



POSTMASTER-GENERAL'S DEPARTMENT

Telephonist-in-Training Manual
Telephone Service Difficulties & Faults ("1100")

OCTOBER 1968

- C O N T E N T S -

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INTRODUCTION

The Postmaster-General's Department would like to take this opportunity of welcoming you and extending to you the wish that you will enjoy a happy career as a Telephonist in the Telecommunications Division of this Department.

Today you are beginning your training in an important branch of Departmental telephony known as Service Centre telephony, and as a Service Centre Telephonist, you will have the responsible task of assisting callers who advise they are experiencing difficulties with their own or other telephone service.

Before commencing the tuition, which will be based on the instructions set out in this Training Manual, it is desirable that you have background knowledge of some of the activities of the Postmaster-General's Department, and also of certain features associated with the Department's Telephone Service in the Melbourne Area.

Activities and Organisation of P.M.G.'s Department

The Department, as you will realise, is organised on a Commonwealth-wide basis, with staff located throughout each State to carry out the work of the Department. There is also a Central Administration (or Central Office as it is often called) which is the Headquarters of the entire "Post Office". Policy decisions on the activities of the Department are made at Central Office.

In each State and at Central Office, the Department consists of a number of different sections and each section is called either a Division or a Branch. Each Division or Branch has its own particular duties and responsibilities and some of these will be mentioned later. In Victoria, the Divisions and Branches of the Postmaster-General's Department are -

Engineering Division
Postal Services Division
Telecommunications Division
Finance and Accounting Branch
Personnel Branch
Supply Branch

Some of the more important duties of each Division and Branch are listed below -

Engineering Division

Installs and keeps in order the equipment associated with the telephone and telegraph services.

Postal Services Division

- (i) Conducts the Departmental Mail Service
- (ii) Provides staff to operate post offices

Telecommunications Division (Your Division, the Division in which you will work)

- (i) Recruits and trains staff such as Telephonists, Phonogram Operators and Telegraphists to operate the various Telephone and Telegraph services. Some of the types of service provided are Telephone Service Difficulties and Faults (where you will be employed), Trunk Line calls, International (Overseas) calls and Phonograms.
- (ii) Handles applications from members of the public for telephone and telegraph facilities and advises our customers of the telephone and telegraph facilities most suited to their needs.
- (iii) Authorises the Engineering Division to install the desired facilities.
- (iv) Advises the Finance and Accounting Branch of the charges to be made for the telephone and telegraph equipment provided for subscribers.
- (v) Publishes the Telephone Directories.
- (vi) Together with other Divisions and Branches, plans present and future requirements for the Telephone and Telegraph services throughout Victoria.

Finance and Accounting Branch

- (i) Using details supplied by the Divisions and Branches, prepares Pay Sheets from which all Departmental staff are paid each fortnight.
- (ii) Sends accounts to telephone and telegraph subscribers. When an account is not paid, authorises withdrawal of the service provided.

Personnel Branch

- (i) Advises other Divisions and Branches regarding conditions and regulations of employment.
- (ii) Provides a Welfare Section for staff to seek advice on important personal problems.

Supply Branch

Purchases and distributes all material, equipment, etc. necessary in operating the P.M.G. Department. An example of one of the smaller items is the Trouble Report docket which you will use at the Service Centre. The Supply Branch arranges the printing of this docket.

The above sets out brief details concerning the organisation of, and gives some idea of the work undertaken by the Postmaster-General's Department. The following figures will give you an understanding of the size of the "Post Office" -

- (a) Departmental assets (properties, equipment and buildings, etc.) total \$1,500 million.

- (b) Approximately 99,000 people are employed in the Department throughout the Commonwealth. (This number of people would almost fill the Melbourne Cricket Ground.)
- (c) Over 2,300 million telephone calls are made each year.
- (d) There are over 2 million telephone subscribers in Australia and each is connected to one of 6,500 telephone exchanges.
- (e) In Victoria, there are about 2,200 Telephonists.

Features Associated with the Telephone Service in the Melbourne Area

As you may know, the local call telephone service within the 15 miles radius of the General Post Office (G.P.O.) is entirely AUTOMATIC. That is, all calls between telephones located in this area are dialled by the caller direct to the wanted number.

