C to an extension)	"Charges for extension (number)." If the PBX attendant answers the recall, she or he may ring the extension or offer to take the details. Pass details as described previously.
Digits + an alphabetic character and Hotel is not displayed (Special T&C to a file number)	"Charges on file number (number) are (amount) for (number) minutes, plus tax."
Digits or digits + an alphabetic character and Hotel is displayed	"Charges on your call are (amount) for (number) minutes, plus tax." If the hotel attendant answers the recall, say, for example, "Room (number)," and when connected, pass the details as if the room guest answered the ring.

Calling/called party not on the line at disconnect

Follow the next procedure if the calling party requested T&C and is not on the line at disconnect.

T&C request from calling party—calling party not on line at disconnect

At the position:

1   Refer to the following table if the calling party requested T&C and is not on the line at disconnect.

If	Do
there is coin control	press **Fncts** + **Ring Calling** + **Start**.
there is no coin control	go to Step 3

2   Press **Fncts** + **Ring Calling** + **Start**.

3   Press **Pos Rls**.

   Note: If necessary, press **Rls Cld** or **Fncts** + **Release Calling** + **Start** to dismiss the party not receiving the T&C quote.

Follow the next procedure if the called party requested T&C and is not on the line at disconnect.

T&C request from called party—called party not on line at disconnect

At the position:

1 Refer to the following table if the called party requested T&C and is not on the line at disconnect.

If	Do
there is coin control	press **Fncts + Ring Calling +
Start**.   Otherwise, press **Rls Cld +
Start**.
there is no coin control	press **Fncts + Ring Called + Start**.
there is no coin control	go to Step

2 Key **Cld** + called number + **Start**.

3 When the called party answers, provide the T&C quote.

4 Press **Pos Rls**.

   Note: If necessary, press **Rls Cld** or **Fncts + Release Calling + Start** to dismiss the party not receiving the T&C quote.

TTY available
In offices with T&C TTY, if the party requesting T&C does not answer or the line is busy, press **T&C** and **Pos Rls**. The phrase `Print T&C` appears on the screen. The T&C details is printed on a voice quote TTY in a HOBIC for quoting to hotel guests.

Manually rated call
When the charge must be manually calculated, 000.00 appears in the charge field on the screen. If you press **Fncts** + **Call Details** + **Start**, note that the no-charge rate step is entered into the system and `RS 0` is displayed on the screen. Obtain the charge from the rate and route operator for quoting.

Requests for T&C with ACTS
Using the DRAM, ACTS can provide T&C quotations to either the calling or called party (that is, the paying party). The T&C quotation is played at the end of conversation as long as the paying party remains off-hook. If the paying party remains off-hook for more than three seconds, the T&C quotation is played again. Follow the next procedure to activate ACTS for the T&C request.

Request for T&C with ACTS

At the position:

1   Acknowledge the request.

2   Press **{Time & Charges}** or **Fncts + Time and Charges + Start**.

3   Inform the paying party to remain off hook at the end of conversation.

4   Press **Pos Rls** at appropriate time.

If the party who requested the T&C quotation goes on-hook at the end of the call and if the T&C announcement is not started, the call goes to the operator for handling. Follow the standard T&C request procedure described previously.

T&C quotes to a third number

Follow the next procedure on calls with requests to quote T&C to a third number (the billed number).

Request for T&C quote to a third number

At the popsition:

1   Press **{Time & Charges}** or **Fncts + Time and Charges + Start and Misc**.

2   Enter "3RD" to indicate that the T&C should be quoted to a third number.

3   At call completion, the recall arrives at an operator position with 3RD displayed in the room number field.

4   Press **Fncts + Call Details + Start**. Note the called number, the third number, and the amount of the T&C.

5   Press **Pos Rls**.

6   Press **Fncts + Access Loop 1** or **Access Loop 2 + Start** (to access a loop) + third number + **Start**.

7   When the third party answers, quote the T&C and then press **Pos Rls**.

Miscellaneous requests

Subscriber disputes T&C quote

See the chapter on "Starting conversation, timing, and supervising."

Service difficulty

See the chapter on "Trouble reports."

Credit adjustments

See "Credit adjustment requests."

Other requests

New call request

When answering a T&C recall, you cannot establish a new call. If a subscriber asks you to establish a new call, explain that you are unable to complete the new call and provide information as to how the subscriber can make the new call attempt.

Change-of-billing request

Explain to the subscriber that billing was automatic and cannot be adjusted by an operator after a conversation has ended. If the subscriber insists on special billing arrangements, refer him or her to the business office.

Tax request

If a subscriber asks about the tax, be guided by local procedures.

Collect calls

This chapter describes call-handling procedures for collect calls that are class charged as either station collect or person collect and that require you to announce the call.

Billed Number Screening

Billed Number Screening (BNS) is a feature that allows a subscriber to designate, through a nationwide database system, specific line numbers that do not accept collect calls. See the following table for screen messages associated with BNS.

Public telephone check

BNS also provides a public telephone check (PTC), which allows operating companies to enter all public telephone numbers in a database system. This database is automatically accessed for a PTC when you class charge a call collect, and it alerts the operator that collect and third-number billing should not be applied to the call.

Check for acceptance of collect calls

The BNS query of the database indicates on the screen whether the call is to a nonworking number and, if it is a working number, whether the called number accepts collect calls.

If an X icon is displayed in the Cld field, an up-arrow icon is displayed in the Clg field, and a down-arrow icon is displayed in the Spl field, the called number does not accept collect calls and the called digits are not outpulsed.

Say, "I'm sorry, that number will not accept collect calls."

- If the calling party will pay for the call, proceed accordingly.

- If the calling party questions the denial, explain that the called party requested that collect calls not be placed on his or her telephone number.

- If the subscriber insists that the call be completed on a collect basis, refer the subscriber to the SA.

- Service assistant reference: Explain that the called party requested that no calls be charged to his or her telephone number on a collect basis. Inform the calling party that you cannot complete the call unless the subscriber provides alternate billing. If the subscriber agrees to other billing, refer the call back to the operator for completion.

BNS displays

See table 19-1 for the screen messages associated with BNS.

Table 19-1
BNS Displays

Display	Definition
999-999-9999 in Cld field clock icon	Definition: • Clock icon is displayed after COL class charge is entered to indicate that a database query is taking place. • Outpulsing of the called number is delayed. • All keys except **Ca Call** are inoperable.
999-999-9999 in Cld field	Outpulsing of the forward number occurs, and clock icon disappears as soon as the query is completed, indicating that the call is collect OK.
—continued—	

Table 19-1
BNS Displays (continued)

Display	Definition
COIN; 999-999-999 and ? in Cld field	Definition: • Collect billing is denied for the coin telephone. • Call is outpulsed as soon as database response is received. • Proceed as locally directed or as follows: — Announce call to called telephone or party. — Ask called party to return call to calling number or provide alternate billing.
Up-arrow icon in the Clg field, Down-Arrow in the Spl field, X icon in the Cld field	These icons are displayed if the called number does not accept collect calls: • Call does not outpulse. • Alternate billing arrangements must be made. • Called number is a nonworking number. • Call does not outpulse. • Alternate called number and billing required.
—end—	

Manual public telephone check

If BNS is not available, you must make a manual check on collect calls as locally directed. For example, call directory assistance (DA) for the called number or refer to position information. To determine whether a called number belongs to a coin telephone, follow local procedures.

Announcing call

Announcement phrase

Reach the called telephone and say, "(Calling party) is calling collect, will you pay for the call?," or "(Calling party) calling (called party) collect, will you pay for the call?" If a person was not specified (the call is for a

department, office, branch, extension, room, apartment, for example) say, "I have a collect call for the freight department from (calling party). Will you pay for the call?"

Announce call to first person who answers

Announce the call to the first person who answers the called telephone. If you are asked who or what place is calling, give the information if you know it. Otherwise, say, "This is the (toll center) operator."

Announcement and acceptance on person calls

Repeat the announcement to each successive person who answers until the charge is accepted.

- If the person who answers, or any succeeding person accepts the charge, consider this a valid acceptance. You need not announce the call as collect again. To each person thereafter, mention only the called person in your announcement.

- If a subsequent attempt is made at a later time, the call must again be announced as collect, as described previously.

On a station call, if the party answering the called telephone refuses to talk, or is not qualified to talk, or says there is no one there to talk, acknowledge report, and press **Rls Cld** + **Ca Call** + **Pos Rls**. If a ticket is required, enter an explanation in the space for reports (for example "refuses to talk") and cancel the call.

Person not available to speak on a person collect call

On a person collect call, if the called party is not available to speak, thank the called party and immediately press **Rls Cld**. Ask the calling party if he or she will speak to anyone else, or wants to place his or her call later. If leave word is requested, leave word in the usual way.

Collect call terminating at a recording device

- If the recorded announcement does not indicate that a message will be accepted on a collect basis, press **Rls Cld**, and tell the calling party that you are unable to secure acceptance of the charge, explaining that a recorded announcement was received from the called telephone. Use the wording of the recorded announcement as far as possible.

- If the calling party agrees to pay for the call, proceed as on a new paid call. Press **Start** to reestablish the connection to the called line.

- If the calling party insists that you complete the call and expresses dissatisfaction, refer the call to the SA.

Service assistant reference

If the situation warrants that the call be completed (for example, the calling party states that he or she is the subscriber for the called number), tell the operator to make the connection. If the situation does not warrant completion of the call, make a suitable explanation to the subscriber.

Charges accepted

Position release after acceptance of charge

On a station call, press **Pos Rls** as soon as charges are accepted. If the call is a person call, press **Pos Rls** when the calling and called parties speak to one other.

Collect call to hotel

If it is obvious that you are dealing with a hotel, press **Fncts** + **Hotel** + **Start** after pressing a collect or called class charge key. Obtain the room number and key it into the equipment. If locally directed, obtain the name and key the first four alphabetic characters.

Special billing information

In accepting the charge, the person at the called telephone may ask, for example, what department, extension, or name is wanted in order to give you special information for billing the call. Give the information desired and accept the special billing number. Then proceed as follows. The charge classification changes from collect to special called, station or person. Press **Spl** + special number + **Start**. Validity checks apply for keying calling card, special billing, and third-telephone numbers.

Extension or room number supplied by called telephone

If the called telephone gives you an extension, room, apartment, or booth number, and you are recording a ticket, enter this information following the called party's name. If no ticket is being recorded, press **Misc** + extension/room number + **Start**.

Billing to calling card number at call completion

Follow the next procedure if the called party wants to bill the call to their calling card number at call completion.

Billing to a calling card at call completion

At the position:

1   Say, "Certainly, one moment, please." Press **Fncts + Call Details + Start**, if appropriate, in order to prepare a billing ticket. Write "billing info needed" in the Special Instruction space.

2   Ask the called party to remain on the line at call completion.

> **3** Press **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Fncts** + **Start Timing** + **Start** (when appropriate) + **Fncts** + **Hold** + **Start** + **Pos Rls**.
>
> **4** At call termination, request the card number and enter it for a validity check by pressing **Spl** + calling card number + **Start**. Enter the number on the billing ticket. Press **Pos Rls**.
>
> **5** If both parties hang up at call completion, recycle the called number at call completion by pressing **Rls Cld** and **Start**. Request the card number and proceed as described previously.

Charge not accepted

Called telephone does not accept charge

If the person answering on a station call, or the called party on a person call will not accept the charges, say, "Thank you" and press **Rls Cld** to release the called telephone.

DA charges still apply

If the charge is not accepted or if the call is canceled on a call on which a DA charge applies, the charge should be paid by the calling party. Arrange for alternate billing (paid, calling card, third number) for the DA charge by completing a billing ticket.

Calling party will pay for the call

After releasing the called number, ask the calling party if he or she will pay for the call. If he or she will, contact the called party again by pressing **Start** and proceed as on a paid station or person call, as appropriate.

Calling party will not pay for the call

Unless the calling party specifies an alternate means of billing, acknowledge, and press **Ca Call** (if appropriate) + **Pos Rls**.

Special conditions, station call

No one available to accept charges

On a station call, if the person at the called telephone says there is no one there to accept the charge or that the charge will be accepted later, consider this as a refusal to accept the charge. If it is necessary to give a report, include this information with the report.

Special request, change from station to person charge

On a station call, the calling or called party may ask you

- to reach a specified person to accept charges.

- to find out when someone is expected who can accept it.

- to call a different telephone to accept charges at the called telephone.

Explain that the call changes from station to person billing.

- If the subscriber agrees, change the charge classification and proceed as on a person call.

- If the subscriber does not want to change the call to a person call, ask him or her to place the call again later as a station call.

Request to hold line for acceptance

Follow the next procedure on a request to hold the line for acceptance.

Request to hold lie for acceptance

At the position:

1   On a station call, if the person who answered the called telephone indicates that he or she must reach someone else to see whether the charge will be accepted, continue to hold the line.

2   At the end of about one minute, if no one accepts or refuses the charge, say to the person at the called telephone, "This is the operator. Will you accept the charge?" If no response is received, say to the calling party, "I have been unable to reach anyone who will authorize the acceptance of the charge."

If	Do
the calling party asks you to continue waiting	explain to the party that the connection is normally not held except on a person call. Then say, "Will you try your call again later, please?" and proceed as directed.
the calling party asks you to continue waiting	explain that the connection cannot be held any longer on a station call. Then say, "Do you wish me to make this a person call?" Proceed as directed. Obtain the name of the desired party, if person service is wanted, and treat as a person call.
the person at the called telephone asks you to continue waiting	follow the same general procedure as listed previously.

Subscriber will accept person call only on a station basis

On a person call, if the person at the called telephone will not accept the charge, but will accept it as a station call, consider this a charge not accepted. Then, if the calling party wants the call completed as a station collect call, say, "I am sorry, but I am unable to change this to a station call

now," and proceed as for a similar condition on a paid call (see chapter on "Reaching called/calling party")

Called party gives an INWATS number

- If the called party refuses to accept charges for a collect call, but gives an inward wide area telephone service (INWATS), foreign exchange, or other toll-free number, ask the calling party to call that number.

- Give dialing instructions or handle the call as you normally would.

- If the calling party chooses to dial, press **Ca Call** if appropriate and **Pos Rls**.

- If you are to handle the call, press **Rls Cld** and proceed for a call to an INWATS or other number.

Special requests

The following section describes special request collect calls.

Request for collect call after advancing call

If the called telephone does not answer after the call is advanced, follow the procedures covered previously for checking the status of the called number. If a check is required, press **Rls Cld**; otherwise proceed as for a collect call, securing acceptance of the charge.

If the called telephone answers and the call is noncoin originated, proceed as for a collect call. Press the appropriate collect class charge key and secure acceptance of charge.

If the call is a coin-originated call and a check is required, consult your position information. If a further check is necessary, say to the called party, "If you will hang up for a moment, I will call back." Press **Rls Cld**, hold the calling party on the line, and proceed as if the call was originally placed as collect.

If a subscriber asks you to make a completed call collect, follow the procedures outlined in chapter 32, "Dial assistance calls."

Called telephone requests T&C

After announcement, called party asks for T&C quotation

Follow the next procedure if the called party requests a time and charges (T&C) quotation.

After announcement, called party requests T&C

At the position:

1 Press **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** and ask the called party to remain on the line at the end of the conversation for the **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** quote.

2 Press **Pos Rls** (when appropriate).

Note 1: Either a digital recorded announcement machine (DRAM) or an operator provides the quote.

Note 2: The **{Time & Charges}** or **Fncts** + **Time and Charges** + **Start** key must be pressed after the collect class charge key in order to quote charges to the called party.

FNCTS + Time and Charges + START request on completed inward collect call

Explain that billing is automatic and that it is very difficult to obtain time and charges. Then give the subscriber the initial period and additional period rates on the call, if appropriate. If the subscriber insists that he or she must know the charge now and gives a reason that justifies an attempt to secure it, say that you will see what can be done to obtain the charge. Explain that it will take some time and that you do not know for sure whether you will be successful. Then refer the matter to the SA.

Service assistant reference

Arrange for whatever action is possible to obtain the charge from the calling office and see that the subscriber is called back and given a report.

Additional information requested

On a station call, if the person at the called telephone, before accepting the charge, asks to whom the calling party wants to talk or what department is wanted, say, "The call is for anyone." If he or she still wants the information, say that if it is given the call becomes a person call. If he or she agrees, obtain the information from the calling person and proceed as on a person call. Otherwise, proceed as directed by the called party.

On a station or person call, if the person at the called telephone asks about the purpose of the call or makes a similar inquiry, explain that such information cannot be given.

On a collect call, if the answering party indicates no one there can accept the charge (or that it is not their policy to accept collect calls) and requests the calling number or names for a later call back, explain that you cannot leave word on collect calls. This procedure also applies when the called party indicates he or she wants to call back on his or her outward wide area telephone service (OUTWATS) line.

Collect call to a coin telephone

Announcing call

Reach the called telephone and announce the call as for a normal collect call. If the called party does not accept the charge, proceed as when you encounter the same condition on a collect call to a noncoin telephone. If the called party will accept the charge, ask, "How would you like to pay for the call?"

Billed to third number or calling card

Bill either as station special called (**Cld** + **Sta** + **{Spl Cld}**), or person special called (**Cld** + **Per** + **{Spl Cld}**). Press **Spl** + third number or calling card number + **Start**. Press **Pos Rls** (when appropriate).

Called party wants to deposit coins

Request that the called party try the call again, saying, "I'm sorry (called party). I cannot complete the call on this connection. Will you please hang up and call (calling party) back at (NPA and number)?" When the parties understand the request, press **Ca Call** (if appropriate) + **Pos Rls**.

Calling telephone is one way

When you ask the called party to call back, if the calling subscriber cannot receive a call back because his or her coin telephone is for outgoing service only, ask the called party if he or she wants to pay another way.

- If the called party does not want to pay for the call another way, ask the calling party to pay for it.

- If the calling party is unable to deposit coins or bill the call to a calling card or third number, say, "I'm sorry, I'm unable to complete this call."

- Ask the called party to hang up and press **Rls Cld**. Ask the calling party to place the call later with other billing arrangements or from another telephone.

- Press **Ca Call** if appropriate and **Pos Rls**.

Calling telephone is nonpublished

If the subscriber indicates the calling number is nonpublished and does not want it to appear on the bill that the called party receives, acknowledge the information and record a billing ticket. Enter the calling NXX in the From NXX field and write the calling number in the write-in field followed by NONPUB. Machine-time and hold the call on loop.

Special collect toll calls

This chapter describes procedures for special collect toll calls. Special collect toll service permits a subscriber to receive automatic station collect calls from telephones within designated service areas. The calling party is not required to request reversal of the charges. The calling party places the call with an operator using a special collect number.

Identifying special collect number

The subscriber is assigned a special collect number in addition to a regular telephone number. The special collect number consists of four or five digits and is identified by one of the following prefixes:

- WATS (wide area telephone service)
- Zenith
- Enterprise
- Commerce

These calls are usually classed as Autocollect. For these calls, the operator does not have to press the **Fncts** + **Autocollect** + **Start** before releasing the position. If no class charge key is entered before entering the four- or five-digit number, an outlined on-hook telephone icon is displayed in the Cld field.

Receiving a request for a special collect number

Follow the next procedure when a subscriber requests a special collect number such as WATS, Enterprise, Zenith, or Commerce service.

Handling a special collect number

At the position:

1 Acknowledge the request and proceed as follows:

If	Do
the special collect number is a 5-digit number	press **Cld** + 800 + appropriate 5-digit number + **Start**.
the special collect number is 4 digits	press **Cld** + 800 + appropriate 4-digit number + **Start**.

2 Press **Fncts** + **Autocollect** + **Start**.

System handling of special collect numbers

Keying 800 or 8000 followed by the 4- or 5-digit special number signals the DMS switch to search its tables for a regular 7- or 10-digit number to outpulse. The called number display shows the digits keyed and not the number outpulsed.

Authorized calling office

If the calling office is authorized to use the special collect number, the called number is displayed. Press **Fncts** + **Start Timing** + **Start** + **Pos Rls** to complete the call.

Unauthorized calling office

UCA (unauthorized/unusual code assignment) is displayed following digit keying if

- the calling office is not authorized to call the special collect number, or
- the keyed special collect number is associated with special instructions.

Unauthorized/unusual code assignment

Follow the next procedure after receiving an unauthorized code assignment (UCA) display.

Handling an unauthorized code assignment display

At the position:

1 Inform the subscriber that the call is not authorized from that number, saying, "I am sorry, (special collect number) does not apply for subscribers calling from your area. If you wish to place the call on a paid basis, you can dial the regular number."

2 Choose the applicable situation and proceed as directed.

If	Do
the subscriber indicates the regular number is unknown	suggest that the subscriber check the telephone directory or directory assistance (DA).
there are special instructions for the special collect number	proceed as directed.

Vacant code announcement
VCA (vacant code announcement) is displayed following the keyed digits to indicate that no record is available for the keyed number. Say, "I have no record of (special collect number). You can dial the regular number." If the regular number is unknown, advise the subscriber to check the telephone directory or call DA.

Special number changed to INWATS service
If position information indicates that the special number was changed to inward wide area telephone service (INWATS) service, inform the subscriber that the number is changed. Explain that the number is now an INWATS number that can be reached by dialing the (access code) + 800 + 7-digit number.

Subscriber questions the UCA or VCA report
If the subscriber says the special collect number before, refer the subscriber to his or her interLATA carrier for assistance. The special number may be an interLATA number.

Special conditions
Note that the following special conditions may apply:

- The call may be from a coin telephone; if so, proceed as on a call from a noncoin telephone. No deposit is required.

- If you encounter a delay and a memo is required, record the memo before releasing the position.

- Special numbers are assigned to official lines. When the calling party asks to be connected to the repair service or business office, and a special collect number is assigned to the service requested, proceed in the usual manner.

Call-back calls

This chapter describes procedures for handling call-back calls. The call-back number, included in a leave-word report (instructions left at the called number on how the called party can complete the call later), indicates how a terminating toll center (TTC) operator can complete a delayed person call when the called party is ready to talk.

Basic information about call-back calls

When the called party is not available on a call, the operator may leave a number for the called party to give to the operator when calling back to complete the original call. The call-back number indicates to the completing operator some or all of the service requested by the calling party. Accordingly, on certain call-back calls, the completing operator must determine the specific service(s) required by the originating party.

Who handles the call

If the call-back number is a single-digit number, the TTC operator handles the call. If the call-back number is a multi-digit number, the TTC operator passes call details to the originating toll center (OTC) call-back operator for call handling.

Classification of call

All call-back calls completed by the TTC operator are classified as person call-back (PCB) calls. Those completed by the OTC operator are classified as person calls.

Procedures for TTC operators

If a subscriber returns a call to a TTC operator and furnishes a single-digit call back number, acknowledge appropriately and follow the next procedure to complete the call.

Single-digit call-back call

At the position:

1   Advance the call if the subscriber dialed it, or dial the number according to the information received.

If	Do
the call is to an intraLATA point	Bell operating companies handle the call as described in this chapter.

2   Press **Fncts** + **Person Call Back** + **Start** and the appropriate class charge key(s).

For call-back 6 (person paid) calls, press **Clg** + **Per**.

For call-back 7 (special billing) calls, press **Per** + **Clg**. Secure billing information from the far-end party after announcing the call. If the calling party does not want to give the billing information with the called party on the line, treat the call as one to be handled manually. Contact the calling (far-end) party after conversation ends to obtain the required information.

3   When conversation begins, press **Pos Rls**.

Announcing the call

Announce the call to the first person who answers at the calling telephone. Repeat the announcement to each successive person who answers until the billing arrangements are confirmed or secured. Be guided by the action indicated by the call-back number.

Call-back 6

Be sure that the calling party is aware that the call is being charged to that telephone. Say, "We are ready on your (or calling party name) call to (called party). Do you still wish the call billed to this telephone?"

Call-back 7

Say, "We are ready on your (calling party name) call to (called party). Would you prefer to give me the billing information now or when you are through?"

Complying with the calling party request

Follow the next procedure if the calling party prefers to provide the billing information after conversation.

Request to hold line for acceptance

At the position:

1 Prepare a billing ticket and write "billing info needed" as a reminder to secure the needed billing details before filing the ticket.

2 Press **{No AMA}** or **Fncts + No AMA + Start, Fncts + Start Timing + Start,** when appropriate, **Fncts + Hold + Start** and **Pos Rls**.

3 At end of conversation, request billing information.

4 If both parties hang up, recycle the call by pressing **Rls Cld + Start**.

5 Request billing information and enter it into the system by pressing **Spl** + billing number + **Start**.

6 Observe the validation responses.

Recording billing ticket details

When a billing ticket is required, record the following:

- Called details: Enter the area code and the number to which you are completing the call in the To NPA, To NUMBER fields.

- Calling details: Enter the number of the party returning the call in the FROM NUMBER designation.

- Class details: Mark "PCB."

- Call back: Enter the calling card number of third number in the SPECIAL BILLING DETAILS designation once billing information is obtained from the party who originated the call.

- Other details: Enter "6" or "7" in SPEC INST and all other details in the usual way.

Delay encountered (trunk or station)

Proceed in the usual way for any outward call.

Party delay

Say to the person answering at the calling telephone, "Please tell (calling party) that (called party) was ready to talk and ask him or her to call again at his or her convenience." Press **Ca Call** + **Pos Rls**.

Calling party can be reached at another telephone

Acknowledge, press **Rls Cld** and attempt to reach the party at the other number. If the calling party is reached at the other telephone, make any corrections needed in billing instructions.

Calling telephone appears to be a wrong number

If the calling telephone appears to be a wrong number, use this procedure:

- If the calling telephone says that no one is calling the called party, verify the number reached.

- If the calling number is the number given by the called party, excuse the call and press **Rls Cld**. Ask the called party to give you the calling number again. If the subscriber gives the same number again, say, "That appears to be a wrong number."

- If you think that DA may be able to help you, secure address and name details and contact DA.

- If the called party cannot furnish the details or DA cannot supply the number, say, "I'm sorry, they will probably call later." When the subscriber acknowledges, press **Ca Call** (if appropriate) + **Pos Rls**.

Calling party requests additional services

Comply with the request. If you are to quote T&C, determine the time at the originating office and manually rate the call in accordance with the rate period in effect at the originating office.

Multi-digit call-back call

Call received

If a subscriber wants to return a call and furnishes a multi-digit call-back number and an associated place name, or if the subscriber cannot furnish the call-back number, say, "Will you hold the line, please?" and proceed as follows.

Preparing a memo ticket

When a memo ticket is needed, enter only the details you consider necessary in advancing the call (for example, the name of the OTC and the call-back number, and the subscriber's number, when required). The OTC operator secures the call details from the called party. Therefore, should the subscriber volunteer call details, ask him or her to give the information to the OTC operator.

Reaching OTC call-back operator

Follow the next procedure to secure the operator route.

Reaching OTC call-back operator

At the position:

1   Key the OTC operator route, followed by "11," followed by the call-back number.

2   In case of delay in reaching the OTC operator, advise the party and ask him or her to place the call again later.

3   If the party asks you to try later, make attempts to reach the OTC operator in 30 minutes.

4   Record a memo ticket for use in making the attempt.

5   Press **{No AMA}** or **Fncts** + **No AMA** + **Start** and **Pos Rls** after giving delay report.

Announcing call

Follow the next procedure to announce the call to the call-back operator.

Announcing call

At the position:

1   Press **Fncts** + **Call Details** + **Start** to determine the area code, if you serve more than one area code. Say, "Area (called place area code) (called #) call back (call back #) for (calling #)."

2   When the call-back operator speaks to and receives a response from the subscriber, press **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Pos Rls**. He or she is responsible for completing the call and giving any necessary reports to the called telephone.

3   If the subscriber is calling from a coin telephone, include the class of the telephone, for example, area (called place area code) prepay, and so forth.

OTC operators

Call back received from TTC

Answer a call back according to the designated number on the screen display. In addition to call origination, a display indicates whether special handling is required (see table 21-1).

Table 21-1
Call origination codes and special handling indicators

Call origination	Display
55	T&C
56	Hotel
50	Universal

Information keyed into equipment

Follow the next procedure to key the information supplied by the TTC operator into the equipment.

Information keyed into equipment

At the position:

1   If you feel it would be helpful, note the area code passed by the TTC operator.

2   Say to the called party, "This is operator (call-back number). May I have your number and name, please?"

3   Press **Clg** + area code + number specified by called party + **Start**.

4   Note the called party's name on a memo, if you feel this would be helpful.

5   If appropriate, press **{Coin}** or **Fncts** + **Coin** + **Start**.

6   Then ask, "(Called party), what is the calling number left by the operator?"

Billing ticket required

If the TTC operator passes a called place name not identified in the routing directions by code, follow the next procedure to record a billing ticket:

Recording a billing ticket

At the position:

1   Write the called place in the TO PLACE space and write the called number in the TO NUMBER space in the write-in field.

2   Enter all other details as appropriate.

3   Then press **{No AMA}** or **Fncts** + **No AMA** + **Start, Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos RIs**.

Other conditions

When the TTC operator passes the called number or other details, accept and enter them, and do not ask the called party to provide this information.

No response received when you speak to the called party

Ask, for example, "Are you (or 'is anyone') calling operator (call back number)?"

Called at a different number

If the called party is at a different number, enter "CLD at (place, if different) (number)" following the call back number in the SPEC INSTRUCTIONS space or on a memo, whichever is appropriate. In reporting ready to the calling telephone, explain that you reached the called party at a different telephone. Ask, "Will that be satisfactory?," and proceed in accordance with the reply.

Called party cannot furnish the calling number

If the called party gives a name and you think you might be able to obtain the number from DA, try to do so. If a name is not given, or you are unable to obtain the number from DA, say, "I'm sorry, they will probably call again later." When the subscriber acknowledges, press **Ca Call** + **Pos Rls**.

Procedure after receiving call-back call

After receiving a call-back call, say, "One moment, please, (called party)." Reach the calling telephone, report that the called party is ready to talk. On hotel calls or requests for time and charges where the calling party gave special billing instructions when the call was originally placed, follow the next procedure to complete the call.

After receiving call-back call

At the position:

1   Secure billing information, press **Clg** + **Per** (person special calling) + **Spl** + number + **Start**.

2   Press **Pos Rls**.

3   If the calling party wants to give billing information after conversation, follow instructions outlined previously in "Announcing calls."

Delay encountered in reaching calling telephone or party

Advise the called party of the delay and ask him or her to try the call later. However, if the called party wants you to try later, try again in 30 minutes. Proceed as instructed in the chapter "Subsequent attempts."

Calling party can be reached at a different telephone

If the person answering the calling telephone says that the calling party can be reached at a different telephone, proceed as follows:

- Bell Operating Companies:
  — If the number is within the same LATA, acknowledge and attempt to reach the calling party at the other number.
  — If the number is not within the same LATA, explain to the called party that the calling party can now be reached at (other number) and to place the call with a long distance operator.

- Independent companies:
  — If the number is within the same operator services center, acknowledge and attempt to reach calling party at the other number.
  — If the number is not within same operator services center, explain to the called party that the calling party can now be reached at the other number. Ask him or her to place the call with that operator.

Calling telephone appears to be a wrong number

If the calling number appears to be a wrong number, proceed as follows:

- If the person answering the calling telephone says that no one is calling the called party, verify the number reached.

- If it is the number given by the called party, excuse the call, press **Rls Cld** and ask the called party to give you the calling number again.

- If he or she gives the same number again, say, "That seems to be a wrong number." Otherwise proceed as described previously when the called party cannot furnish the calling number.

Emergency calls

Handle a call as an emergency when:

- a calling party states that it is an emergency or urgent call, designates it a priority call, indicates that it requires immediate or prompt completion, or indicates it is necessary to protect life or property, or

- you hear something that indicates that an emergency exists (for example, heavy breathing, words indicating a holdup, crackling indicating a fire).

Emergency calls may concern such matters as serious accidents, illness, or death; earthquakes, hurricanes, tornadoes, fires, floods, wrecks, or other disasters; maintenance of essential public services; and incidents requiring the aid of ambulance or life saving services. Additionally, treat calls from the police, fire departments, doctors, hospitals, and government authorities as emergency calls when appropriate.

Principles of handling emergency calls

Follow these guidelines when handling emergency calls.

- Establish the connection as quickly as possible.

- Have the calling party stay on the line.

- Give the call your undivided attention as long as necessary.

- Notify the service assistant (SA) on every emergency call, if locally directed.

Service assistant reference

Go at once to the position where the emergency call is being handled and give the call your undivided attention. Give whatever help you can (that is, direct the operator how to proceed or how to secure the assistance of other operators). If necessary, secure the assistance of the in-charge supervisor.

- Take whatever action appears necessary to give the service needed, deviating from operating procedures when necessary.

- Never delay advancing the call to ask questions unless the calling party asks you to make the report to an agency (see ''Calls to official emergency agencies," page 22-2).

- When passing an order requesting assistance or information to any operator, prefix as "emergency."

- Stay on the line until you hear a satisfactory start of conversation.

Calls to official public emergency agencies

Follow the next procedure for emergency calls to official public agencies such as police, fire, and ambulance service.

Calls to official public emergency agencies

At the position:

1 Prepare ticket:

    a.   At first opportunity, display the calling number.

    b.   Enter the calling number completely, including calling numbering plan area (NPA) code if your office serves more than one NPA.

    c.   Determine the called number, and enter it completely.

    d.   Enter "EMER" in capitals in the Spec. Inst. space and describe the emergency if possible.

    e.   Include the number of the agency connected, the time the call was received, an explanation of any delay or unusual occurrences, action taken, and your operator number.

2 Emergency call held on loop:

    a.   After establishing a connection and cutting out, watch closely for the appearance of a recall signal, and take immediate action.

    b.   If you receive a flash, enter the connection immediately. Remember that the system interprets the flash as a disconnect and stops timing.

    c.   If the subscriber wants the call to continue, note the elapsed time displayed on the screen and press **Fncts** + **Cancel Timing** + **Start** + **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos Rls**. Prepare a ticket.

    d.   At disconnect, add the two time intervals together and enter the total elapsed time on the ticket.

3 Billing

    a.   If locally directed, do not charge for a call to a local emergency agency.

b. On an emergency call from a public telephone for which there is a charge, do not delay the call to obtain a deposit. Wait until the call is completed. If the calling party is not prepared to make a deposit, try to obtain the name and address, and enter them with billing instructions (for example, third number or calling card number) on the ticket.

Note: When possible, bill toll emergency calls held on loop with automatic message accounting (AMA).

Calls to other than official public emergency agencies

On calls to other than official public emergency agencies, proceed according to the following guidelines.

Connection established

Arrange for AMA timing of the call.

Emergency call from a public telephone

Follow the next procedure for emergency calls from a public telephone.

Emergency call from a public telephone

At the position:

1   Secure the deposit or billing arrangements before advancing the call.

If	Do
the subscriber does not provide a deposit or make billing arrangements	refer the call to the SA, unless the nature of the emergency dictates that you advance the call immediately.
the call should be advanced immediately	do not delay. Advance the call and (where necessary) obtain billing information after the call is completed.

2   Prepare a billing ticket for the type of billing requested when you advance the call before complete billing arrangements are made.

3   Enter the connect time and hold the call on loop.

4   If the calling party is unable or unwilling to make a deposit or unable to provide billing information, try to obtain name and address information.

5   Enter this information and any explanation for establishing a connection without billing on the ticket.

Preparing a memo

Prepare a memo whenever the call indicates an emergency involving the safeguarding of life or property. For example, this would include:

- A request for a doctor, a public or volunteer agency for suicide prevention, and matters involving drug or child abuse.

- When the subscriber's tone or manner reflects an urgency beyond the scope of a routine assistance request.

Service assistant reference

If the calling party is unable to make a deposit or provide billing information, and the call does appear to be a legitimate emergency, direct the operator to connect the subscriber and prepare a ticket. If the call does not appear to be an emergency, explain to the subscriber that the call cannot be placed without some acceptable means of billing.

Receiving an emergency call

If the subscriber tells you that the call is an emergency, acknowledge the call and ask the calling party to hold the line unless he or she cannot do so.

- Emergency calls normally reach your position displayed as 0, `Coin Pre`, `Coin Po`.

- If desirable, indicate the agency to be connected, saying, for example, "I will give you the police department." If you cannot determine the required agency, connect the calling party with the police department.

- If appropriate, prepare a ticket as outlined in procedure "Calls to official public emergency agencies."

InterLATA emergency calls

During the processing of an emergency call, if you learn that the call is to an interLATA point (for example, `IC` is displayed after the called number), proceed according to the following guidelines:

- Calls to official public emergency agencies: Follow the principles for handling emergency calls to official public emergency agencies outlined previously.

- Emergency calls to other than official public emergency agencies: Follow the procedure described previously in procedure "Calls to official public emergency agencies."

- When `IC` is displayed after the called number, press **{No AMA}** or **Fncts** + **No AMA** + **Start** to remove the interLATA blocking. Then advance the call.

- If you know, before entering the called number, that the call is to an interLATA point, advance the call by pressing **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Cld** + called number + **Start**. This procedure routes the call by the operator's NPA. If the NPA of the incoming trunk is desired, press **Cld** + called number + **Start** + **{No AMA}** or **Fncts** + **No AMA** + **Start**.

- As appropriate, follow guidelines outlined below for advancing calls with no delay or with a delay encountered.

Advancing calls, no delay

Follow the next procedure for handling a local emergency call with the calling party on the line.

Advancing calls, no delay—local call, calling party on line

At the position:

1   Establish the connection on the loop on which the call reached your position.

2   Ensure (after the called party answers) that conversation is proceeding satisfactorily.

3   Release the call from your position, or hold the call on loop as outlined previously.

Determining where to send emergency calls (fire, police, etc.)

To determine which town should receive the emergency call, proceed according to the following guidelines.

Universal emergency number 911 available

If 911 access is available for emergency calls to the desired community, connect the subscriber by dialing 911, or as locally instructed.

E911 available with TOPS Transfer to E911 with ANI Forwarding

If your switch has TOPS Transfer to E911 with ANI Forwarding, 0– emergency calls can be forwarded to the E911 tandem office with ANI information. The ANI information can be used to determine automatically the proper group of attendants to receive the call and identify the address of the calling party.

If the ANI information is not received, but the calling digits can be obtained from the calling party, key in the digits, and they are forwarded to the E911 tandem office when outpulsing occurs on the operator (OP) trunk.

Note: When the tandem office receives the call, there may be a momentary off-hook indication displayed on the screen. This indication should be ignored, as it is not an indication that the E911 attendant has answered.

Universal emergency number 911 not available

If 911 access is not available for emergency calls to the desired community, note that the following may apply:

- If the NXX is served by only one community, acknowledge and complete the call to the number shown in your position information.

- If the request for an emergency number is made and you use the calling number, acknowledge and complete the call to the number shown in your position information.

- If outgoing trunk (OGT) keys are provided for emergency numbers, use the appropriate OGT menu selection. The call automatically outpulses to the designated agency for the calling NXX.

- Class charge.

Screened Service Routing

Emergency services can be reached using the Screened Service Routing feature, which provides alternate dialing methods to various agencies. This feature allows

- keying only a single-digit service number code (SNCD), instead of the entire directory number to be outpulsed, when the requested service number serves callers from one or more NXXs

- keying an additional two-digit reference code (REFCD) when more than one directory number exists for the requested service agency in the caller's NXX

- keying both the SNCD and REFCD (if known) when more than one directory number exists for the requested service agency in the caller's NXX

This method consists of pressing one of the following key sequences:

At the position:

1 **Fncts** + **SN Routing** + **Start** + (SNCD) + **Start**

2 **Fncts** $+$ **SN Routing** + **Start** + (REFCD) + **Start**

3 **Fncts** $+$ **SN Routing** + **Start** + (REFCD) + **Start**

4 **Fncts** $+$ **SN Routing** + **Start** + (SNCD) + (REFCD) + **Start**

Unable to determine where to send emergency call

Follow the next procedure when you are unable to determine where to send the emergency call.

Unable to determine where to send emergency call

At the position:

1   If you do not know which of several towns should receive the emergency call, ask the calling party.

2   If you are unable to determine the correct locality, connect to the one that seems most likely under the circumstances.

3   Remain on the connection until it is evident that the right location has been reached.

4   Prepare a ticket as outlined in procedure "Calls to official public emergency agencies."

5   Dial the number for the agency requested by pressing **Cld** + called number + **Start**. Class charge as locally directed.