In order to permit these calls to be dialled automatically, equipment other than just the actual telephone is, of course, necessary and a great deal of such equipment is located at one central point for a particular area. This point is known as an Automatic Telephone Exchange. Such exchanges are operated solely by Technical staff of this Department's Engineering Division and there are no Telephonists at these exchanges.

Within the 15 miles radius of the G.P.O., there are approximately 450,000 people ("Subscribers") who lease a telephone service from the Department, and each of these telephone services is connected to one of the 100 Automatic Telephone Exchanges located within this area. A few of the city and suburban exchanges concerned are "Russell", "South Melbourne", "Carlton", "Sunshine" and "Box Hill". Each of the 100 exchanges is naturally connected with each other exchange so that calls can be made between any two of the 450,000 subscribers concerned. These subscribers are listed in the White pages section of the Melbourne Telephone Directory.

In most cases, calls to the Service Centre ("1100"), which you will handle, will be from a caller within the 15 miles radius of the G.P.O.

Australian Postal Institute

We would like to advise you of an organisation which provides Departmental staff with various recreation and education facilities. This body is called the Australian Postal Institute and for a small amount per fortnight (deducted from your pay) you may become a member of the Victorian Division of the Institute and participate as you wish in the various clubs (covering a wide range of activities), libraries, educational classes, etc. affiliated with the Institute.

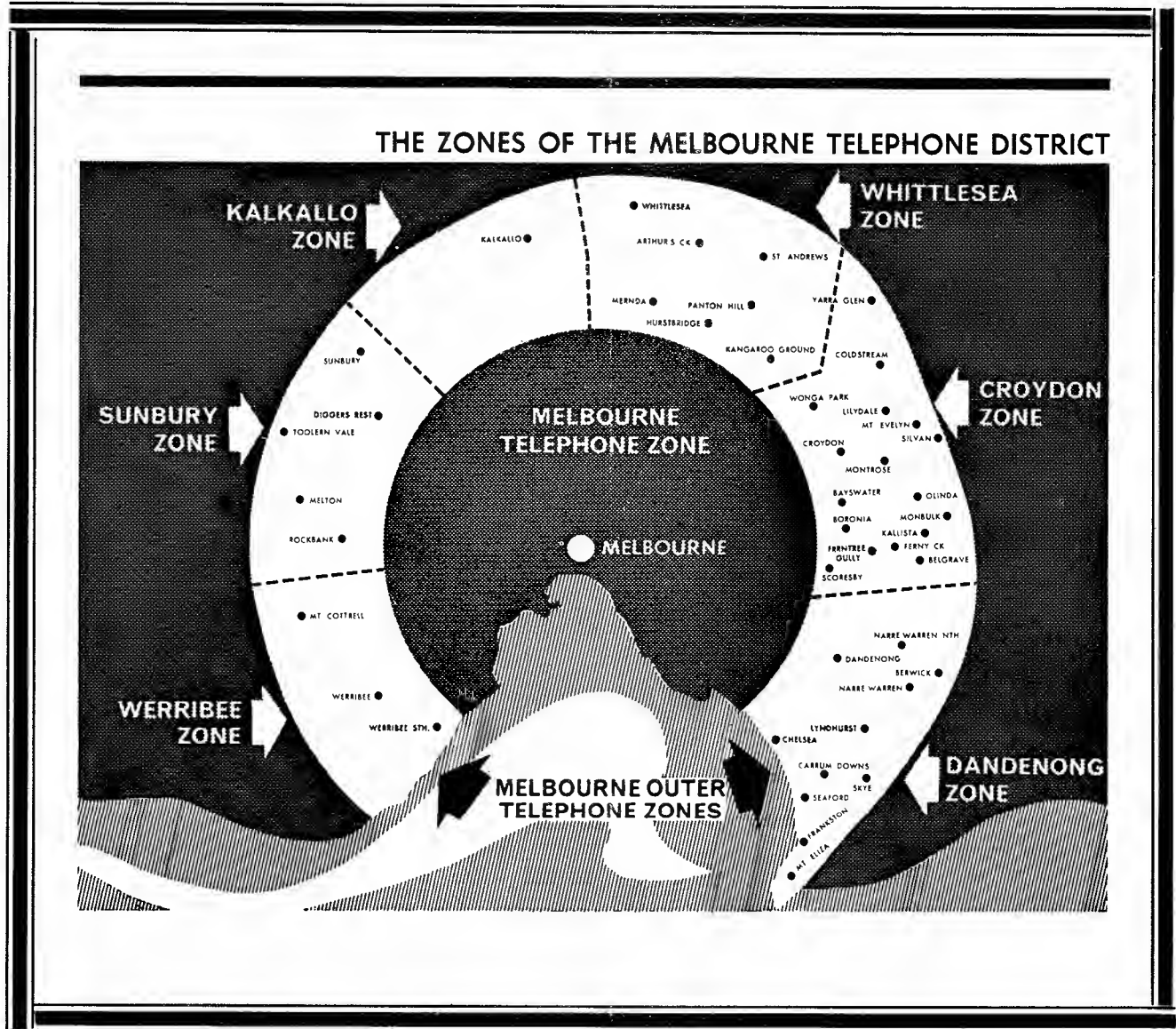
Membership is recommended to you as a means of meeting Departmental staff socially and of gaining further educational qualifications for advancement in the Commonwealth Public Service.

The Institute is located on the 2nd Floor, 666 Bourke Street, Melbourne, and any enquiries may be directed to it on 67 2270.

MELBOURNE TELEPHONE DISTRICT

SKETCH SHOWING -

- (i) MELBOURNE TELEPHONE ZONE (AREA WITHIN 15 MILES RADIUS OF THE MELBOURNE G.P.O.)
- (ii) MELBOURNE OUTER TELEPHONE ZONES (AREA WITHIN 15 TO 25 MILES RADIUS OF THE MELBOURNE G.P.O.)



SECTION 1

PURPOSE OF THIS TRAINING MANUAL AND ESSENTIALS OF YOUR WORK AS A SERVICE CENTRE TELEPHONIST

Purpose of these Instructions - They are designed to tell you how to handle telephone service difficulty (or trouble report) calls. The different aspects of handling these calls are described in each Section.

You will soon realise how essential it is, in order to gain an adequate knowledge of Service Centre telephony, for you to give complete attention to your training course. Experience has also shown that usually a trainee will achieve the best results by revising the day's instruction prior to commencing the next day's training.

It is important for you to remember that you are undertaking training in something completely new to you, and it is not expected that you will always gain a knowledge of a particular topic after it has been explained to you for the first time. It is expected, however, that if you do not understand you will say so. Also, do not hesitate to ask questions as they will assist not only yourself but in many cases other members of the class.

During your training, you will be examined both verbally and in writing on your knowledge of these Instructions. After you have finished your training course you will be notified from time to time of altered operating instructions, and it will of course be necessary to study such alterations, making sure you fully understand their meaning.

Basic Essentials of your work as a Telephonist - It is an accepted fact that an efficient telephone service is essential to the business and social life of the community. As our personal representative always in touch with telephone subscribers, who are our customers and who are experiencing some difficulty associated with the telephone service, you will have the constant opportunity of minimising the inconvenience being experienced, and of gaining for the Department's Telephonist staff a reputation for efficiency and courtesy.

Courtesy, accuracy and speed are all essential features of good telephone service and the two first-mentioned qualities must be regarded by you as being of prime importance, while speed in call handling will be achieved with experience.

Courtesy - This should require no explanation but it is important to remember that not only should courtesy be intended, but that this impression is actually gained by callers and other staff - supervisory, technical and telephonist - with whom you are working. A little thought given by you to your tone and manner of speaking will usually achieve this objective.

As mentioned previously you are in a branch of telephony which has been provided for the specific task of assisting callers who are experiencing telephone service difficulties. In some cases the caller will indicate in his tone of voice that he is upset about the difficulty he is reporting, and it is your job, as far as possible, to minimise this attitude and NOT add to it. The rule to follow in such cases is do not reply in kind but always try to sound helpful and efficient.