6   Press **No AMA** + **Fncts** + **Start Timing** + **Start** + **Fncts** + **Hold** + **Start** + **Pos Rls** when appropriate.

Other circumstances

The following lists other circumstances that may be encountered when trying to complete an emergency call:

- If a call is for an ambulance, but none is available, complete the call to the police department.

- If you receive a recorded message indicating an emergency, complete the call as quickly as possible, as if a subscriber gave the directions.

- If the calling party indicates that a telephone wire or pole is down, or gives no indication of ownership, connect with repair service. If the calling party indicates it is not a telephone wire or pole, connect with the proper agency.

- If the calling party requests a doctor and the calling party supplies telephone number or name of doctor, complete the call, securing the telephone number, if necessary, from directory assistance (DA).

- If the calling party requests a doctor, but is unable to supply name of doctor, connect the subscriber (if locally directed) to one of the following:

    — appropriate public emergency agency

    — medical society or Doctor's Emergency Bureau

    — doctor on the list included in your position information

— doctor whose name is secured from DA

Note: Continue to attempt to connect the subscriber until you locate a doctor.

- If the called number answers, do not question the calling party further. Determine whether the conversation is proceeding satisfactorily and hold the call on loop.

- If a calling party leaves line on a local emergency call after reporting an accident, crime, or disaster, report the occurrence to the proper agency, giving whatever details you can.

- If the subscriber asks you to report an emergency or the subscriber goes on-hook before the called party answers, follow the next procedure to complete the call.

Subscriber requests you report emergency condition

At the position:

1 Hold the calling line, obtain the location and nature of the emergency and, if the call is is an ONI call, obtain the calling number.

2 Immediately dial the number for the particular agency needed. Meanwhile, watch for a signal from the calling line. If the agency taking the report indicates it will take action, and then goes on hook, release the called and calling lines.

3 However, if the agency wants you to connect it with the calling number, say, "One moment, please." Reach the calling party by pressing **Fncts + Ring Calling + Start + Start**. Remain on the connection long enough to see if further assistance is needed.

Toll call

Complete emergency toll calls immediately using the general principles for handling emergency calls.

Advancing calls, delay encountered

Called line busy

Depending on the calling party's instructions and whether or not you are able to verify the line, proceed according to the following guidelines concerning giving reports and interrupting conversation.

If the call is for the police, fire department, or other public agency, proceed in one of the two following ways:

- Do not give a busy report. Immediately verify the busy condition and attempt to secure the release of the line.

- Make several attempts to secure the line. If you cannot secure the line, explain the situation to the calling party, and offer to take any action that seems appropriate (for example, calling the subscriber when the line is available, transmitting the details given to you as soon as the line can be secured, or asking the police or agency involved to reach the desired party).

Calls to other than public agencies

Follow the next procedure to interrupt conversation on calls other than to police, fire, or other public emergency agencies:

Emergency calls to other than public agencies

At the position:

1 Give the busy report and ask the calling party if he or she wants you to interrupt the conversation.

If	Do
the calling party wants you to interrupt conversation	secure the name and proceed as for calls to police or fire departments or other public agency (see procedure "Calls to official public emergency agencies")
the calling party does not want you to interrupt conversation	tell the party you will call as soon as you secure the line.

Unable to interrupt a busy line

If you cannot interrupt a busy line, tell the calling party that the line is busy. Ask him or her if there is any other telephone that you can call, and proceed as directed. If no other number can be called, say that you will keep trying to reach the number.

No answer or called telephone out-of-order

If the call is for the police, fire department, poison control, or other public agency, and the called party does not answer within one minute, continue to ring the called telephone. Explain the situation to the calling party if the calling party is on the line, and offer to call any other suggested telephone. If the calling party is not on the line, contact another agency that might offer assistance.

If the called party is other than a public agency, use the appropriate of the following for the condition encountered:

- No-answer condition encountered:

> — Continue to ring the called telephone; be guided by directions from the calling party. Offer to make subsequent attempts at any interval the calling party suggests.

- Out-of-order (OD) condition encountered:

  > — Offer to send a messenger, and if the subscriber wishes, arrange for the messenger to have the called party call back.

  > — Offer to make subsequent attempts to secure the called line, and contact the appropriate repair service to determine when the line will be repaired.

No-circuit condition encountered

Follow the next procedure to complete the call when a no circuit (NC) condition is encountered.

No-circuit condition encountered

At the position:

1 Make two additional attempts, and if still NC, note the called number.

2 After encountering NC on numbers route, attempt to reach the Terminating Toll Center (TTC) operator.

3 If you encounter NC on the TTC route, give the NC report or refer the call to the SA.

Giving NC reports

At normal time intervals (as locally determined), say to the subscriber, "The circuits are busy, but I am trying to obtain one. Will you hold the line, please?"

Reorder received on a local call

Make several attempts to secure the line. If you are unable to secure the line, explain the situation to the calling party, offering to take any action that seems appropriate, for example, calling back when the line is available, transmitting the details given to you as soon as the line can be secured, or asking the police or agency involved to reach the desired party.

Reaching called telephone or party

When the called telephone or party answers, determine whether the conversation is proceeding satisfactorily, and then hold the call on loop. If the calling party asks you to tell the called telephone that there is an emergency, at the first opportunity, say, "This is an emergency call." Otherwise, do not mention the emergency.

Delay in reaching calling telephone

Calling party goes on hook

Follow the next procedure if the calling party goes on hook and you encounter a busy signal or other delay while attempting to reach the calling number again.

Delay in reaching calling telephone—calling party goes on hook

At the position:

1   Keep trying to reach the number for approximately 2 or 3 minutes.

2   If you still cannot reach the calling number, explain the situation to the called party and advise him or her that you will call again.

3   Continue trying to reach the calling telephone. After you have reached the calling telephone, explain that you have reached the called number, and determine what further action is wanted.

CAMA calls

Because CAMA calls must have the calling number manually entered, it is important to process the call as quickly as possible, but at the same time give the subscriber instructions for completing the call if the subscriber does not reach the number on the first attempt.

If the calling party says that the call is an emergency, say, "If you do not reach the number this time, dial the operator, please," and proceed with the call. If you started to set up the calling number, immediately press **Clg,** request the calling number, and proceed with the call.

INW display

If there is a request for assistance in reaching a called line, try to secure the called line as follows:

* If you are requested to interrupt conversation on a busy line for an emergency, proceed as follows:

  — Obtain the name of the calling party and place.

  — Verify and attempt to secure the release of the called line.

  — If the line is available, establish the connection; if not, inform the calling operator.

  — If the line is served by an office without verifying equipment, say, "Cannot verify."

* If you are requested to verify an OD condition, verify the called telephone, explain that the call is an emergency call, and give the report to the calling office.

NC or notice of NC heavy traffic at your office

Say, "NC Hold," and enter "EMER" on a memo. Proceed as when NC is encountered on an outward emergency call, and notify the SA. Remember that the originating operator remains cut in.

Bomb threat calls

If you receive a bomb threat, take immediate action and proceed according to the guidelines in the next procedure.

Bomb threat calls

At the position:

1 Assume that any threat is real.

2 Immediately notify the SA.

3 Record the exact message without interrupting the caller.

4 Keep the caller on the line as long as possible and try to obtain details that may be helpful in tracing the call and identifying the caller. Press **{Call Det}** or **Fncts + Call Details + Start** and record all pertinent data.

5 After the caller goes on hook, hold the connection at your position by pressing **{Hold}** or **Fncts + Hold + Start**.

Service assistant reference

Report the threat immediately to the police or locally designated emergency agency, and give the details of the call, including the name of the originating office and number. Also, notify the plant department and request that the call be traced. Notify the nearest management person available and proceed as locally directed.

Ask questions to prolong conversation

Attempt to keep the party on the line and secure as much information as possible by asking questions such as the following:

- "Can you give us any idea where we might locate the bomb?"
- "What time will the bomb explode?"
- "What kind of bomb is it?"
- "Why have you chosen to damage or destroy this building?"
- "Who and where are you?"

Try to determine whether the calling party is an adult or child, male or female, noting any characteristics about the voice or background noise.

Requests to trace call

Follow locally established procedures for handling emergency call trace requests. The following procedures describe what to do and who to notify on an emergency call trace request. Someone should also be locally designated to contact the appropriate public emergency agency.

Operator-initiated requests

You may initiate a call trace request in an emergency situation (for example, bomb threat or if a subscriber leaves the line after indicating some type of emergency, such as fire or need for an ambulance). Notify the SA for further direction.

Service assistant reference

Record all the details of the trace request and notify the person or persons locally designated to handle the request. Ensure that the trace information is reported to the appropriate public emergency agency. When the call trace is complete, notify the security department.

Official emergency agency requests

Secure the details of the call trace request, including the name and telephone number of the person requesting the trace. Notify the SA and follow her or his instructions on how to proceed with the call.

Other than official emergency agency requests

Crisis prevention centers

Crisis prevention centers (for example, suicide prevention center) may request an emergency call trace. Secure the details of the trace request, including the name and telephone number of the person requesting the trace. Notify the SA of the call trace request and follow his or her instructions.

Service assistant reference

Follow the procedures outlined previously in this chapter. In addition, advise the person calling from the nonofficial agency that the results of the trace will be provided to the appropriate official public emergency agency. Ensure that the trace information is reported to the official public agency. The information should not be directly reported to anyone at a nonofficial agency.

If the crisis prevention center representative indicates that official public agency involvement may aggravate the situation, advise the crisis center representative to contact the official public agency to which the trace information will be released to make any special arrangements.

Infrequently encountered call conditions

This chapter describes handling procedures for infrequently encountered calls and conditions.

Service calls

Service calls provide a specific service to the subscriber, such as directory assistance (DA) and time or weather information. Calls are automatically rated. Service numbers are of the form NPA-555-XXXX. Depending on agreements between an operating company and an interLATA carrier (IC), interLATA service calls may or may not be handled by your operating company. Refer to local practices. Service calls are normally dialed directly by the subscriber and thus do not come to an operator. Occasionally, however, an operator must complete service calls for a subscriber (some coin and hotel calls, for example).

Handling service calls

Service calls are generally handled as normal calls, and include 1+, 0+, and 0- call types. The general procedure requires using an appropriate OGT menu selection or the keying sequence **Cld** + service number + **Start**.

1+, 0+ service calls

1+ and 0+ service calls that are brought to an operator arrive with the called service number and the screen message `Srv` displayed. Follow the next procedure.

Handling 1+, 0+ service calls

At the position:

1   Acknowledge the subscriber's call.

2   Press **OGT** + appropriate OGT menu selection or **Fncts** + Start Timing + **Start** + **Start** (if no **OGT** key is available). If a hotel call, obtain name and room number.

3   Request billing as needed and press the appropriate class charge key.

4 Press Pos Rls.

0- service calls

Follow the next procedure to handle 0- service calls.

Handling 0– service calls

At the position:

1 Acknowledge the subscriber's call.

If	Do
caller requests a service for which an OGT is provided	press **OGT** + appropriate OGT menu selection.
caller requests a service for which an OGT is not provided	obtain and enter the called number (**Cld** + called number + **Start**). If the called number is a service number, Srv is displayed next to the called number.

2 Request billing and press the appropriate class charge key(s).

3 Press **Pos Rls**.

Directory assistance service

When you provide DA for a service call that arrives at your position, ensure that the call is billed by performing the appropriate procedure. If the call is not handled as a service call, it is not billed.

Service number routing

TOPS MP provides a feature that enables operators to automatically look up and outpulse to services such as fire, police, ambulance, and poison control. Service number tables are based on the calling party's locality.

Service number function

Function (#38) in the **Fncts** menu allows access to the service number feature. You can access a service number in both TA/DA by entering **Fncts** + 38 + **Start** + {SNCD} {REFCD} + **Start.**

The {SNCD} {REFCD} input is the service number/reference code combination.

This combination of digits, together with the calling number, translate to the service number being requested. The {SNCD} {REFCD} combination may consist of one of the codes, or both.

If you are in DA, pressing **Fncts** changes the screen to the DA billing screen. If you are in TA, or in the DA billing screen, the cursor disappears when the operator presses the **Fncts** key.

After you press the **Start** key at the end of the first part of the keying sequence, the cursor is placed in the Cld field. You should then key in the {SNCD} {REFCD} combination. As you enter these digits, they are echoed in the Cld field. If you enter **Fncts** + 38 + **Start** again, the Cld field clears and the cursor is placed at the beginning of the field.

Service number displays

There are five different displays that may appear with the service number in the Cld field. They are described in the following paragraphs.

LOC displayed

If the calling number and the {SNCD} {REFCD} combination translate to a service number that is in the local calling area, the service number is displayed in the Cld field, followed by LOC. If the service number is outside the local calling area, only the service number is displayed in the Cld field.

A displayed

If the calling number and the {SNCD} {REFCD} combination translate to a service that can also be accessed by an alternate number, the letter A may appear in the Cld field after the service number. The letter A indicates that the current service number is being outpulsed. The Cld field is reverse highlighted.

If the letter A is displayed, you may choose to allow the current service number to continue outpulsing by waiting for the call to complete. If the alternate service number is desired, the forward call to the current service number can be cancelled, and the alternate service number chosen, by pressing **Fncts** + 38 + **Start** + **Start**. This keying sequence replaces the current service number with the alternate one. The number is automatically outpulsed.

N displayed

If the calling number and the {SNCD} {REFCD} combination translate to a service that can also be accessed by an alternate number, N may appear in the Cld field after the service number. The letter N indicates that no outpulsing has occurred. The Cld field remains in a normal (no highlight) state for this display.

If the letter N is displayed, you can outpulse the current service number by pressing **Start**. When **Start** is pressed, the Cld field is reverse highlighted. You may choose to outpulse the alternate service number by releasing the

forward call and then pressing **Fncts** + 38 + **Start** + **Start**. The alternate number replaces the current service number.

VCA displayed

The calling number and {SNCD} {REFCD} combination may translate to vacant code treatment. If this is the case, the {SNCD} {REFCD} combination is displayed in the Cld field, followed by the letters VCA.

MAN displayed

If the service call can not be completed without manual intervention, the {SNCD} {REFCD} combination flashes in the Cld field, and the letters MAN display after the number. Respond according to the circumstances of the call.

Messenger calls

Messenger calls are calls for which the operating company arranges for a messenger to notify someone at a called address to try to reach the calling party who requested the messenger. If locally directed, connect the subscriber with a special operator service system (SOSS) operator for other than overseas calls. If overseas, connect with the gateway office. Classify a messenger call as a person call even if not specified as a person call.

Messenger service arrangements

Arrangements for messenger service are made with the terminating toll center (TTC) by the originating toll center (OTC). The ticket prepared at the OTC is used for billing the messenger fee, while the ticket written at the TTC covers the messenger fee to be paid to a messenger agency. The TTC operator gives reports directly to the calling party. When the called party reports ready to talk, the connection is set up in accordance with the call-back number given.

Call received

Preparing ticket

Obtain and enter the following call information on a ticket:

- For the called details, write the called place name in the To Place space, the address to which the messenger is to be sent in the Special Instructions space, and the called party's name, if provided, in the To Person space.

- For calling details, enter the calling number in the From Number space, and the calling party's name in the From Person space.

- Include other details if locally instructed. For example, see the following procedure for other details that may be entered.

Messenger calls—preparing ticket

At the position:

1   Mark Other Place.

2   Write "MG" in the Special Instructions space.

3   Determine whether the calling party wants to leave word for the called party to return the call if the called party is not available. If yes, enter "LW" following "MG" in the Special Instructions space. Determine where the calling party wants to receive the call back and leave this number for the called party.

4   Tell the calling party that there will probably be a messenger charge.

Accepting call
Follow the next procedure to accept an incoming messenger call.

Messenger calls—accepting call

1   Say, "Thank you, (calling party). Will you hold the line, please?"

2   Reach the universal operator at the TTC and pass the call.

Passing call
Follow the next procedure to pass a messenger call to the TTC operator.

Messenger calls—passing call

1   Say, "Messenger call."

2   When the TTC operator says "Ready," pass the details of the call, including all other details that appear in the Special Instructions space. Add, "This is call-back number (number) at (OTC)."

3   When the distant operator acknowledges, remain cut in.

Procedure after passing call
When the TTC operator quotes the messenger charge or reports otherwise, handle the call as shown in the following procedures.

Messenger charge (AMT)
To enter the messenger charge, follow the next procedure.

Messenger calls—entering charge

At the position:

1   Enter "mg (amount)" in the space for reports.

2 Repeat the amount, if necessary, to the calling party and assume it is satisfactory unless the subscriber questions the charge.

If	Do
the charge is satisfactory	1 On a noncoin telephone call, say, "Thank you, I will call you." Enter "OK" on the line with the messenger charge and enter the messenger charge.
	2 On a coin call secure the deposit of the messenger charge.
	3 say "Messenger charge OK" to the TTC operator an press **Ca Call** (if appropriate) + **Pos Rls**. File the ticket with the completed tickets and enter the message charge.
the charge is not satisfactory	Acknowledge, cancel the ticket, and press **Ca Call** (if appropriate) + **Pos Rls**.

No messenger charge

If there is no message charge, say, "Right" and press **Rls Cld**. Repeat the report to the calling party if necessary, and add, "I will call you." Press **Ca Call** (if appropriate) + **Pos Rls**, and cancel the ticket.

No messenger service available

If there is no messenger service available, say, "Right" and press **Rls Cld**. Repeat the report to the calling party if necessary and proceed as directed

Request for report

Follow the next procedure if a subscriber refers to a messenger call and wants a report.

Messenger calls—request for report

At the position:

1 Make a note of the details of the call if necessary.

2 Ask the calling party to hold the line, reach the universal operator at the TTC, and request a report.

3 If the TTC operator reports "Messenger not returned" or "Party notified," press **Rls Cld**.

4 Repeat the report, saying, "The messenger has not returned" or "(Called party) has been notified to go to a telephone," and add "I will call you."

5 Press **Ca Call** (if appropriate) + **Pos Rls**.

Request for messenger in overseas location or a report in an international originating toll center

If handling a request for messenger service or a report in an international originating toll center (IOTC) location or an overseas location handled by the overseas originating center (gateway), say to the subscriber, "I will give you the overseas operator." Transfer the call to the gateway operator and scratch any memo ticket you prepared.

Request for messenger service in a domestic overseas location

Proceed as outlined in this chapter.

Called telephone OD—waiving messenger charge

When a messenger charge results because the called telephone is out-of-order, the called telephone company rather than the calling party pays the messenger fee. However, if the OD condition resulted because of a disaster (for example, flood, hurricane, or tornado) the messenger charge applies.

Following a report of OD on either a person or a station call, if the calling party requests that a messenger be employed to bring the called party or someone at the called telephone to another telephone, comply with the request. Proceed as for messenger call-handling, and follow the steps in the procedure.

Messenger calls—waiving messenger charge

At the position:

1 Write "cld OD no chg" in the Special Instructions space.

2 In passing the call, say, "Messenger call (cld no) OD." If the call was placed as station, add "station."

3 Cancel the ticket.

TTC operator—preparing ticket

When you answer an INW call, and the distant operator says, "messenger call," obtain and enter the call information on a ticket as shown in the following procedure and then proceed with the call.

Messenger calls—preparing ticket for inward messenger call

At the position:

1 For the called details, write the called place name in the To Place space and the party's name, if provided, in the To Person space.

2 For the calling details, enter the calling name and number in FROM spaces in the write-in field.

3 For other details, enter in the Special Instructions space the directions for sending the message (for example, "MG LW" or "NO LW").

4 Request the OTC operator to hold the trunk.

5 Enter "rec'd (OTC) operator (number) time" in the space for reports.

Obtaining messenger charge/arranging service

If a regular messenger service is available, call the locally designated messenger agency and ask the charge for sending a messenger to the specified address. Acknowledge the amount quoted and enter "mg (amt) time" or "no mg chg (time)" in the space for reports.

When the OTC says, "Messenger charge OK," enter "OK" on the line with the messenger charge and circle the entire entry.

Reach the messenger agency again, if necessary, and say, "Please have (called party), (street address) call the operator and say he or she has a call-back (number) call from (NPA) (calling number)." Add, as appropriate, "If the (called party) is not there, leave word." Ask how soon the messenger will return and ask the agency to call operator (number locally designated) when he or she returns. On the back of the memo ticket enter "psd to (telephone number of messenger agency)" followed by the time the messenger is expected to return as the subsequent attempt time.

Messenger charge not accepted

If the calling party does not agree to the charge, enter "not accepted" on the line with the "MG" charge entry and cancel the ticket.

Procedure after messenger service is arranged

The messenger agency reports to you when the messenger returns. When ready to talk, the called party furnishes a call-back number. Hold on to your ticket until it is evident that the call is no longer active. Follow local instructions for payment to the messenger agency.

Report received from messenger agency

If the messenger reports the called party is notified, locate the ticket and enter "pty nfyd" (time) on the back of the memo ticket.

Messenger agency reports that called party is not there

If the messenger agency reports that the called party is not there and (if applicable) that word was left, or gives any other report concerning the called party, reach the calling telephone at the OTC, and give the report. If the calling party then gives directions that require placing a new call with the OTC operator say, "I'm sorry, but I am the TTC operator and cannot handle the call. Will you hang up for a moment please and then reach your operator and place the call with him or her?" Press **Rls Back** + **Pos Rls**.

No report from messenger agency

At the subsequent attempt time, reach the messenger agency and request a report. If the messenger has not returned, enter "mg not ret (time)" on the memo ticket, and ask when the messenger is expected to return. Enter this time as the next subsequent attempt time.

Request to send messenger, from overseas

If you receive a request from overseas originating center (gateway) operator, proceed as outlined previously, but do not quote a messenger charge. The gateway operator gives you a serial number which you refer to when calling the gateway operator back with a report. The gateway operator also gives an overseas operator number at (overseas office name), which is given to the messenger agency to give to the called party. For example, "Please have (called party) (street address) (called place if necessary) call overseas operator (number) at (overseas office name) and ask for (calling number). Tell him or her that (calling party) is calling him or her."

Reordering

When announcing a messenger call, if the distant operator adds (calling number) OD, proceed in general as for handling messenger calls. Also enter the called number in the To Number space of the write-in field. When the charge is secured, enter "(amount) cld OD" on the back of the ticket. Pass the message to the agency as usual, adding (if a station call), "Have (called party) tell the operator his or her line was out-of-order." Do not give messenger charge to OTC.

Data calls

A data call is a call made to transmit any kind of data (for example, figures, tracings, or words) by electrical signals over regular circuits between telephones that have special equipment for sending and receiving data.

Data calls are made for many reasons. They include, for example, the transmission of pictures, business information of all kinds, and medical information (such as, electrocardiograms and electroencephalograms).

Unattended telephone

A telephone that receives a data call may be an unattended telephone. Such a call can be answered automatically. In such a case, after the ringing stops, you hear a high-pitched tone. This indicates it is ready to receive data. Data calls must not be interrupted after the connection is established. Accessing the loop mars the information being transmitted

Procedure for handling data calls

Usually, data calls are dialed directly. However, subscribers placing data calls to places that cannot be dialed or requesting assistance must dial 0. When you do not dial the called telephone directly, prefix "do not cut in" to your order to any operator.

Call received

A subscriber may indicate in various ways that he or she is placing a data call. The subscriber may say, for example, "This is a data call. Please do not disturb the connection," or "This is for the purpose of transmitting data (or pictures or electrocardiograms)."

Manual timing needed

If you cannot time the call with automatic message accounting (AMA), prepare a billing ticket in the usual way and enter "do not cut in" in the Special Instructions space. Machine-time and hold on loop.

Adjustment of time for service difficulties

If the connection is interrupted or the transmission for talking or sending data is unsatisfactory, tell the subscriber that a charge adjustment will be made.

Ship calls

Ship calls are calls to and from ships through an operating company base station or an independent ship-carrier-owned-and-operated base station. Each radio-terminal office is known as a marine office, and operators who handle ship calls at marine offices are known as marine operators.

Procedure for handling ship calls

If a subscriber asks for the marine operator, indicates he or she wants to call a ship, gives a report on such a call, or makes an inquiry about ship service, explain that you will connect him or her with the marine operator. Connect the subscriber with the SOSS board, and press **Pos Rls**. If the call is from a coin or hotel telephone, when the marine operator answers say, "prepay (calling number if known)." Hold coin calls on loop in case the marine operator requires you to collect coins.

Procedure for completing ship calls

Follow the marine operator's direction on ticketing and timing of the call. The marine operator takes over the responsibility of reaching the called radiotelephone because the operator controls the switchboard access to the radiotelephone channel. The marine operator obtains and gives reports of delay to the OTC operator or directs the OTC operator to route the call to another marine office. When the called telephone or person is reached, the conversation is timed by the OTC operator unless the marine operator indicates that he or she will ticket and time the call.

High-seas calls

For high-seas calls, the procedures are the same, whether ship-to-shore or high-seas facilities are used. For example, the OTC operator prepares the ticket and times the call, but obtains the charges from the controlling marine operator.

Marine identification number

For billing purposes, a ship with U.S.A. registry is assigned a marine identification number (MIN) to use when originating a call. The MIN is in the form of 000-XXX-RAO.

No-circuit condition encountered on call to marine office

Follow the next procedure if you are unable to secure a circuit to the marine operator.

Ship calls—no-circuit condition encountered on call to marine office

At the position:

1   Advise the calling party of the delay, saying, "The circuits are busy now. Would you place your call again later, please?" If the subscriber wants you to try later, make subsequent attempts in the usual way.

2   After you reach the marine operator, give the call details.

3   Proceed in accordance with directions from the marine operator. The marine operator may ask you to ring the calling party, or to release the circuit. The marine operator may tell you that contact with the calling subscriber will be made over another circuit.

4   Enter on your ticket "psd to (name of office) marine operator," and cancel it.

Recording marine calls

Follow the next procedure to enter the details on a ticket for a call to a ship at a distant office.

Recording marine calls

At the position:

1   Enter "MARINE" in the Special Instructions space.

2   Enter the name of the ship and type of vessel in the To Number space.

3   Mark MARINE and T&C.

4   Enter person's name or "P" in To Person space.

5   Enter calling number in the regular way.

6   Enter calling card number or third number in the regular way.

Securing routes
Call the route operator. Say, "Route to a ship," and give ship location information. When you receive routing directions, enter them on the ticket in the usual way.

Reaching the marine operator and passing the call
Reach the marine operator in the usual way. When the marine operator answers, pass the details of the call, including the filing time. Then enter the time, following the entry "pass to (office)" in the space for reports.

After passing call to marine operator
The marine operator asks you to call him or her at the end of conversation for the charge. Enter "call (marine office) for charge" in the Special Instructions space. If you are told that the call should be routed to another office, press **Rls Cld** and pass the call to the marine operator at the specified office.

Reports of delay from marine operator
Following any report of delay, if the marine operator says that he or she will handle the call from that point on, give the appropriate leave word and operator number to call, cancel your ticket, and make no further attempts. Otherwise, proceed according to the following reports of delay guidelines.

No-circuit condition encountered
A no-circuit condition report indicates that the radiotelephone channel is busy.

- If you are ordered to hold the circuit, say, "Right," and give the report to the calling party.

- If you are ordered to clear the circuit, say, "Right," press **Rls Cld**, and give the report to the calling party. Ask the party to call again later.

- If you are asked to try later, make subsequent attempts in the usual way for calls to a wire telephone. When making a subsequent attempt, proceed as on the initial attempt.

No-answer condition encountered

If you receive report of a no-answer condition, say, "Right," press **Rls Cld**, and give the report to the calling party, saying, "They do not answer. Would you place your call again?" If he or she wants you to try later, make subsequent attempts in the usual way for calls to a wire telephone. When making a subsequent attempt, proceed as on the initial attempt.

Party delay report

 When a party delay report is encountered, proceed as indicated below.

- If the calling party wants you to leave word, acknowledge the request. Dismiss him or her, and give the marine operator the appropriate leave word and operator number. Then cancel your ticket.

- However, if the calling party wants you to try later, proceed with the subsequent attempt as on the first attempt unless the marine operator assumes control of the call.

Call-back report received

If you receive a call-back report after passing the details of a call to the marine operator, proceed as described next.

Prepare a ticket

If you receive a call-back report from a marine operator, prepare a call-back ticket. Check MARINE, and include any ticket entries the marine operator directs. Proceed in the usual way for call party report and also as outlined below.

Answering a leave-word call

When you answer a leave-word call, if you are told that the ship may be reached through another marine office, record all ticketing details before releasing forward. Then give the report to the calling party. If he or she agrees for you to try the other office, enter "AG (other office)." Proceed as you would on a first attempt to reach the called ship.

Timing and disconnecting

Proceed as shown in the following procedure for timing and disconnecting the call.

Recording marine calls—timing and disconnecting

At the position:

1   Press **{No AMA} Fncts + No AMA + Start**.

2 At start of conversation, press **Fncts + Start Timing + Start + {Hold} Fncts + Hold + Start + Pos RIs**.

3 Obtain charges from the marine operator at disconnect.

4 At the end of conversation, contact the marine operator and give the chargeable minutes.

5 Enter the number of chargeable minutes on the ticket.

Entering land line and radiotelephone link charges

When the marine operator calls you back with a charge, the operator quotes two amounts, the land line and the radiotelephone link charges. The operator says, for example, "$1.85 plus $1.70 other line." Handle these charges as described in the next procedure.

Entering land line and radiotelephone link charges

At the position:

1 Enter both the total charge and the two amounts separately in the space for reports on the ticket (for example, $1.85 OL $1.70).

2 When quoting time and charges (T&C) to the calling party, quote the total charge as one amount.

Collect call

When a collect call is received, proceed as on a ticketed collect call between two wire telephones, but include the information described in the following procedure.

Entering land line and radiotelephone link charges—collect

At the position:

1 Include "collect" and the name of the calling party when you pass the call to the marine operator.

2 Do not check the class of the called ship telephone.

3 Obtain the place of registry of the called ship and enter this information following the ship's name.

4 If a particular ship does not accept collect calls, give the report to the calling party and proceed as directed.

Call charged to third telephone or calling card

The same conditions apply as on regular ticketed calls. Be sure to include the "bill to" details when passing the call to the marine operator.

Call from a coin telephone

When you receive a call from a coin telephone, collect and return deposits in the usual way. When the marine operator gives you the rate for the initial and radiotelephone link charges, enter them separately on the ticket in the route and report space, identifying the land line rate and the other line rate. When you hear the marine operator, secure the initial deposit and proceed with the call. You are responsible for calling time and for securing any additional charge. After conversation, verify the charge with the marine operator.

Call to ship overseas

If a call is to a ship overseas, connect the subscriber to the appropriate gateway office for call completion.

Test board calls

Test board calls are placed between plant personnel for various reasons, such as tracing, reporting trouble, testing circuits. When the calling party requests the test board, connect the party with the test board as locally directed and press **Pos Rls**.

Test board call to 7- or 10-digit number

Follow the next procedure if a test board call is to a 7- or 10-digit number.

Test board call to 7- or 10-digit number

At the position:

1   Announce the call by saying, "This is a test call."

2   Press **{No AMA} Fncts + No AMA + Start + {St Tmg} Fncts + Start Timing + Start Fncts + Hold + Start + Pos Rls**.

3   Prepare a billing ticket. On the billing ticket enter test and the name of the employee in the From Person space.

4   Press **Misc** and at the end of conversation enter the chargeable minutes in the MIN box.

5   Record other ticket details in the usual way.

Request for sequence calls

Sequence calls are performed in response to a subscriber request to place a series of two or more calls from the same number to different numbers.

Subscriber requests sequence calls

Tell the calling party that you will dial the called number of the first call in the series. If the calls can be directly dialed, suggest that the subscriber dial

them one after another. If the calls require operator handling, suggest that the calling party reach the long distance operator again by dialing 0.

Calls received from business office

The business office may request that a call be placed for a subscriber and T&C quoted to the business office so that they may collect the charges. The procedure "Business office call from a noncoin line" describes the procedure for handling this type of call from a noncoin phone. The procedure "Business office call from a coin line" describes the procedure for handling this type of call from a coin phone.

Business office call from a noncoin line

At the position:

1   Bill as either station paid (**Clg + Sta**) or person paid (**Clg + Per**) + **{T&C}** or **Fncts + Time and Charges + Start + {No AMA}** or **Fncts + No AMA + Start**.

2   At the appropriate time, press **Fncts + Start Timing + Start + Fncts + Hold + Start + Pos Rls** to hold the call on loop.

3   Prepare a billing ticket. In addition to the usual ticket entries, mark the MISC and T&C designations.

In the Special Instructions space, write "Bus Ofc collection rec'd T&C" and enter the business office number if it is different from the calling number.

After conversation, quote T&C obtained from screen to the business office and enter amounts in Chg and Min designation. The business office applies the tax.

Business office call from a coin line

At the position:

1   Bill as either station paid (**Clg + Sta**) or person paid (**Clg + Per**) + **{Ntfy}** or **Fncts + Notify + Start** + 0 + **Start + {No AMA} Fncts + No AMA + Start**.

2   At the appropriate time, press **Fncts + Start Timing + Start + Fncts + Hold + Start + Pos Rls** to hold the call on loop.

3   Prepare a billing ticket as follows:

• Do not mark the coin designation.
• Mark Misc and T&C.
• In the Special Instructions space, write "Bus Ofc collection rec'd T&C (Bus Ofc no)."

4   At call completion add the initial period minutes to the OVT minutes and compute the charge, excluding tax.

5   Enter the T&C, excluding tax in the MIN and CHARGE designation, and quote T&C to the business office.

Appointment calls

Subscriber requests appointment call

If the subscriber requests an appointment call, tell the subscriber that it would be more economical to complete the call by dialing directly.

Maintenance function

If `Forced Busy Pending` is automatically displayed in flashing mode on the screen or the keys become inoperative, proceed as directed in the section "Trouble reports."

Alarms

Some unattended offices such as community dial offices (CDO) are arranged to send alarm signals to the operator to alert maintenance of trouble conditions in these offices. The method of handling alarm conditions originating from a CDO depends on the type of trunking arrangements between offices.

There are additional conditons that cause notification of alarms to be displayed on an operator's terminal. If the event of an alarms, an operator position datafilled with the STATS capatbility sess alarm text display in the Team/Office window. The text is shown until the alarm–causing conditions ceases.

Alarms can also indicate possibily one of the following situations.

- The operator services suspended alarm indicates that no calls are bing routed to operator positions. Call characteristics and set–up of the DMS switch determine if calls may be either routed to treatment or completed without billing when operator services are suspended.

- The all T&C OD alarm indicates that all datatiflled time and charge devices in the office are out of service.

When either alarm condition arises, the local Sonalert is activated and beeps on posiitons with the STATS capability. The operator may stop the beeping by using the "Stop Bell" function on the functions menu.

Neither alarms stops monitoring sessions. An operator may using the "Stop Bell" softkey to stop the beeping during a monitoring session.

Combined trunk group from non-ANI CDO number

The system cannot determine the call type from a non-ANI CDO when the call arrives over a combined trunk group. Therefore, the call is displayed with 0 and a distinct tone is sounded to identify an alarm condition. Follow the next procedure to report the alarm..

Receiving alarms over a combined trunk group from non-ANI CDO number

At the position:

1   Press **Clg** + 0 + **Start** to obtain a display of the calling NPA NXX.

2   If you are in doubt as to the type of tone heard, press **Fncts** + **Tone Repeat** + **Start** to regenerate the tone.

3   Report the alarm as locally directed.

Combined trunk groups with ANI

The system detects the call type when the call arrives over a combined trunk group with ANI. The call arrives at the operator position with ALM and the NPA NXX of the originating CDO displayed. If the originating CDO has more than one NXX, the first code is displayed. NO AMA is displayed at call origination. Report the alarm as locally directed.

Intercepted calls

Intercepted calls can be handled over dedicated trunks or over a combined trunk group from the CDO to the TOPS MP office.

Arrival

Intercept calls identified by the system arrive at the TOPS MP position displayed as intercept. The number intercepted and NO AMA are displayed.

Make a silent transfer of the call to the position handling intercept calls by pressing **OGT** + appropriate menu selection or by keying a specified code as locally defined. When the called supervision is displayed on the screen, press **Pos Rls**.

Calls over ONI combined trunk group

Where calls are handled over an ONI combined trunk group, the call is displayed as 0 and a distinctive momentary tone is sounded. If in doubt about the type of tone heard, press **Fncts** + **Tone Repeat** + **Start** to regenerate the tone.

Position not able to handle intercept traffic

If the call arrives at a position not equipped to handle intercept traffic, transfer the call by silent transfer to the SOSS board or an intercept position by means of an OGT key or by keying a code as locally defined. If you key a code, press **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Pos Rls**.

Language assistance

Dealing with subscribers in their own language

If a subscriber is not able to speak English, make every effort to meet the subscriber's needs.

- If you can speak the subscriber's language, do so and interpret recorded announcements or other reports for the calling party.

- If you do not speak the subscriber's language, transfer the subscriber to a locally designated operator for assistance.

Ticket preparation

Records of calls at operator position

Records of billing details and connection times on the majority of calls processed with TOPS MP are usually made automatically by the equipment. In some instances, however, you need to manually ticket a call. For this reason, it is a good idea to keep two or three tickets on the writing shelf with your operator number on them.

Kinds of tickets prepared

Tickets written at an operator position fall into two broad categories, memo tickets and billing tickets. These are defined as follows.

Use a memo ticket when it is necessary to record the details of a call timed by AMA equipment (for example, a delayed call on which subsequent attempts are to be made). Ticket entries would include the calling and called details and subsequent attempt time(s). Memo tickets may also be used for local emergency calls.

Use a billing ticket when you handle a call that cannot be released for AMA timing, or which you are to hold in order to comply with a special request. Such calls must be held on the position and machine timed; for example, calls to points that cannot be dialed and with no arbitrary NXX fall into this category.

Ticket entries include the following:

- calling and called numbers

- To Person name on a person call

- connect time in the Opr Connect Time designation as follows:

  — Enter the hour in 24-hour-clock time (00 to 23); zero-fill hours left.

  — Enter minutes as 00 to 59; zero-fill minutes left.

     — If the time at a tributary office that you serve is different than the time in your office, enter the time in your office. Accounting correctly rates the call. Connect time is when someone answers the called telephone (on either a station call or a person call) and the calling and called parties begin exclusive communication.

Note: On the rare occasion that a call is manually timed, enter connect and disconnect times in the appropriate places using 24-hour clock time. Obtain this time by pressing **Time** in the appropriate designations.

- If the call is not completed, enter CA to designate a cancelled call.
- Enter the operator number and date in the appropriate designation.
- Enter the minutes in the Min designation.

Note: You can use blank tickets or memo paper to make whatever notations you need to assist you with other types of calls for which no memo or billing ticket is required. Of course, such notations are not required. They are for your convenience.

Ticket recording procedures

Obtaining call details

Obtain call details as needed, either from your position display or from the subscriber. Enter them on a memorandum or billing ticket, together with any other pertinent information.

Called place and called number information

On all tickets, enter the area code or a mark sense code. Follow the next procedure to complete this called place part of the ticket.

Obtaining and entering call details

At the position:

1   Calling party supplies information:

If	Do
Calling party gives area code + 7-digit number	Enter the area code in the To NPA designation.
	If a compressed NPA designation is provided for the called NPA, enter that designation instead of the three digits.
	Enter the first three digits of the called number in the To NXX and the remaining digits of the number in the Number designation.
Calling party gives called place name + 7-digit number	If you do not know the area code, ask the subscriber for it. If the subscriber does not know the area code, refer to your routing instructions.
Calling party gives only 7-digit number	Assume that a number in the home area is desired. However, if you recognize the number to be outside your home area, ask whether it is.
Calling party gives called place + non-7-digit number	Enter code in the To NPA NXX designation. Enter a called number with 4 or fewer digits in the Number space. Note that if the number has fewer than 4 digits, zero-fill the number to make a 4-digit number.

2 Entering code:

If	Do
a 6-digit code is entered under the called place name, or if the route operator says, "Mark (6-digit code)"	enter the 6 digits in the To NPA and To NXX designations.
a 3-digit code is shown, or if the route operator says, "Mark (3-digit code)"	enter the 3 digits in the To NPA destinations.
the code identification conflicts with the digits already entered in the To NXX designations	leave the called number as entered. Enter the first three digits of the code (area code) in the To NPAS designation and mark Other Place designation. Write the called place name in the To Place write-in field.

Intercepted calls

Marking other place

If the called place is identified as other place (Oth. Pl) in the routing directions, mark Other Place and write the name of the called place in the To Place space. Enter the area code unless the routing directions do not include an area code.

Study designation

Mark the study designation as locally instructed for special studies.

Called party information

If a ticket is required, write the name in the To Person space, including the initials or first name, middle initial if given, any title other than "Mr.," and any necessary identifying information. Part of the name must be entered in the To Person space.

If an alternate is specified, write both names connected by "or." However, if the calling party indicates a preference for either party, write the name of the preferred party in the To Person space and "alt (other party)" in the space for reports.

Called party identified by title

If the calling party identifies the person desired by title or otherwise, with or without a name (for example, "The potato buyer," "the person who handles the Acme account," "the Mr. Peterson who was formerly with the Lawson Machine Co."), write this information in the To Person space. The called party should be a definite member of the called firm or reachable at that location.

PBX station (extension) room, or apartment given

If the calling party gives a PBX station (extension), room, or apartment number, write "sta (or 'X')," "rm," or "apt," together with the called party's name in the To Person space.

Address name

When a ticket is required, enter the name under which the telephone is listed, the street address, or both in the route and report space or in the special instructions space.

Class of call

Mark STA or PER on every call. Mark PCB on a call-back call. For coin- and hotel-originated calls, mark COIN or HOTEL, as appropriate.

Calling place and number information

In the From NXX and From Number, enter the calling number displayed on the screen, or if an ONI call, the number given by the subscriber. If the line number is fewer than four digits, enter the NXX code (obtained by pressing **Clg** + 0 + **Start**).

Special billing telephone number

When a subscriber gives a special billing number, proceed as follows:

- If a special billing number is given as calling number, request and enter the first seven digits into the system to make a validity check on the number. Then enter the 7-digit number in From NXX and From Number.

- If a special billing number is given as the bill-to number, request and enter the 10-digit number into the system to make a validity check on the number. Then, enter the 10-digit number in the Special Billing Details designation.

Delay encountered or leaving word

Special billing numbers cannot be called. Therefore, when you must make subsequent attempts or leave word, secure the regular number, and say, "What is your telephone number and extension, please?" Enter the telephone number and extension in the space for reports and then use this number as the calling number.

Calling party information

If volunteered on a call for which a ticket is recorded, and if you believe it is helpful, enter the name of the party, firm, or both in the From Person space. Include any title received other than "Mr." If you must obtain more information for any reason, say, "Your name, please?" or "Your name and number, please?"

If the calling party gives a calling PBX station (extension), room, apartment or booth number, or a similar designation, enter "sta (or 'X')," "rm," "apt," or "booth," together with the number in the From Number space. Enter your operator number on any memorandum or billing tickets you record.

Handling toll-station calls

Calls from toll-station subscribers are handled like other calls, except as modified by this chapter. Subscriber dialing is not available, although in many areas calls to toll-station numbers can be dialed without operator assistance.

Screen display

When a toll-station subscriber lifts the receiver of the telephone, the designation TS or TOL STA is displayed on the screen. Certain toll-station calls may arrive at your position as 0 calls. In some areas the display is accompanied by a continuous tone.

When advancing a call to a toll station, check the position information for the 7- or 10-digit number (if required). Proceed in the usual way for an outward call.

Calls arriving at your position with a display of INW or a designated operator code (for example, 181) indicates that the call is for a toll-station subscriber. NO AMA is also displayed, indicating a no-charge call.

Advancing the call

Follow the next procedure to advance toll-station calls.

Advancing toll-station calls

At the position:

1   Obtain the called number, press **Cld** + called number + **Start**.

2   Listen for first ring and then press **Pos Rls**.

3   Enter the called number.

4   Obtain and enter the calling number.

5   Enter all other details in the usual way.

Transfer to SOSS

Transfer calls for specific operators to the particular office or switchboard where they are located. Conference operators and marine operators are examples of these operators. Note that the following may apply.

- Calls for distant operators and DA are reached by keying appropriate routing or universal codes.

- Requests to be connected to several telephones simultaneously should be referred to the conference operator.

- Requests to connect to a mobile or radiotelephone should be transferred to a mobile or radio operator to complete the call.

- Subscribers placing sequence calls should be referred to the special operator service system (SOSS), if locally directed.

- Requests for connection to toll stations within your own serving area can be passed to the SOSS, if locally directed.

Messenger calls, marine calls, and appointment calls

As locally directed, messenger calls, marine calls, and appointment calls can be passed to the SOSS. Inform the subscriber, "I will connect you with the conference operator (or marine operator, for example)," as appropriate.

0, 0 Coin Pre or PO, or 0 Hotel calls:

Calls that reach your position with a display of `0, 0 Coin PRE` or `PO`, or `0 Hotel` can be transferred by means of an OGT menu selection or by keying a code as locally authorized.

Once you press **OGT** + appropriate menu selection or key the appropriate code, the call is transferred to the SOSS and cannot be transferred back to your position if you float the call. However, you can hear and be heard on a transfer trunk until you release your position.

Announcing hotel calls to SOSS operator

Announce hotel calls to the SOSS operator by passing significant details (for example, hotel and calling number, and service the subscriber requested). Wait for acknowledgement of call details by the other operator.

Calls not held at your position

For calls not held at your position, press **Ca Call** (if appropriate) + **Pos Rls**. If you reached the outgoing operator by keying a code, press **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Pos Rls**.

Call originates from a coin telephone

Request billing information from the calling party. Say, "How are you paying for the call?" Announce the call to the SOSS operator as follows:

- Hold all coin-paid calls at your position. When the SOSS operator speaks to and receives a response from the subscriber, press **{No AMA}** or **Fncts** + **No AMA** + **Start** (if OGT key not used) + **Fncts** + **Hold** + **Start** + **Pos Rls**. At disconnect, immediately press **Fncts** + **Ring Called** + **Start** to recall the SOSS operator and determine whether overtime is owed. If so, press **Fncts** + **Ring Calling** + **Start** to recall the calling coin subscriber for the overtime collection.

- Collect, calling card, or third-number calls. Announce the call to the SOSS operator. When the operator speaks to and receives a response from the subscriber, press **{No AMA}** or **Fncts** + **No AMA** + **Start** (if **OGT** key was not used) + **Pos Rls.**

Recall by SOSS operator

When recalled by the SOSS operator, cut in to collect the deposit on a prepay call. At disconnect, cut in to collect any additional amount owed. On a postpay call, the SOSS operator is responsible for collecting coins.

Subscriber-owned coin telephone

Identification

Normally, subscriber-owned coin telephones are identified by a screen code. However, there may be occasions when a subscriber-owned telephone was not reported to the business office and a screen code was not applied to that line. Such telephones arrive at TOPS MP as noncoin stations.

Handling

Handle as usual, unless the subscriber indicates that the telephone is a coin station, in which case ask the subscriber to read the dialing instructions on the telephone. If the call is placed on a sent-paid basis, the telephone number associated with the telephone is billed (for example, to a store or tavern owner).

Automatic answering set encountered

An automatic answering set answers a telephone and gives a recorded announcement when no one is available to answer incoming calls. There are two types of automatic answering sets:

- sets that only answer the telephone and give a recorded announcement

- sets that answer the telephone, give a recorded announcement, and record a message from the calling party. The recorded announcement and a timed signal indicate to the calling party when she or he should start her or his message and when the message recording period ends. The recorded announcement also indicates whether collect calls are accepted.

Chargeable message

An automatic answering set provides a report or message to the calling party. Station-paid and station special calling calls answered automatically are considered chargeable calls.

Handling

Normally, calls answered by an automatic answering set are handled according to standard operating procedures except as specified below.

Announcing the call

When an automatic answering set is reached, omit the normal announcement and proceed according to the wording of the recorded announcement. Recorded announcements are classified as reports or messages, as follows.

- Reports give delay information about the called party (for example, "Mr. Smith will be out of the office until 1 P.M.").

- Messages give information (for example, stock information, weather reports, and entertainment schedules).

Listen to enough of the recorded announcement to determine which of the recording types you have reached.

- If the recording contains an announcement only, press **Rls Cld** after listening to the report.

- Release forward as soon as you determine that the announcement contains a message.

- Proceed as directed in the following sections.

Person call announcement contains a report

Proceed as follows:

- If necessary, repeat the announcement to the calling party.

- If the announcement indicates that a message can be left, determine whether the calling party would like to leave word or try the call later. If the calling subscriber wants to leave word, reach the called number again and leave word.

- If the answering set does not provide for leaving a message, be guided by the information in the announcement.

Collect call announcement contains a report

Proceed as follows:

- If the recorded announcement indicates that collect calls are accepted, explain the situation to the calling party. If the calling party wants to be connected, proceed as normal for handling collect calls.

- If the recorded announcement does not indicate that collect calls are accepted, inform the calling party that you cannot secure acceptance of the charge because an automatic answering set was reached. If the calling party will pay for the call, handle the call as a paid call. If the calling party does not want to pay for the call, proceed as when charges are not accepted on a collect call.

- If the calling subscriber asks you to leave word on a person call, comply with the request.

Recorded announcement contains a message

After releasing the called telephone, give a report to the calling party, say, "I'm sorry, there is no one available now to accept the charge or furnish information about the called party."

- If the subscriber insists on hearing the entire announcement, advise him or her that there is a charge if you connect him or her with the number.

- If the subscriber agrees to pay for the call, charge the call as paid. The station or person classification remains as originally placed.

Calling party claims no satisfaction on station call

Tell the subscriber that there is a charge for a connection to an automatic set on station calls.

- If the calling party reports that he or she reached an answering set and the subscriber wants to talk only to a person, explain to the subscriber that such a qualification is classified as a person call and is subject to person call rates.

- If the subscriber wants to place a new call on a person basis, advise the subscriber that the station charges still apply for the original call.

Wide area telephone service

This information describes procedures for inward and outward wide area telephone service calls, commonly referred to as INWATS and OUTWATS.

INWATS - 800 service

An INWATS or 800 service number has 10 digits, the first three of which are 800. Each 800 number is associated with a telephone. For a monthly charge, 800 service (INWATS) permits a subscriber to receive incoming station calls from telephones within presubscribed service zones or bands without charge to the calling party. You can receive 800 call requests on dial 0 and 1+ calls from coin and noncoin stations.

After a subscriber or operator dials the 10-digit number, the call is routed to its destination by machine translation of the special area code 800, the NXX code, and the 4-digit number. If the call is from a point within the authorized serving area, it is connected to the desired 800 number.

A call coming from a numbering plan area (NPA) code not authorized for connection with the 800 service number is routed to a vacant code announcement (VCA). INWATS service zones coincide with the rate zones for OUTWATS service. INWATS service does not include calls requiring special operator handling (for example, person calls, bill-to-third telephone calls, calls requiring the quoting of time and charges). If a subscriber desires such service, the call is billed either to the calling telephone or to the regular called telephone at the regular message rate.

Call handling

The following sections, which describe various conditions an operator may encounter when handling INWATS service, apply only to Bell operating companies.

All requests for assistance or credit on 800 calls should be referred to the 800 service operator.

1 + Hotel displayed
The lack of a rate step in the rating system causes the `RS` header to flash and call details to be displayed. In the course of determining the rate step

number, you see the 800 number. Press **Fncts** + **Auto Collect** + **Start** + **Pos Rls**.

Subscriber dials 0 and requests 800 assistance

When a subscriber dials 0 and reaches your position to request assistance in reaching an 800 service number, give dialing instructions. If the subscriber wants you to place the call, press **Fncts** + **Auto Collect** + **Start** and proceed for the condition encountered.

Special conditions

If the subscriber reports encountering trunk delay or if you encounter a 120-IPM signal on an attempt to complete an INWATS call, proceed as described in "Advancing calls."

If three 120-IPM signals are received, assume that a no-circuit (NC) condition exists. Say, "The circuits appear to be busy now. Will you please try your call again later?" If the subscriber questions this report, follow the next procedure to attempt to complete the call.

Reporting to an INWATS caller when three reorders are encountered

At the position:

1 Secure band information:

   a. Obtain the name of the called subscriber.

   b. Reach 800 service directory assistance (DA) by dialing 800+555-1212.

   c. When the operator answers, pass the name of the called company along with the complete INWATS number and the originating NPA as, for example, "Calling (company name), 800 + (7 digits) NPA (NPA) calling."

2 Give report received from 800 service DA center to calling party, as follows, depending on the report received:

   a. For an out-of-band report, say, "I'm sorry, the special number does not apply on calls from the (originating NPA) area."

   b. If the report is that a different 800 service number is for use in calling NPA, say, "The 800 service number for the (company name) which is to be used from the (originating NPA) area is 800 + (7 digits)."

   c. For an inband report, inform the calling party that the circuits appear to be busy and request that the call be placed later.

Busy, no-answer, or out-of-order condition encountered

Report out-of-order (OD) conditions in the usual way. For busy (BY) and no-answer conditions, give the report in the usual way. If the subscriber questions the report, proceed as on a reorder condition.

Vacant code announcement encountered

If a vacant code announcement is reached, follow the next procedure when giving reports to the subscriber.

Reporting to an INWATS caller when a vacant code announcement is encountered

At the position:

1   When a vacant code announcement is encountered, refer to the following table for information on reporting to an INWATS caller.

If	Do
the subscriber reports that he/she reached a VCA, or if you encounter a VCA on an attempt to complete an 800 service call	assume that the call is from an out-of-band point and say, "I'm sorry, the special number does not apply on calls from the (originating NPA) area."
the subscriber questions this report	reach the 800 service assistance center to determine whether the call is from an inband point.
the call is from an inband point	report the trouble you encountered as an OD condition. Report the condition to the calling party by saying, for example, "That is a working number for the (originating NPA) area. We will report this trouble condition."

2   Report the trouble condition as locally directed.

Intercept operator reached

Pass the called number to the distant intercept operator as, for example, "800 + (7-digit number)." Then proceed on the basis of the report received.

Special requests

Handle special requests involving INWATS service according to the following guidelines.

- If credit is requested by the called party, explain that requests for credit should be made to the business office. Say, "I'm sorry you had difficulty. Requests for 800 service credit should be directed to your business office."

- If credit is requested by the calling party, say, "There is no charge to the calling party on an 800 service number." Do not provide credit or refer them to the business office.

- If a request is received for the address or name of a party, or for 800 service, tell the subscriber that subscribers may reach the 800 service DA center by dialing 800+555-1212 to obtain telephone numbers for 800 service subscribers. If the calling party cannot dial 800 service DA, express regret and say that you will try to complete the call. Dial 800+555-1212 to complete the call.

- If the calling party encounters difficulty dialing 800 service DA, express regret and say that you will try to complete the call. Dial 800+555-1212 to complete the call.

- If the party requests that you verify a busy 800 number, say, "It is a very busy line. Would you try later please?" If the calling party does not accept this report, explain that you are not able to verify 800 service lines.

OUTWATS

OUTWATS is designed to meet the needs of subscribers having substantial volumes of toll use. For a monthly charge, OUTWATS permits noncoin subscribers to place station-paid calls within presubscribed service areas or bands.

OUTWATS bands

Subscribers may contract for interstate or interLATA service in one or more bands. Bands cover a broad range, from the lowest (which permits a subscriber to reach telephones in most states contiguous with their home state) to the highest (which permits them to reach telephones in all states, Puerto Rico, and the U.S. Virgin Islands). Service to a higher numbered band includes service to all lower numbered bands.

Intrastate and intraLATA OUTWATS service bands permit subscribers using specially designated lines to reach telephones only within their home state or LATA. Out-of-band calls dialed directly are blocked by the equipment.

Subscriber dialing with OUTWATS

To receive WATS rate treatment, subscribers must complete station calls without operator assistance. Subscribers requesting operator completion of a call for reasons other than dialing problems, other than BY or no-answer conditions, or to a point that cannot be dialed will be billed the operator-assisted rate.

Authorized OUTWATS billing

OUTWATS numbers are acceptable as the billing number only on calls originating from an OUTWATS line. If a subscriber requests to bill a call to an OUTWATS line, explain that it is necessary to place the call from that OUTWATS line.

Subscriber request for assistance

Questions concerning WATS subscribers' authorized calling area should be directed to the PBX attendant or telephone company business office. On a request for DA, ask the subscriber to use a regular telephone line. Provide dialing instructions, if appropriate.

Call handling

Recognizing call

OUTWATS calls can be recognized in two ways:

- The calling subscriber verbally identifies the call as originating from a WATS line.

- The screen displays the call details (that is, calling number, 0XX-XXXX or 1XX-XXXX, or another unique NXX used for WATS numbers)

Receiving OUTWATS calls

An OUTWATS call is displayed as a 0- (minus) call. Proceed according to the subscriber's request. When you learn that the call is from a WATS line, handle as shown in the next procedure to give instructions or complete the call.

Receiving OUTWATS calls

At the position:

Give dialing instructions for calls to points that can be dialed by saying, "You can dial that number. If I try the call for you, the operator-assisted rate applies."

If	Do
the subscriber still wants assistance	establish the connection in the usual way (class-charge, **Pos Rls**).
the subscriber indicates difficulty completing a call (other than a BY or no-answer condition)	provide assistance. Class-charge station paid/dial rate and enter the applicable credit code.

Subscriber requests operator services

A subscriber that requests operator services (for example, person, collect, calling card, or third-number billing) should place the call over a regular

non-WATS line. If the subscriber insists, establish the call in the usual way. Explain that the operator-assisted rate applies.

Special conditions

Delay encountered

In all cases give the report and ask the subscriber to dial again. If the calling party asks you to try later, explain that you are unable to call back on a WATS line. Ask the subscriber to place the call again.

Credit requested

Credit requests on a subscriber-dialed call should be handled using standard credit adjustment guidelines.

Emergency calls from WATS lines

Handle an emergency call from a WATS line following the established emergency call procedures (see "Emergency calls"). Secure the regular telephone number associated with the WATS line for possible call-back purposes.

CLG header display

If the number given by the calling party on an automatic number identification (ANI) failure is a WATS number, the CLG # header flashes. Request the subscriber's regular number and explain that calls charged to a WATS number must be placed over a special line.

OUTWATS call received over regular telephone line

If a subscriber calls you from his or her regular telephone and wants to bill a call to his/her OUTWATS number, say, "I'm sorry, I cannot accept OUTWATS calls over this line. Please use your WATS line." If the subscriber states that the outward WATS line is out of order or insists that you try the call, explain that the operator-assisted rate still applies. Then follow the subscriber's instructions.

International calls

This chapter describes the call-handling procedures for the country direct service. It also outlines procedures to handle international calls for points either inside or outside World Zone One (WZ1). The countries in WZ1 include the following: Canada, United States, Mexico, Puerto Rico, and other Caribbean Islands.

Country direct

The country direct feature allows a subscriber to dial an access code and reach an operator in the country where the call is to be billed. The operator should treat a country direct call like a 0– call. The subscriber is prompted for a called number, and the operator keys it in. To indicate to the operator that a call is country direct, the value CDIR (country direct) appears in the Call Origination field of the Call Details window.

The operator handles the call as usual with a few exceptions:

- The operator may not change services to DA while processing a country direct call.

- To prevent fraud, the operator may not change the calling number or release the calling party. If no calling party is present, any attempt to outpulse forward is blocked.

- Attempts to outpulse back to the calling party are blocked because there is no valid calling number.

The operator must enter the terminating number, collect billing information, and class charge the call. Station-paid and person-paid calls are not permitted.

With country direct, country-to-country calls may also be processed. This type of call might be made, for example, when a subscriber in England dials an access code to reach an operator in France and then requests a number in Canada. To process this type of call, press **Overseas** + **Start** + the number in the international format (country code + national significant number).

Because a country-to-country call has an overseas called number type, table CLDNPA cannot be used to determine a schedule name and rate step.

Instead, tables COUNTRY and OVSRS are used. Table COUNTRY is indexed by using the overseas CALLED number as entered by the operator using the **KP** + **OVS** key sequence.

Invalid charges

When the operator class charges a country direct call as collect, calling card, or billed to a third party, the class charge is checked for validity. If an invalid class charge was selected, an existing screen display instructs the operator to select another class charge.

A screen display also indicates that the class charge is invalid if the operator enters a class charge for a country-to-country call that is not allowed for the end country.

Using AABS for country direct calls

Once the operator has entered the terminating number and collected the billing information, collect or third number calls may be handed off to the Automated Alternate Billing System (AABS) for billing verification.

In some countries, country direct calls may require person-to-person billing for collect or calls billed to third parties. The operating company bears the responsibility of making this an operator practice. An existing AABS limitation prevents person-to-person collect or billed-to-third calls from being handed off to AABS.

Real time rating

Country direct calls require real-time rating only when the calling or called party requests time and charges. This restriction occurs because country direct calls cannot be billed as station-paid coin or hotel calls and cannot use Automated Room and Authorization Number (ARAN).

Time and charges

If a caller requests time and charges (T&C), the operator may mark a call as such. To avoid unnecessary operator work-time, the party requesting time and charges must be asked to stay on the line when the other party goes on hook. If both parties hang up before a T&C quote is given, the call does not recall to an operator. Instead, the T&C quote is printed on a TTY device. The TTY output has a country direct calling number, so the calling party cannot be called back with the quotation.

Rate steps may be calculated if they are not determined by datafill. Steps to calculate a rate step are available in the chapter entitled, "Rates, routes, telephone number and charges." Once the operator has successfully entered the rate step, the call may continue.

International dialing plans

There are two basic international dialing plans. For calls to points inside WZ1, the prefix 0 or 1 precedes the area code and station number (for example, 0+919+362+1234). For calls to points outside WZ1, the prefix 01 or 011 precedes the country code (CC), routing code (RC), and station number (for example, 01+33+12+345678). The prefixes indicate the following types of calls:

- 0 operator-assisted domestic or international inside WZ1

- 01 operator-assisted international outside WZ1

- 1 direct-dialed domestic or international inside WZ1

- 011 direct-dialed international outside WZ1

- 00 operator-assisted using an international carrier

A maximum of 15 digits can be dialed for all operator-assisted calls, whether they arrive as a direct-dialed overseas call prefixed by 01 or 011, or as zero-minus (0-) calls.

Calls to points outside WZ1

The following procedures apply to overseas or international call handling (ICH). The ICH procedures describe operator actions on calls to a specified list of international points. You can process calls either by reaching the called number directly or by reaching an international operating center (IOC) operator or a foreign inward operator for completion.

Accepting calls

Subscriber-dialed overseas (international) calls are called direct dialed overseas (DDO) calls.

- All DDO calls arrive at the operator position with `Ovs` displayed. Operator-assisted (01) DDO calls display `0+`, and directly dialed (011) DDO calls display `CAMA` or `1+`. On all subscriber-dialed DDO calls, the called number is displayed at call origination. Observe the country code dialed by the subscriber, and check the signals in the position information.

- Accept all types of calls to the overseas country, except those listed below, which are handled by the IOC office:

    — incoming call-back calls, on which the subscriber reports ready on a call from an overseas location

    — messenger calls, on which the called party cannot be reached by telephone and the calling party requests that a messenger be sent

Handling calls

Calls to points outside WZ1 generally are handled as domestic calls, except as modified by the following:

- The position information is the source guide for obtaining codes and routing, for determining the various types of calls to be handled and the types of billing permitted in the overseas country service codes. Charges and other information pertaining to the handling of calls to overseas countries are also provided in the position information.

- In passing numbers to an operator or to a subscriber in the overseas countries, use the word "zero" to indicate the numeral "0."

- Any call received with a central office name requires translation from the route operator; otherwise a wrong number would likely be reached.

- Subscribers placing international operator-handled calls dial 00.

- Subscribers placing DDO calls dial 0 for operator-assisted and 011 for direct dialed calls.

- In general, if a routing code supplied by DA or the subscriber is preceded by a 0, do not key the 0. There are exceptions to this rule. If you have difficulty completing your call as keyed, consult the position information for more specific details.

Subscriber instruction

The following conditions may apply when providing dialing instructions.

- Where locally directed, instruct a subscriber placing a 01 station-paid call to a country to place the call by dialing 011 + the overseas number. Press **Rls Cld** and say, "You may reach that telephone on a station basis by dialing (011) + (CC) + (routing code) + (telephone number). Allow at least 45 seconds for the ring to start."

- Where locally directed, instruct a subscriber placing a 0 station-paid call to a DDO country to place the call by dialing 011+ the overseas number. Say, "You may reach that telephone on a station basis by dialing 011 + (CC) + (routing code) + (telephone number). Allow at least 45 seconds for the ring to start."

- Where locally directed, instruct a subscriber placing a 0 call, other than station-paid to a DDO country, to place the call by dialing 01 + (the overseas number). Say, "You can dial that number by dialing 01 + (CC) + (routing code) + (telephone number). Allow at least 45 seconds for the ring to start."

Ticket procedures

A ticket is required when a number consists of more than 15 digits and the call is advanced by reaching the appropriate inward operator. Follow the next procedure to complete the ticket.

Completing a ticket when called number is more than 15 digits

At the position:

1   Enter country code + routing code + local number in the To Number designation of the ticket.

2   Mark the Other Place and Overseas designations.

3   If a routing code supplied by the subscriber (not country code) is preceded by 0 (zero), do not record the 0.

4   If the call is to be billed to the overseas country, mark the BFC (bill foreign country) designation (if locally directed). Enter the foreign country third number or card number in the Bill To space.

A ticket is required when the call is to a point that cannot be dialed or the called place is not listed at rate and route. Follow the next procedure to prepare a ticket.

Ticket procedures—call cannot be dialed or not listed at rate and route

At the position:

1   Enter country code + routing code + local number in the To Number designation of the ticket.

2   Write called place and number in the To Place and To Number spaces of the write-in field.

3   Mark the Other Place and Overseas designations.

4   If the call is also to be billed to the overseas country, mark the BFC designation and enter the foreign country third number or calling card number in the Bill To space.

Securing rates and routes

Securing route information

Secure the route from your position information or from the route operator. Reach the route operator and specify the route required and say one of the following, depending on the route type.

- For a numbers route, say, "Overseas numbers route to (country and city)."

- For an address name route, say, "Overseas numbers and directory route to (country and city)."

- For an inward operator route, say, "Overseas inward route to (country and city)."

If the called place is not listed, the route operator advises you to reach the called place through the inward operator and supplies the routing code. If the number given can be dialed, proceed accordingly. Press **Rls Cld** before

establishing the overseas connection. If the called number cannot be dialed, ask the distant operator to reach it. Ticket and machine-time. Hold the call on loop.

Securing rate information

Secure the desired rate from your position information or from the rate operator. Select the desired class and period to obtain the rate for the initial or additional period.

Advancing overseas calls

International numbers can be reached either by dialing directly to the number or through the (country) inward operator. Following is a general description of the operator procedure and equipment:

- For overseas numbers, a maximum of 15 digits is acceptable for keying. The number includes a country code (CC), a routing code, and a local number. Note the called number on a memo. When the country code and routing code are established, press **Fncts** + **Overseas** + **Start**, dial CC + routing code + local number and press **Start**.

- Call advancement is generally slower than for domestic calls, partly due to longer outpulsing time.

- In interpreting signals received (for example, ringing tone, busy signal, and no trunk reports), be guided by the information provided locally at your position.

- If the person answering the telephone does not speak English, speak the foreign language if you know it. Permit your subscriber to assist if he/she volunteers, or ask the subscriber's aid if you think this is appropriate. You can retain control of the connection by questioning your subscriber for any information received.

- For language assistance, reach the foreign inward operator. When the inward operator answers, explain the situation and ask for interpretation of the report as necessary.

A ticket is required when a number consists of more than 15 digits and the call is advanced by reaching the appropriate inward operator. Follow the procedure, completing a ticket when the called number is more than 15 digits.

Operator routes

The inward operator is reached by keying the inward codes as shown in your position information or secured from the route operator.

Directory assistance

DA is reached by pressing **Fncts** + **Overseas** + **Start** + country code and DA route (shown in the position information or secured from the route operator) + **Start**.

When the overseas DA operator answers, say "(called place) (address name)." If the call is to a department, office, or branch, pass this detail also.

- If the overseas DA operator provides a number, say, "Right," press **Rls Cld**, and give dialing instructions to the subscriber. Proceed with the call as appropriate.

- If the overseas DA operator offers to complete the call, allow him/her to do so. Overwrite the DA route by pressing **Fncts** + **Overseas** + **Start** + digits required for billing + **Start**.

- If the overseas DA operator reports that the number was not found, acknowledge and press **Rls Cld**. Give subscriber the report and unless the subscriber gives you further directions, press **Ca Call** + **Pos Rls**.

- If the overseas operator reports the number as nonpublished, acknowledge and press **Rls Cld**. Say, "(called name, as given by calling party) has a telephone, but at his request the number is not listed in our records" or "(Name as given) has a nonpublished telephone number." Then add, "I am sorry, unless you furnish the number, I cannot connect you."

Number-not-in-service tone

When you encounter a number-not-in-service tone as described in position information, request the called name and address from the calling party and attempt to complete as an address-name call.

Reaching called telephone

Ringing tones may vary for different countries. Check the position information for expected tones and proceed as follows:

- If you encounter a signal that could indicate either that the called number is busy (BY) or that all the circuits are busy (no-circuit condition, NC), proceed as for an NC condition. Press **Rls Cld** and make a second attempt by recycling the call. If you receive the same signal, assume that an NC condition exists. Say, "The circuits are busy now. Will you try your call later please?" Report the trouble. However, if the subscriber indicated possible trouble on the line, reach the foreign inward operator and request assistance.

- If a recorded announcement is received, process the call the same as a domestic call.

- If there is a posted delay to called place, inform the calling party of the anticipated delay as posted.

- If the call does not require announcing, wait for the first ring before pressing **Pos Rls**.

Special types of calls

The operator may encounter several special types of calls, such as the following:

- If you receive a conference call, refer the caller to the conference operator.

- If you receive a messenger call, pass the call to the appropriate operator to complete the call.

- If the call is a leave word call, it is handled by an IOC operator. When leaving word at called station, make sure that all details are well understood before you release the called line. Leaving word on coin-paid and screened calls is not acceptable. No leave word is left if the call is collect.

Leave-word phrase and numbers

If the call is a leave-word call, say, "Please have (called party) call (your country) operator (number) and say that they have a call from (calling party) at (area code + number or CC + route code + number)." Give the operator number that the called party should contact when ready to talk. The following leave word-numbers are used in the United States:

- Operator 1 for regular noncoin paid calls

- Operator 2 for special billing and T&C

Coin telephone calls

Coin telephone calls are handled in the same manner as domestic calls, with the following exceptions:

- Delayed calls from coin telephones should be referred to the SA.

- Splitting charges between the United States or Canada and an overseas country is not permitted. The overtime amount due must be billed to a North American third telephone number or calling card. Other methods of billing, such as bill-to a name and address, subscriber to mail amount due, or to pay at business office, are considered underdeposits and are handled in the usual manner.

- In locations where international originating toll center (IOTC) coin loss rate is high, special procedures may be implemented to help reduce coin shortages. If locally directed to do so, follow instructions outlined in this chapter on page 25-13.

- On coin-paid calls for which the charge exceeds the telephone's hopper capacity, the call arrives with a `Coin Collect` message. To collect coins using **{Coin Col}** or **Fncts** + **Coin Collect** + **Start**, follow the next procedure.

Charge exceeds the coin hopper capacity

At the position:

1   Press the appropriate class charge key.

2   If the charge is for an initial period, reach the called party or station before requesting the deposit.

3   Request the deposit.

4   Press **{Coin Col}** or **Fncts** + **Coin Collect** + **Start** when the hopper is full. Continue requesting deposit and pressing **{Coin Col}** or **Fncts** + **Coin Collect** + **Start**, until the full amount is collected.

5   Press **Pos Rls** as appropriate.

Service assistant reference   Depending on the conditions in the office, hold the subscriber on the line if the call can be tried immediately, or give a delay report and ask the subscriber to try again.

Collect calls

Collect calls are handled in the usual manner unless restrictions or special handling is required. Examples of exceptions are as follows:

- If collect service is not provided to an overseas country, the billing entry is flashed on the display; for example, when the **Cld** + **Sta** or **Cld** + **Per** key is pressed. Advise the calling party. Say, "I am sorry, collect calls are not accepted to country code (CC). Would you care to pay for the call?"

- When calls (such as collect) require special handling, the equipment operates in the same manner described previously except that the up and down arrows are displayed when **Sta** or **Per** is pressed. Consult the position information to determine the special handling required. Prepare a billing ticket if necessary. Collect calls requiring special handling in this manner include calls to countries requiring the called party's name.

- Collect calls to coin telephones are not accepted. If it is necessary to check for a coin station, check the position information to see if coins are for outgoing service only for a particular country. You can also reach the inward operator for the called place and ask, "Is (called place) (called number) a coin telephone?" However, in some areas of the United Kingdom the suffix X following the number indicates that the telephone is a pay station. Collect calls to these numbers should not be accepted.

- In the case of calls to countries that apply person rates to all collect calls, STA is displayed in a flashing mode if the operator attempts to class the call as STA COL. Say to the calling party, "Person rates apply only on collect calls to country code (CC). Do you wish to place this call on a person basis?" If the calling party agrees, reclassify the call as PER COL and proceed as with a domestic call. If the calling party does not specify a To Person name, advise the called station that person rates apply and press **Per Col**.

Bill to third telephone or calling card

International calls can be billed to domestic or foreign numbers under the following conditions:

- Calls can be billed to a domestic third telephone or calling card as provided in the position information.

- Calls billed to a foreign third telephone or calling card can, if accepted in the foreign country as described in the position information, be recorded on automatic message accounting (AMA) tape. Enter a foreign calling card number in the same format as given by the subscriber. Prefix the foreign third number with the code 011.

- System validity checks on overseas third numbers and calling cards are as follows:

  — The country code of the overseas third number or calling card number must be identical to the country code of the called number.

  — In the case of a calling card, the third or fourth character must be a letter.

  — Minimum and maximum character counts vary depending on the country code.

- If no foreign third number or calling card service is provided and the call is being billed to a foreign third number or a calling card by calling or called party, SPL CLG or SPL CLD flashes on the screen when the associated class charge key is pressed or when the unacceptable third number or calling card is entered into the system, depending on which keying function is last entered.

  — When SPL CLG is displayed in a flashing mode, say, "I am sorry, calls charged to another number in country code (CC) are not accepted," or "I am sorry, calls charged to a calling card assigned to country code (CC) are not accepted."

  — When SPL CLD is displayed in a flashing mode, say, "I am sorry. Calls from (your country) cannot be charged to another number in your country."

- An overseas call cannot be billed to a third number if the third number is the called number. If you become aware of this situation, the call is announced and billed as a collect call.

- On 01 + calls, the called number is displayed at call origination. When the third number keyed matches the called number, the special number flashes on the screen. Press **Rls Cld**, if appropriate. Tell the subscriber that the call cannot be completed on a bill-to-third basis and that you will change the call to collect. Key the appropriate **Col** class charge key and complete the call.

Time and charges

Time and charges on AMA-billed noncoin, coin, and hotel calls for either the calling or called party with paid, collect, or special class charges are quoted from the T&C TTY or hotel billing information center (HOBIC) TTY.

For T&C requests on call types that must be ticketed and machine-timed, mark the T&C designation in addition to the regular entries. Quote T&C to HOBIC if the calling number is a hotel in your serving area and quote to the calling party if not a hotel or a hotel not in your serving area. If T&C are being quoted to the called party, at the finish of the conversation reach the inward operator at the called place and ask him/her to quote the T&C. Give the operator the called details (including hotel name, if applicable), elapsed minutes, the class, and the rate period, either "day" or "night," so the operator may quote the charges to the called station in the currency of the called country. Enter the number of minutes. The distant operator quotes the charges to the distant party.

Dataphone calls

On dataphone calls to countries with a special access code (that is, Switzerland and the United Kingdom), do not give the subscriber instructions. When a special access code is provided for dataphone calls to a particular country, advance the call by pressing **Fncts** + **Overseas** + **Start** + special access code + routing code + telephone number + **Start**. Then enter billing information into the system by pressing **Fncts** + **Overseas** + **Start** + (CC) + (routing code) + called number + **Start**. Press **Pos Rls**.

Credit requested

Credit requests for wrong number, cut off, and poor transmission are handled the same as similar requests for domestic calls. (See chapter 13, "Credit adjustment requests.") To apply credit on a subscriber-dialed (011+) DDO call, press **{Dial Rate} Fncts** + **Dial Rate** + **Start** after **Sta Pd**. On ticketed credit reports, make the Dial Rate designation on the ticket.

If a credit ticket is required, mark the Overseas designation on all tickets and mark the BFC designation if applicable.

If it appears, however, that a connection on which credit is being requested relates to a call that was handled in the overseas originating center (OOC), reach an appropriate OOC operator and request that the call be reestablished, if appropriate. Also, ask the OOC operator to write the credit ticket so that the credit can be administered by the accounting office for the subscriber who was charged for the call.

Trouble reports

Trouble encountered

Report any trouble encountered by you or reported to you by the subscriber. Follow the procedures outlined in "Trouble reports."

Quoting rate and charge

Obtain the desired rate or charge from the International Rates Table in the position information, or from the rate operator, as applicable.

Quote the rate by saying, "The rate now in effect from (effective hours of rate period) is (rate) for the first (initial period)." Quote T&C in the usual way.

Tax

Follow directions given in the position information.

Miscellaneous requests

In general, supply the requested information if you can. Otherwise, refer the subscriber to the overseas operator.

Time requests

Consult the position information for the appropriate response to requests for either the time of day at an international city or the difference in time between your office and the distant city.

Directory assistance request

Ask, "Do you wish to place a call?" If the answer is "Yes," say you will accept it and proceed in the usual way. If the subscriber does not want to place a call, reach the foreign DA office and try to obtain the number. However, during local heavy traffic periods, advise the subscriber that you will have to delay obtaining the number until a later time and you will call him/her back (future time). Obtain the calling number, enter it on a memo ticket and enter "Wants number" in the special instructions space and "(future time)" in route and report space. Release the calling line and complete the memo ticket process as locally directed.

Call delay inquiries

If a subscriber inquires about delays on calls to international points and a delay is posted, provide the delay information as posted. Otherwise, tell the subscriber that he/she can dial the call now.

On calls to an inward or DA operator, when ringing tone is heard, at the end of one minute press **Rls Cld** and give the report; for example, say, "I'm sorry, I'm unable to reach the operator in (called place). Will you try again later, please?"

Locations with high uncollectible calls

On ONI calls from noncoin telephones that are in locations identified as having a high number of uncollectible calls to international originating toll center (IOTC) countries, proceed as follows if locally directed to do so.

Obtain the calling number from the subscriber and record all other details of the call in the regular way. Dismiss the subscriber and say, "Will you please hang up? I will call you back on another line." Press **Clg** + calling number + **Start** to reach party placing the call, and proceed with the call in the regular way. If unable to reach the calling number cancel the call.

Coin and noncoin

In Canada or the United States, all coin and noncoin calls charged to a third number should be checked before advancing the call.

- Recording and accepting the call: When you accept a noncoin call, obtain and record the calling number and the calling party's name, and tell him/her that you will check the number and call him/her back. When you accept a coin call, ask the calling party to hold the line while you check the number.

- Securing acceptance of charges: Before proceeding with the call, reach the third telephone and try to secure acceptance of the charge.

    — Charges accepted: Proceed with the call.

    — Charges not accepted: Proceed as follows.

        – If charges are not accepted, or if the calling party is unknown, explain the situation to the calling party, indicating your inability to transfer the charges to that number. If he/she will pay for the call or wants other arrangements made to charge it, proceed accordingly.

– If the third telephone is BY or no one answers, if an unauthorized party is reached, or if the calling party states that there is no one at the third telephone to accept the charge, secure the necessary information from him/her. Proceed with the call. Make the usual attempts to secure acceptance.

Emergency calls

If the calling party identifies an overseas call as an emergency, attempt to complete in the usual manner. If the call is to be held on loop, AMA-time and prepare a memo ticket. During periods of network congestion, refer the call to the service assistant. Attempt to forward the call to the IOC operator.