Accuracy - This can be achieved only by a thorough knowledge and correct application of the theory and practical aspects of Service Centre telephony. It will also be obvious to you that full concentration must be given to the particular call being handled and that a lack of attention will invariably result in error.

Speed - Speed in call handling will become a more important requirement as you gain experience in your work. You will be expected to use both hands when operating the switchboard. By following this and other correct procedures and instructions, you will avoid wasting time and so enable you to handle your next call earlier than otherwise would be the case

SECTION 2

IMPORTANT CONDITIONS OF EMPLOYMENT

In this Section and in Section 3 certain general rules and instructions, which you will need to observe, are listed. Some may seem arbitrary in their nature to you but as with any large organisation it is necessary for staff to work within certain rules and regulations. None of these should cause you undue concern providing you fully understand their meaning and observe them. It is confidently expected that they will permit you to have a happy and satisfying career as a Telephonist with the Postmaster-General's Department. It is the Department's wish that you will.

Secrecy

As you know you have signed a Declaration of Secrecy and this means that you must not disclose any information which you may overhear between users of the telephone, or of which you become aware. Breaking of this rule must of necessity be regarded seriously.

Oath of Allegiance

You are reminded that you have also taken the Oath or Affirmation of Allegiance to the Queen and loyalty to the Constitution of the Commonwealth of Australia.

Private Correspondence

Please arrange for personal letters to be addressed to your private residence and not to your Departmental address.

Private Interviews

Private interviews while on duty are permitted only in cases of urgency. The permission of the Officer-in-Charge must be obtained.

Lockers

Either at the completion or during your training you will be issued with a locker and key. Lockers should be kept locked and in a neat and tidy condition. If you lose the key report this immediately.

If you find a locker key, please hand it to your Officer-in-Charge. Any damage to a locker or key should also be reported. If you require your duplicate key, ask the Officer-in-Charge, sign the Duplicate Key Book and return the duplicate key as soon as you have finished with it.

Departmental Property

While you will have exclusive use of Departmental property issued to you, it remains the property of the Department.

Change of Address

Any change of address must be handed to the Officer-in-Charge as soon as it becomes effective. Ask for a "Change of Address" form and enter the necessary details on it.

Leave

- (a) Annual Leave - Three weeks' holiday are available after completion of 12 months' service. In addition, a fourth week's annual leave is added provided you have been rostered for duty on at least ten Sundays within the 12 months' concerned. Certain differences apply to Permanent staff.
- (b) Sick Leave - Temporary Employees - Two days on full pay are available after two months' service, thereafter one day per month until a total of six days is reached in the first year. At the end of one year's service, three weeks on full pay and four weeks on half pay are added. Thereafter two weeks on full pay and two weeks on half pay are added each year. Four of these days may be taken in a "sick leave" year without a doctor's certificate, but all other absences must be supported by medical evidence; otherwise the absence will be without pay. THE FOUR DAYS ARE DEDUCTED FROM ACCUMULATED SICK LEAVE AND ARE NOT SEPARATE SICK LEAVE CREDITS.
- Permanent Officers - Two weeks on full pay and two weeks on half pay are available immediately and the same is added at the end of each year of service. Four of these days may be taken without a doctor's certificate in a "sick leave" year, but all other absences must be supported by medical evidence. otherwise they will be without pay. THE FOUR DAYS ARE DEDUCTED FROM ACCUMULATED SICK LEAVE AND ARE NOT SEPARATE SICK LEAVE CREDITS.

N.B. Where a doctor is consulted regarding any absence, it is strongly recommended that you obtain a medical certificate.

Allowances for Shifts, Holidays and Weekends

- (a) Shifts commencing before 7.30 a.m. or ceasing after 6.30 p.m. are paid 10% extra for the whole of the shift. (This allowance is not paid where allowances in one of (b), (c) or (d) hereunder are paid.)
- (b) All Saturdays are paid at 50% extra.
- (c) Holidays are paid at single rate extra.
- (d) Sundays are paid in either of two ways -
One day's pay extra and a day off during the following week; or
Double rate extra.
(The Department decides on the method of payment.)

Collection of Pay

It is important that wages are collected on payday (every second Thursday). All wages are returned to the Cashier soon after a payday and an application has then to be made for their payment.