Calls to points inside WZ1

The following describes the procedures to be followed for calls to points inside WZ1 (Canada and United States, Caribbean, and Mexico).

Canada and United States

International calls to Canada from the United States or to the United States from Canada are handled in accordance with the standard operating procedures for domestic calls.

Caribbean

Most calls to Caribbean points can be released to AMA timing; however, a request to bill to a third telephone number in the Caribbean (809 NPA) is acceptable only if the third number is in Puerto Rico or the Virgin Islands.

Calls to the Caribbean are handled in accordance with the standard operating procedures for domestic calls, except as modified by the following:

- requests for T&C
- coin-sent paid calls
- hotel-sent paid calls
- calls to points that cannot be dialed

Mexico

Calls to Mexico are handled in accordance with standard operating procedures for domestic calls, except where international procedures or procedures unique to Mexico apply.

Operator-assisted, subscriber-dialed calls to Mexico in the international format (52 +) or the domestic format (70 + 8D or 90 +8D), on which there is no indication to the operator that the call is to a Mexico point, are handled in accordance with their respective international or domestic procedures.

Generally, Mexico dialing information is available only from the rate and route operator.

Ticket procedures for calls to Mexico
Most calls to Mexico can be released to AMA timing. However, the following conditions may apply:

- requests for T&C

- coin-sent paid calls

- hotel-sent paid calls

When a ticket is required on a call to Mexico, mark the Overseas designation when the call is advanced (subscriber-dialed or operator-dialed) in the overseas format. If the call is to a point that cannot be dialed, enter the appropriate 88X-XXX mark sense code. Otherwise, enter the country code, city routing code, and telephone number if the call is advanced in the overseas format.

Securing rates and routes for calls to Mexico
Secure the rate and/or route from the position information, if provided, or reach the rate and route operator for the information required. Say, "Mexico (called place) numbers route" or "Mexico (called place) operator route."

DDO subscriber route
On a request to rate and route for DDO subscriber-dialing information, say, "Mexico (called place) numbers route."

Non-DDO subscriber route
On a request to rate and route for non-DDO subscriber-dialing information, say, "Mexico (called place) domestic numbers route."

Advancing and announcing calls to Mexico
The following conditions may apply when advancing and announcing calls to points in Mexico.

- If the is a dial 0 call to Mexico, Press **Fncts** + **Overseas** + **Start** + number in the international format (52 +).

- If the called place can be dialed and after you hear a ringing signal and no further operator action is required, release the call for AMA-timing or place the call on hold, as appropriate.

- If you encounter language difficulty on a person call or on any call requiring an announcement (for example, on a station collect call), proceed as when language assistance is required on an international call. However, if the call is to a point that cannot be dialed, the inward operator remains on the line to act as an interpreter, if necessary.

- If you leave word, follow domestic call procedures.

Station and circuit delays on calls to Mexico

If the called line is busy, Mexico returns a busy signal that is faster than the busy signal in the United States (that is, 90 IPM in Mexico versus 60 IPM in the United States). If you are not sure whether the busy signal received is a line busy or a reorder (120 IPM), proceed as for a reorder. Otherwise follow the next procedure to complete the call.

Station and circuit delays on calls to Mexico

If	Do
the called telephone does not answer after 30 seconds of ringing	press **Rls Cld** and give the report.
you have passed an order or request to an inward operator and no report is received after 30 seconds	press **Fncts** + **Ring Called** + **Start** to signal the operator. If the operator does not answer after about 30 seconds, press **Rls Cld** and, if an audible ring was connected, give a no-answer report. Otherwise, say, "I'm sorry. The (called place) operator does not answer. Will you try your call later, please?"
on calls to an inward or DA operator, the operator does not answer after about one minute of ringing	say, "I'm sorry. The (called place) operator does not answer. Will you try your call later, please?" However, if the subscriber asks you to continue to ring, comply with the request.
there is no ring or no answer after 25 seconds	report the trouble and press **Rls Cld**. Recycle and, if after 25 seconds no ring is received, again report the trouble. Advance the call to the inward operator.
—end—	

Special types of calls to Mexico

There are three special types of calls to Mexico: calls billed to third number, calling card calls, and collect calls.

- Calls billed to third number. Requests to bill a call to a third telephone in Mexico are not accepted.

- Calling card calls. Calls to Mexico may be billed to a standard, domestic format calling card.

• Collect calls.   Collect calls are permitted to Mexico, except where a specific city is indicated in the operator rate and route guide as "collect calls not accepted." The rate and route operator will include this information when quoting the route. In general, coin telephones in Mexico are equipped for outgoing service only.

It is not necessary to check for a coin on a collect call to Mexico. Mark the BFC designation when a collect call to Mexico is advanced in the overseas format.

Some coin stations in Mexico that are equipped for incoming service provide an audible, 5-second, steady tone as soon as the coin telephone is answered.

Rates and charges for calls to Mexico

There are three classes of rates to Mexico: person-to-person, operator station-to-station, and simple station.

• Person-to-person and operator station-to-station rates apply as on domestic calls.

• Simple station rates apply to station-to-station sent-paid messages from a residence or business telephone, requiring no special operator assistance, except when the subscriber requests notification after a specific interval of time. Reestablish a simple station rate call that is interrupted after the called number is reached.

Note: If a subscriber asks for a specific rate, quote the rate requested. If a subscriber just asks for the rate to Mexico, quote the simple station rate.

Messenger calls to Mexico

If you receive a request from a subscriber who does not speak a language you are familiar with, but you recognize that the request is for a messenger call to a specific point in Mexico, follow the next procedure to complete the call.

Messenger calls to Mexico

At the position:

1   Enter the calling number and called place name on a ticket and MG in the special instruction space.

Response:

None

2   Reach the appropriate Mexico inward operator and announce the call as "Messenger call, customer on line." Allow the Mexico operator to deal directly with the subscriber, but keep control of the call by questioning for any report, as seems appropriate, if not volunteered by the Mexico operator.

Response:

If messenger service is available, the Mexico operator obtains the called details from the subscriber and asks you for the calling place NPA, the telephone number, and the call-back operator number.

If messenger service is not available, the Mexico operator advises you and the calling party accordingly.

On a sent-paid messenger call to Mexico from a coin telephone on which the subscriber requests you to leave word, tell the Mexico operator that the calling number is a coin telephone. It is not necessary to leave a call-back operator number. When the called party reports ready, the Mexico operator reaches the calling party and advise them to originate the call again.

Dialing instructions for calls to Mexico

Dialing instructions for Mexico can be given to subscribers only when the dial capabilities of the NXX are known.

On a dial 0 call, if a subscriber requests connection on a station basis to a point in Mexico requiring no operator assistance, display the calling number, check the position information to determine the subscriber's dialing capabilities, and follow the next procedure when giving dialing instructions.

Dialing instructions for calls to Mexico

If	Do
the subscriber has DDO capabilities	say, "You can dial station calls to (city), Mexico directly. Dial the international access code, 011, plus country code, 52, plus (city routing code and telephone number)."
the subscriber has only direct distance dialing (DDD) capabilities	give the appropriate domestic dialing instructions. The domestic dialing format for non-DDO subscribers to reach Mexico City is 90 + 8 digits. The 8-digit number always begins with the number 5. The domestic dialing format for non-DDO subscribers to reach points in Northwest Mexico (Zone 6) is 70 + 8 digits. The 8-digit number always begins with the number 6. These dialing formats equate to NPA codes 90(5) and 70(6).
—continued—	

Dialing instructions for calls to Mexico (continued)

If	Do
you determine that the called place cannot be dialed by the subscriber	reach the rate and route operator to request the number's route. The rate and route operator provides the route and a mark sense code. If the mark sense code and the number's route are the same, the call can be released for AMA timing. For example, press **Fncts** + **Overseas** + **Start** + 521 + 47 + 5-digit number for calls to Naica, Chihuahua (mark sense code/route 521 + 47 + 5-digits), and proceed to Step 5.
you hear ringing and no further operator involvement is required	press **Pos Rls**.
you encounter trouble (for example, no ringing)	use the inward routing (190 + 141 + 09) as follows:
	4 Pass call to Mexico operator.
	5 After called party answers, key the mark sense code, 521 + 47 + 5-digits as an overlay.
—end—	

Directory assistance for calls to Mexico
Subscribers cannot dial direct to Mexico DA. Advance the call for the subscriber using the overseas format. Listen for ringing and proceed as you would for a domestic call.

Call-back calls to or from Mexico
The following conditions may apply to call-back calls either to or from Mexico.

Call-back calls to Mexico
Call-back calls to Mexico are handled the same as domestic call-back calls.

Call-back calls from Mexico

Call-back calls from Mexico are handled by the Mexico operator, applying the same domestic call back procedures as used in the United States. However, if the United States operator 1 or 2 was inadvertently left as the call-back number, the Mexico operator proceeds as follows, depending on which call-back operator was left:

- Operator 1 Handle the call back in the same manner as a call-back 6 call

- Operator 2 Forward the call back to the universal operator at the originating United States NPA-NXX location.

Inward calls

This chapter describes how to handle inward calls. Inward calls are from a distant operator who dialed a special routing code. Most requests from distant operators are to help a calling party in their operator service center control area reach a called party in your operator service center control area. These are the seven most common requests:

- to be connected to your local directory assistance

- to be connected to marine, conference, or test board

- to assist with completing a call that can be dialed, because the calling party repeatedly encountered a reorder tone, an ineffective attempt announcement, or a no-ring condition

- to reach a mobile station roaming within your operator service center control area

- to assist with calls to ring-down tributaries

- to assist with busy line verification and/or conversation interruption

- to assist with emergency calls.

Inward call handling

Call arrival

When an inward call arrives at the operator position, `Inward` and `NO AMA` are displayed on the screen, indicating that the call is inward and not billable.

Call handling

The calling operator provides complete call details based on information provided by the subscriber. Acknowledge receipt of the call details. If you can give a report or direction immediately, do so as part of the acknowledgement. Proceed depending on the distant operator request.

Valid called number given

If the called number is valid, follow the next procedure to complete the call.

Inward calling—valid number given

At the position:

1   Press **Cld** + called number + **Start**.

2   Listen for ringing tone. If you hear ringing tone, press **Pos Rls**. If you do not hear the ringing tone within 25 seconds, proceed as follows:

    a.   Press **Rls Cld**. Ask the calling operator to repeat the called number.

    b.   f the number corresponds to the number on the screen, press **Start**. If the number does not correspond to the number on the screen display, press **Cld** + called number + **Start**.

    c.   If you do not hear a ringing tone on second attempt, inform the calling operator of the trouble and file a trouble report (see "Trouble reports," for reporting procedures).

3   Press **Pos Rls**.

Invalid called number given

Inform the calling operator that your operator service center does not serve the number provided. Repeat the number to make sure it is the one given by the calling operator. Proceed according to the calling operator response.

Called number is served by ring-down tributary office

For inward calls that the number is served by a ring-down tributary office, follow the next procedure to complete the call.

Inward calling—called number is served by ring-down tributary office

At the position:

1   Inform the calling operator that you will transfer the call to the appropriate terminating office.

2   Check the position information for the tributary office code.

3   Press **Cld** + office code + **Start** + **Pos Rls**.

Call is collect or a coin check

Proceed as locally directed.

Request is preceded by wrong number or cut-off

If the calling operator begins the request by saying "wrong number," key the called number carefully.

If the calling operator begins the request by saying "cut-off," attempt to reestablish connection. If you encounter a busy condition, press **Rls Cld**, inform the operator you will try again, wait approximately 25 seconds, and

press **Start** to recycle the call. If a busy condition is encountered on the second attempt, give a busy condition report to the calling operator.

Called number is fewer than 7 digits and place name is known

When the called number is fewer than 7 digits and place name is known, follow the next procedure to obtain the NXX.

Inward calling—using place name information

At the position:

1   Check the position information for the place name to find the NXX.

2   Zero-fill the line number (if necessary) to make a 7-digit number.

Called place given

If the calling operator says, "(called place)," and the called place can be dialed, say, "(called place), what number please?" When the called number is given, press **Cld** + called number + **Start**. After the first ring, press **Pos Rls**.

If the calling operator says, "(called place)," and the called place is served by a tributary with a different name than the place called, say, "I will give you (terminating office name)." Press **Cld** + appropriate code + **Start** + **Pos Rls**.

If you receive a request for directory assistance, route as locally directed. Note that an **OGT** key or **Xfr** key may be assigned, or a standard forward connection established (for example, **Cld** + 411 + **Start**). Press **Pos Rls**, if appropriate.

If you receive a request for a call by address name, say, "I will connect you to directory assistance." Route as locally directed.

Call is for marine, conference, or test board

Follow the next procedure to complete marine, conference, or test board calls.

Completing marine, conference, or test board calls using position information

At the position:

1   Check the position information for the appropriate code.

2   Press **Cld** + code + **Start** + **Pos Rls**.

Delay is encountered

If a delay is encountered on an inward call, follow the next procedure to complete the call.

Completing an inward call when a delay is encountered

At your current location:

1 If the called line is busy, inform the calling operator of the busy condition, press **Rls Cld** + **Pos Rls**.

2 If you encounter a no-circuit (NC) condition, make two additional attempts to get through before informing the calling operator of the NC condition and filing a trouble report.

Call is a multi-digit call-back call

If the calling operator identifies the call as a multi-digit call-back call that could not be completed, use the next procedure to complete the call.

Completing an inward multi-digit call-back call

At the position:

1 Press **{No AMA}** or **Fncts** + **No AMA** + **Start** to erase the NO AMA display from the screen.

2 Press **Fncts** + **Person Call Back** + **Start**.

3 Request the called number.

4 Press **Clg** + called number + **Start**.

5 Press the appropriate class charge + **Hotel** or **T&C** (if appropriate).

6 Request the calling number.

7 Press **Cld** + calling number + **Start**.

8 Press **Pos Rls** (when appropriate).

Inward calls from interLATA carriers

When an inward call arrives from an IC, the carrier access code (CAC) associated with that IC may or may not be displayed. If the CAC is not displayed, request the CAC and then press **IC** + (carrier number) + **Start**. The carrier and its associated number appear in the IC field. Complete these calls in the usual manner.

Mobile calls

This chapter describes how to handle calls to and from a mobile station inside or outside its home base area. Mobile stations located outside their home base area are called roamers. Mobile stations from foreign base areas located inside your toll center control area are called foreign mobile stations. Following is a list of mobile services and the call types for each that are routed to an operator position for handling:

- Manual mobile service   All calls to or from the mobile station arrive at the operator position for handling.

- Improved mobile telephone service (IMTS)   All operator-assisted (OA) calls to or from the mobile station and direct-dialed (DD) calls to/from a roamer arrive at the operator position for handling.

- Improved mobile telephone service-B (IMTS-B)   Only OA calls to or from the mobile station arrive at the operator position for handling.

- Bellboy service   All OA calls to the mobile station and calls originating from either a coin telephone, a hotel-motel telephone, or a telephone not equipped for direct distance dialing (DDD) arrive at the operator position for handling.

- Radiotelephone base station service   All calls requiring routing through a radiotelephone base station arrive at the operator position for handling.

- Cellular radio service   Only OA calls to or from the mobile station arrive at the operator position for handling.

Manual mobile service

All calls from a manual mobile station arrive at the operator position for handling. Because manual mobile stations do not return supervision indicating call disconnect, the loop needs to be held and periodically supervised. Manual mobile stations are assigned 7-digit alphanumeric directory numbers: the first two characters are alphabetic and the remaining five are digits (for example, JY5-2111). Therefore, manual ticketing is required.

Arrival of incoming call

When an incoming call from a manual mobile station arrives at an operator position, the header MOBILE is displayed on the screen.

Follow the next procedure to complete a mobile call.

Mobile calls-arrival of incoming call

At the position:

1 Obtain the calling and called number from the subscriber for the ticket.

2 Press **Cld** + called number + **Start**.

3 Periodically monitor the call for termination and release the loop once the call is terminated.

Calls to a manual mobile station

All calls to a manual mobile station arrive at the operator position for handling. As with calls originating from a manual mobile station, periodic supervision and manual ticketing are required.

Arrival of call

Calls to a manual mobile station arrive at the operator position as a 0- call. The calling party may request that the call be completed to a mobile phone and give the directory number or just provide the directory number. The alphabetic characters at the start of the directory number designate the call as terminating to a manual mobile station. Follow the following procedure to complete calls to a manual mobile station.

Completing calls to a manual mobile station

At the position:

1 Obtain the calling and called numbers from the subscriber for the ticket.

2 Convert the alphanumeric characters to the appropriate numeric-digit access code for the called number. The 2-digit access code prefixed to the 5-digit number must not form a 3-digit NXX code that can be dialed. For example, if the called number is "JY52111" and "22" is the access code for "JY" then "225" must be an NXX that cannot be dialed.

3 Press **Cld** + called number (using the access code) + **Start**.

4 Periodically monitor the call for termination, and release the loop once the call is terminated.

> ***Note:*** When the manual mobile station is outside the home base area, the mobile number may not be familiar. Place the call to the roamer using the appropriate distant mobile operator service.

Improved mobile telephone service

Calls from inside the home base area

IMTS stations calling from their home base area are treated as normal noncoin stations. Only 0- and 0+ calls indicating that operator assistance is required are routed to an operator position. Calls from an IMTS mobile station arrive at the operator position as either 0- or 0+ calls. Obtain the call details and proceed according to the information obtained.

Calls from outside the home base area

Roamer IMTS stations calling from outside their home base area require operator assistance. When an incoming call from an IMTS roamer arrives at an operator position, the word MOBILE is displayed on the screen. Follow the next procedure to complete a call from an IMTS station.

Completing calls from an IMTS station

At the position:

1 Obtain the calling and called number from the subscriber.

2 Press **Spl** + calling number.

3 Press **Cld** + called number + **Start** + **Pos Rls**.

   Note: Manually ticket calls billed to a third number or calling card.

Calls to an IMTS station

Calls to IMTS mobile stations within the home base area arrive at the operator position and are completed to the directory number (NXX-XXXX) supplied by the subscriber.

Calls to a foreign control area station roaming within your toll center control area arrive at the operator position from the distant mobile operator for completion. Inward and NO AMA are displayed on the screen. Follow the next procedure to complete a call to an IMTS station.

Completing calls to an IMTS station

At the position:

1 Obtain the 7-digit called number from the subscriber, consisting of the foreign IMTS mobile station's home base area code and station code (for example, 416-1234).

2 Prefix the called number with the appropriate 3-digit access code assigned by the operating company. Only operators in your toll center should be able to dial the 3-digit number. For example, if "100" is the operating company access code for the foreign IMTS mobile station in the area and the called number supplied by the subscriber is "416-1234," the called number becomes "100-416-1234."

3 Press **Cld** + 3-digit access code + **NPA** + XXXX + **START**.

4 Press **Pos Rls**.

Improved mobile telephone service-B

Only OA calls from an IMTS-B station arrive at the operator position for handling. These OA calls arrive and are handled as noncoin calls, whether the mobile station is inside or outside the home base area. Handle calls to an IMTS-B station the same way as calls to a standard IMTS station.

Bellboy service

Bellboy service is a paging service for subscribers. It uses one-way signal transmission through a radio base station to persons carrying miniature radio receivers. Each receiver is assigned a number and is tuned so that it receives only the tone generated when that number is dialed. The called party knows from hearing the tone over the receiver that he or she should contact the calling party at a prearranged telephone number using a standard telephone set.

The radio base station consists of computer-controlled terminal equipment in the toll office and is accessed over the DDD network using one of the special NNX codes assigned for this service (for example, 556, 557, and 558).

Bellboy is basically a subscriber-dialed service. If operator assistance is not required, the subscriber dials 1 + NNX code for Bellboy + 4-digit number of the desired subscriber receiver (for example, 1 + 557 + 1234).

Subscribers require operator assistance under these conditions:

- when call is placed from a coin telephone
- when call is placed from a hotel or motel telephone
- when call is placed from a telephone not equipped for DDD
- when assistance is required (0- call)

Zero-minus calls

Arrival of call

Calls to Bellboy requiring operator assistance arrive as zero minus calls. Directory assistance is not provided for Bellboy calls.

If a subscriber asks you to complete the call and supplies the number, handle the call like a local call and follow the next procedure to give assistance to the caller.

Giving assistance to Bellboy calls

At the position:

1   Press **Cld** + Bellboy number + **Start**.

2   Press **{No AMA}** or **Fncts + No AMA + Start + Pos Rls**.

Coin prepay calls

Calls to the Bellboy service from a prepay coin station arrive at the operator position with the CLD# (called number), Coin PRE, and Rs ? displayed in flashing mode. Follow the next procedure.

Completing Bellboy calls from coin prepay

At the position:

1   Recognize the called NNX as an NNX code assigned to Bellboy.

2   Press **Clg + Sta + {Dial Rate}** or **Fncts + Dial Rate + Start**.

3   Enter the local rate step.

4   Request the deposit as an overlap.

5   Press **Pos Rls**.

Coin postpay calls

Arrival of call

Calls to the Bellboy service from a postpay coin station arrive at the operator position with (called number) in the Cld field, and Coin PO, and RS ? displayed in flashing mode. In general, follow the directions given above in the section about Bellboy calls originating from a prepay telephone; you must wait until after the connection is established before you request the deposit. Follow the next procedure to complete the call.

fCompleting Bellboy calls from coin postpay

At the position:

1   Recognize the called NNX as an NNX code assigned to Bellboy.

2   Press **Clg + Sta + {Dial Rate}** or **Fncts + Dial Rate + Start**.

3   Enter the local rate step.

4   Stay on the line until one of these conditions occurs:

   a.   If you hear a tone indicating that the connection is established, request the deposit and press **Pos Rls**.

   b.   If you encounter a recorded announcement, repeat the message to the subscriber (if necessary), and press **Ca Call + Pos Rls**.

Hotel calls

Arrival of call

Calls to the Bellboy service from either a hotel or motel arrive at the operator position with the CLD# (called number), `Coin PRE`, and `Rs ?` displayed in flashing mode. Follow the next procedure to complete the call.

Completing Bellboy call from a hotel

At the position:

1   Recognize the called NNX as an NNX code assigned to Bellboy.

2   Press **Clg** + **Sta** + **{Dial Rate} Fncts** + **Dial Rate** + **Start**.

3   Enter the local rate step.

4   Enter room number identification.

5   Press **Pos Rls**.

Recorded announcements

Following are examples of recorded announcements that alert the calling subscriber to a problem in completing a Bellboy call.

- For a vacant number, this is an example of a message: "I'm sorry, there is no service for the Bellboy number as dialed. Please hang up and verify your number. This is a recording."

- When the computer fails to establish a connection to the terminating office, an alarm warns the plant department of the trouble and a recorded announcement is returned. This is an example of a message: "I'm sorry, due to trouble we are unable to complete your Bellboy call. Please hang up and try again later. This is a recording."

Trouble with the Bellboy service

If a subscriber calls to report trouble with the Bellboy service, refer him or her to repair service or to a special service test center (if locally provided).

Radiotelephone base stations

Direct voice communication to and from certain stations is available through selected radiotelephone base stations. Radiotelephone stations are listed in the position information to aid the operator in completing this type of call. No special designation is used to identify these stations at call arrival.

If the radio operator asks you to call for chargeable minutes at the end of the call, you must prepare a billing ticket and hold the call on loop. Use the next procedure to complete radiotelephone base station calls.

Completing radiotelephone base station calls

At the position:

1   Obtain the call details from the subscriber. If the calling radio operator wants a recall for chargeable minutes when the call is terminated, you must prepare a billing ticket and hold the call on the loop.

2   Press **Cld** + number for radio base station + **Start**. The dialing sequence routes the call to a radiotelephone operator or to an inward operator at the radio base station.

3   When the radiotelephone operator answers "(name of office) radiotelephone," pass on the called place name and number. If the call was routed to an inward operator, the inward operator replies "I will connect you with the radiotelephone operator." Acknowledge and when this operator answers, again pass on the called place name and number.

4   When the radiotelephone operator says, "Radio connection. Ticket details required," pass complete call details, including a notification request (if any) if the radiotelephone operator wants to assume responsibility for notification. Remain cut-in until final connection.

5   When the called station or party is reached, the radiotelephone operator reports that a connection was made and may ask you to remain on line after conversation is started for chargeable minutes. If you are manually ticketing the call for chargeable minutes, complete the ticket. Write "MISC" on the ticket, since the radiotelephone operator attempts to reach the called station by radio.

The radiotelephone operator is in control of the radio channel. Therefore, allow him or her to assist the start of the conversation.

6   Press **Fncts** + **Start Timing** + **Start**. If a ticket is prepared, hold on loop and press **Pos Rls**. If a ticket is not prepared, press **Pos Rls**.

If	Do
a ticket is prepared	access the loop and obtain the chargeable minutes at the end of conversation. If you were disconnected, recall the radiotelephone operator. Enter chargeable minutes in the Min boxes and enter the name of radio office and the number of minutes.
the calling radio operator requested notification	provide the notification and record information on the billing ticket. Also indicate whether this information was obtained from the radiotelephone operator.

Delays

If the radiotelephone operator reports that he or she was unable to reach the called station, ask the calling party to try again later. If the calling party agrees to try later, inform the radiotelephone operator and cancel any billing ticket. If the calling party wants to continue to try to get through, inform the radiotelephone operator of the calling party's wish and press **Rls Cld**.

Cellular radio

Cellular radio calls are usually dialed directly by subscribers. Calls requiring operator assistance appear and are handled the same as a standard IMTS mobile service call.

Subsequent attempts

This chapter describes how to handle subsequent-attempt calls. A subsequent-attempt call is needed when the calling party encounters a delay in reaching a desired party or station and requests that you continue to try to reach the party or station specified.

Determining subsequent attempt time

Make a subsequent attempt when one is requested by the calling party. If the calling party does not indicate the time at which the call should be tried, follow these general guidelines.

- Make the first subsequent attempt 30 minutes after the first report was given, and additional attempts every hour.

- If a different delay is encountered on a subsequent attempt, proceed as on a new call. Following the new report, make the first subsequent attempt 30 minutes later and the following attempts every hour.

- On reports of person delay, the subsequent-attempt time depends on the type of delay report received and instructions from the calling party.

If the calling party wants the call tried later and does not specify an attempt time, use the following specific guidelines for different types of delays encountered.

Trunk and station delay reports

Make one attempt in 30 minutes. If the calling party desires further attempts and still does not specify the time, make subsequent attempts at 1-hour intervals.

Person delay reports

In the following cases (see the next procedure, Making subsequent attempts), say to the calling party, "I will call you at (time) (future day, if applicable)."

Making subsequent attempts

At the position:

Refer to the following table for making subsequent attempts to reach the called party.

If	Do
the person who answers the telephone leaves the telephone or goes to look for the called party	make a subsequent attempt in 30 minutes and further attempts at 1-hour intervals.
the private branch exchange (PBX) station (extension) or room telephone is busy (BY), does not answer, or is out-of-order (OD)	make a subsequent attempt in 30 minutes and further attempts at 1-hour
the called party is not registered (NRG), party paged or not paged	make a subsequent attempt in 30 minutes and further attempts at 1-hour intervals.
the called party is expected at a definite time	say, "I will call at (time expected)." If the calling party agrees, enter it as the subsequent attempt time. If the called telephone mentions two times, such as "2 or 3 o'clock," use the earlier one.
the called party is expected at an indefinite time	ask the calling party what time to try the call. Say, "I will call you at (time specified)."
the calling party does not specify a time	use 14-00 hours as the subsequent attempt time if the report "u afternoon" is received during morning hours. use 19-00 hours as subsequent attempt time if the report "u evening" is received during day hours. use 9-00 hours (future day) as the subsequent time If the report "expected future day" or "not known whether expected future day" is received.

Making subsequent attempt earlier or later than specified time

If you believe that an earlier or later subsequent attempt time will result in more efficient handling of a call, take this into consideration in determining the attempt time. For example, defer an attempt time until after lunch or

advance it prior to the close of the business day, if such changes make a successful call more likely.

Subsequent attempt time falls within night hours

Following any report of delay, if the next attempt time would fall within night hours 22-00 to 7-00 hours, and the calling party does not indicate the time for you to try the call again, ask if the next attempt time will be satisfactory. For example, after specifying the time of the next attempt, say, "Will that be satisfactory?"

Completing a subsequent-attempt memo

Entering subsequent-attempt time on a memo

When you are to make a later attempt on any call for which a delay was encountered, enter the subsequent-attempt time on the face of the memo in the space for reports. Use the back of the memo if more room is needed. Follow the next procedure to enter subsequent-attempt time on the memo.

Completing a subsequent-attempt memo

At the position:

1   Circle each entry, using a separate line for each additional subsequent-attempt time.

If	Do
a trunk, a station, or PBX extension delay was encountered	write in before the time entry the particular trunk, station, or PBX extension delay report.
a person delay was encountered	no delay report entry is required preceding the time entry.
a different delay is encountered on a subsequent attempt	write in before the time entry the delay report for the different trunk, station, or PBX extension.

2 Record the time to the nearest minute using a hyphen to separate the hour from the minutes in terms of the 24-hour-clock time (for example, "12-10" or "18-00").

If	Do
the time at the called place is different from the calling place	enter the subsequent time in terms of the 24-hour time at your office.
more than one called party's name or more than one called number is on the memo	write in before the subsequent attempt time entry the name or number to which it corresponds.
you encounter a delay in securing the calling telephone or party	include "calling" following the delay report.

Filing memos

Subsequent attempt due same day or future day

Hold at your position all memos requiring subsequent attempts on the same day or a future day. Before leaving your position, give subsequent attempt memos to the SA.

Making subsequent attempts

Procedures when an attempt is due

Use the following procedure when making a subsequent attempt.

Secure the calling telephone

Before making a subsequent attempt on any call, secure the calling line, then:

- Access an idle loop.

- `Delay` or `0` is displayed in the call-origination field.

- Key **Clg** + calling number + **Start**.

Reach the calling party

Say to the person who answers the calling telephone or extension, "I am trying your call to (area code) (called number). Will you hold the line, please?"

- If the calling party is ready to have the call tried, proceed with the attempt.

- If the calling party is not ready to have the call tried, say, "Will you place your call later, please?" If the customer asks you to try later, proceed accordingly.

If you are unable to the reach the calling telephone, make additional attempts the same as when encountering a delay in reaching the called telephone.

If you are unable to reach the desired calling party, try to determine when the calling party will be available. Proceed as when obtaining information concerning the called party.

Timing call completed on subsequent attempt

If you reach the called party, let conversation begin and start timing immediately.

Different delay encountered

If you encounter a different delay from the preceding delay on a subsequent attempt, proceed as on a new call.

Subsequent attempts due on more than one memo

If you are unable to work on them within a few minutes, pass one or more of the memos to an adjacent operator.

Memo endorsed "do not call until WH"

Do not call the calling party to give any report other than WH (We Have desired party) unless you are unable to proceed without further directions. For example, if you encounter a call coded NF (telephone listing Not Found), NRG (not registered), or UN (Unknown) and if the called party cannot be reached until a later day, or if the call may be completed within night hours, follow the next procedure to give reports and complete the call.

Giving reports for calls on memos endorsed "do not call until WH"

At the position:

1   Reach the calling telephone.

2   Identify the call and say, "I am sorry to bother you, but...(followed by the report)."

3   Proceed as directed.

When no further attempt is scheduled and you would normally secure further directions from the calling party, use your judgement about when to make the next attempt.

Busy line verification requests

Subscriber request for line verification

A subscriber who is repeatedly unsuccessful in completing a call may ask for your assistance in determining whether a called line is actually busy (BY) or out-of-order (OD). The subscriber may have encountered a busy or reorder signal, no answer, or other condition. Use the next procedure to determine the status of the called telephone.

Subscriber request for line verification

At the position:

Determine whether the number to be verified or interrupted is within your serving area. Refer to the following table for further information on line verification.

If	Do
the number is within your serving area	follow the procedures outlined in this chapter.
the number is outside your serving area	refer the subscriber to his/her interLATA carrier

Available verification procedures and when to use them

There are three procedures that are commonly used to satisfy busy line verification requests. They are referred to as follows:

- standard procedure—the operator complies with the subscriber's request and if the line is busy, asks the party to place their call later.

- option A—the operator cuts in to a busy line only if the subscriber says that the call is urgent or there is an emergency.

- option B—the operator cuts in to a busy line only if the subscriber says that there is an emergency involving danger to life or property.

In some locations, verification call volumes may be abnormally high and the reasons for verification are not urgent enough to warrant verifying or interrupting a conversation in progress. In those locations, use either option A (preferred because it allows operators to respond naturally and with

flexibility to subscriber requests) or option B (for use in areas with extremely high verification and high percent emergency call volumes). These procedures are designed to discourage routine requests without causing unfavorable subscriber attitudes.

Using optional procedures and maintaining good subscriber relations

Using special procedures to restrict verification requests is secondary to maintaining satisfactory subscriber relations. The optional procedures assist you in completing verification requests without the lengthy, time-consuming effort of complete verification. Anytime a subscriber appears irritated, insists on verification, states that the line has been busy for an extended period, or gives sufficient reason to verify a call, verify the call. The options do not apply to calls recognized as Fire, Police, Ambulance or any authorized agency emergency calls.

> *Note:* Since BLV is chargeable in some offices, any request for BLV in those offices is honored, not questioned, and charged as appropriate. In this case, any reference in this guide related to restrictions on BLV should be disregarded.

Standard procedure

If a subscriber reports a busy or no-answer condition and asks that you try the call, say, "I will try it for you," or "I will try it again," and try the number. As locally directed, explain that a completed call takes the higher operator-assisted rate. If you encounter a busy signal, say, "The line is still busy (or "I get a busy tone"), will you try your call later, please?" If the subscriber requests further attempts, proceed as directed.

Out-of-order condition

If a subscriber asks to have an out-of-order condition verified, say, "I will be glad to try the number for you."

- If you encounter a busy signal, give the report and say, "The line appears to be busy." If the subscriber fails to hang up, say, "Will you try your call later, please?"

- If you encounter anything that appears to be trouble at the called telephone, advise the calling party that you will report the trouble.

No-answer condition

If a subscriber asks to have a no-answer condition verified, questions the accuracy of a reported no-answer condition, or indicates dissatisfaction with the report, say, "I'm sorry, but there is no equipment available to check a no-answer condition. I'll be glad to try it for you." As locally directed, add, "If the call is completed, the operator-handled rate will apply." If the

subscriber requests reconnection, reestablish the connection and proceed according to standard operating procedures.

Busy condition

If a subscriber asks to have a busy condition verified, proceed to verify in the usual way, as covered in the following section under "Using option A," or under "Using option B."

If the calling party insists on being connected to the busy line, explain that the line is busy but that the calling party can be connected as soon as it becomes available. If necessary, explain that you can interrupt conversation only in emergency situations.

If the subscriber indicates that the call is urgent or that there is emergency and wants to be connected, the following procedure is recommended.

For emergency calls to local nonofficial agencies on which conversation was interrupted and the called line is cleared, say to the subscriber, "That line is clear. You may now dial your call." Pause. Ask, "Would you like me to try it?" If the subscriber answers "yes," do so immediately.

If it is not appropriate to suggest that the subscriber dial the call (for example, when it appears the call should be advanced immediately or the call requires operator assistance), complete the call at once, saying, "That line is clear now. I'll connect you."

When the calling party indicates that a called line may be out-of-order or in trouble, say, "I'll try to reach the number for you," and attempt to complete the call.

- If there is any indication of trouble, advise the calling party that you will report the trouble, and do so.

- If you encounter a busy signal and the subscriber gives an indication of dissatisfaction or concern, advise that you will check the number, and report any out-of-order condition.

- Verify in the usual way.

Using option A

When using option A, follow the next procedure to verify a busy condition.

Verifying a busy condition

At the position:

1   Determine the nature of the difficulty. Ask, "What trouble have you had?" Be guided by the subscriber's response.

2   Make an attempt to verify in the usual way. Report to the subscriber the condition encountered. If you encounter any trouble on the called station, tell the calling party that you will report it.

3   Determine whether the call is urgent. Say, "We verify only urgent calls requiring interruption of conversation," or "We generally verify only calls of an urgent nature requiring interruption."

If	Do
the calling party then informs you that the call is urgent or is an emergency and requests interruption	interrupt conversation as described on page 29-7.
the calling party does not want conversation interrupted	encourage the subscriber to hang-up busy saying, "Unless you have an urgent situation requiring interruption, will you please try your call later?"
the calling party does not say the call is urgent but still insists on having the number verified, and in your judgment verification appears desirable	verify in the usual way.

Using option B

When using option B, attempt to complete the call in the usual way.

- If the line is clear and ringing begins, say, "I am ringing your number," and proceed as usual.

- If you encounter a busy condition, say, "I'm sorry, the line is still busy. Will you try your call again later, please?"

- If the subscriber still insists on verification, say, "I am sorry, to ensure privacy of conversation, we no longer cut in on a subscriber line except in cases of extreme urgency involving danger to life or property."

  — If the subscriber says this is an emergency involving danger to life or property and wants conversation interrupted, interrupt conversation and determine whether the called party will accept the emergency call. You may use the "danger to life or property" phrase when talking with the called party.

  Note: No charge is applied for handling emergency calls to the police, fire, or other authorized emergency agencies.

Subscriber wants out-of-order condition verified

Attempt to complete the call in the usual way.

- If the line is busy, say, "I'm sorry, that line is busy."

  — If the subscriber gives an indication of dissatisfaction or concern, report that you will check the number and report any out-of-order condition.

  — If there is an indication of trouble, say, "I'm sorry, there does seem to be trouble on the line. I'll have it reported."

Verification charging

As locally provided, companies may charge for BLV and/or for interrupting conversation. You should be familiar with the features of the charging plan (for example, chargeable calls, rate, and nonchargeable calls) in order to accurately apply the charges and to answer subscriber questions.

Chargeable calls

As locally instructed, verification and/or conversation interruption charges apply to local and intrastate calls on which the service(s) was successfully performed. The charges are billed to the calling party that requested verification of the called telephone.

Verification and conversation interruption charges apply whether or not the verified party agrees to release the line and accept the call. Any other operator-assisted charges (for example, to complete the call after verification and conversation interruption) apply in addition to the BLV charge.

Nonchargeable calls

The following types of calls may be exempt from BLV and conversation interruption charges.

- emergency requests from authorized public agencies (police and fire departments)

- any request on which an operator encounters a trouble condition or on which an operator believes that a trouble condition exists

- requests received from another operator over an inward trunk (the distant originating operator handles the billing of any charges, usually by a manual ticket)

- indications of an apparent receiver-off-hook (ROH) condition

Classes of billing

Acceptable classes of charge for verification and conversation interruption are as follows:

- station paid

- station special calling

- no charge

If the call is billed to a third number, the third number cannot be the number to be verified.

Class-of-call screening
Class-of-call screening restrictions apply to verification calls. If a class is entered for a BLV charge and the call screening does not allow the charge, an X and arrows appear in the class charge fields.

Time and charges service
Time and charge service is not permitted on BLV requests.

Postpay coin
If the call is station-paid from a postpay coin telephone, secure the appropriate deposit after performing the service, but before giving the report to the subscriber.

Call-handling procedures, outward
For 0- outward calls, when you receive a verification or emergency interruption request, try to complete the call using standard procedures. Proceed as follows:

- If the called number is busy, press **Rls Cld** + **Fncts** + **Busy Verify** + **Start** + called number + **Start**.

- If the called number is not busy, proceed as usual.

If the call is from a coin telephone, return the initial period deposit and secure the BLV deposit, unless this action is inconsistent with the principles of emergency call handling. If the calling telephone is a postpay telephone, wait to secure the BLV deposit until you complete the verification attempt, but before you give the report to the subscriber.

For 0+ outward calls, when you receive a verification request for a busy condition with a 0+ or station class charge message displayed, press **Rls Cld** and verify the number.

Determining status of called line
Follow the next procedure to verify a busy line.

Outward call—determining status of called line

At the position:

1   Press **Fncts** + **Busy Verify** + **Start** + called number + **Start**.

- The called number and VFY are displayed in the Cld field.
- **Barge-In** softkey appears.
- The connection between the calling party and operator is broken when **{Barge-In}** is pressed.

2 Listen for the audible tones indicated through the scrambler.

Note: The scrambler is a local option. If a scrambler is not in place, conversation is heard and the operator may or may not be able to cut in on the conversation.

Giving report to calling party

After performing the busy line verification, give the report to the subscriber. Follow the next procedure to give a busy line verification report.

Outward call—giving busy line verification report to calling party

At the position:

1 Press **Rls Cld** and the calling party will be on line.

2 Give appropriate report to the subscriber.

Conversation interruption

Follow the next procedure to interrupt conversation if the request is made after giving a busy line verification report.

Interrupting conversation when not part of initial request

At your current location:

1 Press **Start + Fncts + Busy Verify + Start + {Barge-In}**.

If	Do
you hear conversation that is not of an emergency nature	interrupt and ensure that the proper station is reached busy saying, "I beg your pardon. This is the operator. Is this (called number)?" If it is, pass the request busy saying, for example, "I have an emergency (or urgent) call for you from (calling party). Will you please hang up?" Acknowledge the subscriber response and press **Rls Cld**.
you hear no conversation	challenge busy saying, "This is the operator. Is this line in use?" If you receive no reply, press **Rls Cld**.
the verified line subscriber questions the alerting tone	say, "The tone is to notify you that I have cut in on your line and is provided as protection for your privacy."

2 Report the results of the interruption to the calling subscriber.

If	Do
the calling party requests that you place the call	use the standard procedures for advancing call.
the subscriber accepts the report and hangs up	press **Pos Rls**.

Securing deposit from coin telephone

Use this procedure to secure a deposit:

- If the call is coin-paid, secure the deposit for the conversation before proceeding with the call (unless this action is not consistent with the principles of emergency call handling).

- If the calling telephone is a postpay telephone, wait to secure the conversation interruption deposit until after you attempt to complete the interruption, but before giving the report to the subscriber.

Busy line verification or interruption not chargeable

If the busy line verification or conversation interruption is not chargeable, enter the locally determined charge adjustment code to prevent billing:

Chg Adj or **Fncts** + **Charge Adjust** + **Start**.

Conversation interruption is part of initial request

If you are asked to interrupt conversation as part of the initial request for busy line verification, perform the following procedure.

Interrupting a conversation when part of initial request

At your current location:

1   Press **Fncts** + **Busy Verify** + **Start** + called number + **Start**.

2   Enter the called number.

3   When call is connected, press **{Barge-In}**.

4   Interrupt as described previously in the section called "Conversation interruption."

Call-handling procedure, inward

Except as modified elsewhere in this chapter, verification and conversation-interruption procedures for calls received from other operators are the same as for calls received from subscribers.

Appropriate phrases

Acknowledge requests from and give reports to other operators by using one of the appropriate phrases listed below:

- When reporting an out-of-order condition, say "OD."

- When reporting results of successful conversation interruption, use one of the phrases below:

  — If parties agree to free the line, say, "Interrupted party will clear the line."

  — If party does not agree to free the line, say, "Interrupted party will not clear the line."

- When reporting an unsuccessful verification attempt, say, "Cannot verify this number."

- When reporting an apparent receiver off-hook, say, "Possible ROH."

Passing information and billing

If you are to interrupt conversation, the originating operator provides the required details, such as the name of the calling party. Billing is handled by the originating operator, usually with a manual ticket.

Trouble reporting

To report any trouble encountered in the verification network (for example, repeated ROH or poor transmission), use standard procedures and trouble codes. Either report with the connection intact or **Rls Cld** and report. For trouble encountered with the scrambler or the tone generator (beeper), report as locally directed.

Dial assistance calls

This chapter describes procedures for handling requests for assistance and information on calls that the subscriber could normally dial directly. Some calls may require an attempt to complete because the subscriber needs assistance or has encountered difficulty. Others do not require an attempt to complete but require operator-provided instruction.

> *Note:* For Bell operating companies, unless otherwise indicated, information in this chapter applies only to intraLATA calls.

Dialing instructions

Operators in Bell operating companies provide dialing instructions to subscribers for intraLATA calls only. Instructions for interLATA calls are provided by the subscriber's interLATA carrier (IC), unless otherwise determined by a contract agreement between the operating company and the IC.

When a call that can be dialed reaches your position on a dial 0 trunk, provide appropriate dialing instructions for the type of service the subscriber desires. Be flexible in deciding when to use or omit instructional phrases, using standard procedures and your own judgement.

Dialing the called number

Local calls

In some locations, LOC is displayed after the called number. When LOC is displayed, give the subscriber dialing instructions as locally directed. For example, say, "You can dial that number by dialing the seven digits." Or, say, "You can dial that number at a reduced rate by dialing all seven digits."

Advancing a local call

When LOC appears beside the called number, the called number is prevented from outpulsing. In order to advance the call, follow the next procedure to advance the call.

Advancing a local call

At the position:

1   Press **Start** + appropriate charge class key or **{No AMA}** or **Fncts** + **No AMA** + **Start**.

2   Press **Pos Rls** (if appropriate).

Intra- or inter-LATA calls

Provide the subscriber with instructions appropriate for the calling number, according to the following guidelines.

Independent operating companies

On long-distance calls, provide the subscriber instructions appropriate for the calling number using the following guidelines:

- On station-paid calls, say "You can dial that number by dialing 1+ the area code (if required) and the number you are calling."

- On operator-handled calls, say "You can dial that number direct by dialing 0+ the area code (if required) and the number you are calling."

Bell operating companies

When giving specific dialing instructions, determine whether the subscriber is dialing an intraLATA or interLATA point by requesting the called number or location.

- On a call to an intraLATA point, provide dialing instructions appropriate for the calling number, as follows:

  — For station-paid calls, say, "You can dial station calls directly by dialing 1 + the area code (if needed) and the number."

  — For operator-handled calls, say, "You can dial (person) calls directly by dialing 0 + the area code (if needed) and the number."

- On a call to an interLATA point, provide instructions as follows:

  — When the incoming call is to an equal access office, refer the subscriber to his or her primary long distance company, saying, "For dialing instructions on a call to (called place), please call your primary long distance company."

  — When an incoming call is to a non-equal access office, refer the subscriber to his or her long distance company, saying, "For dialing instructions on a call to (called place), please call your long distance company."

  — If the subscriber questions how to reach the subscriber's long distance company, refer the subscriber, as locally directed, to directory assistance (DA) or to the subscriber's telephone bill.

- If locally instructed to give a subscriber specific dialing instructions to reach his or her long distance company operator, say, "You may reach your long distance company operator by dialing the appropriate code (for example, 00, N11)."

Subscriber-owned coin telephones

Handle as locally directed all calls from telephones identified as subscriber-owned coin telephones. For example, ask the calling party to read the dial instructions on the telephone being used.

Dialing the calling card number

When a subscriber places a station calling card call and a mechanized calling card service (MCCS) is locally available, SPL# displays at the position. Give calling card dialing instructions as you proceed on the call. Say "In the future, you can dial your own calling card number from that telephone when you hear a tone," or "You can place your call without operator assistance by dialing your calling card number when you hear the tone." If appropriate, add, "If you are calling the billing number, you may dial just the last four digits."

Optional procedures

As locally directed, when a subscriber places a station calling card call and the display shows SPL#, give general calling card dialing instructions as you would for the standard procedure described above. Give instructions before you allow the call to begin outpulsing to the called number. In addition, if the subscriber does not indicate acceptance of the instructions, offer an option by saying, for example, "Do you want to dial your own calling card number?"

Dialing instructions requested

Unless otherwise indicated, assume that the subscriber wants station-paid service. In addition, use the following guidelines:

- If a subscriber asks how to place an automated calling card call, say, "You can dial a calling card call without operator assistance by dialing 0, the area code (if required), and the telephone number. When you hear the tone, dial your calling card number."

- If a subscriber asks how to place an automated calling card call with a restricted personal identification number (or PIN), or otherwise indicates that the called number is the same as the calling card billing number, say, "Dial 0 plus the called number. When you hear the tone, dial the last four digits of your calling card number."

- Inform the subscriber of any lower rates that may apply to calls that can be dialed, as appropriate..

- If a subscriber requests dialing instructions for DA, give appropriate dialing instructions (for example, tell the subscriber to dial 1+ 555-1212 or 411).

- On most 0+ calls originating from noncoin telephones, the subscriber receives a tone. If a subscriber questions what the tone means, provide an explanation by saying, "The tone means you can dial your calling card number if you are calling from a push button telephone."

Inquiries about tone and announcement

On 0+ calls originating from public telephones and locally designated hotels, the subscriber receives an (automated) announcement in addition to a tone. The announcement is activated one second after the tone if the subscriber has not started dialing. The wording of the announcement is, "Please dial your card number or zero for an operator now." If the subscriber questions the use or application of this prompt announcement, provide an appropriate explanation in accordance with the following guidelines:

- The announcement is provided at public (or hotel) telephones to assist subscribers who may not be familiar with using automated calling card service.

- After dialing 0 + (the called telephone number), subscribers may begin entering their calling card number as soon as the tone is received. Subscribers familiar with their automated calling card service do not need to wait until the end of the announcement to begin dialing their calling card number.

- If the subscriber wants to reach an operator to place a person, collect, or other type of operator-assisted call on a 0+ calling card call, the call cuts through automatically about five seconds after the completion of the prompt announcement. However, the subscriber may cut through to an operator without the short delay by dialing the digit zero (0) immediately after or during the announcement.

Difficulty reported by calling party

If a subscriber reports trouble reaching a number or difficulty after being connected, express regret and advise the subscriber that you will try to complete the call. Either allow the call to advance or advance it yourself, as appropriate.

Application of subscriber dial rate

If the subscriber indicates trouble, other than a busy (BY) or no-answer condition, apply the subscriber dial rate as follows:

- when reaching the called number on a station paid noncoin call that normally is dialed directly

- on a station calling card on which the subscriber dialed the called number.

Provide the dial rate or the subscriber dial station calling card rate as tariffs permit. As appropriate, report trouble and provide credit for service difficulties, as described in the chapter on "Trouble reports," and the chapter on "Credit adjustment requests."

DIAL-IT 900 service

Called number area code 900 + 7D

Calls to numbers beginning with area code 900 are part of a direct-dial service called "DIAL-IT 900 Service." This is an announcement-related service and may include programs such as "Televote" and "Question of the Day," whereby a subscriber dials 900-NXX-XXXX, reaches a recorded announcement and casts a "vote" on a major issue that is publicized during a television or radio show. Such a service is available only on a dialed station basis from noncoin telephones, except hotel guest telephones. Operator services are provided as locally instructed.

InterLATA carrier access code

Calls to 950-YXXX or 10XXX

Carrier access codes 950-YXXX or 10XXX provide an IC with a universal access code for use by their subscribers. An IC subscriber dials the 950-YXXX or 10XXX universal access code to reach that company's telephone network.

- Such service is available only when a subscriber dials directly from a coin or noncoin telephone. The 950-YXXX or 10XXX number is accessed by the operator.

- On calls from a coin telephone, coins are returned to the calling party where automatic coin return is available. Normal coin refund procedures apply when a subscriber requests a refund for coins which did not return. If your company is providing operator services for an IC, follow local procedures.

Subscriber requests assistance

IC services not provided

If a subscriber requests assistance or indicates trouble reaching a 950-YXXX or 10XXX number, you should say, "I'm sorry, but that number is for subscriber dialing only," or "I'm sorry but I am unable to dial that number for you." However, if you do not recognize the 950 number as an IC access code and advance the call, the call is not routed.

If the subscriber insists or requests that you take some other action, such as reporting the number to repair service, advise the subscriber that he or she must deal directly with the company providing that telephone service.

IC services provided
Express regret, saying, "I'm sorry you've had trouble. I'll try it for you." Try the call for the subscriber using standard trouble-reporting procedures. Do not dial 950-YXXX or 10XXX.

Calling party reached intercept
If the calling party reports reaching an intercept announcement or operator, explain that no charge applies and there is no need to arrange for credit. In addition, ask the party if they need assistance in reaching the number. Proceed accordingly.

Requests for the business office
The term "business office" is a generic term that refers to the subscriber's point of contact within the local operating company. The subscriber contacts the business office to secure new service, direct questions regarding current service, discuss calling plan options, or ask billing questions.

Local billing
The telephone bill issued by the local operating company includes local service charges, and in some locations, charges for interLATA calls and other services provided by a different company. The charges from each company are shown in separate sections of the bill and include the telephone number to be called for assistance in billing matters. Refer billing inquiries to the appropriate business office in accordance with local procedures. If locally directed, advise the subscriber that the appropriate number to call for billing inquiries may be determined from their bill.

Business office arrangements
Business office services are provided by the operating company and by the IC. In some locations the operating company provides business office services, under contract, for one or more IC. In other locations the operating company and the IC provide separate business office services. For either type of operating company, use the following guidelines:

- On a request for the business office, refer the subscriber to the local business office.

- On a request for the business office of a specific IC, refer the subscriber to DA or to his or her bill to obtain the number.

- If locally directed, handle requests for the business office of a contracting IC the same as requests for local business office.

Request for local business office

If you receive a request for the local business office, note that the following may apply.

Information unavailable

If the telephone number for the business office is not provided in your position information, inform the subscriber that the number may be obtained from DA.

Business office open

If the business office is open and if the telephone number for the business office is provided in your position information, obtain the appropriate number and give it to the subscriber, saying, "The (operating company) business office number is (number). Do you wish to dial the call, (pause), or would you like me to connect you?" Proceed according to the subscriber's reply.

- If the subscriber wants you to connect, press **Cld** + business office number + **Start** + appropriate class charge or **{No AMA}** or **Fncts** + **No AMA** + **Start** + **Pos Rls**.

- If an OGT menu selection is designated for the business office, say, "I will connect you." Press **OGT** + menu selection + **Pos Rls**. This automatically routes the call to the correct business office.

Business office closed

If the business office is closed and the telephone number and hours for the business office is in your position information, advise the subscriber accordingly, saying, "The (operating company) business office hours are (open hours). The number is (number)."

Subscriber asks to be called

If the subscriber indicates it would not be convenient for him or her to call the next day and asks to be called by the business office, comply with the request. Follow the next procedure for subscriber requests to be called by the business office.

Handling subscriber requests to be called by the business office

At the position:

1   Prepare a memo ticket of the request, including the subscriber's name, and the time he or she would like to be called.

2   Inform the subscriber that the business office will call him or her on the next business day.

3   Send the memo ticket to the SA.

Service assistant reference
Make arrangements to send the information to the business office on the next business day.

Request for a business office outside of the free calling area
Standard charges apply on calls to an operating company business office number outside of the designated free calling area.

Subscriber selection of interLATA carrier
All IC are offered equal access to the network. The access is required to be equal in type, quality, and price to that offered to every other carrier. Equal access allows a subscriber to place interLATA calls without the use of an access code to the IC of the subscriber's choice.

The process by which subscribers may designate a primary interLATA carrier (PIC) is called "presubscription," "primary carrier selection," "interexchange carrier selection," or "PIC selection." Once a subscriber designates a PIC, all interLATA calls placed from the subscriber's telephone are automatically routed to the designated IC unless the subscriber dials a 10XXX access code to reach another company.

Subscriber inquiries
As subscribers are informed about the primary carrier selection process, they may dial the operator for assistance with their questions. Give assistance according to the following guidelines:

- Subscribers might ask general questions such as, "What is equal access?" or "How do I get more information on the carrier selection process?" In these and similar instances, refer the subscriber to the local business office, saying, "You may call your local business office for information about equal access."

- If a subscriber asks a question about a specific long distance company, advise him or her to call the company in question. If the subscriber does not know the number, refer him or her to DA.

Subscriber reports annoyance call
Refer subscriber complaints about annoyance calls to the local business office or law enforcement agency, whichever is appropriate based on the guidelines outlined in the following sections.

Annoyance calls reported

When a subscriber reports that he or she received one or more annoyance calls, express regret and tell the subscriber that the local telephone business office handles this type of report. If the subscriber indicates that a threat involving danger to life or property, kidnapping or other serious circumstances was made by the caller, follow these procedures:

- Connect the subscriber with the local law enforcement agency if the subscriber so desires, according to usual emergency procedure. Inform the SA of the call.

- If the subscriber does not want to be connected with the local law enforcement agency, refer the subscriber to the SA.

Service assistant reference

As locally directed, refer the call to security or to whomever is designated to handle such calls. Proceed as locally directed.

Miscellaneous requests

Use the following guidelines to respond to requests for T&C on previously dialed calls. Explain to the subscriber that the timing for billing of the call was automatic and that it will be very difficult to secure the T&C at this time. Explain that the charge will appear on the bill. Provide instructions to the subscriber on how to secure T&C on future calls. If the subscriber insists that the T&C be quoted, proceed as locally directed.

Request to change billing after conversation

If you receive a request to change the billing after conversation is completed, explain to the subscriber that billing is automatic and that it is very difficult to change the billing after conversation. Advise the subscriber that such service can be obtained in the future by prefixing the digit zero (0) to the called telephone number, including area code if required, and advising the operator of the special billing request.

If the subscriber still insists that the special billing arrangement is needed, proceed as locally directed. Following are examples:

- Tell the subscriber that you need to check the billing arrangement, saying, "I'll need to check for a change in billing. One moment, please." Perform validity checks as described elsewhere in this guide (such as for calling card validation). If appropriate, secure verbal acceptance on collect calls and calls charged to a third number in the usual way.

- If an invalid number or denial of charges is indicated by either the equipment displays or by the paying party, or if you are unable to secure verbal acceptance because you cannot reach the called station or you cannot reach an authorized party at the third telephone, verify that you have the correct bill-to number. If the number does not change, tell the subscriber that a change in billing on the prior call cannot be made.

- If adequate billing is obtained, record a Memo ticket. Mark the calling, called, and bill-to numbers (as appropriate). Mark the Misc designation and record the original time (and date as required) and reason for the change (as, for example, "Make Col. after Conv" in the special instructions space).

Request for place-name for NPA-NXX code

Proceed as locally directed. For example, refer to position information and determine rate and route.

Connecting subscriber with service assistant

Follow the next procedure to connect the subscriber with a service assistant.

Connecting subscriber with service assistant

At the position:

1 Press **OGT** + Assistance (menu #) **+ Start**.

2 Press **Fncts** + **Hold** + **Start** and **Pos Rls**. Call returns to your position when SA releases the call.

Physically handicapped subscriber requests call handling

On a 0 call, if a subscriber asks you to complete a station-paid noncoin call that would normally be dialed directly, and if the subscriber indicates a physical handicap (for example, if the subscriber is blind), proceed as locally instructed to ensure billing at the dial rate.

IntraLATA call request from a handicapped subscriber

Complete the call and proceed as locally directed to ensure billing at the dial rate.

InterLATA call request from a handicapped subscriber

On a 0 call, if a subscriber with a physical handicap requests assistance completing an interLATA call, connect him or her with the long-distance operator as locally directed. Following is an example of a procedure:

- Obtain and enter called number by keying **Cld** + called number + **Start**. A carrier name and carrier access code are displayed.

— If your operating company does not provide services for the displayed IC (XFR IC displayed), transfer by pressing **Pos Rls**. The call automatically routes to the displayed IC.

— If your operating company does not provide operator services (no XFR IC display), complete the call by pressing the appropriate class charge + **Pos Rls**.

Requests for time of day

On requests for time of day at another place, for the difference in time between your office and another place, or for time of day at your office, proceed as locally directed. For example, give the time and refer the subscriber to DA for the TIME number.

Transmission survey call

If the calling party gives a 7D or NPA + 7D number and says, "for transmission survey," acknowledge the request and establish the connection. Such calls are placed by operating company employees for the purpose of appraising transmission quality. The call is timed by AMA. Answer supervision may be received prior to the first ring.

Request for services not authorized by tariff

If a subscriber requests assistance for a service that you know you are not authorized to provide, such as keying additional digits after a connection to a 7- or 10-digit number, explain this to the subscriber by saying, "I'm sorry, but I am unable to provide (desired service)." If the subscriber insists or otherwise indicates that your explanation is unsatisfactory, transfer the subscriber to the SA position in the usual way.

Service assistant reference

Explain to the subscriber that we do not provide the type of service requested. If necessary, further explain that you cannot comply with requests to perform services that are not authorized by the various tariffs under which the company operates. Prepare a record of this contact using the appropriate local form and file it according to local procedures.

Subscriber inquiries about provision of long distance service

If a subscriber questions which IC to use, which carrier is preferred, or in any way asks for a carrier recommendation or suggestion, say, "You may select any long distance company you wish to serve you. I cannot recommend or suggest one." If appropriate, add, "You may call your local business office for information about equal access and the long distance company selection process." If a subscriber requests information about a specific IC, advise the subscriber to call the carrier in question.

Subscriber inquires about purchasing telephone set/equipment

If a subscriber asks for a recommendation or suggestion as to where to purchase a telephone set/equipment, say, "I'm sorry. I cannot recommend or suggest a supplier to you." If appropriate, add, "You may wish to consult a telephone directory or check for TV, radio, newspaper, or other advertising for available suppliers from which to choose."

Call delay reports

This chapter describes procedures for conditions under which you give reports of delay, for example if there is no answer, the line is busy, or the called party is unavailable.

Giving reports

Give reports to the party holding the line, and proceed as follows:

- If the calling party heard the delay report, you do not need to repeat it. Ask for further directions immediately if the calling party does not volunteer them.

- If the calling party did not hear or understand the delay report, repeat the report or any part of it, as appropriate.

Converting time at called place to calling place

Unless you know that the subscriber is aware of the difference in time, convert the time mentioned in a report to the corresponding time at the calling place and use it in reporting to the calling telephone. Quote clock times in terms of standard usage of A.M. and P.M.. Say, "They expect (called party)." Or if you do not give the report, inform the calling telephone of the difference in time, for example, "That is seven o'clock our time."

Indicating regret

If you are unable to complete a call, indicate your regret, saying, "I'm sorry that we were unable to complete your call at this time."

Reporting when calling party is not holding line

Use one of the following introductory phrases before giving a report to identify the call or to identify yourself.

- To identify the call, say, "On your call to (area code) (called number)" or "On (calling party) call to (area code) (called number)." If it becomes necessary to identify the called place, obtain it from the route operator.

- To identify yourself, say, "This is the (operating company) operator." Do this if you think the subscriber cannot identify you from the nature of the report.

Giving subsequent reports

Indicate knowledge of the previous report; for example, if the report is the same, say, "On your call to (area code) (called number), they still do not answer," or if the report is changed, say, "On your call to (area code) (called number) the line is busy now."

Withholding reports

Postpone giving a report of delay if you anticipate that a more complete report will be available shortly.

Subsequent action

Trunk or station delay

When you encounter a no-circuit (NC), busy (BY), no-answer, or out-of-order (OD) condition on either a station or person call, give the report if necessary. Ask the calling party to make the call again later. However, if the calling party asks you to try later, make subsequent attempts at the time specified.

Party delay

Whenever you receive a party delay report, accept the report as given and proceed. Agree to make subsequent attempts when requested to do so.

Unable to make subsequent attempt

If you are to make a subsequent attempt, record a memo. Then, before releasing the calling party, make certain that the subscriber understands the next action to be taken, who is responsible for the next action, and at what time. Following are examples of concluding statements:

- If the calling party will place the call later, say, "O.K., have a nice day."

- If the calling party wants you to make subsequent attempts, say, "I will call you at (time) or in (number) minutes."

- If the calling party wants a subsequent attempt but will talk from another telephone not served by your office, say, "You will need to place the call again later from the other telephone."

Trouble reports

This chapter describes procedures for reporting possible or existing equipment trouble for centralized automatic message accounting (CAMA) traffic and remote CAMA (RCAMA) traffic, outward toll, inward, international originating toll center (IOTC), overseas, and direct dial overseas (DDO) traffic.

Note: For Bell operating companies, the procedures outlined in this chapter apply to intraLATA calls only. Unless otherwise indicated, this information applies to independent operating companies and to Bell operating companies.

Categories of equipment trouble

There are three categories of equipment trouble-reporting: operator office, subscriber station, and switching center. Report each type as described below.

For equipment trouble in an operator office, report to local TOPS MP position maintenance. For additional information, see the section called "Operator office trouble reporting."

For equipment trouble in a subscriber station, report to repair service. For more information, see the section "Subscriber station trouble reporting."

For equipment trouble in a switching center, report to the switch network analysis center (SNAC).

Operator office trouble reporting

When you find trouble with local equipment, report it to TOPS MP position maintenance as locally directed. There are eight trouble conditions in this category:

- screen display dim, out, or permanently on
- incomplete screen displays
- logon procedure fails
- broken, loose, sticking, or missing keys

- crossed positions
- failure to collect or return coins
- inability to hear or be understood over your headset
- conversation on your position circuit when you are not cut in on a conversation

Subscriber station trouble reporting

Independent operating companies

Subscriber-reported troubles should be referred to or connected with repair service. Examples of trouble conditions in this category include the following:

- problems with the OUTWATS line
- damaged, broken or inoperative equipment (for example, poles, wires, cables, dials, handsets, and telephone instruments)
- damaged, missing, or inoperative equipment associated with coin telephones (such as, directories, instruction cards, broken glass, lights out, defective doors, telephone instrument or parts broken, defect in coin slots, or coin trouble)

Bell operating companies

Proceed as described in the following paragraphs, depending on the subscriber request and the type of trouble indicated.

Subscriber asks for repair service

If the subscriber asks for repair service or indicates trouble on the line (for example, telephone out-of-order, no dial tone, cannot dial out, or cannot receive calls), give the repair service number to the subscriber to dial, and then proceed as follows:

- If the subscriber will dial, acknowledge and press **{No AMA}**, or press **Fncts** + **No AMA** + **Start** + **Pos Rls** (as appropriate).
- If the subscriber asks you to connect, press **Cld** + repair service number + **Start**, press appropriate class charge key (or **{No AMA}**), or press **Fncts** + **No AMA** + **Start** + **Pos Rls**. If an **OGT** key is set for access to the repair service, use this key instead of the repair service number. The call automatically routes to the correct repair service for the calling telephone number.

  Note: Press the **OGT** keys which are automatic **{No AMA}**, or press **Fncts** + **No AMA** + **Start**, or billable, depending on how they are set by the operating company.

Subscriber indicates trouble with telephone set

If the subscriber indicates trouble with his or her telephone set, refer the subscriber to the telephone manufacturer or the store that provided the telephone set.

Subscriber indicates trouble with long distance service

If the subscriber indicates trouble with the long distance service (for example, OUTWATS, INWATS, or interLATA calling), refer the subscriber to the interLATA carrier (IC) through which he or she attempted to place the call.

If the subscriber requests connection to the IC repair service, handle as locally directed. Following are two examples:

- Advise the subscriber that the local repair service will take the report. Give the subscriber the appropriate number or connect him or her to repair.

- You can also refer the subscriber to the long distance company's operator service for assistance in reaching the appropriate repair service. If the subscriber questions how to reach the long-distance operator, give instructions.

Switching-center trouble reporting

Switching-equipment trouble includes any condition that adversely affects the normal completion of a call, from beginning of dialing to start of conversation or receipt of an appropriate announcement. Switching equipment includes local switching centers, toll switching centers, and associated interconnecting trunks.

Types of switching-equipment trouble

In general, switching-equipment trouble falls into one of the following three categories:

- trouble encountered on operator-handled toll calls

- subscriber-reported trouble on 0-, 0+, WATS, DATA, direct distance dialed (DDD = 1+), or direct distance overseas (DDO = 011+) calls

- other subscriber reports of trouble encountered on local calls; such as:

  — On an assistance call, if an operator is successful in connecting the reporting party to the desired number, the reported difficulty is considered switching-equipment trouble and should be reported to SNAC.

  — If an operator is unsuccessful in connecting the reporting party to the desired number, the reported difficulty is a repair service trouble.

— For "receiver off-hook" troubles, follow procedures outlined elsewhere in this guide.

Reporting procedures

Report trouble when it occurs, while information about the call is available in the system. When you observe trouble, or a subscriber tells you that he or she encountered trouble on a previous attempt, inform the subscriber that you will report the trouble.

Subscriber-reported trouble

Report subscriber-encountered trouble conditions on a previous call while establishing a new forward connection, if requested. Complete one trouble report for each operator assistance or credit request.

Operator-encountered trouble

Report operator-encountered trouble conditions while the connection is intact, since information about the call is readily available in the system. Complete one trouble report for each operator or subscriber attempt where the trouble is observed. Key the trouble report before completing the call (that is, before keying any of the following: **{No AMA}**, or **Fncts** + **No AMA** + **Start** + **Ca Call** or **St Tmg** and **Pos Rls**.

Entering trouble reports

Follow the next procedure to enter a trouble report.

Entering trouble reports

At your current location:

1 Enter the trouble report based on the following conditions:

If	Do
you encounter trouble on an operator number identification (ONI) call	enter the calling number
you encounter trouble on an automatic number identification (ANI) call	the calling number is automatically recorded
the trouble is reported from a telephone other than the telephone encountering trouble	go to Step 2

2   Press **Acs2** (to access second loop) + **Cld** + number for telephone
encountering trouble + **Rls Cld** + **Start**. By pressing **Rls Cld**, you prevent
routing to the backward connection.

If	Do
the connection is to be reestablished	enter the called number and establish the connection using standard procedures (for example, **Cld** + called number + **{No AMA}**, or press **Fncts** + **No AMA** + **Start** + **Start** for local calls)
the connection is not to be reestablished	enter the called number by pressing **Cld** + called number + **Rls Cld** + **Start**. By pressing **Rls Cld**, you prevent routing to the forward connection

3   To enter the trouble report, press **Trbl** + class code (1-digit) + trouble code
(1-digit) + **Start**.

4   Press **Pos Rls** to complete the call.

On operator-encountered trouble on an originating call (for example, a 0-
call), it is not necessary to enter the called number if it is not available, and it
is not necessary to report the trouble if you do not have the calling number.

Assigning codes for subscriber-reported trouble

When a subscriber reports trouble, ask for details that allow you to
determine the following:

- no trouble (dialing error)
- class code
- trouble code
- who should receive the report

Note: Provide dialing instructions if the trouble is a dialing error.

Classification codes

Classification codes (class codes) are one-digit codes that identify the type
of call encountering trouble. The following table explains suggested class
codes that can be assigned to different call types. Assignment of class codes
and their associated trouble codes is locally determined. The class codes
suggested in table 32-1 vary by traffic office.

Table 32-1
Suggested class codes

Code	Description	Comment
1	Local and toll, operator encountered	This includes all troubles encountered by an operator on outgoing local and toll connections, and all troubles encountered on operator to operator codes.
3	Local, subscriber reported prior to connection	This includes subscriber-reported trouble on 0-, 0+, toll hotel, and toll coin calls, including credit requests. Do not enter a trouble report if the subscriber indicates a dialing error.
4	Local, subscriber reported prior to connection	This includes all troubles reported by a subscriber from beginning of dialing to start of conversation or receipt of an appropriate announcement. Do not enter a trouble report if subscriber indicates a dialing error.
5	Toll DDD, subscriber reported prior to connection	This includes subscriber-reported troubles on toll DDD (that is, 1+ noncoin or 1+ nonhotel calls), including credit requests and INWATS. Do not enter a trouble report if subscriber indicates a dialing error.
6	Data calls and OUTWATS, subscriber reports prior to connection	This includes troubles on dataphone, datacom, dataline, OUTWATS, and SWAPS TWX before connection. No credit is granted for OUTWATS.
8	Overseas, operator encountered or subscriber reported	This includes all trouble encountered by an operator on subscriber-dialed (01+) calls and operator-dialed (0-) calls to overseas numbers, all trouble encountered by an operator to overseas operator codes, credit requests, and all subscriber-reported trouble on DDO to overseas numbers.
9	Originating calls, operator encountered	This includes operator-encountered troubles on all originating calls except RCAMA.

Trouble codes

Trouble codes identify each trouble condition reported. The next table explains suggested trouble codes that can be assigned to different trouble

conditions. Assignment of trouble codes associated with each class code is locally determined. The trouble codes suggested in table 32-2 vary for each traffic office.

Table 32-2
Suggested trouble codes

Code	Description	Comment
0	Reached wrong number, includes INTC on OK number	Use this code when: • an operator reaches a number other than the number dialed • an operator reaches intercept and intercept indicates the number is a working number • a subscriber reports reaching a wrong number.
1	No ring, no answer	Use this code when: • a subscriber or operator receives no audible ringing after 25 seconds from end of dialing and there is no response over the called line • a subscriber or operator does not receive a ringing signal after 40 seconds on IOTC calls.
2	Noise, echo, crosstalk, garbled	Use this code when a subscriber or operator encounters a condition such as noise, echo, garbled, or crosstalk during conversation.
3	Cannot hear or be heard	Use this code when a subscriber or operator is unable to hear or be heard.
—continued—		

Table 32-2
Suggested trouble codes (continued)

Code	Description	Comment
4	Improper supervision	Use this code when:
		• you observe improper supervision of the CLG or CLD displays
		• on-hook supervision is displayed during conversation
		• off-hook supervision is displayed, even if only momentarily, on calls reaching live or recorded intercept
		• off-hook supervision is displayed, even if only momentarily, on calls on which a BY, RO, NC, vacant level, or recorded announcement is encountered, including cases in which supervision flashes at regular intervals following the tone
		• there is a change of supervision (even though it persists for only a second or so) and conversation continues.
5	Cut-off	Use this code when:
		• a subscriber- or operator-established connection is interrupted or broken during conversation
		• the called telephone rings once and stops.
6	Reorder on third attempt	Use this code for domestic calls when:
		• an operator encounters a reorder signal on three successive attempts to the same number
		• a subscriber reports difficulty in calling and the operator is able to determine that the difficulty is a reorder signal.
—continued—		

Table 32-2
Suggested trouble codes (continued)

Code	Description	Comment
7	No operator answer or dial tone returned	Use this code when:
		• an operator places a call to a telephone company operator and gets no answer (for example, "121" or "131"
		• a subscriber places a call to an operator and gets no answer (for example, "0," "555-1212," or "411")
		• when a subscriber reports dial tone continued or returned during or after completion of dialing and before start of conversation.
8	Vacant code announcement (VCA) on first attempt	Use this code when an announcement is reached indicating the call did not go through or there is a dialing error. Use this code even if it is determined that the called number is in-service and was properly dialed.
60	CDC malfunction	Use this code when an operator suspects a malfunctioning coin detection circuit (CDC) for Automatic Coin Toll Service (ACTS).
78	Position does not release	Use this code when an operator position fails to release after keying a valid 7-digit calling number for a CAMA call.
79	Permanent signal	Use this code when an operator does not receive any subscriber response or signal identification on the screen.
99		Reserved for special SNAC studies.
—end—		

Trouble-reporting examples

The following table provides examples of trouble conditions matched with their corresponding operator-observed and subscriber-reported codes (class code + trouble code).

Table 32-3
Example trouble conditions and codes

Trouble condition	Operator-observed code	Subscriber-reported code
Reached wrong number	10	50
No ring, no answer	11	51
Noisy, echo, crosstalk	12	52
Cannot hear, cannot be heard	13	53
Improper supervision	14	54
Cutoff	15	55
Reorder after third attempt	16	56
No operator answer	17	57
Vacant code announcement	18	58
Suspected malfunctioning CDC	60	Not applicable
No position release on CAMA	78	Not applicable
Permanent signal	79	Not applicable

For example, to report an operator-encountered echo condition, enter the trouble report while the connection is still intact (before pressing **Rls Fwd**). Press **Trbl** + 12 + **Start**, where 1=class code, and 2=trouble code.

Remote CAMA trouble reporting

The following paragraphs describe procedures to use for trouble reports on RCAMA calls. Note that you should immediately report all conditions indicating equipment malfunctioning or causing operating difficulties. In most cases, the trouble condition needs to be reported while the calling party is still connected.

Table 32-4 suggests codes for RCAMA trouble reports and their meaning.

Table 32-4
Suggested RCAMA trouble codes

Code	Description
11	Subscriber cannot hear or cannot be heard.
22	Noise was encountered.
33	Operator cannot release the position.
44	One call arrives at two operator positions.
55	Two calls arrive at one operator position.

Sequence of reporting

After identifying the RCAMA trouble, follow the next procedure to report the trouble.

Remote CAMA trouble reporting

At the position:

1 Key 999 to inform plant personnel.

2 Key 00 to expand the trouble report to 7 digits.

3 Key 00 to expand the trouble report to 7 digits.

4 Key the appropriate 2-digit trouble code.

After the 7 digits are keyed (for example, 999+00+22), the call is routed automatically to reorder tone. If you make an error in keying any of the first 6 digits of the 7-digit trouble code, press **Cld** and rekey all 7 digits.

Reports to distant operators

When you need a distant operator to complete a call (due to repeated failures other than recorded announcements), one of two conditions may apply:

- If the distant operator completes the call without difficulty, report the condition encountered in the usual manner.

- If the distant operator encounters the same trouble while attempting to complete the call, ask the distant operator to report the trouble. The trouble is in the far-end equipment, so no report at your end is necessary.

Miscellaneous troubles

Trouble with trunks or position circuit

If trouble with trunks or position circuits is detected, POS BUSY is automatically displayed in the flashing mode. This means your position was taken out-of-service or is being tested.

An operator position can be tested or taken out-of-service at any time for any of three reasons:

- it is in an idle state

- a call is in progress

- a loop is on temporary or permanent hold

If your position is taken out-of-service (or tested) during a call, follow the next procedure to report trouble on trunks or positions circuits.

Reporting trouble on trunks or position circuits

At your current location:

1 If your position is taken out-of-service (or tested) during a call, follow one of two procedures:

If	Do
the call is a new call and a connection is not established	advise the subscriber of the difficulty and ask him/her to redial.
a call is already on a loop, it remains intact	go to Step 2

2 Prepare a ticket and supervise for disconnect by accessing the loop at approximately one-minute intervals.

3 Note the time conversation ends and subtract from the connect time, making a one-minute allowance.

4 Enter chargeable minutes on the ticket and "position trouble" in the space for reports.

5 Press **Pos Rls**.

Note: New calls are not to be routed to an out-of-service position until testing is completed. When both loops become idle, an audible tone is sounded, indicating that the position is being tested. When the trouble is cleared, the designation is erased from the screen and the position is returned to service and is ready to receive new calls.

Time required for testing

Testing takes about one minute. If, after approximately one minute, the POS BUSY is still flashing, trouble was detected and your position was taken out-of-service. Leave the position and report the problem to the service assistant (SA).

Service assistant reference

Report the position out-of-order to the department locally authorized to handle such reports. Enter OD (out-of-order) for the position.

Position inoperative

When the keys at your position become inoperative, current call details remain on the screen display until the position is initialized. If your position becomes inoperative while a call is in progress, do one of two things, as follows:

- If the call is a new call and the connection is not yet established, advise the subscriber of the difficulty and ask him or her to redial.

- If the call is already on a loop, it remains intact. However, information is not displayed on the screen when the called party disconnects. Leave the position and report the problem to the SA. If you were timing a ticket, estimate the elapsed time to be entered and consult the SA.

Service assistant reference

Report the position out-of-order to the department locally authorized to handle such reports. Enter OD for the position.

Personal Audio Response System

This chapter describes the Personal Audio Response System (PARS), a feature that plays custom announcements to a subscriber when a call is presented to a TOPS MP position. The PARS announcement uses the voice of the operator occupying the TOPS MP position.

PARS announcements

PARS announcements are determined by call attributes sent from TOPS MP to PARS. These prerecorded announcements give the operator a brief rest between calls, thereby reducing the operator's fatigue. The announcements also provide a consistent tone of voice for call presentation.

> *Note:* The time spent playing the PARS announcement is included in the operator actual work time (AWT).

Each TOPS MP position headset connects to a PARS "box" that links the position to the DMS switch. Because of this connection, loops should not be changed during a PARS announcement. Changing loops during an announcement may cause the subscriber on one loop to hear all or part of the announcement meant for the other loop.

Call-handling example

In a typical scenario, PARS might play the announcement "What city, please?" to a subscriber. The DA operator does not have to repeat the phrase for each call, and so gets a brief rest between calls. In addition, the operator gets an indication of the type of call that has arrived before he or she has to respond to the caller.

Call-presentation tones

PARS calls do not receive a call-presentation tone, so if a PARS announcement fails, the only indication of a call arrival is a screen display. If the operating company requires a call-presentation tone, then the tone must be part of the PARS announcement.