If you are unable to collect your pay personally, arrangements can be made for another member of the staff to collect your pay by the use of a form "Order to Pay Agent", generally known as an "H" Order.

Staff Welfare

The services of a Welfare Officer are available for the purpose of assisting the general welfare of employees and helping them to solve individual problems.

The Welfare Section, Personnel Branch, is situated on the 3rd floor, Goldsbrough Mort Building, 526 Bourke Street, and a Welfare Officer may be contacted by telephoning 67 7441. A telephonist who desires advice or help on any matter should not hesitate to seek an interview with a Welfare Officer who will assist in every way possible.

SECTION 3

RULES FOR THE BUILDING AND SWITCHROOM

Absence from Duty

When you are unable to attend on any occasion due to ill health or some other most urgent reason, telephone or have someone telephone 63 6417 - a free call. If possible the message should be given at least ONE hour before your rostered commencing time. Next day fill in an "Application for Leave" form.

If you are absent for more than ONE day, ring on EACH day. After FOUR days absence on sick leave you must obtain a medical certificate and send it in with a covering letter.

When on sick leave you may not leave your recorded address without the permission of the Department, unless it is for the purpose of consulting a doctor. You would then, of course, obtain a doctor's certificate. The following example will show you how to prepare a covering letter for a doctor's certificate, when the length of absence makes it necessary for you to forward it to the Department :-

123 Smith Street,
PRAHRAN.

("DATE")

Traffic Officer-in-Charge
(Service Centres),
Russell Service Centre,
4th Floor, Russell Exchange Building,
Russell Street,
MELBOURNE. Vic. 3000

I wish to advise that I will be absent from to
(inclusive) as I have influenza. Doctor's certificate enclosed.

M. Brown (Usual Signature)
MARY JANE BROWN (Block Letters)

(Hours of Duty
Ø (8.00 a.m. - 2.30 p.m.
(Sat. 8.00 a.m. - 12 Noon

Ø First week of absence.

Record of Attendance

Special time clocks are provided at your exchange in order that you may record your attendance. You must clock on and off when commencing and ceasing duty each day.

Punctuality

Your rostered hours of duty will be shown on the Exchange Notice Board. It is most important for you to be in the switchroom and ready to commence work at the time shown.

Late attendance adversely affects the handling of Service Difficulty calls and lost time is deducted from salary. It is therefore in your own as well as the Department's interests for you to be punctual.

Depending on the circumstances, it is also necessary to consider further disciplinary action in the case of repeated late attendance. Meal and rest breaks must also not be exceeded.

Changes of Shift

As mentioned above, Telephonists' rostered shifts are displayed on the Notice Board. If you wish to exchange shifts with another Telephonist :-

- (a) Each Telephonist must enter her own name and shift in the Change Book.
- (b) Each Telephonist must initial this entry agreeing to the change -

Example

Date	Telephonist	Shift	Initials	Telephonist	Shift	Initials
6.12.67	J. Smith	2.30 pm - 9 pm	"J.S."	A. Black	8 am - 2.30 pm	"A.B."

As soon as a change has been approved, it replaces the shifts originally allotted and the new shifts cannot be cancelled without the signature of both Telephonists and the Officer-in-Charge. "Double" changes where three Telephonists wish to exchange shifts will only be permitted at the discretion of the Officer-in-Charge.

Telephone Headsets

You will be issued with a telephone headset and you will be responsible for its proper care. If it becomes out of order you should report the fault to your Monitor and you will be issued with an "emergency" headset. Do not exchange or use other Telephonists' headsets or allow the attached cord to twist or knot. Handle the plug with care and when not in use place the headset in your locker. Disinfect your telephone headset regularly.

Adjustment of Headsets

Put your headset on before reporting to the Supervisor who will allot you a switchboard position. On taking up duty at the position, adjust the transmitter so that the mouthpiece is directly in front of and within half an inch of the lips. It is essential that you speak clearly, quietly and directly into the transmitter.

Care of Quarters

A rest room and locker room have been provided for your use and you are expected to keep them in a neat and tidy condition for your own as well as the Department's benefit. Personal belongings should not be left about while food may only be eaten in the lunch room. Foodscraps and lunch papers are to be placed in the bins provided in the lunch room.