Responding to the subscriber

A PARS recorded announcement gives the operator time to determine the type of call before responding to the subscriber. The operator must acknowledge the subscriber's request and answer the call appropriately.

Automated alternate billing service

Automated alternate billing service (AABS)

This optional service provides operator assistance without the use of live operators to reduce the operator handling time of calls. The use of AABS automates completion of calling card calls with the use of a voice service node (VSN). The AABS also has the capability of automating station collect and third number billing calls by using voice recognition technology and prompt generation to communicate with the billed party.

Functionality

With AABS, the DMS switch communicates with a VSN to automate handling of 0+ dialed station collect, third number billed, and calling card calls. 0+ calls that are eligible for fully automated handling are routed directly to a VSN. 0– calls (and 0+ calls that could not be automated) route to an operator for handling. These calls may then be transferred to a VSN if billing acceptance must be obtained from the billed party, after all the information necessary to complete the call has been entered by the operator.

AABS also includes the capability of routing calls at the VSN to an operator for call completion handling when necessary. This function may be required when the VSN is unable to obtain billing information from the calling party or when the VSN is not able to obtain billing acceptance from the billed party.

AABS handoff

Those calls which require some handling by an operator before being handed off to a VSN for third or station collect billing acceptance are referred to as AABS handoff calls.

Validating handoff to AABS

Before the AABS handoff key function may be successfully completed, certain conditions must be met. When the AABS handoff keying sequence is entered, the following checks are performed to see that

- the directory number of the calling party is present

- the directory number of the called party is present

- the call has been successfully class charged as one of the following:

  — station collect for collect handoff calls

  — station special calling for a bill to a third number handoff with a valid third number in the special number field

- the billed number passed all DMS billing restriction checks. If a billing validation authority (BVA) or line information data base (LIDB) query was performed on the billed number, the result must indicate a valid number. If the billed number is marked as requiring manual verification, then the format checks made by the DMS switch for manual billing must be passed.

- if the call is a carrier call. Equal access checks are made and if any of the following conditions are present the handoff checks will fail:

  — call is designated for transfer to an interLATA carrier (XFR IC is displayed)

  — carrier name and number are unknown (IC is displayed next to the called number, but the carrier name and number are not displayed)

  — carrier displayed is the OTC carrier. A different carrier number must be entered before the call is ready for handoff to AABS.

  — carrier cannot complete the call (carrier name and number are flashing)

- if the call is from a hotel which requires no charge messages that the room number is present).

- the call does not have a service mark of directory assistance or intercept

- if the calls are station collect billed calls

  — the called directory number must not be an overseas number (It must conform to the North American dialing plan.)

  — the call must not be directory assistance call (555–XXX, 411, or one marked as directory assistance)

- if the calls are billed to third number. The billed number is not an overseas number (It must conform to the North American dialing plan.)

- the call is not a completed call that has been returned to an operator (a call for which a billing method was originally determined, but was returned to the operator for assistance). If the operator wishes to change the billing to a third number or station collect for such a call, then billing acceptance must be obtained manually if required, this includes part charge recalls.

- the call is not marked for notify

- the called number is not specified by an **OGT** key

Other handoff marking considerations

Additional constraints on the use of the AABS handoff key include the following:

- If the AABS handoff key functions is entered while a query to either the BVA or LIDB is outstanding (while AMA VFY is displayed), the keying action is ignored.

- If a call is presented to a position with NO AMA displayed as a result of DMS datafill then the AABS handoff keying action is ignored.

- If the TOPS Special Verify AWT Enhancement feature is being used, the called number must be in the forward port. If third number billing is specified and the third number is in the forward port at the time the AABS handoff is attempted, the keying action is ignored.

- If the AABS handoff key function is attempted for a delay call, the keying action is ignored.

- If the originating trunk is not a TOPS trunk (for example, inward calls arriving over an intertoll trunk), the AABS handoff keying action is ignored, if attempted.

Database query failure

A BNS or CCV database failure can be marked in translations to send the call to the operator with an indication in the message/status area. Upon receiving this indication, the operator should proceed as locally directed for database query failures. An example of the screen display is shown in figure 34-1.

Figure 34-1
Example of database query failure display

```
 Qry Fl
┌──────────────────────┐
│ TOLL                 │
│ Clg  ┌──────────┬──┐ │
│      └──────────┴──┘ │
│ Cld  ┌──────────┬──┐ │
│      └──────────┴──┘ │
│ Spl  ┌──────────┬──┐ │
│      └──────────┴──┘ │
│ IC   ┌─────────────┐ │
│      └─────────────┘ │
│ Misc ┌─────┬───────┐ │
│      └─────┴───────┘ │
└──────────────────────┘

  ☐  ☐  ☐  ☐    ☐  ☐  ☐  ☐
```

Overriding the handoff mark

Once a call has been marked for handoff, it may be unmarked by any of the of the following methods:

- entering the AABS key function again. This removes the handoff mark from the call, and causes the handoff success display to be erased.

- entering any of the following key functions:

  — start timing

  — cancel timing

  — cancel call

  — no AMA

- entering a key function that results in a database query being sent to validate a billing number (for example, any action that momentarily causes the clock icon to be displayed while waiting for a reply from the database). This condition removes the handoff mark and causes the handoff success display to be erased.

Conversely, entering the AABS handoff key function overrides any of these key functions if previously entered.

Handoff validation display

If all handoff checks are passed, an indication is displayed to the operator (see figure 34-2). Successful marking for handoff is indicated by displaying HANDOFF in the AMA Status area of the screen. An unsuccessful attempt is indicated by a flashing HANDOFF in the same location. Other displays are updated as appropriate to indicate specifically what information is incorrect or missing, or what action is to be taken before the call can be successfully marked for handoff. Figure 34-3 shows an unsuccessful handoff display.

Figure 34-2
Successful handoff display

Figure 34-3
Unsuccessful handoff display


```
                                                    HANDOFF??

   ┌─────────────────────────────────────┐
   │ TOLL  0–                             │
   │                                      │
   │ Clg  │ 518-732-1234  │ ↑ │           │
   │                                      │
   │ Cld  │ 919-754-9999  │ X │           │
   │                                      │
   │ Spl  │               │ ↓ │           │
   │                                      │
   │ IC   │               │               │
   │ Misc │       │       │               │
   └─────────────────────────────────────┘

   ┌──┐ ┌──┐ ┌──┐ ┌──┐   ┌──┐ ┌──┐ ┌──┐ ┌──┐
   └──┘ └──┘ └──┘ └──┘   └──┘ └──┘ └──┘ └──┘
```

The handoff checks are performed again on entry of the **POS RLS** key function. If after the call is marked successfully for handoff call details are altered such that the checks are no longer passed at the time of position release, the handoff failure indicator is again displayed. Other displays are updated to indicate what information is incorrect or missing, and the handoff mark is cleared. The operator must make all corrections and reenter the AABS handoff key function.

With this feature, once the AABS handoff key function has been entered, automatic timing is disabled for that call even if the AABS handoff key function is toggled to clear the handoff mark and the AMA status display area is cleared. Thus, if an operator initially attempts to mark a call for handoff, and then decides to complete the call manually, one of the AMA status key functions must be entered before the call can be released from the position.

Display for handoff resource failure at position release

After a call has been successfully marked for handoff and position release is keyed, if a resource failure occurs, the call remains at the position and a failure indicator is displayed. The handoff mark and status display is cleared

(refer to figure 34-4). The operator must obtain billing information manually when this condition occurs.

Figure 34-4
Display for handoff resource failure at position release

Handoff return to operator displays

After a call has been successfully handed off to AABS, it may return to an operator position if the VSN has difficulty obtaining billing acceptance for the call.

Existing displays for AABS third number and collect calls coming to the operator are displayed, along with an additional indicator that informs the operator that the call has previously been to an operator at least once and was handed off to AABS.

One of two displays is shown in his case, indicating one of the following:

- Handoff allowed — the call has been handed off to AABS at least once, and may be handed off again (see figure 34-5).

Figure 34-5
Handoff allowed display

(Handoff icon)

TOLL   0+COL

Clg   518-732-1234

Cld   919-754-9999

Spl

IC

Misc

- No handoff allowed — the call has been handed off to AABS at least once, and may not be handed off again. Entry of the handoff key function will be ignored. Billing acceptance must be obtained manually by the operator (see figure 34-6).

Figure 34-6
No handoff allowed display

VSN functionality

Talking alternate billing services (TABS) introduces bilingualism to AABS. This feature provides the VSN capability to prompt the subscriber for language selections, that allow the VSN to use the subscriber selected languages for further prompting and to obtain billing acceptance (when necessary).

Language selection

The language selected by the calling subscriber to communicate with a VSN or an operator is referred to an the front-end language. The language selected by the calling subscriber for the VSN or for the operator to communicate with the billed party is referred to as the back-end language.

AABS dual language capability

AABS dual language capability extends the AABS bilingual capability. It contains two major features.

- operator handoff to AABS with a choice of language

- call queue selection based on language for AABS calls referred to an operator

With the first feature, calls with nondefault language can be handed off by the operator to the VSN for obtaining billing acceptance. This capability increases the number of calls which may be handed off to VSN and thus reduces the operator work time.

With the second feature, calls that still require operator assistance after VSN handling are routed to the operator based on the language selected by the subscriber. This capability eliminates the operator transferring time and thus reduces the subscriber's call set-up time, providing better service to the subscriber.

Handoff to AABS with language choices

AABS is a service that automates call set-up of some toll calls that were formerly operator-handled calls. Operators continue to set up dial pulse calls, 0– calls, and person-to-person calls. Currently, the operator is able to transfer calls to AABS for billing acceptance, using one language. The operator handoff function is a billable on all collect or bill-to-third calls routed to the operator, including 0– and 0+, dial pulse, ANI failure, hotel room ID, and AABS-route-to-operator calls.

If the language selection option is invoked, the operator keys in either the front-end or the front-end and back-end language for a call to be handed off. This information is passed in the call begin message to the VSN providing the VSN necessary information for using the designated languages to communicate with the calling and billed parties when trying to obtain billing acceptance. This feature is designed to prevent confusion and reduce call set-up time, thereby providing better service to the subscribers.

Keying sequences

A language keying sequence allows marking of a call for handoff to AABS with a choice of language. This function allows the VSN to use the front-end language to interact with the calling subscriber, and to use the designated back-end language to effectively obtain billing acceptance on station collect and third number billed calls which require it. Once successfully marked for handoff, the call is routed to the VSN when the call is released from the position by pressing **Pos Rls.**

Language selection key function

An outgoing trunk (OGT) key function type is used in TOPS MP for language selection. This function is accomplished by the datafill in the KEYTYPE field of Table OGTMPKEY.

Note: How the DMS switch interprets the digit(s) entered depends on the value that is datafilled against the TOPS office parameter LANG_DIGIT_INTERPRETATION in Table TOPSPARM.

Keying sequence examples

The following is a valid keying sequence:

- For example, if the parameter NUM_AUTO_LANGS_REQD_FOR_HANDOFF is set to 2 and the operator is told by the subscriber that the front-end language is French and the back-end language is English (and this combination is assigned the number 48), then the valid keying sequence is as follows:

  — **OGT** + 48 + **Start.**

Language validation display

If all language checks are passed upon invoking the language key function, then the call is considered to be marked for language by the DMS switch, and an indication of this is displayed to the operator. If any of the checks fail, then an unsuccessful language indicator is displayed to the operator.

Successful language marking

When the languages have been successfully marked, an indication displays on the operator's screen displaying the names of the languages. For example:

```
Lang:   FRE   ENG
```

In this example, French is the front-end language and English is the back-end language

An unsuccessful attempt to mark a call for language selection is indicated by flashing text. It is displayed in the same location as the front-end language to indicate that the language information keyed is incorrect. The operator should enter the correct digits for the call to be successfully marked for language. For example:

```
Lang. ?
```

Requesting an operator with language choice

A VSN that provides bilingualism to subscribers has the capability to request an operator who speaks a particular language. The VSN can prompt the subscriber to select the languages to be used for the call. This feature allows the subscriber to choose a front-end language for communicating with the VSN, and also to choose a back-end language for VSN to communicate with the billed party if billing acceptance is necessary.

Without this feature, an AABS call that is routed to an operator is datafilled in the queue indicating its call type in Table TOPS or its trunk group in Table XFROPSEL. An operator who receives this call and does not speak a particular language has to transfer the call to another operator who does speak that language.

With this feature, the need to transfer an AABS call for language reasons is eliminated. A call is routed to the designated queue which is served by an operator who understands the language chosen by the calling party. This capability is possible because AABS calls may be placed in a call queue based upon the front-end language selected for the call when known overriding the initial Table TOPS or XFROPSEL call queue designation. This feature reduces the operator transferring time and subscriber's time.

Conditions for routing AABS calls to operators

A call that routes to an operator may occur at either the front-end or back-end of the VSN processing. AABS may transfer a call to an operator if any of the following conditions occurs:

- The billing method selection time-out, language selection time-out period has elapsed.

- A subscriber responds incorrectly to AABS billing method prompts.

- A subscriber at a DTMF telephone dials 0, or flashes the switchhook or times out.

Language status display

The language information will be displayed to the operator on call arrival.

Only the front-end language which is represented by a one-to-three character string datafilled by the operating company will be displayed in the Call Details window of the billing screen under LANG category. The location of the back-end language display field will be left blank.

Note: In special cases when a handoff call with language specified is routed back to an operator, and no language information is specified by the VSN, the language information previously specified by the operator is displayed.

Directory assistance calls

Accessing the DAS with the DA service screen

All DAS databases are accessed through the IBM DA service screen, shown in figure 35-1.

Figure 35-1
IBM DA service screen

```
0
1                    (Message/status area)
2
3
4
5
6
7
8
9
0
1
2
3                    Applications area
4
5
6
7
8
9
0
1
2   Book_____ Name_____ Strt _____
3
4   Loc_____ Type_____ NPA_____ Oper_____
5
6                    Softkeys area
7
8
```

Most of the calls you receive require searches through the DA database but some require searches through the intercept database. Although both are part of the DAS and both are accessed through the IBM DA service screen,

the user interfaces look slightly different, and you enter different search criteria.

Areas of the IBM DA service screen

The IBM DA service screen is divided into the following areas:

- the message status area
- the applications area
- the softkeys area

Message status area

The message status area, shown in the following figure, is common to all application screens; it contains office information as well as call-related and service-specific information. The second and third lines of this area display DMS-defined information relevant to DA calls, such as DMS call-handling information and specific error and message text.

Figure 35-2
Message status area of IBM DA service screen

0	(screen column numbers)	32	38	
(PAGE)	BROADCAST		(PENDING)	
APPLICATION MESSAGES 1		XFR	AMA	STATIC
APPLICATION MESSAGES 2			DA	TRANSIENT

Of interest are four of the fields shown above: Application Messages 1, Application Messages 2, XFR, and DA. A brief description of each field follows.

- The Application Messages 1 field displays messages from the central control (CC) concerning call handling. See the section "CC message layout" below.
- The Application Messages 2 field displays processing messages.
- The XFR field, in which call transfer and queue information is displayed, is displayed on line 1 of the screen, in columns 32 through 38.

- The DA field shows DA-specific messages for the operator, as shown below:
  — clock icon (while timing for connect message)
  — upon link switch
  — upon DA database communication loss or DMS switch and DAS call identification number mismatch

CC message layout

Ten characters of the field are reserved for the following messages, which are mutually exclusive:

- is displayed after you try to release the call to announcement but no audio response unit (ARU) is available.
- is displayed at call arrival if the link between the DMS and the IBM database is known to be down.

Ten characters are reserved for the following messages, which are also mutually exclusive:

- indicates that call completion is allowed
- indicates that multiple requests are allowed
- indicates that both call completion and multiple requests are allowed

The remaining nine characters are reserved for ORDB messages that are displayed when the ORDB data links are not available.

ORDB messages

The nine character spaces on the Application Messages 1 line and the Application Messages 2 line are free for display of ORDB messages while you are in an ORDB session. Any messages from the DMS concerning call handling, as described above, are displayed immediately. DA message buffers is updated by the TOPS position controller (TPC), but the buffers are not displayed until the ORDB session is complete.

Applications area

The applications area of the IBM DA service screen is divided into two areas:

- a presentation area for displaying database responses and call type information
- an operator input and general display area

Presentation area

The first twenty-two lines of the application area are display call type information and database responses, such as listing displays and alternate

0spelling tables. On call presentation, the first several lines of this area are used to display call type and calling number information. This information is overwritten by the first data that the DAS or Terminal Emulation Gateway (TEG) displays in the area. For example, the DAS may not use this area on call presentation; therefore, the call type and calling number remain displayed until the first search response is displayed. Reconnected calls that use the area to display listings at call arrival immediately overwrite the call type.

> *Note:* The call type is always available in the billing screen. After you have gone to the billing screen, the call type information is no longer displayed in the DA service screen.

During call servicing, this area is dedicated to displaying database responses, some of which are search data, processing messages, and error messages.

The last line of this area, line 24, has two specific uses in addition to displaying the database prompts and database displays. You can use it to

- enter special DAS commands, and

- display the message

    Note: This message displays during a no-answer condition when you must log off and then log on to the position to reaccess the DAS.

- DA search response A typical DA search response is a screen full of listings indexed by listing selectors. Lines 3 through 24 are used to display output returned to the screen by the DAS or TEG. Typical output returned from the DAS consists of customer listings indexed by line selectors. The message command line, line 24, can also be used as a command line.

The IBM DAS also responds to your requests by displaying informational or error messages, which are displayed on lines 23 and 24. Line 23 is a message status line. On this line the DAS can display any message from the database. Line 24 can be used by the DAS as a message line, similar to line 23, or as a command line.

- Intercept search response Output returned from the intercept system is more varied. An intercept search response might only be several lines of output. The output may include prompts and messages, usually on line 24, explaining the status of an unsuccessful search.

When you press the **Int** key to send an intercept inquiry to the DAS, the message is displayed by the DAS on the message command line on the operator screen. After the inquiry has been successfully performed, the DAS automatically sends the call to an audio announcement. The operator screen is cleared and you are free to handle a new call.

When you press the **Ivr** key, Intercept Verbal Response, to send an intercept inquiry to the DAS, the message is displayed. After the inquiry has been successfully performed, your screen is updated with the listings. You must then verbally quote the response. No audio announcement is permitted.

On intercept reconnects, audio announcement is not permitted by the DAS. You must handle the response verbally.

Operator input and general display information
- Field descriptions Lines 25 and 26 of the application area are for your input and display of DAS and operator information.

Line 25 is divided into three major fields with labels:

- the group of listings, separated by locality, in which you are performing the inquiry
- the name you are trying to find
- the street name

The Name field is further divided into three minor fields that have no labels.

Line 26 is divided into five fields, four of which have labels:

- the location
- the type of inquiry you are performing
- the numbering plan area
- the mode (a special search, e.g., non-published number search, NPUB)
- the name of the operator currently logged on to the DAS at a particular operator position

   Note: The mode field, between the NPA and Oper fields, has no label and displays only when performing specific operations, such as an unlimited search. Operator modes and types of inquiries are discussed later in this section.

The data entered in each field is dependent on the action you wish to perform. You can perform these three actions:

- DA inquiry
- intercept inquiry
- audio announcement

The following table (table 35-1) describes the data types for major and minor fields when you perform each of the actions listed above.

Table 35-1
Operator Action

Field	DA inquiry	Intercept inquiry	Audio announcement
1	Book	N/A	N/A
2	Name 1 (Note 1)	NPA with called number	Name and line selector from listing
	Name 2 (Note 1)	N/A	N/A
	Name 3 (Note 1)	N/A	N/A
3	Street	N/A	N/A
4	Locality	N/A	N/A
5	Type	INT	N/A
6	NPA	N/A	N/A
7	Mode (Note 2)	N/A	N/A
8	Operator name	Operator name	Operator name

Note 1: The Name field is divided into three fields with a length of 10 characters each.

Note 2: The Mode field is displayed only when the operator is in a specific mode of operation, such as performing an unlimited search.

Operator input

In order to perform a DA inquiry, you must have search criteria in the Locality field (if the required locality is not already displayed) and the Name field.

When an intercept inquiry is performed, the Name field contains the called number. The called information is either sent by the DAS on call presentation or entered by the operator. Only the Name field requires input in order to conduct an intercept inquiry.

If the NPA needs to be changed for an intercept call, you can press the **FN** key to place the cursor in the Name1 field. Then enter the new NPA. If any of the common finding name (CFN) keys were datafilled with frequently referenced NPA rather than common names (via the CFN option), press the **CFN** key, which places the assigned NPA in the Name1 field. In either case, in the Name1 field, immediately follow the NPA with the remaining seven digits of the requested number.

The Name field is also used for entering the line selector when the call is to be completed. The operator Name field is also used to indicate that the

alternate language key has been pressed and that the second language will be used for the audio announcement. Information in these fields is DAS-dependent and is displayed by the DAS at various times. Type is the type of inquiry that you are performing; for example, residential (RES) or business (BUS). Mode is defined to be a special search such as a nonpublished number search (NPUB). Operator is the name of the operator that is logged on to the DAS at a particular operator position.

DA keyboard

The TOPS MP keyboard for IBM DA is depicted in Figure 35-3.

Softkeys

Softkeys are associated with localities for DA call types. For example, on call presentation of a DA call, localities appear on the softkey labels, providing the operator with an alternate method of entering information in the locality field. The frequently referenced localities are assigned, using the Define Keyboard Utility at the TEG.

The softkey labels for localities are in two rows, each containing as many as seven characters for a given locality. When a DA call is presented to the position, softkey labels are displayed. You can access Localities 1 - 8 by pressing the softkey. You can access Localities 9 - 16 by pressing **<Shift SOFTKEY>**.

Softkeys default to localities when

- you enter an administrative search session, and when

- undefined call types are presented to the DA service.

In the idle state (with no call connected) and during an intercept call, no softkey labels are displayed. If no localities are datafilled at the TEG, the softkey labels are blank. If you press a softkey that has no associated locality, the TEG responds with an appropriate error message.

Customer-definable DA keys

The top row of keys on the QWERTY keyboard, except for the **Esc** and **Bksp** keys, are now customer-definable for **CFN** and **NPA** keys. They have labels that are printed according to the customer key definitions. Using the Define Keyboard Utility at the TEG, the operating company can choose to assign either common names or NPA to these keys (after which the keys are no longer numeric keys). Numeric data for all services can be entered via the numeric keypad area of the keyboard.

> *Note:* The two sets of NPA keys are defined and used differently. Any key defined, using the CFN option, always presents the assigned data (common name or NPA) in the Name1 field. Any key defined using the NPA key option presents the assigned data in the NPA field.

Figure 35-3
TOPS MP keyboard for IBM DA

a	Loc	j	Audio Rel
b	Loc Step	k	Int
c	FN	l	Alt Lang
d	SN	m	Alt Spell
e	Bus	n	Alt Book
f		o	NPA+
g	Gov	p	Seq Display
h	Emr	q	IVR
i	CNA	r	Lock

s Control
t Alt
u Enter/Command
v Page Bwd
w Page Fwd
x Customer Definable *

* The keys between the Esc and Backspace keys on the top of the QWERTY keyboard area are customer definable in the TEG as common finding names (CFN) and NPA keys. These are customer–definable key caps that have labels that are printed according to the customer key definitions; they are not numeric keys. Numeric data can be entered via the numeric keypad area of the keyboard.

Any keys defined with NPA for intercept calls (that is, defined with NPA, using the CFN option) should be located on one end of the top row of keys on the QWERTY keyboard. Keys defined with NPA for DA calls (that is, defined with NPA, using the NPA key option) should be located on the opposite end of the top row of keys on the QWERTY keyboard. Keys

defined with common names should be located between these two sets of NPA keys so that confusion is minimized.

If any of these keys has no CFN or NPA assigned and you press an unassigned key, the appropriate minor field in the Name field is blanked. If you perform an inquiry without entering a valid name in the Name field, the DAS responds with an appropriate error message.

Hardkeys

DA-specific hardkeys are activated when a call is presented to the DA service or when you initiate an administrative search. (Administrative searches are discussed later in this section, in "Administrative searches.") Keys are provided to move the cursor between DA input fields, to request database searches, to request database paging during a search, and to request audio announcement of listings.

DA-specific keys include the number (#), dash (-), and equal sign (=) keys on the top row of the QWERTY area; the thirteen keys in a horizontal row that lie between the QWERTY area and the softkeys; and the six keys in the double vertical row that lie between the QWERTY area and the horseshoe area.

If logon fails and DA service is unavailable, these DA-specific hardkeys are not activated. You should log off and try again to log on to acquire DA service.

When processing a toll call, the input is cleared and the field is selected again if one of the DA-specific keys is used to terminate input in a field. If, during a DA call, you enter an ORDB session, pressing any of the DA-specific keys terminates the ORDB session and causes the DA service screen to be displayed.

Control and alternate key sequences

This feature uses control and alternate shifted keys to provide you with a means to perform functions from the "home row" of keys, as opposed to using softkeys and hardkeys that are not as readily accessible. For example, you can initiate a DA Residential search by pressing a hardkey labeled **Res** or by typing a **<Ctrl R>** sequence.

The Control and Alternate key functions are available only when the DA service screen is displayed. These keys are not available when you are in the billing screen while servicing a DA call.

KP Forward, KP Back, and SPL Verify operator keying functions

If the DA_DELAY_BLOCK_FWD_BK parameter is set to Y, operator DA only positions KP Forward, KP Backward functions are disabled when an

operator brings up a delay call. This functionality prevents operators from outdialing calls, except for OGT keys that are set to outpulse to a specified number. Operators are unable to outpulse and verify third number billing unless the Special Verify feature is also present. If the parameter is set to N, the position functions normally.

DA functions

This section describes DA functions and the key actions that are associated with each function.

Default cursor positions

On call presentation from the switch, the default cursor position is in the first character position of the Name1 field.

At link switch during a DA call, the default cursor position is in the first character position of the Loc field. This is to prompt you for pertinent information that the backup TEG requires to correctly perform an inquiry.

Moving between input fields

Moving between input fields using the IBM DAS is described in the following paragraphs.

Backspacing between minor fields

Sometimes, an operator may wish to return to the previous minor field, for example, the last name of the requested listing may contain a typing error and the operator has already advanced to the second name field when the error is discovered. To return to the previous field the operator presses the **Shift key** and **Tab** key which returns the cursor to the previous field, erases the last character in the field, and places the cursor in that position.

When moving to a previous minor field that contains no characters, the cursor is placed at the beginning of the field.

Entering too many characters in a minor field

If the operator enters too many characters in a minor field, for example, more than 10 characters in the last name field, the eleventh character is placed in the second name field. The operator may then backspace to erase the character in the second name field before proceeding with the search.

Moving between minor and major fields

The operator may move between minor and major fields by using the backward tab (**Shift** + **Tab**) in the following order:

1   first name to Loc

2   Loc to NPA

3   NPA to Strt

4   Strt to third name

5   third name to second name

6   second name to first name

Clear word/field

The **Esc** key causes the minor field of the Name field or any major field (except the Name field) in which the cursor is placed to be cleared. The cursor defaults to the first position of the field that was cleared.

The **<Ctrl Esc>** key causes the entire major field in which the cursor is placed to be cleared. The cursor defaults to the first position of the field that was cleared.

Clear fields

The **Reset** key clears the Name and Street fields. The cursor defaults to the first position in the Name1 field.

The **<Ctrl Reset>** key combination clears the Name, Street, and listing displays on the operator screen. The cursor defaults to the first position in the Name1 field.

The remaining fields of the operator screen (such as Loc and Book) are not affected.

Input search criteria

This section describes Input search criteria and the key actions that are associated with each function.

Locality input

Locality softkeys provide an alternate method of entering Localities. You can press one of these keys to enter associated data in the locality field whether or not the cursor is located there. If the cursor is in the Loc field, the data is entered and the cursor moves to the Name1 field. Otherwise, the cursor remains in the selected field where it was before the softkey was pressed. You may continue to enter text in the selected field, terminate and proceed to another field, or issue an inquiry.

Operating companies can assign as many as 16 localities to the Loc softkeys by using the unshifted and shifted versions of each key. These softkeys are associated with localities while a DA call is being serviced. As many as seven characters of the locality are displayed on the softkey.

Refer to the IBM publication called *Directory Assistance System, Personal System/2, Programmable Operator Subsystem, Operation and Configuration Guide,* SC28-8168, for information on assigning frequently referenced localities (FRL).

If the requested locality is not assigned to one of the Locality softkeys, you can press the Loc key. The cursor moves to the Locality field and you can enter the locality in the Locality field. Moving out of the Locality field causes a Locality inquiry to be performed by the DAS. The Locality, Book, and NPA fields are updated appropriately.

Locality step
The Locality Step (**Loc Step**) key allows you to send a sequential locality inquiry to the database, using the current locality as a reference. The database updates the Loc and Book fields if the response is positive. If the response is negative, an appropriate message is displayed on the message/command line.

NPA input for DA inquiry
If the NPA needs to be changed for the DA call presented at the position, you can press the assigned NPA key (if the desired NPA was defined on an NPA key through the NPA key option) or the **NPA+** key. The selected NPA key places the selected NPA in the NPA field. The **NPA+** key places the cursor in the NPA field so that you can enter the required NPA. Usually, common NPA are assigned to the NPA keys.

NPA input for intercept inquiry
If the NPA needs to be changed for an intercept call, you can press the **FN** key to place the cursor in the Name1 field. Then enter the new NPA. If any of the CFN keys were datafilled with frequently referenced NPA rather than common names (via the CFN option), press the **CFN** key, which places the assigned NPA in the Name1 field. In either case, in the Name1 field, immediately follow the NPA with the remaining seven digits of the requested number.

Alternate book
The Alternate Book (**Alt Book**) key allows you to obtain the sequential book and the sequential locality within that book according to the currently displayed book and locality names.

Search arguments
This section describes search arguments and the key actions that are associated with each function.

Editing of input After text has been entered in a field, you can edit text three ways:

- by using the destructive backspace before leaving the field
- by reselecting the field, which causes the cursor to be positioned at the first character space of the field, and overwriting the text
- by clearing the field, using the **Esc** key or the **<Ctrl Esc>** key combination and reenter the data.

Operator input is changed from lowercase to uppercase characters if the input was entered in lowercase and when one of the following occurs:

- a trigger key, such as the **Loc**, **FN**, or **SN**, is used to move the cursor out of a major field
- a key function, such as **Tab**, **<Shift Tab>**, or **Return**, is used to move the cursor out of a major field
- a key function, such as a space, comma, period, or slash (/), is used to move the cursor out of a minor field in the Name field.

You should use lowercase characters to enter all data so that the automatic change of display from lowercase to uppercase enables you to see edited text clearly. For example, presume that the cursor is in the Name1 field. You type the surname "biggs" and press the space bar to move the cursor to the Name2 field to enter "d," the first initial of the first name. When you press the space bar, the Name1 field is redisplayed with. The subscriber informs you that the last name is "bigs." To correct the surname, you can press the **FN** key or the space bar (twice) to position the cursor in the first character space in the Name1 field. The Name2 field now has displayed. You then retype "bigs." The Name1 field now shows with the cursor under the "S." When you press the **Res** key (or **<Ctrl R>**) to perform the residential inquiry, only the text to the left of the cursor is sent to the DAS, and the updated Name1 field shows .

Input delimiters Search argument "words" may be fully spelled (delimited with a space) or partially spelled (delimited with a period)

> *Note:* IBM does not allow consecutive periods, consecutive blanks, a period following a blank, or a blank following a period in the Name or Street field.

For further information, refer to the IBM publications called *Directory Assistance System, Personal System/2, Programmable Operator Subsystem, Operation and Configuration Guide,* and *Directory Assistance System, Teleprocessing Controller User Guide,* SC28-8168.

For the Loc field, both the space ( ) and the period (.) delimiters indicate that the locality argument is partially spelled.

When the cursor is in the Name and Street fields, the comma, period, slash (/), and space bar have special editing characteristics.

When the cursor is in the Name field and you press the comma, period, or slash (/) key, the cursor moves to the next minor field in the Name field, terminates the data entry of the previous minor field, and appends a period to the end of the operator input in the previous minor field. If you press the space bar while the cursor is in the Name field, the cursor is moved to the next minor field in the Name field, the data entry of the previous minor field is terminated, and a space is appended to the end of the operator input in the previous minor field.

When the cursor is in the Street field, if you press the comma, period, or slash (/) key, a period is appended to the end of the operator input. If you press the space bar while the cursor is in the Street field, a space is appended to the end of the operator input.

Alternate spellings   The Alternate Spell (**Alt Spell**) key allows you to find an alternate spelling for a fully spelled surname. When you press the **Alt Spell** key, a numbered list of alternate spellings is shown in the database response area. In the message command line, the message **Enter** key. The original surname is replaced by the name that was selected. The cursor is placed in the Name2 field so that you may enter further name information. An inquiry may then be performed against the new name.

The message is displayed on the message command line if one or more of the following conditions is valid:

- a matching name is not found in the alternate spelling file

- the alternate spelling request is for other than the primary NPA

- the surname is not fully spelled

The **RLS CLD** key may be used, when the DA listing screen is displayed, to terminate playback from various announcements. For example, pressing the **RLS CLD** key during an automated directory assistance service (ADAS) call, terminates ADAS playback.

Toggle language
If ARU support is available for multiple languages, you may indicate which language to use via the Alternate Language (**Alt Lang**) hardkey.

The default or primary language for the office is selected automatically on call arrival. At any time during the interaction with the customer, you may

press the **Alt Lang** key to change the ARU language selected. This key toggles between two languages. If the secondary language is selected, a blank followed by an asterisk () is displayed in the last two spaces of the operator Name field. It is possible for a portion of the operator's name to be overlaid. However, the full operator name is displayed again after the alternate language function is disabled or after a position release. The alternate language function is only in effect for the current call.

Presentation of call information in the case of reconnected calls includes the blank and asterisk indicator in the operator Name field if the call was previously released with the alternate language function.

Logon/logoff

After logging on to the DMS, operators servicing DA calls are automatically connected to the IBM DAS. Path establishment between the central control (CC), the TOPS position controller (TPC), and the DAS is transparent to the operator.

During logon, system information, excluding the operator password, is passed between the TPC, CC, and TEG to initialize all three nodes for call processing. For example, the CC informs the TPC to log on to the DAS. If successful, the TEG downloads Locality, common finding names (CFN), and NPA information to the position. The Locality softkeys and customer-definable keys can then be set up.

If logon to the DAS is unsuccessful, the TPC informs the CC that logon to the DAS was not successful. Providing that another service is in your operator service set, the CC permits you to log on. For example, if you have toll and assist (TA) in your service set, you are logged on but not allowed access to the DA screens. A log is generated to record the logon failure.

If logon to the DAS is successful but the CC/DAS links are down, the CC may present DA calls to you. However, you must handle the calls in a manual mode; all billing is manual and quotes are verbal. (See the section "Manual mode," below.) The DAS is unaware that you have a DA call, since the CC could not inform the DAS of the call.

Logging off of the DAS is also transparent to you. When you successfully log off of the DMS, the TPC informs the DAS that you are no longer available. At this time the DAS closes out the operator statistics that it has for you.

Manual mode

Normal call processing involves messages to be sent between all three nodes. However, if link failure occurs between the CC and DAS while the TPC is processing DA calls, you can continue in a manual mode.

You can recognize this mode by the informational messages in the message status area, which describe call handling. These messages indicate to you, on a call-by-call basis, whether the CC/DAS link is functional. Manual mode prevents some information, such as AMA, from being passed from the DAS to the CC; consequently, you must manually enter this information and send it to the CC from the TPC.

Administrative searches

This section describes administrative searches by DA operators, in-charge and service assistant operators.

DA operators

You must withhold all calls from the position before performing administrative searches (searches to the database outside of a call). During an administrative search session, you are allowed to switch between the billing screen and DA screen. This capability allows you to access menus or examine the billing screen.

To put the position in service in a calls-withheld state (that is, no calls presented), you may press the **Wthld Cls** softkey that is displayed on the assigned activities screen. When the softkey is pressed, the softkey label changes to **Acpt Cls** to allow you to toggle out of the calls-withheld state.

When you are in an in service screen, such as the billing screen, with calls withheld, the keyboard context reflects the idle state, as when you are between calls. You must key **Svcs DA Start** to begin the administrative session. This keying action starts up a session with the DAS and changes the screen and keyboard context to allow operator input. Softkeys default to localities. To end this session, toggle out of the withheld-calls state. The session is also ended if you make busy or access the toll service.

In-charge and service assistance operators

A service assistant (SA) is allowed to begin an administrative search session with the DA database both inside and outside of calls. The SA does not have to be in a quit-calls state. When the SA is accepting calls, administrative searches can be performed outside of a call.

The SA can also access the database during a call by keying **Svcs DA Start**.

> *Note:* Calls arrive at the SA with no information about type of call; therefore, the DA database can be accessed for any call as long as the position has DA in its service set.

The administrative session is initiated and terminated as described above for the DA operator. The session is also terminated if the SA chooses to do any of the following functions:

- access another loop

- monitor another operator/position

- accept calls

- quit calls

- press **Pos Rls**

- key **Svcs TA Start**

Call presentation in the DA screen

On call presentation, the DMS notifies the IBM DAS of a call and presents the call to the position, specifying which screen to display. When a call is presented in the DA service screen, the call type and calling number appear in the second and fourth lines of the application area. When the DAS presents the TPC with call-related information, a cursor is presented in the Name1 field for operator input. For example, the NPA, Book, and Locality fields are usually updated with the appropriate values. If the DAS has call information to present in the application area, the call type and calling number are overwritten. For example, the DAS sends information to be presented in the application area on call presentation of a customer reconnect.

If the DAS fails to connect to the operator position after the DMS has presented the call in the DA service screen, the TPC presents the cursor in the Name1 field after a specific period of time. You may at that time enter any information that has been received from the caller, or you may move to the DA billing screen to enter billing information for call completion as soon as the DMS presents the call to the position. A failure of the DAS to connect could happen, for example, if the physical links between the DMS and the DAS fail. If this type of failure occurs, the DMS cannot inform the DAS of the call.

If the call identification number presented by the DMS to the position and the call identification number presented by the DAS to the position are not identical, a log is generated. You may move to the DA billing screen or request that the subscriber call again for DA service.

A subscriber calling from a telephone using touch tone must request (by using the proper response to a prompt message) to be reconnected to the operator after the voice connection is disconnected to the DAS. This request can result in the customer being released from a position by one operator and later reconnected to a position (but not necessarily the same operator). For example, a recall after DA audio announcement The search criteria, the

listings generated by the previous operator, and the line designator previously used to perform the audio release are returned and displayed to the newly connected operator. If the subscriber does not hang up after receiving an announcement and has not elected to be reconnected, the call is taken down.

If a subscriber makes a call from a dial pulse telephone and does not hang up after receiving the announcement message, the call is reconnected to the operator after a specified period of time.

Recalls are handled just as any other directory assistance call, except that they cannot be released to audio. By default setting, recalls are verbally quoted. Table DEFOPT can be set to have audio release capability. If so, the line selectors would be displayed.

Call types

This section describes the other types of recalls associated with intercept calls.

Call types for DA

This feature supports the following DA call types:

- 411
- 555-Hom (555-1212 calls from this NPA)
- 555-For (555-1212 calls from another NPA)
- 555 (undifferentiated)
- 131 (calls from another operator)
- DA-Rcl (a recall)

Call types for intercept

An intercept call occurs when a caller dials a number that is no longer in service, such as when the called party has moved and has received a new number. The caller then gets a recorded announcement of the new number.

This feature supports several call types for intercept calls:

- Int-ONI (intercept-operator number identification)
- Int-ANIF (intercept-automatic number identification failure)
- Int-Cut
- Int-Rcl
- Int-Spl

Most intercept calls are handled automatically without operator intervention. The end office (EO) identifies the called number and delivers the call to a TOPS MP switch. The new number is then retrieved from the intercept database and quoted by an automatic announcement system. Intercept calls are routed to an operator only if the above process fails.

Int-ONI and Int-ANIF

Intercept ONI calls occur when the EO is not equipped to automatically identify the called number. Intercept ANIF calls occur when the EO is equipped to automatically identify the called number but fails to do so. Note that for intercept calls, ONI and ANIF mean that the called number is not present.

Handle both of these call types in the same way; determine the called number, enter seven or ten digits in the Name field, and press the **Int** key or the **Ivr** key.

Int-Cut

If, on a normal auto-intercept call, the subscriber stays off hook beyond a specified post-announcement time-out, then the system routes the call to an operator. The DAS displays the original inquiry and keying details on the operator screen. Challenge the caller for additional information. You may perform other intercept inquiries, if necessary, to satisfy the caller's request. Be sure to verbally quote the information. Audio announcement is not allowed by the DAS.

Int-Rcl

These calls are similar to Int-Cut calls except that the subscriber has been previously connected to an operator. Recalls are handled in the same way as Int-Cut calls.

Int-Spl

These calls occur when the result of the intercept database is not suitable for autoquoting. For example, this may happen if a disconnected phone number maps to more than one new listing. On call presentation, database search information, such as multiple listings, is presented to the operator. Obtain the information from the customer as to which listing(s) are desired and quotes the number(s) verbally. Audio announcement is not allowed.

Automated intercept call completion

Ordinarily, when a caller dials an intercepted number, he or she gets a recording that announces the new number. The caller then has to hang up and redial the new number. However, with a new optional feature called automated intercept call completion (AINTCC), calls to intercepted numbers

are automatically connected to the new number. If desired, the new number can also be announced to the caller before the connection is made.

The following types of intercept calls can be automatically completed with the presence of the optional AINTCC feature:

- Automatic intercept calls

    — The called number is transmitted to the DMS where the call is automatically processed and completed without the assistance of an operator.

- Intercept ONI and ANIF calls

    — For intercept calls, the called number is transmitted from the end office (EO) in the automatic number identification (ANI) spill. Therefore, for operator number identification (ONI) or automatic number identification failure (ANIF), the called number is not provided. The call is connected to an operator and the called number is obtained from the subscriber. The operator enters the called number and releases the call to the DAS. The DMS and the DAS exchange messages and complete the call.

- Intercept special

    — When an intercept special call arrives at a position, it may contain multiple listings. For these calls, the operator would select the appropriate listing and, if possible, release the call to the DAS.

AINTCC impact on billing

Three automatic message accounting (AMA) records are generated when an intercept call is automatically connected to the referral number. Only two of the three are billable. The AMA records are generated as follows.

- An AMA record billable to the calling subscriber is generated in the originating end office (EO) when the call is successfully completed and one of the two parties goes on-hook.

- Two AMA records are generated in the TOPS MP office. The office must record AMA using Expanded Bellcore AMA Format (EBAF), Phase 2.

Database searches

This section describes databases searches and the key actions that are associated with each type of database search.

DA searches

You may perform a DA database search while servicing a DA or intercept call, based on setting of options in the TEG, by entering the appropriate information in the input fields and pressing a search hardkey or its **<Ctrl>**

key counterpart. The database response is then displayed in the application area of the screen. If the requested listing is not contained in the initial search response, you can perform further searches by selecting the appropriate key to page back and forth within the database or by invoking unlimited or sequential searches. You also may need to change the search criteria and perform another search.

After you enter the desired search details, request a DA inquiry by pressing one of the hardkeys labeled **Res, Bus**, **Gov**, **Emr**, or **CNA** to trigger the respective type of search: residential, business, government, emergency, or customer name and address. These functions can also be easily reached from the home row of keys using **<Ctrl R>**, **<Ctrl B>**, **<Ctrl G>**, **<Ctrl E>**, and **<Ctrl C>**, respectively.

While the search is under way, the system displays the message on the message command line (line 24 on the operator screen). If during this time you send another inquiry request to the DAS, the DAS recognizes only the latest inquiry request it receives from the position. If a search response fails to come in a reasonable time, you may again send off the inquiry by pressing the same search trigger key.

If multiple requests are sent to the DAS by the same position before a response to the first inquiry is received at the position, the DAS may update the position with the last inquiry and filter out all other previous requests.

Perform sequential or extended DA search

If the subscriber listing is not found in the initial search, you can perform further database searches by pressing the Sequential Display (**Seq Disp**) key, or entering the unlimited (**Ulim**) or nonpublished (**Npub**) search commands. These three functions can be performed only if you have supervisory privileges or special authorization at the DAS. Entering the override (**Ovr**) search command automatically reinitiates the last search issued.

Paging If during a search you need to page for more listings, you can use the page backward **<Pg Bwd>** and page forward **<Pg Fwd>** keys. Since paging may be used frequently, other key combinations provide alternate shortcuts to these functions. Paging backward can be accomplished via **<Alt>** and forward via **<Lt>**. These keys are labeled on top with the less-than (<) and greater-than (>) characters, representing backward and forward movement, respectively.

Customer name and address searches

The **CNA** key (Customer Name And Address) allows you to initiate a telephone number search. If you enter a partial or complete telephone number in the Name1 field and press the **CNA** key, a listing of name and address information can be obtained.

CNA searches are not eligible for Audio Release and there are no line selection characters in the listings.

A CNA search is valid for the following:

- business listings
- residential listings
- government listings
- sequential display listings

A CNA search is not valid for the following:

- emergency listings
- extended searches (for example, nonpublished number searches)

Intercept search requests

You may perform an intercept search while servicing a DA or intercept call by entering the called number in the Name field. If the NPA was not displayed by the DAS, the NPA is entered prior to the called number.

Search/audio request

Most intercept searches are followed by automatic release to audio by the DAS; therefore, the intercept search and audio functions are combined on one hardkey. To initiate the inquiry, press the **Int** (intercept) hardkey or the **<Ctrl I>** key combination after entering the called number (and NPA). Unlike DA searches, in which the database returns listings for operator selection, the intercept search is requested and the call is automatically released to audio announcement by the DAS.

Search request

If you wish to verbally recite the intercept information instead of using an audio announcement, you can override the automatic release to audio announcement using the **Ivr** key (Intercept Verbal Response) rather than the **Int** key or the **<Ctrl I>** key combination stated above. This indicates to the database that you wish the response to be displayed on the terminal, so further call processing is at your discretion. The DAS returns the search information without line selectors to the operator screen. You must then verbally quote the response. When an ARU is not available, or if the search is unsuccessful, the call is reconnected to an operator for further handling. On intercept reconnects and operator use of the Ivr key, an audio announcement is not permitted by the DAS; you must handle the response verbally.

Select listing and request audio

Once you have found the requested listing for a DA call, the call can be released to audio announcement in one of the following methods:

- Enter the line selector (that is, letter at the beginning and/or end of the row corresponding to the requested listing) in the first position of the Name1 field. Then trigger the autoquote by pressing the Audio hardkey.

- Enter the line selector in the first position of the Name1 field. Use the **<Ctrl A>** key combination to trigger the release to audio announcement.

- Hold down the **Alt** key while entering a line selector to both select the listing and trigger release to audio announcement.

- If the listing display has only one listing and it is the requested listing, you can simply press the Audio hardkey or press the **<Ctrl A>** key combination. This releases the call to the audio announcement.

Only one line select character may be entered in the first two of the above cases. If more than one character is entered, no line selector is passed to the DAS and the DAS responds with an appropriate error message.

Billing

DA billing is handled through the billing screen. The screen is a version of the TA screen and provides most of the billing capabilities available in TA. The following items are displayed in the functions menus but are invalid during DA calls since they do not apply to DA billing:

```
Busy Verify          Start Timing
Notify               Cancel Timing
Request CAMA         Person Call Back
Transfer IC          Hold
Time and Charges     Access Loop 2
Overseas
```

If these functions are assigned to hardkeys by the customer, they should not be used during a DA call.

Billing is automated in DA when possible. The DMS makes the distinction as to whether or not the call is billable. On calls eligible for billing, the requested number is sent from the DAS to the DMS for billing purposes. This process allows billing for most DA calls to be transparent to the operator.

You can move to the DA billing screen by pressing one of the billing keys in the horseshoe area of the keyboard. When the cursor is in the DA billing

screen, the function associated with the key pressed is executed. For example, if you press the **Cld** key to enter the billing screen, the cursor is positioned in the CLD field. Once in the billing screen, the actual billing of the call is performed in the same way TA calls are billed. You do not move to the DA billing screen when the **Per**, or **Sta** keys are pressed because these keys are treated as independent keys that are available only while the cursor is in the billing screen.

The billing screen is automatically displayed when the system recognizes that operator input of billing information is required. For example, the DMS requests that certain calls be presented in the billing screen because the calls require operator input of billing information.

The billing screen is also automatically displayed upon call release or upon moving to a new request or another service when the billing information is incomplete.

You can access the billing screen any time to enter billing information. Here are examples:

DMS/DAS Link Failure – If the link between the DMS and DAS is down, you may have to enter the requested number for billing purposes.

Call Charge – If the subscriber requests alternate billing, you must access the billing screen. For example, credit card billing requires that you enter the card number in the Special field.

Return to DA service screen

To return to the DA service screen from the DA billing screen, press a hardkey associated with DA, or press the space bar. The function associated with that key is performed in all cases except that of the space bar. Therefore, the space bar can be used to transition from the billing screen back to the service screen with the cursor remaining in the same position as before you left the service screen. In all other cases, carefully choose which keys to use to make this transition. Recommended keys are those that do not initiate database requests, such as the **FN** and **SN** keys.

Announcements

Once you have located the requested listing, you can relay the information to the subscriber verbally or by audio announcement.

Verbal quote

Several types of situations are suited to quoting subscriber information verbally. For example, if the audio response system is unavailable or the DMS/DAS link is down, you are required to make verbal announcements.

You also verbally quote information for multiple request calls and memory quotes.

Audio announcement

Several ways are provided for you to release a call to audio announcement. For offices that support more than one language, an asterisk is placed in the operator name field by the TEG to show that the secondary language was chosen for the audio announcement. You can select an alternate language before the request is released to audio announcement. Pressing the Alternate Language (**Alt Lang**) key causes the use of the alternate language function to be in effect only during the current call. If all billing requirements for the call are satisfied, the position is automatically released; otherwise, the release is denied and you must enter the required billing information and try again.

IBM DA supports audio announcements for several languages, but only a primary and secondary language can be datafilled in the IBM DAS at one time.

Multiple requests

Subsequent to call presentation, you can exit the current service and go to a new service or answer additional requests for the current service if billing for the first request is complete. If more billing information is needed, the request for a service is denied, the billing screen is displayed, and the missing billing information is indicated.

Mixed DA/TA requests

When you exit the current service to go to a new service, information about the call may or may not be carried over to the new service. Billing information, entered to handle the service, is retained. For example, when you switch from DA to TA, the call type is changed to either 0- or 0+, the relevant billing information is retained, and the requested number is displayed in the called field. When you switch from TA to DA, the call type is not changed, and relevant billing information is retained. The called number, if present, is not retained, so that you may later enter a requested number.

Multiple DA requests

If the subscriber requests verbal quotation of several numbers during one DA call, you should generate an AMA record for each number requested by pressing the Services (**Svcs**) key followed by 1 (for DA service) and the **Start** key. If all billing information is complete for the first request, the DA screen is cleared and you can proceed with the subsequent requests.

If billing is not complete for the first request, your cursor is placed in the DA billing screen by the DMS. The DAS displays the listing data and operator input in the DA service screen. You can then enter the missing billing information in the DA in the DA billing screen and, if needed, refer to the DA information in the DA service screen.

During multiple DA requests by a subscriber, the last request may be released to audio announcement. All previous requests for that call may be verbally quoted. If multiple requests are sent to the DAS by the same position before a response to the first inquiry is received at the position, the DAS may update the position with the last inquiry and filter out all other previous requests.

Mixed DA/intercept requests

Calls are presented to the TPC and to the DAS as either DA or intercept calls. A DA database or intercept database session is therefore established on a call-by-call basis between the CC, TPC, and DAS. If an intercept search is requested during a DA call (or vice versa), the DAS honors the search request if the datafill at the TEG permits this action. However, this type of mixed search is not recommended because of the way billing and statistics occur on DA versus intercept searches. Since intercept searches are not presently billed on a service (call-by-call) basis, performing a DA service on an intercept call cannot be billed. IBM statistics for a DA inquiry are not reflected in the DA work time but are seen in the associated intercept work time. The DA query must be verbally quoted, since there are no line selection characters displayed. Providing intercept search information on a DA call is billed as if the search were to a DA database.

Position release

For calls that are verbally quoted, enter the line selector of the listing quoted and press the **Pos Rls** hardkey. If you quote a number from memory, your only other step is to press the **Pos Rls** key. To bill a call when you quote a number from memory, enter the requested number in the DA billing screen and press **Pos Rls**.

Transfer call

Call transfer is performed as in TA. The operator accesses the OGT menu and selects the transfer function. When the original operator presses the **Pos Rls** key, the call is ended at the original operator position. The call is presented to the new operator as a new call.

Customer name and address requests

By using a telephone number search argument, you can find name and address information for the subscriber. This is known as a customer name

and address (CNA) search. Use the **CNA** key to initiate the telephone number search.

Request database screen print

If a printer is locally attached to the TEG to which your operator position is connected, you can request that the TEG print the information presented on the DA service screen by entering the PRT command via the message command line. Only information on the position screen that has been sent to the DAS or displayed by the DAS can be printed. For example, immediately after a DA inquiry has been performed and the DAS has presented a listing display in the application area of the DA service screen, all fields can be printed.

Forward number capability

If, while you are in the directory assistance (DA) environment, you need to outpulse a number quickly, you can do so by pressing **Cld** + (digits) + **Start**. Pressing **Pos Rls** causes the call to leave the operator position while the back and forward parties remain connected.

When you press **Cld**, the screen switches to the DA billing screen (figure 35-4), and the cursor is placed in the Cld field. As you enter the digits, they are echoed in the Cld field, as shown below in the following figure; you can use local editing functions to correct typing errors. If you press the **Cld** key a second time, the Cld field is cleared and the cursor moves back to the beginning of the field. When you press the **Start** key, the number is sent to the DMS as the forward number, the digits are formatted in the Cld field, and the Cld bar inverts when the number is outpulsed.

The keying sequence to enter the requested number (REQ NUM) is blocked so that you do not inadvertently drop a call when intending to float it. Trying to enter the requested number through the Functions menu does not work while a forward party is attached. Additionally, no display changes result from an attempt to enter a requested number when a forward party is attached.

Figure 35-4
DA billing screen after you press Cld

		00:00	L1	L2

```
TOLL

Clg  [              ] [  ]

Cld  [  999–9999  ] [  ]

Spl  [              ] [  ]

IC   [                ]
Misc [        ] [      ]
```

You can use the REQ NUM function to record the number requested by the caller in the DA environment. This function is useful during operator–handled billing. The REQ NUM function is valid only in DA service and is used for billing. If you try to access this function while in TA service, an error message appears in the message status area of the TA call processing screen.

> *Note:* A parameter change is enabled in BCS34 to block DA forward number calling (DA_BLOCK_FWD_NUMBER in Table VROPT) and makes the capability to connect to a forward party optional.

Forward number and requested number ordering

Only one number is applicable at a time, either the FOR NUM or the REQ NUM, whichever is entered last. For example, if you enter a REQ NUM, it is displayed in the Cld field (see figure 35-5) and included in the AMA record. Then, if you enter a FOR NUM, that number is displayed, replacing the REQ NUM in the Cld field and in the AMA record.

Note: When a forward party is attached, an operator at a TOPS position cannot manually enter a requested number. Also, hook status changes are not displayed while a requested number appears in the Cld number field.

Figure 35-5
DA billing screen after entering requested number

```
┌──────────────────────────────────────┬───────┬─────┬─────┐
│                                      │ 00:00 │ L1  │ L2  │
├──────────────────────────────────────┴───────┴─────┴─────┤
│                                                          │
│  ┌──────────────────────────────────┐                    │
│  │ TOLL                             │                    │
│  │                                  │                    │
│  │ Clg ┌──────────────────┬──────┐  │                    │
│  │     └──────────────────┴──────┘  │                    │
│  │                                  │                    │
│  │ Cld ┌──────────────────┬──────┐  │                    │
│  │     │    999–9999      │ Req  │  │                    │
│  │ Spl ┌──────────────────┬──────┐  │                    │
│  │     └──────────────────┴──────┘  │                    │
│  │                                  │                    │
│  │ IC  ┌──────────────────────────┐ │                    │
│  │     └──────────────────────────┘ │                    │
│  │ Misc┌────────────┬─────────────┐ │                    │
│  │     └────────────┴─────────────┘ │                    │
│  └──────────────────────────────────┘                    │
│                                                          │
│  ┌──┐ ┌──┐ ┌──┐ ┌──┐   ┌──┐ ┌──┐ ┌──┐ ┌──┐              │
│  └──┘ └──┘ └──┘ └──┘   └──┘ └──┘ └──┘ └──┘              │
└──────────────────────────────────────────────────────────┘
```

Requested number

The requested number key function is used to enter the requested number for billing purposed in DA. This key also can be used to enter Zenith numbers (a type of 800 number) as the requested number. You key in the Zenith number as 800XXXXX, where the Xs represent the five-digit Zenith number.

Call completion

Once a listing is located, the subscriber may ask you to complete the call. Two methods of operator-handled call completion are available to you; one is semi-automatic and the other is manual. In either method you must move to TA service. This change in service dictates that all billing information for the DA service be complete.

To perform semi-automatic call completion, enter the line designator of the listing in the DA screen and then select the TA service. The DAS sends the requested number to the CC for AMA purposes. The CC in turn sends the number back to the TPC to be displayed in the called number field of the TA screen. The call type is changed to 0+ and you can then proceed with the TA service.

In manual call completion, write down the called number and select the TA service. Once you see the TA screen, enter the called number and continue as with a TA call. This type of call completion is required when the link between the DMS and DAS is down, since the DAS has no way of sending the number selected to the CC as described in semi-automatic call completion.

Another alternative for call completion that is not operator-handled is automatic directory assistance call completion (ADACC). If the subscriber requests that the call be completed, enter the line selector of the requested number and press the audio release key. If the DAS has the capability to determine that the call is eligible for automatic announcement, the DAS routes the call to a call completion ARU. The ARU directs the caller to press a key or, if the ARU provides voice recognition, to respond ''yes" or ''no."

Restrictions to automatic directory assistance call completion

Some operating companies may want to restrict certain call types from automatic call completion. If the office is equipped with the ADACC office-wide restrictions feature, parameters may be set to allow automatic call completion as follows:

- only toll calls
- only local calls
- all calls
- no calls

When a semi-automatic operator handled call completion is blocked by this feature, the service change from the DA screen to the TA screen is denied. Manual call completion is blocked when the called number is entered at the TA Screen by not validating the called number.

Loop access

When you are handling a DA call, you are blocked from accessing a second loop. You are allowed to access a loop only if calls are withheld and you are not in an administrative search session with the DA database. Third-party verification can be handled from loop1 while servicing a call. The second loop is not required to perform this function.

Link switching

For reliability, the TPC has two gateway links, each connected to a separate TEG. Link switching from one TEG to the other allows DA service recovery even in mid-call failures.

Link specification and link switching due to link level failure and TEG failure are handled by the TPC IBM DA Application Messaging feature.

If the application is notified of a link switch, your screen is cleared and is displayed in the DA field of the message status area. You must reenter all pertinent information for the DA call in order to create a call context for the backup TEG.

If the link switch is not possible (perhaps the other link or TEG is down), you are informed that no DA service is available and the failure is logged.

DAS utilities

The IBM TEG provides several utilities so that the customer may, to a certain extent, customize the operator positions and their functionality.

The following utility is not supported for the TOPS MP:

- SCR - define screen utility.

The following utilities are supported with restrictions for the TOPS MP:

- CMD - define privileges utility
- KEY - define keyboard utility
- OPT - define options utility
- STA - define status messages utility

DAS commands

The IBM DAS provides commands that are assigned supervisory or inquiry privilege levels. These privileges are assigned to the operator at the inquiry level at installation time at the TEG.

In order to access the message command line on the TOPS MP, you should press the **<Alt Enter>** key combination. The TEG responds with the header, and the cursor is positioned after the colon. You can then type in a command name and issue the command by pressing the **Enter** key. If further input is required, the TEG gives you a prompt on the command line. If you have the privileges allowed for this command, the command is executed. If you do not have the privileges required, the TEG responds accordingly. If you press the **<Alt Enter>** key sequence and then decide that you don't want to enter a command, press any DA hardkey to cause the position to exit command mode.

Commands that are available to TOPS MP operators are listed below. Parameters are enclosed in brackets.

- CNTS {0} - command to save the current key counters
- NET - diagnostic display of Transport network tables
- NPUB - command to display nonpublished numbers
- PRT - command to print contents of current screen
- SGET {ref # for screen, 1 - 41} - command to retrieve previously saved screen
- SAVE - command to save the current status at the next available location
- SSAV {ref # for screen, 1 - 41} - command to save current screen at a specific location
- STAT - command to display Station status/statistics
- ULIM - command to set unlimited search indicator
- OVR - command to enable operator to perform a single unlimited search
- STATS - command to generate request for statistics
- TRNG - command to enter/exit training mode

The PRT command requires that a local printer be attached to the TEG to which the TOPS MP is connected.

> *Note:* The Override (OVR), SAVE, STATS, and TRNG commands are defined as keys in the IBM publication called *Directory Assistance System, Personal System/2, Programmable Operator Subsystem, Operation and Configuration Guide.* The functionality of these keys is provided via the command key on the the TOPS MP.

Operator training

When calls are withheld and the DA operator has entered an administrative search session, the DA operator may enter a training mode by using the TRNG command. The characters are displayed in the operator Mode field when the position is in the training mode. The DAS recognizes that the operator is in training and returns listings with line selectors so that the operator can simulate audio release operations. The DMS switch considers the operator position to be in a make-busy state during this time.

To exit the training mode, the operator must enter the TRNG command as before. This causes the DAS to toggle the operator out of the training mode.

Operator assistance

An assistant or in-charge position may be datafilled to have TA, DA, or both TA and DA capabilities. If an SA position is datafilled to have DA

capabilities, the SA has access to the DA service screen and the DA billing screen in order to provide operator assistance or conduct administrative searches as described below.

The basic SA context is defined as follows:

- The billing screen is displayed with no service label.

- The softkeys and horseshoe keys are available.

- All menus are accessible.

- The calls-withheld function in the functions menu is disabled because the SA has softkey capability to accept and not accept calls.

Limited DA operator assistance is available to a TOPS MP operator through access to an SA at a TOPS MP SA position. An operator may connect an SA who can then perform administrative searches to the database. All information concerning the call and previous searches must be relayed verbally from the operator to the SA. No information is automatically forwarded to the SA. The call can then be handled in one of two ways.

- The operator stays connected to the subscriber while interacting with the SA to complete the subscriber service.

- The operator releases the call for the SA to complete the subscriber service.

In releasing the call, the operator must either bill the call if enough information is available at that time, or cancel billing for the call. Call servicing performed by an SA is limited. The SA can only perform administrative searches and verbally relay information to the customer. Audio announcements and automated billing are not available; therefore, the only way the SA can bill a service is to write a manual ticket.

Operator monitoring

The monitoring operator should be datafilled with the services of the operator or position that is being monitored; otherwise, the operator sees incorrect screen updates and experience keyboard functionality differences. When the SA/IC or CSE logs on, the position is put into a basic context. If the SA is datafilled for DA service, the TPC establishes a session to the DAS on login.

To enter monitor mode, the SA must always be in this basic SA context. At this time, the SA may press either the **Mon Pos** or **Mon Opr** softkey followed by the desired position or operator number and the **Start** key.

The DMS switch can deny a monitoring request for various reasons, including the datatfill set–up of the switch. Other determining factors are:

- whether a TOPS MP position is monitoring only another TOPS MP position

- whether the requesting position has a call or is in a state in which it can accept calls

- whether the requested position number has a logged–in operator.

During operator/position monitoring, the screen display is dependent on the SA service set (DA, TA, or both) as well as the call type at the monitored operator/position. Figure 35-6 summarizes the screen initially displayed at the SA position when a call is presented.

Figure 35-6
SA service set

	Call Type	
	TA	**DA**
TA	TA	TA
DA	DA/ DAB	DA/ DAB
Both	TA	DA/ DAB

When monitoring begins, the SA is placed into a basic context screen, which is the billing screen with no service label displayed. The only functional keys at this point are the **Stop Bel**l and **Quit Mon** softkeys.

When an SA position with DA capability monitors an operator position handling a DA call, the SA, at call presentation, displays the monitored operator/position screen. The SA may then toggle between the two DA screens, using the DA-specific keys to display the DA service screen and the horseshoe keys to display the DA billing screen. The monitoring SA position receives all information that the monitored operator/position receives from the DAS when a DA call is being monitored.

If the DMS switch specifies a screen change while the monitored call is at the SA position, the SA position changes screens if the SA is datafilled with the specified capability.

For instance, the SA has TA and DA capability. The monitored operator has both TA and DA services also. If an SA without DA capability monitors either an operator position with DA capability or an operator position without DA capability, only the TA screen is shown on the SA position. Even if the operator receives a DA call while being monitored, the SA position remains in the TA screen. If an SA with DA capability monitors an operator position without DA capability, only the TA screen is shown on the SA position.

If the monitored operator performs a local screen change from the DA billing screen to the DA service screen or vice versa, the monitoring SA screen does not change. The SA sees a very limited amount of information about the DA call on his/her screen. During monitoring, no menus are available to the SA. If the SA is not datafilled with the services that are to be monitored, screen displays and keyboard functionality are not supported for the monitoring SA.

Only the **Quit Mon** and **Stop Bell** softkeys are functionally enabled for the SA position during monitoring. The horseshoe keys and DA-specific keys only allow toggling between the DA service screen and the DA billing screen while a DA call is at the monitoring SA position.

To quit monitoring, the SA may press the **Quit Mon** softkey. This action takes the SA back to its basic context as well as stop the monitoring process.

Statistics

IBM DA statistics is handled by the IBM DAS. The TPC passes the first operator keystroke to the TEG so that operator challenge time can be calculated. Correction keystrokes are not collected in the TPC and are not sent to the TEG; therefore, total keystroke counts in the TEG reflects correction keystroke counts.

Differences appear in some areas of the IBM DA statistics and the peg counts recorded by the DMS switch, because the handling of call statistics for DA calls with billing errors is treated differently in the IBM DAS and the DMS. The affected areas are the number of reconnects served, DA reconnect work time, total intercept calls, intercept reconnects served, intercept work time, intercept reconnect work time.

Automated directory assistance service

The Automated Directory Assistance Service (ADAS) reduces the average work time (AWT) of DA operators by automating the initial inquiry portion of DA call processing. As a voice processing service, ADAS is built on Northern Telecom's (NT) experience with the Automated Alternate Billing Service (AABS) and fits into a family of similar services, such as voice mail, message delivery, and interactive automatic call distribution (ACD).

ADAS is the first application developed for a software platform used to support enhanced voice and data service applications. The software platform is known as the voice processing platform (VPP) and is integrated with a DMS SuperNode switch.

The ADAS system is used with either a DMS-100/200/TOPS or a DMS-200/TOPS SuperNode switch, whether configured as host, remote, or stand-alone operator centers. ADAS is compatible with S/DMS-100/200 TOPS switches using either TOPS, TOPS Multipurpose (TOPS MP), TOPS MPX, or other open position protocol (OPP) positions. Because the functionality of ADAS is contained in the switch, ADAS can be used with any commercially available DA system.

Link interface shelves

Link interface shelves (LIS) located in the DMS switch contain link interface units, which are the modular, provisionable cards that handle special applications. For ADAS, LIS are equipped with a VPP software platform providing ADAS voice service resources.

A VPP consists of a voice processing unit (VPU) application processor unit (APU), network interface unit (NIU), and Ethernet interface unit (EIU). These modules are described as follows:

- A VPU has specialized hardware that records a caller's voice, detects DTMF tones, and plays back stored audio recordings to an operator.

- An APU contains the application software which controls VPU voice processing.

- An NIU provides voice channel interface between the network and a VPU.

- An EIU provides the interface between a VPP and an ADAS OA&M position through an Ethernet LAN.

ADAS call-processing description

The system performs the following eligibility checks before routing a call to ADAS:

- The call must require DA service.

- The incoming trunk group (datafilled in table TPOSTOPT) must specify ADAS service.

- DA billing checks must be satisfied for the call.

If the eligibility checks are successful, the ADAS application software does the following:

1   greets the DA caller

2   prompts the caller for the locality and the requested listing

3   records the caller's responses

4   compresses each response by removing the silences and pauses

Once the connection is made between the operator and ADAS, ADAS plays back the caller's responses. When the playback completes, the ADAS service is released from the call. The remainder of the process is the same as a traditional DA call.

As with traditional calls, the operator conducts a DA database search using a data line connected to a DA service node. When the required listing data is identified, the operator releases the call to an audio response unit (ARU) at the DA service node.

Usually, the operator does not interact with the caller before releasing the call to the ARU, but some calls require interaction. Operators interact with callers if ADAS is bypassed or fails. Operators also interact with callers if the customer response is incomplete or ambiguous. Or, the operator might need additional information from the caller to identify a common listing name.

Global operator services features

Booked call database

The booked call database stores operator-assisted calls that cannot be processed immediately so that they can be completed later. At their terminals, operators can store, retrieve, modify, and delete calls from the database. Calls can be stored with an associated recall time and recalled automatically when the timer expires for completion. A specific route can be designated when calls are stored. Calls can also be stored with no time or route specified, which requires manual retrieval from the database.

Call originations

Two types of call originations are specific to the booked call database:

- book
- database

Booked calls

Booked calls are originated by the subscriber and placed in the database for later retrieval.

Database calls

Database calls originate from the booked call database. This type of origination signifies to the operator that the call was automatically recalled from the database and that no subscribers are attached to it.

TOPS MP with booked call database feature

The booked call database allows global operator services to handle operator-assisted calls that can not be processed immediately. The booked call database is a system consisting of the following features:

- an in-core database for storing and retrieving call details
- a teletype (TTY) device, called the database administration data system (DADS)

The database administrator may view and delete calls at the DADS TTY.

Entering a database class

The command or input line for all fields in the extended call details area is the last line of the area. If not already displayed, the extended call details area displays whenever the database class, database store, or database retrieve function is accessed. A database class (digits 1–99) must be designated before a call can be stored. The following procedure shows a database class entry. The entry may be made with the database class softkey instead of with the functions key plus functions menu item number. The softkey is shown in curly brackets **{ }.**

Entering a database class

At the position:

After all required information is entered, mark the call to reflect the booked call class:

Fncts + 40 + **Start** or **{Db class}** + Db Class digits + **Start**

If	Do
a valid database class is entered	After the first **Start** keystroke, the cursor is positioned on the first column of the command line for db class digits. Press **Start** again to display the `Class` label and class name associated with the db class digits entered. Example: `Class    No Person`

Storing a call

Calls may be stored with or without a time delay indicating when the call is to be returned to an operator position for completion. The following procedures show how to store a call with and without a time entry. The entry may be made with the store function softkey instead of with the functions key plus functions menu item number. The softkey is shown in curly brackets **{ }.**

Storing a call without a time indicator

At the position:

After all the required information has been entered, mark the call to reflect the type of booked call. A call can be stored by invoking the `Store Db Call` function. Using the following key sequence, an operator may store a call with no time indicated:

Fncts + 41 or **{Store}** + **Start** + **Start**

If	Do

there is room in the database	After the first **Start** keystroke, the cursor is positioned on the first column of the command line for store time digits. Press **Start** again without entering any digits on the command line to display the `Store` label. The `Serial No.` label and the serial number are also displayed.
	
	Example:
	
	`Store`
	`Serial No.12-1234`

there is no room in the database	After the first **Start** keystroke, the cursor is positioned on the first column of the command line for store time digits. Press **Start** again without entering any digits on the command line to display the `Store` label followed by a question mark icon (?). Example: `Store    ?`

Storing a call with a time indicator

At the position:

After all the required information has been entered, mark the call to reflect the type of booked call. A call can be stored by invoking the `Store Db Call` function.

Example**:**

Fncts + 41 or **{Store}** + **Start** + hhmm + **Start**

where: hhmm is equal to the time (hour and minutes)

After the first **Start** keystroke, the cursor is positioned on the first column of the command line for store time digits. Pressing **Start** after entering valid store time digits displays the store label and the entered store time. The serial number label and the serial number are also displayed for a successful storage of a call in the database.

Storing a call with a time indicator

If	Do
the call is stored successfully	The following messages are displayed:
	the `Store` message, followed by the designated time delay, followed by the amount of time remaining before the call is returned to an operator position
	the `Serial No.` message followed by the assigned serial number
	Example:
	`Store   4:00   4:00` `Serial No.   12-1234`
the call cannot be stored successfully because an invalid time was entered	After **Start** is pressed following an invalid time entry, the `Store` message is displayed followed by a question mark icon (`?`). The serial number label and serial number are not displayed.
	Example:
	`Store   ?`
—continued—	

Storing a call with a time indicator (continued)

If	Do
the call cannot be stored because the database capacity has been exceeded	The `Store` label is displayed followed by a question mark icon (`?`) and the entered time in the first time field, which indicates that the database capacity has been exceeded and the call is not stored. The serial number label and serial number are not displayed. Example: `Store?   2:00`
the call cannot be stored because the half-hourly capacity is exceeded	The `Store` label is displayed and the entered store time in the first time field with the question mark icon (`?`) in the second time field, which indicates that the database half-hourly capacity has been exceeded and the call is not stored. The serial number label and serial number are not displayed. Example: `Store   3:30 ?`
—end—	

Storing a call with calling and called names

The calling and called name key function is used to store up to 20 characters of the calling or called names. The key function is part of the extended call details area display. When either or both of the calling or called names are entered for a call, the information stays with the call to the call's completion. If an operator erases a call from the booked call database, the names are also erased.

At the completion of the call, either or both of the calling and called names are entered on the AMA record.

When a call is stored using the booked call database, the calling and called names are stored along with the other call data. The calling and called names must be entered before the call is stored in the database.

Functions of the tab key

With the introduction of the A (calling) name and B (called) name key function feature, the **Tab** key can perform the following functions:

- Pressing the **Tab** key while in the calling number entry field positions the cursor at the start of the Clg Name entry field for the operator to enter the calling name.

- Pressing the **Tab** key while in the called number entry field positions the cursor at the start of the Cld Name entry field for the operator to enter the called name.

- Pressing the **Tab** key while in the calling name entry field of the extended call details area positions the cursor at the start of the Cld Name entry field for he operator to enter the called name.

- Pressing the **Tab** key while in the called name entry field of the extended call details area positions the cursor at the start of the Clg Name entry field for the operator to enter the calling name.

See figure 36-1 for the screen display areas associated with entering a calling and called name.

Figure 36-1
Calling and called names display areas

Storing a call with calling and called names

At the position:

Along with the other called details, either or both of the calling and called names may be recorded using the functions key.

Example of entering the calling name**:**

Fncts + 48 + **Start** + calling name + **Start**

Example of entering the called name**:**

Fncts + 48 + **Start** + called name + **Start**

This sequence allows an operator to enter the calling or called party name in the extended call details area with a maximum of 20 characters. If the 20-character limit is exceeded, the operator is blocked from entering any more characters, the cursor is erased, the character typed is blanked out, and the cursor is displayed again in the same position. At this time, the operator can press the **Start** key. The second **Start** key enters the calling or called name.

The second **Start** signifies the end of the name text entry. At this point, the name text is erased and displayed again, which confirms that the text has been accepted. If the text is not accepted, the name text is erased and not displayed again.

Pressing the **Tab** key after the second **Start** positions the cursor at the start of the `Called Name` entry field. The called name can then be entered.

The call can then be stored in the regular manner.

If	Do
the operator needs to erase a name already associated with the call	erase the name using the following key sequence: **Fncts** + digits + **Start** + space + **Start** The digits are the calling or called party identifiers on the functions menu.

Retrieving calls from the database

Calls are automatically retrieved from the booked call database at the time indicated, or they can be retrieved by the operator using the calling number or serial number of the stored call. The following procedures show the operator's actions and describe the responses that can be expected under various conditions. The following procedure shows how to retrieve a call by calling number.

Retrieving a call by calling number

At the position:

Key the following sequence:

Fncts + 42 + **Start** + calling number digits + **Start**

Retrieving a call by calling number

If	Then

the calling number is valid	After the first **Start** keystroke, the cursor is positioned on the first column of the command line for the calling number digits. After entering a valid calling number, press **Start** again to display the Retrieve label. The total store time is displayed in the first time field, and the remaining store time is displayed in the second time field (if stored for a period of time. Only the first time is displayed for route-queued calls.) The Clg label and the entered calling number are displayed. A call retrieval with a valid calling number also displays the Serial No. label and the serial number of the retrieved call. The other call details are displayed, but are not shown in this example.
	
	Example:
	
	`Retrieve 3:00 1:30`
	`Serial No. 14-3399`
	`Clg  5-991-8689`

—continued—	

Retrieving a call by calling number (continued)

If	Then

the calling number is invalid	Pressing **Start** after entering an invalid calling number displays the `Retrieve` label, the `Clg` label, and the entered calling number followed by a question mark icon (`?`).
	
	Example:
	
	`Retrieve`
	`Clg 67197324?`

the call is currently being viewed by another operator	The `Retrieve` label followed by a question mark icon (`?`) is displayed along with the calling number. Example: `Retrieve?  5-991-8689`
—end—	

Retrieving a call using the next call in database function

If a call is retrieved by calling number (not timed, timed, or route queued) and there is more than one call in the database with the same calling number, the other calls can be retrieved using the next call in the database function. The following procedure describes the next call function.

If the next function is repeated and all the calls stored in the database against the entered calling number have been cycled, pressing the next function causes the oldest booked call stored against this calling number to be displayed again.

Note: The next function is not allowed after the delete function has been used.

Retrieving a call using the next database call function

At the position:

To retrieve the next call in the database for more than one number with the same calling number, key the following sequence:

Fncts + 44 + **Start** + calling number digits + **Start**

If	Then

the calling number is valid	After the first **Start** keystroke, the cursor is positioned on the first column of the command line for the calling number digits. After a valid calling number is entered, press **Start** again to display the `Retrieve` label. The total store time is displayed in the first time field, and the store time remaining is displayed in the second time field. The `Clg` label and the entered calling number are displayed. A call retrieval with a valid calling number also displays the `Serial No.` label and the serial number of the retrieved call.
	
	Example:
	
	`Retrieve 3:00 1:30`
	`Serial No  14-3399`
	`Clg  5-991-8689`

the calling number is invalid	If an invalid calling number has been entered, press **Start** to display the `Retrieve` label, the `Clg` label, and the entered calling number followed by a question mark icon (?).
	
	Example:
	
	`Retrieve`
	`Clg 67197324??`

the call is currently being viewed by another operator	The `Retrieve` label is displayed, followed by a question mark icon (?). Example: `Retrieve? 5-991-8689`

Retrieving a call by serial number

An operator can retrieve a stored call from the booked call database using the booked call database serial number. The following procedure describes how to retrieve a call by serial number.

Retrieving a call by serial number

At the position:

To retrieve a call by serial number, key the following sequence:

Fncts + 43 + **Start** + serial number digits + **Start**

Retrieving a call by serial number

If	Then

the serial number is valid	After the first **Start** keystroke, the cursor is positioned on the first column of the command line for the serial number digits. After a valid calling number is entered, press **Start** again to display the `Retrieve` label. The total store time is displayed in the first time field, and the store time remaining is displayed in the second time field. A call retrieval with a valid serial number also displays the Serial No. label and the serial number of the retrieved call. The other call details are displayed, but are not shown in this example.
	
	Example:
	
	`Retrieve 6:00 2:30`
	`Serial No. 14-6721`

the serial number is invalid	If an invalid serial number has been entered, press **Start** to display the `Retrieve` label, the `Serial No.` label, and the entered serial number followed by a question mark icon (`?`).
	
	Example:
	
	`Retrieve`
	`Serial No. 14-1006?`

—continued—	

Retrieving a call by serial number (continued)

If	Then
the call is currently being viewed by another operator	The `Retrieve` label is displayed followed by a question mark icon (?). Example: `Retrieve? 14-1006`
—end—	

Deleting a call from the booked call database

A call may be deleted from the booked call database as shown in the following procedure.

Note: This sequence removes the information only from the database and not from the operator's screen. The operator may handle the call in one of the following ways:

- complete the call with the call details shown
- remove the call details of the deleted call using the clear screen function, which returns the operator to the previous call details
- cancel the call and release it

Deleting a call from the booked call database

At the position:

1 The call must first be retrieved from the booked call database as described in the retrieval procedures. The retrieval procedure causes the call details to be displayed at the operator's position.

2 Delete the call from the database by entering the following key sequence:

Fncts + 45 + **Start**

After the operator presses **Start**, the `Delete` label is displayed.

Example:

`Delete`

Clearing database call screen call details

The clear screen function can be used to remove the details of a database call that has been retrieved from the booked call database. The clear screen function is valid after a call has been retrieved, deleted, or stored in the

database. The required action for clearing the call details of a deleted database call is shown in the following procedure.

Clearing screen call details of a deleted database call

At the position:

The clear database call function allows an operator to clear the screen call details of the deleted database call and displays the original call details. Use the following keystrokes to perform this function:

Fncts + 46 + **Start**

Route-queued database calls

Route-queued database calls are stored in the database against the outgoing route for the called party rather than with a specified time.

Storing a route-queued database call

The following procedure shows how to store a route-queued database call. If storage is successful, no time is displayed on the screen. The display of the serial number indicates that the store attempt was successful.

A route-queued call can be stored against a trunk group that has idle members. If all the trunk members are idle when the route-queued call is stored, a trunk must be used for call processing and then freed before the route queue request is processed. If all the trunk members are busy, the route queue request is processed when a trunk becomes free.

Storing a route queued database call

At the position:

1   First mark the call to reflect the type of booked call by entering the database class function followed by a number 1–99. The database class selected contains a 10-character screen display, which is displayed after the class is entered. Key the following sequence:

   Db Class + class digits + **Start**

2   Enter the call into the database by keying:

   Store + **Start**

Conditions that cause failure to store

Under the following conditions, route-queued calls may fail to be stored in the booked call database:

- if the station call of the calling subscriber is coin or restricted
- if timing has been started on the call
- if the type of booked call is not indicated
- if the billing information is not present

- if any numbers are entered with the store key sequence
- if an attempt to store is made on a route that already has the maximum number of calls queued against it. The maximum number of queued calls is controlled by an office parameter.
- if an attempt is made to store and there are no more available resources to queue the call. The total number of allocated call queue elements is controlled by an office parameter.
- if there is a called party (including call treatments) connected to the call. The called party should be released before attempting to store the call.

Manual retrieval of booked database calls

The method for retrieving a call manually is the same for a route-queued call with or without a time. A call can be retrieved manually from the booked call database using either the calling number or the serial number. When the call is successfully retrieved from the database, it is displayed at the operator's position. The database class of the call (as it was stored) indicates whether the call was route queued. For a route-queued call, the time field indicates how long the call has been in queue; for example, `001:00` indicates that the call has been in queue for one hour.

If the operator has manually retrieved a route-queued call and is viewing it when a member of the queued trunk group becomes available, the call cannot automatically recall. When this occurs, if other calls are on the queue, the next call in the queue is processed using the newly available trunk. The queued call at the operator position, however, remains at the beginning of the queue.

If there are no other calls on the queue, the call on the operator's position remains queued, but the trunk must be used and be idled again before the call can be processed.

Automatic retrieval of route-queued calls

When the route required for a route-queued call becomes available, the call automatically returns to an operator position for processing. In addition to the call details, the length of time in the database is displayed (for example, `001:00)`. In this example, the call has been route queued for one hour. At this point, all the information is present, but the operator must connect the called and calling parties.

The outgoing route has already been reserved for the called party. Keying **Start** outpulses to either the called or calling party, depending on translations.

If for some reason, the calling party cannot be reached (either busy or no answer) the operator can:

- release the call, in which case it remains in the database as a database call without time, and can be retrieved only manually. The call is no longer queued on the outgoing route.
- change the database class from route-queued to something else, so the call can be stored with an entered delay time.
- try to store the call again, in which case it will be route queued on the same outgoing trunk group. If other calls are queued on the route, this call is placed at the end of the queue. If no other calls are queued on this route and at least one member is idle, this call is not processed until either an idle member is used and subsequently becomes available, or until a previously busy member becomes available.

Deleting a route-queued database call

A route-queued database call may be deleted from the booked call database in the same way as database calls with a time or with no time. If the route-queued call automatically recalls to an operator, a trunk is reserved by this call until the trunk is used for outpulsing or the operator releases the call using the **Pos Rls** key function.

A and B party name key function

The operator uses the calling name (A party name) and called name (B party name) key function to enter up to 20 characters of the A or B party name. The key function is part of the extended call details display and can also be used with the booked call database (which is described at the beginning of this chapter).

When the A and B party names are entered for a call, the information remains available for the life of the call. When the operator releases the call from the position, the names are erased from the operator's screen, but are kept in the system with the other call details for the duration of the call. If the call recalls to an operator's position, the names are displayed with the other call details. At the end of the call, an AMA record is produced containing the names.

The A and B party names can be entered independently; that is, the A party name can be entered without the B party name, and the B party name can be entered without the A party name, or both names can be entered.

Functions of the tab key

With the introduction of the A (calling) name and B (called) name key function feature, the **Tab** key can perform the following functions:

- Pressing the **Tab** key while in the calling number entry field positions the cursor at the start of the `Clg Name` entry field for the operator to enter the calling name.

- Pressing the **Tab** key while in the called number entry field positions the cursor at the start of the `Cld Name` entry field for the operator to enter the called name.

- Pressing the **Tab** key while in the calling name entry field of the extended call details area positions the cursor at the start of the `Cld Name` entry field for he operator to enter the called name.

- Pressing the **Tab** key while in the called name entry field of the extended call details area positions the cursor at the start of the `Clg Name` entry field for the operator to enter the calling name.

Figure 36-2 shows the screen display areas associated with entering a calling and a called name.

Figure 36-2
Calling and called names display areas

Keying sequence

While processing a call, the operator uses the following keying sequence to enter the A and B names.

Example of entering calling name:

Fncts + 48 + **Start** + **Start** + calling name + **Start**

The digits entered are the numeric identifiers for the calling name found on the functions menu.

Example of entering called name:

Fncts + 49 + **Start** + **Start** + called name + **Start**

A maximum of 20 characters can be entered. After 20 characters are entered, the operator is blocked from entering more. When the 21st character is entered, the cursor is erased, the typed character is blanked out, and the cursor is again displayed in the same position. At this time, the operator can press either the backspace key or **Start.**

Pressing **Start** the second time enters the A or B name into the system. Once **Start** has been pressed, the A and B name field is erased, then displayed again in uppercase letters, confirming to the operator that the name or name has been accepted. To correct a name that has already been entered, the entire sequence must be repeated. The backspace key can be used to correct errors in the name entry before the **Start** key is pressed.

If an operator needs to erase a name already associated with the call, the following key sequence is required:

Fncts + digits + **Start** + space + **Start**

The digits entered are the numeric identifiers for the A (48) and B (49) party names as defined on the functions menu.

Manual toll break-in

The manual toll break-in feature allows the operator to offer an incoming call to a subscriber while the subscriber is involved in another call. This feature applies only to networks using the international standard of R2 signalling. Toll break-in and busy line verify are mutually exclusive features, because busy line verify is used in non-R2 networks. Whether the TOPS position controller supports toll break-in or busy line verify depends on the network configuration and on the computing module software load in the switch.

The calling party typically initiates toll break-in by calling the operator and asking to be connected to a subscriber whose line is busy. When the operator breaks in on the call in progress, the called party hears the toll break-in intrusion tone and may respond by accepting or rejecting the call. Generally, if the call is accepted, the called party must hang up and wait for a rering before actually being connected with the calling party.

Less often, the operator may have to break in on the calling party. In this case, the operator is the party wishing to speak to the calling party and is also the party performing the toll break-in.

Limits to toll break-in time

An office parameter allows an end office to limit the length of time an operator may be involved in a toll break-in activity. The parameter specifies the time-out length, generally ranging from 10 to 200 seconds. Typically the operator is notified by a time-out tone. The operator then follows operator practices, for example, releasing the forward connection or cancelling the call.

Splitting the calling party

In the most common use of toll break-in, the operator interrupts the called party's conversation at the calling party's request. Whether the calling party maintains a voice path connection to the operator during toll break-in depends on two factors:

- how the toll break-in split subscriber option is set
- how the operator uses the TOPS MP split/join calling function

The split subscriber option is set through a switch parameter that applies to the entire end office. If the split subscriber option is set to yes, the calling party is automatically supervised to silence from the beginning to the end of the break-in or until the call is cancelled. By removing the calling party from the voice path, the split subscriber option provides privacy for the called party.

If the split subscriber option is set to no, the calling party is not restricted from hearing the operator's conversation with the called and associated parties. Depending on local operator practices, however, the operator may use the split/join calling function to restrict the calling party's voice connection. If the calling party is automatically split out of the call, the operator may manually join the calling party back into the call.

AMA/billing information

The AMA record for busy line verification is also used for toll break-in. Operators performing toll break-in can use the GenAMA function to generate an AMA structure. AMA records are not created automatically

when toll break-in is used; they must be generated by the Gen AMA function.

Toll break-in procedures

The following procedures show how the operator handles toll break-in for two call scenarios: breaking in on the called party, and breaking in on the calling party.

Breaking in on the called party

At the position:

1   At the calling party's request, outpulse the called number; for example:

   Cld + digits + **Start** (or **Cld** + **Start**)

2   If a busy signal is received (indicated by an audible tone in the operator headset and a reverse video called bar on the position screen), break in on the called party's conversation:

   Fncts + 61 + **Start**   (or equivalent hardkey)

   An intrusion tone alerts all parties that the operator has broken in on the conversation. The TOPS MP screen display does not change.

3   Inform the called party and associated party of the waiting call, and ask whether the called party wants to accept the call. If the called party agrees, tell the called and associated parties to hang up so the called party can receive the incoming call.

4   After making the announcement, terminate toll break-in by again pressing **Fncts** + 61 + **Start** (or the equivalent hardkey). Until the called party hangs up, there is an audible busy signal, which is replaced by silence when the called party hangs up.

5   When the busy signal is replaced by silence, rering the called party through the standard Ring Called function:

   Fncts + 4 + **Start**   (or equivalent hardkey)

6   When the called party answers, float the call.

Breaking in on the calling party for a booked call

At the position:

1   At the time designated for a booked call, the system prompts the operator to retrieve a calling number (and possibly a called number) from a database (such as ORDB, for example). In response, retrieve the number or numbers from the database and outpulse the calling number:

   Clg + digits + **Start**

2   If a busy signal is received (indicated by an audible tone in the operator headset and a reverse video calling bar on the position screen), break in on the calling party's conversation:

Fncts + 60 + **Start**   (or equivalent hardkey)

An intrusion tone alerts all parties that the operator has broken in on the conversation. The TOPS MP screen display does not change.

3   Inform the calling party and associated party of the booked call, and ask whether the calling party wants to place the booked call now. If the calling party agrees, tell both parties to hang up.

4   After making the announcement, terminate toll break-in by again pressing **Fncts** + 60 + **Start** (or the equivalent hardkey). Until the calling party hangs up, there is an audible busy signal, which is replaced by silence when the calling party hangs up.

5   When the busy signal is replaced by silence, rering the calling party through the standard Ring Calling function:

Fncts + 3 + **Start**   (or equivalent hardkey)

6   Try to connect with the called party. When the called party answers, float the call.

Network congestion indicator

If the network is busy, the operator cannot use toll break-in. Since a network may or may not provide an audible "fast busy" signal to indicate network congestion, the toll break-in feature provides a congestion display to tell the operator that the busy signal is caused by network congestion, rather than by a busy line.

Figure 36-3 shows the congestion display. If the network is congested, this display appears in reverse video for approximately two seconds after the operator outpulses the calling or called number. Seeing this signal, the operator need not attempt toll break-in. The called or calling bar is inverted when there is either a busy-line condition or a network congestion condition.

Figure 36-3
Calling number outpulsed and network congestion indicated

GOS key functions

The GOS functions described in this section are available on the functions menu or through customer-programmable hardkeys.

Fixed duration

When the DMS switch marks a call as fixed duration, and the operator does not enter a notification period, the screen shown in figure 36-4 is displayed. The same screen is displayed if the operator enters the fixed duration key function sequence: **Fncts** + 51 + **Start** (or **Fixed Dur** key) on a call not marked by the switch as fixed duration.

Figure 36-4
Fixed duration display

		00:00	L1	L2

TOLL

Clg

Cld

Spl

IC

Misc

CALL DETAILS

Fixed Dur

The screen in figure 36-5 is displayed when the DMS switch or an operator marks the call as a fixed duration call, and the operator enters the following notification period key sequence: **Fncts** + 11 + **Start** (or **Notify** key) + digits + **Start**. The digits in this key sequence define the notification period, which ranges from 1 to 59 minutes.

Figure 36-5
Fixed duration display with notify

		00:00	L1	L2

TOLL

Clg

Cld

Spl

IC

Misc

CALL DETAILS

Nfy: ##

Fixed Dur

If an operator tries to float a fixed duration call without the notification period or enters invalid notification period digits, the notify field appears with question marks: `Nfy: ??`.

Split/join cld

The system shows that the calling or called party is split from the operator by changing the greyscale level of the calling or called entry fields. When the operator splits the voice path between the called party and the operator through the split/join function key sequence, the background contrast in the `Cld` bar changes to highlight that field.

Memo

Memo text may be up to 64 alphanumeric characters long. The key sequence for entering a memo is **Fncts** + 50 + **Start** (or **Memo** key) + memo text + **Start**. Pressing **Start** the first time places the cursor at the beginning of the memo entry field.. After entering at least one character, the

operator may press the **Return** key to go to the second line. (The **Return** key function is not allowed in the second line of the memo field.)

The backspace key is used to correct entered text. If more than 64 characters are entered, the cursor is erased, the extra character is blanked out, and the cursor is redisplayed at the end of the line. At this point, the operator may either backspace to correct the memo or press **Start** to enter it. The system responds by erasing the memo text and redisplaying it to confirm that it is accepted.

If the limit is reached for the number of memo blocks allowed on the switch, the memo text is erased and not redisplayed. The cursor is placed at the start of the memo field. At this point, the operator has the following options:

- type in new memo text and press **Start** to enter it
- press the **Start** key for start in isolation
- press the **Tab** key to position the cursor at the start of the calling or called name entry field and enter the name text
- enter some other key function

If more than 64 characters are entered in the memo field, the operator must ensure that the cursor is not flashing before pressing **Start** the second time. Not doing so places the cursor at the start of the field with the first line of the entered data still displayed in lowercase and the second line erased. If this happens, the operator must retype the memo and press **Start**.

Figure 36-6 the location of the memo display in the extended call details window.

Figure 36-6
Memo display in extended call details window

```
                                          ┌────────┬────────┬────────┐
                                          │ 00:00  │  L1    │  L2    │
                                          └────────┴────────┴────────┘

  ┌─────────────────────────┐     ┌─────────────────────────────┐
  │ TOLL                    │     │  EXTENDED CALL DETAILS      │
  │                         │     │                             │
  │ Clg [              ][ ] │     │ Clg Name [              ]   │
  │                         │     │ Cld Name [              ]   │
  │ Cld [              ][ ] │     │ Memo [                  ]   │
  │ Spl [              ][ ] │     │                             │
  │                         │     │                             │
  │ IC  [              ]    │     │                             │
  │ Misc[        ][       ] │     │                             │
  └─────────────────────────┘     └─────────────────────────────┘

  ┌──┐ ┌──┐ ┌──┐ ┌──┐         ┌──┐ ┌──┐ ┌──┐ ┌──┐
  └──┘ └──┘ └──┘ └──┘         └──┘ └──┘ └──┘ └──┘
```

Alternate route

When the operator tries the overseas key function for a country to which there is no direct route, the screen shown in figure 36-7 displays automatically. It also displays if the operator is unable to connect to the direct route and routes the call through an alternate route. Entering the alternate route key sequence **Fncts** + 5 + **Start** (or the **Alt Route** key) displays the next alternate route available to this foreign country. The alternate route name (represented by xxx in the screen display) contains up to three alphanumeric characters.

Figure 36-7
Alternate route display

	00:00	L1	L2

TOLL

Clg

Cld

Spl

IC

Misc

CALL DETAILS

Alt Route: XXX

When the list of alternate routes is exhausted, the `Alt Route:` field appears with nothing listed. When an invalid alternate route key sequence is entered, `Alt Route: ??` is displayed.

Overseas directory assistance

To request overseas directory assistance, the operator enters the following key sequence: **Fncts** + 53 + **Start** (or **Ovs DA** key) + digits + **Start**. In this sequence, 53 is the number of the overseas DA function in the functions menu. The digits represent the country or country and city code. Pressing **Start** the first time positions the cursor at the beginning of the `Cld` entry field, where the code is entered.

Figure 36-8 shows the resulting screen display. This screen displays if a direct route exists and either there is only one DA number for this country or, if there are multiple numbers, the operator has entered a valid country and city code. The X's in the title bar of the call details panel represent the country name associated with this call.

If the operator enters only a country code, but more than one DA number exists for that country, the field displays `Ovs: DA??`. The operator must repeat the key sequence, including both country and city codes. If an operator enters an invalid country or country and city code, `Ovs: DA??` displays. In this case, no country name appears in the title bar of the call details window.

Figure 36-8
Valid overseas DA display

		00:00	L1	L2

TOLL

Clg

Cld

Spl

IC

Misc

CALL DETAILS   XXXXXXXXXXXXXXXXX

Ovs: DA

Overseas inward

To place an overseas call, the operator uses the overseas inward function. The key sequence for overseas inward calling is **Fncts** + 54 + **Start** (or **Ovs INW** key) + digits + **Start**. In this sequence, 54 is the number of the overseas inward function in the functions menu. The digits represent the country or country and city code. Pressing **Start** the first time positions the cursor at the beginning of the `Cld` entry field, where the code is entered.

Figure 36-9 shows the resulting screen display. This screen displays if a direct route exists and either there is only one inward number for this country or there are multiple numbers and the operator has entered a valid

country and city code. The X's in the title bar of the call details panel represent the country name associated with this call.

If the operator enters only a country code, but more than one INW number exists for that country, the field displays `Ovs: INW??`. The operator must repeat the key sequence, including both country and city codes. If an operator enters an invalid country or country and city code, `Ovs: INW??` displays. In this case, no country name appears in the title bar of the call details window.

Figure 36-9
Valid overseas inward display

Spanish keyboard

The TOPS MP keyboard has 126 keys laid out in a fixed configuration, as shown in figure 36-10. Every key is assigned a unique key number from 1 through 127 (no key number 80). As each key is pressed, a key code from 00 to FF (hexadecimal) is generated, which determines the action taken. The key code is obtained from the key table and depends on the key number pressed and on the keyboard shift state.

Figure 36-10
TOPS MP keyboard layout
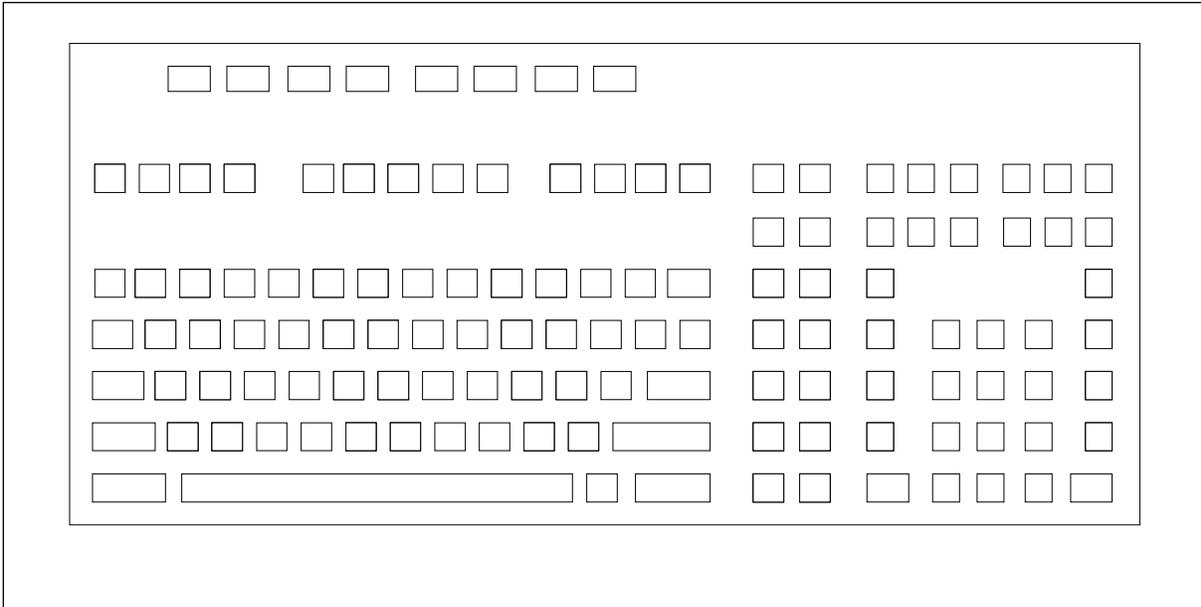
When a position is datafilled for the Spanish language setting, an alternate key table is used. The differences between this keyboard and the standard keyboard are limited to the QWERTY section (see figure 36-11). This figure shows the key numbers filled in for reference.

Figure 36-11
Key numbering for QWERTY section of Spanish keyboard
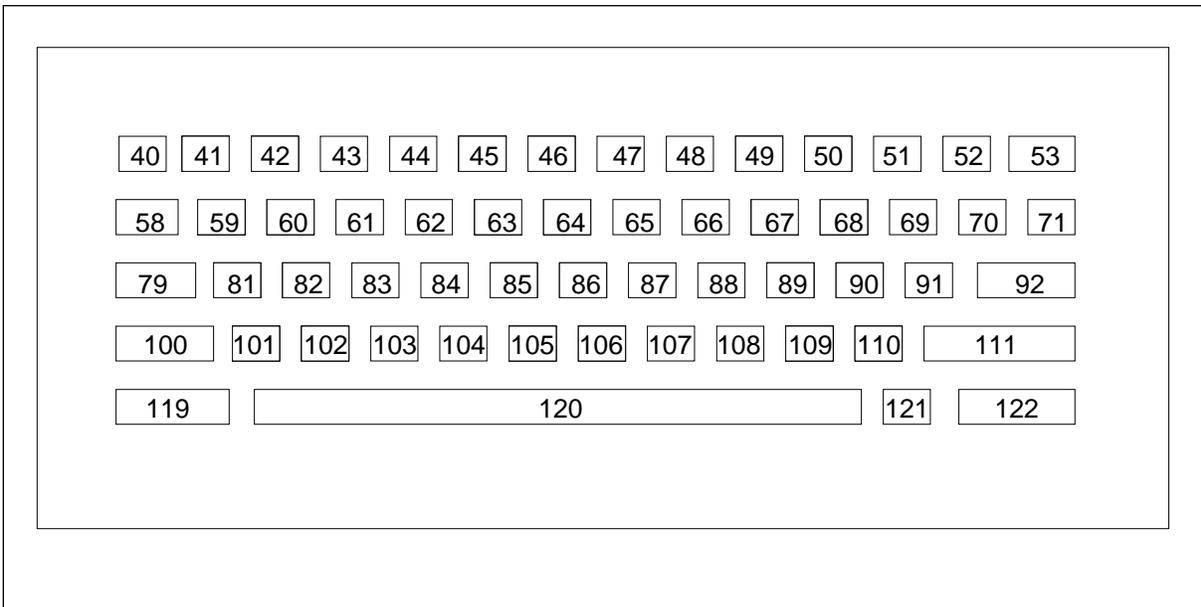
Table 36-1 lists each key number and shift state pair that has a changed key code for Spanish.

Table 36-1
Key changes required for the Spanish keyboard

Key number	Shift state	Old key code	New key code
41	Shifted	#21 (!)	#27 (')
42	Shifted	#40 (@)	#22 (")
69	Unshifted	#5B ([ )	#3F (?)
69	Shifted	#7B ({)	#BF (inv ?)
70	Unshifted	#5D ( ])	#21 (!)
70	Shifted	#7D (})	#A1 (inv !)
90	Unshifted	#3B (;)	#F1 (n tilde)
90	Shifted	#3A (:)	#D1 (N tilde)
91	Unshifted	#27 (')	#3C (<)
91	Shifted	#22 (")	#3E (>)
108	Shifted	#3C (<)	#3B (;)
109	Shifted	#3E (>)	#3A (:)
110	Shifted	#3F (?)	#40 (@)
Note: inv = inverted			

Table 36-2 lists the same information, but shows each key code that has a changed key number or shift state.

Table 36-2
Spanish keyboard key number and shift state changes

Key code	Old number and state	New number and state
#21	41 Shifted	70 Unshifted
#22	91 Shifted	42 Shifted
#27	91 Unshifted	41 Shifted
#3A	90 Shifted	109 Shifted
—continued—		

Table 36-2
Spanish keyboard key number and shift state changes (continued)

Key code	Old number and state	New number and state
#3B	90 Unshifted	108 Shifted
#3C	10 8 Shifted	91 Unshifted
#3E	109 Shifted	91 Shifted
#3F	110 Shifted	69 Unshifted
#40	42 Shifted	110 Shifted
#5B	69 Unshifted	removed
#5D	70 Unshifted	removed
#7B	69 Shifted	removed
#7D	70 Shifted	removed
#A1 (inv !)	added	70 Shifted
#BF (inv ?)	added	69 Shifted
#D1 (N tilde)	added	90 Shifted
—end—		

List of terms

ACTS
> Automatic Coin Toll Service

actual work time (AWT)
> The time, in seconds, required by a TOPS MP operator to handle an average call and perform other related duties.

AMA
> automatic message accounting

ANI
> automatic number identification

ANIF
> automatic number identification failure

AQ
> Autoquote

Automatic Coin Toll Service (ACTS)
> A feature that enables the operating company to handle long-distance (1+) calls from a coin station without operator assistance.

automatic message accounting (AMA)
> An automatic recording system that documents all the necessary billing data of subscriber-dialed long distance calls.

automatic number identification (ANI)
> The number identification of the calling station. This number is used for billing records generated by an interLATA/international carrier. ANI is used in the United States only.

automatic number identification failure (ANIF)
> The situation in which the number identification of the calling station fails.

Autoquote (AQ)

A service provided for hotels/motels whereby guest billing information is automatically transmitted over a dedicated facility to a receive-only teletypewriter located at the hotel.

AWT

average work time

billed number screening (BNS)

A common channel signaling No. 7 application process that performs a validation check on the number to which a call is billed. This check is initiated by the operator on operator-assisted and third-number billed calls.

billing verification check (BVC)

A common channel signaling No. 7 application process that performs a validation check on the number to which a call is billed. This check is initiated by the operator on operator-assisted and third-number billed calls.

BLV

busy line verification

BNS

billed number screening

busy (BY) condition

A condition in which a telephone transmission path is in use.

busy line verification (BLV)

A service provided at the subscriber's request for obtaining operator assistance to determine if a called line is in use or out of order.

BVC

billing verification check

BY

busy; see Busy condition

called (CLD)

The party that is being called.

calling (CLG)

The party placing a call.

calling card validation (CCV)

A common channel signalling No. 7 feature that allows the traffic operator position system operators to validate card numbers in the network service database system by entering the special billing class charge and the calling card number.

call waiting (CW)

A service-related telephony feature that allows a subscriber already talking on that line to be alerted, via an audible tone, that another call to his or her station is being attempted.

CAMA

centralized automatic message accounting

CC

central control

CCITT

Consultative Committee on International Telegraphy & Telephony

CCRC

centralized credit and refund center

CCV

calling card validation

CDC

coin detection circuit

CDO

community dial office

central control (CC)

Comprises the data processing functions of the DMS-200 Family, with associated Data Store and Program Store.

central office (CO)

A switching office arranged for terminating subscriber lines and provided with switching equipment and trunks for establishing connections to and from other switching offices. Synonymous with class 5 office, end office, and local office.

centralized automatic message accounting (CAMA)
>A system that produces itemized billing details for subscriber-dialed long distance calls. Details are recorded at a central facility serving a number of exchanges. In exchanges not equipped for automatic number identification, calls are routed to a CAMA operator who obtains the calling number and keys it into the computer for billing.

CLD
>called

CLG
>calling

coin detection circuit (CDC)
>Circuit at a coin box (or in the coin box line equipment in the central office) that calculates the duration of a call that has been paid for in advance; also advises the caller, when the paid time limit has been reached, to insert more money to continue the call.

CO
>central office

COL
>collect; see collect call

collect (COL) call
>A call paid for by the called party; called party must agree to accept charges before the call can be connected.

community dial office (CDO)
>A small, rural, automatic telephone office.

Consultative Committee on International Telegraphy & Telephony (CCITT)
>A committee that is responsible for creating a series of recommendations for telephony service.

country code
>A code (as many as three digits) that identifies a called country.

CSE
>customer service expert

CTO
>cutoff

cutoff (CTO)
>A relay used to disconnect a subscriber loop from a line circuit.

CW

    call waiting

DA

    directory assistance

DD

    direct-dialed

DDD

    direct distance dialing

DDO

    direct dial overseas

Digital Multiplexing System (DMS)

    A central office switching system in which all external signals are converted to digital data and stored in assigned time slots. Switching is performed by reassigning the original time slots.

digital recorded announcement machine (DRAM)

    A peripheral module, developed for DMS, in which voice messages are stored in digital form, providing access to as many as 30 different service voice announcements.

direct-dialed

    A call origination type that applies to calls that require no operator intervention.

direct dial overseas (DDO)

    Dialing of calls to an overseas destination without the help of an operator. Usually accomplished by first dialing 011 followed by a country code and a national number.

direct distance dialing (DDD)

    A telephone exchange service that permits a subscriber to call a number outside his/her local area without operator assistance.

directory assistance (DA)

    Telephone company information service; operators help callers who cannot find the telephone numbers they wish to call.

DMS

    Digital Multiplex System

DRAM

    digital recorded announcement machine

end office (EO)
> A switching office arranged for terminating subscriber lines and provided with trunks for establishing connections to and from other switching offices.

EO
> end office

FM
> force management

force management (FM)
> The management by an administrator over an operator force in a traffic office.

foreign exchange (FX)
> A service by which a telephone or PBX is served by a distant central office (CO), rather than by the CO in the immediate geographical area.

FX
> foreign exchange

HADS
> HOBIC administration data system

HADS TTY
> HOBIC Administration Data System teletypewriter

HOBIC
> hotel billing information center

HOBIC Administration Data System (HADS) teletypewriter
> A send/receive teletypewriter (TTY) located in the HOBIC. It enables HOBIC operators to enter information that is to be relayed to the autoquote, voicequote, or record TTY. It permits HOBIC personnel to place any autoquote, voicequote, or record TTY in or out of service. It receives hotel change-adjust (credit) messages generated by the TOPS MP operators. It also receives TTY service alarm messages and HOBIC operational measurements information.

hotel billing information center (HOBIC)
> A centralized operator-attended location that provides the following quotation of call details to hotels for guest-dialed long distance calls, quotation of time & charges to guests upon request, and a centralized location for the reporting of hotel equipment problems and billing inquiries (optional).

IC

interLATA carrier

ICH

international call handling

improved mobile telephone service (IMTS)

Telephone service between a fixed base station and mobile vehicle stations, or telephone service between mobile vehicle stations and the commercial telephone network.

impulses per minute (IPM)

Interruption rate for call progress tones or supervisory lamps.

IMTS

improved mobile telephone service

initial position seizures (IPS)

The number of actual times an operator connects to an incoming call.

INTC

intercept call

intercept call (INTC)

A call that is stopped and diverted to an operator or to a number other than the one dialed.

interLATA

Services that originate and terminate in different local access and transport areas.

interLATA carrier (IC)

A carrier that carries transmissions that originate and terminate in different local access and transport areas.

international call handling (ICH)

The processing of overseas calls.

international originating toll center (IOTC)

The toll center from which the calling telephone is served.

intraLATA

Services that originate and terminate in the same local access and transport areas.

INW

inward; see inward call.

inward call (INW)
> A call between positions in a traffic office.

inward wide area telephone service (INWATS)
> A telephony service that allows a subscriber to receive telephone calls originated within specified service areas without a charge to the originating party.

INWATS
> inward wide area telephone service

IOC
> international operating center

IOTC
> international originating toll center

IPM
> impulses per minute

IPS
> initial position seizures

keypulse (KP)
> To transmit information using a key set rather than by dialing.

KP
> keypulse

LATA
> local access and transport area

LF
> left telephone

local access and transport area (LATA)
> A geographical area, called an exchange or exchange area in the MF5, where an operating company offers telecommunication services. LATA is used in the United States only. See also InterLATA and IntraLATA.

MCCS
> Mechanized Calling Card Service

Mechanized Calling Card Service (MCCS)
> A service that enables a subscriber, by using a credit card and entering the special billing information, to make chargeable long distance calls without operator assistance.

MFJ

   modified final judgment

modified final judgment (MFJ)

   Settlement (associated with 1982 Consent Decree) between AT&T and the
   U.S. Government involving the separation of Bell Operating Companies
   from Western Electric, AT&T Long Lines, and the Bell Labs.

NC

   no-circuit condition

NEA

   non-equal access

NEAEO

   non-equal access end office (origination)

no-circuit condition (NC)

   A traffic condition in which no circuits are available.

non-EAEO

   non-equal access end office

NPA

   numbering plan area

numbering plan area (NPA)

   Any of the designated geographical divisions of the United States, Canada,
   Bermuda, the Caribbean, Northwestern Mexico, and Hawaii within which no
   two telephones will have the same seven-digit number. Each NPA is
   assigned a unique three-digit area code. Also known as area code.

NXX

   An American central office code. A general way of referring to the three
   digits representing the central office code in a telephone number. N may be
   any digit 2 through 9; X may be any digit 0 through 9.

OD

   out-of-order signal

OGT

   outgoing trunk

ONI

   operator number identification

OOC

overseas originating center

operator

person who operates a TOPS position

operator-assisted call

One of several types of calls that require an operator's help; includes credit card calls and collect calls.

operator number identification (ONI)

The equipment used to bring an operator into the circuit to check the calling number when a subscriber has direct-dialed a long distance call that is to be charged on an itemized bill basis by CAMA equipment.

operator reference database (ORDB)

A system that provides an alternative to manual look-up of reference information for responding to customer's queries. It maintains this information in files on disk at a central (host) computer. This allows immediate access of customer query information by the TOPS operator.

ORDB

operator reference database

originating toll center (OTC)

The toll center serving the calling subscriber.

OTC

originating toll center

outgoing trunk (OGT)

A trunk used for calls going out to a distant toll center.

out-of-order (OD) signal

Indication that a call cannot be completed because either the called terminal or the called terminal's access line is out of service or is faulty.

Outward Wide Area Telephone Service (OUTWATS)

A telephony service, provided over one or more dedicated access lines to the serving central office, that permits subscribers to make calls to specified service areas on a direct-dialing basis for a flat monthly charge or for a charge based on accumulated usage. OUTWATS lines have special directory numbers.

OUTWATS

outward wide area telephone service

PBX

> private branch exchange

PCB call

> person call-back call

person call

> A toll telephone call made to a named person.

personal identification number (PIN)

> A code number dialed by a customer to obtain access to a system, in particular to a least-cost routing service provided by a specialized common carrier.

PIN

> personal identification number

PO

> postpay; refers to a type of pay phone. See postpay.

POS

> position

position (POS)

> The part of a TOPS MP normally controlled by an operator.

postpay (PO)

> A pay phone that requires payment for calls before they are made but which provides no contact with the operator regarding coin refund

PRE

> prepay; refers to a type of pay phone. See prepay.

prepay (PRE)

> Refers to a pay phone used for local calls that must be paid for before they can be dialed. Toll calls made from these stations are normally operator-controlled and are paid for after use.

private branch exchange (PBX)

> A private telephone exchange, either automatic or attendant-operated, serving extensions in an organization and providing access to the public network.

QMS

> Queue Management System

Queue Management System (QMS)

A software package that provides enhanced capabilities for the management of queues in the DMS-100/200 Family of switches.

RAO

revenue accounting office

rate step (RS)

Numbers used in calculating long distance/toll call charges. These are either assigned to distance bands radiating from the serving office, or arbitrarily on a location-to-location basis.

RC

routing code

RCC

revenue control center

RCAMA

remote centralized automatic message accounting

recall

To bring an operator into an already established circuit.

REG

register

register (REG)

A device, accessible to a number of input circuits, which accepts and stores information relating to a called number or service.

release

Describing any of several mechanisms that operate to return automatic switching equipment to its idle condition when the subscriber hangs up his/her telephone handset.

remote centralized automatic message accounting (RCAMA)

A remote system that produces itemized billing details for subscriber-dialed long distance calls. Details are recorded at a central facility serving a number of exchanges. In exchanges not equipped for automatic number identification, calls are routed to a CAMA operator who obtains the calling number and keys it into the computer for billing.

revenue accounting office (RAO)

A data center that produces subscriber bills from the Host Office's automatic message accounting data.

routing code (RC)
>An address, or group of characters, in the heading of a message defining the final circuit or terminal to which the message has to be delivered.

RS
>rate step

SA
>service assistant

service assistant (SA)
>The person who uses the assistance position.

SNAC
>switching network analysis center

SOSS
>special operator service system

SPL
>special

TA
>toll and assist

T&C
>time and charges

teletypewriter (TTY)
>A telegraph instrument having a signal-actuated mechanism for automatically printing received messages. It may also have a keyboard similar to that of a typewriter for sending messages.

terminating toll center (TTC)
>Toll center through which the called subscriber's line is reached.

TICS
>TOPS interLATA carrier service

time and charges (T&C)
>A service provided provided by operators whereby the duration of and charges for a long distance call are quoted to a subscriber upon request.

toll and assistance (TA)
>When an operator helps a subscriber complete a dialed toll call.

toll center (TC)

A Class 4 office; a central office where toll-message circuits terminate and where operator-services are provided.

TOPS

Traffic Operator Position System

TOPS interLATA carrier service (TICS)

Any TOPS carrier that provides telecommunication services between a point inside a LATA and a point either outside that LATA or inside another LATA.

TOPS MP

Traffic Operator Position System, Multi-purpose

TOPS position controller (TPC)

A control unit that functions as a workstation-based microcomputer with networking capabilities.

TPC

TOPS position controller

Traffic Operator Position System (TOPS)

A call processing system made up of a number of operator positions. Each operator position consists of a visual display unit (VDU), a controller, a keyboard, and a headset. TOPS is a trademark of Northern Telecom Ltd.

TTY

teletypewriter

TTC

terminating toll center

UCA

unauthorized code assignment

UCD

unoccupied call terminated

UCP

unoccupied call in progress

VCA

vacant code announcement

Voice Quote (VQ)

A service provided for hotels/motels not equipped with Autoquote, whereby guest billing information is transmitted to a receive-only teletypewriter in the hotel billing information center. The HOBIC operator telephones the hotel and verbally quotes call details.

VQ

Voice Quote

WZ1

world zone one

XFR

transfer

Index

D

DMS-100 Family
TOPS MP
Operator Guide

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Telecom reserves the right to make changes in design or
components as progress in engineering and manufacturing
may warrant.This equipment has been tested and found to
comply with the limits for a Class A digital device pursuant to
Part 15 of the FCC Rules, and the radio interference
regulations of the Canadian Department of Communications.
These limits are designed to provide reasonable protection
against harmful interference when the equipment is operated in
a commercial environment. This equipment generates, uses
and can radiate radio frequency energy and, if not installed and
used in accordance with the instruction manual, may cause
harmful interference to radio communications. Operation of this
equipment in a residential area is likely to cause harmful
interference in which case the user will be required to correct
the interference at the user's own expense
Allowing this equipment to be operated in such a manner as to
not provide for proper answer supervision is a violation of Part
68 of FCC Rules, Docket No. 89-114, 55FR46066
The SL-100 system is certified by the Canadian Standards
Association (CSA) with the Nationally Recognized Testing
Laboratory (NRTL).
This equipment is capable of providing users with access to
interstate providers of operator services through the use of
equal access codes. Modifications by aggregators to alter
these capabilities is a violation of the Telephone Operator
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