Smoking and Chewing

For obvious reasons smoking and chewing gum or sweets in the classroom and switchroom are not permitted.

Switchboards to be Kept Tidy

A small purse is the only article that you may bring into the switchroom.

Abusive Callers

Insulting or abusive language from callers should be reported to the Monitor. Do not attempt to argue with the caller.

Requests for Telephonist's Name

Officers from the Service Sampling Centre listen to Telephonists working on the Service Centre switchboards at regular intervals. At the end of each observation the Service Sampling Overseer will say "Observation here, what is your name please?" and you will then give your name. It is important that you understand the main reason for observations. This is to detect any operating weaknesses so that the Telephonist concerned may be assisted by being reminded of and if necessary re-instructed in the correct methods.

If a caller asks for a Telephonist's name the request must be referred to the Monitor who should first be told of the request and given any other information known at that stage. Telephonists MUST not give their names to callers.

Relief of Telephonists at Positions

The relieving Telephonist stands at the left hand side of the Telephonist to be relieved and plugs into the switchboard's left hand jack.

The Telephonist at the switchboard then and only then, removes her plug from the right hand jack and steps away to her right.

The relieving Telephonist then takes over the position and as soon as possible, transfers her headset plug to the right hand jack.

The relieved Telephonist must inform the reliever of any matters awaiting attention.

Telephonists must not leave a position without permission from the Monitor or other Supervisory Officer.

When commencing duty or after a meal break, report to the Officer-in-Charge of Staff who will then advise you of your switchboard position. After a relief break you will return to your original position unless otherwise advised.

Use of Official Services

The official telephones in the switchroom shall not be used for private conversations without the permission of your Officer-in-Charge. You may make LOCAL calls only, from the telephone in the restroom.

Visitors

Visitors to Departmental premises must first obtain permission from the Officer-in-Charge. Unauthorised persons are not allowed into Departmental buildings.

SECTION 4

BRIEF OUTLINE OF THE BASIC ITEMS OF EQUIPMENT
INVOLVED IN CALLING WITHIN THE MELBOURNE TELEPHONE AREA

As mentioned in the "INTRODUCTION" all telephone services within a radius of 15 miles from the Melbourne G.P.O. are AUTOMATIC, and a great deal of complex equipment is necessary in order to provide these services. It will be sufficient to mention in this Section some of the main items of equipment associated with the Department's Telephone Service in the Melbourne Area and these are as follows :-

(i) Equipment in the Subscriber's residence or place of business

In a subscriber's residence there will usually be one telephone only. Firms, businesses and other organisations, however, require telephone facilities capable of handling a greater number of incoming and outgoing calls than can be handled on one telephone. For such subscribers, a variety of Intercommunication or Switchboard equipment is available and, briefly, this may range from two telephones connected together by a switch (or other arrangement), to a Switchboard. In the former case, only one telephone number would be leased, e.g. - 63 7324 while in the case of a Switchboard usually several or more telephone numbers are rented, e.g. - 63 7325 63 7327 and 63 7328.

Switchboards, which are covered in more detail in Section 11 (ix), may be either wholly manual in operation, i.e. the Telephonist handles all incoming and outgoing calls, and also calls between the extension telephones connected to the Switchboard, OR the switchboard may be automatic as regards OUTGOING calls made from the extension telephones, and calls between the extension telephones. The Telephonist's main duty on a switchboard of this type is to answer INCOMING calls.

(ii) A Telephone Line from the Subscriber's Premises to his Telephone Exchange

For example, a telephone line to connect the telephone in your Classroom to the Russell automatic Exchange equipment which is located on another floor of the Russell Exchange Building.

(iii) Automatic Call Switching Equipment at Telephone Exchanges

This equipment "recognises" the wanted number from the digits dialled by the caller and automatically switches the call to the wanted number.

(iv) Junction Lines Between Exchanges

When the call is between subscribers connected to different automatic exchanges, e.g. between Russell and Box Hill exchanges, the call is connected to the wanted exchange over a JUNCTION line.

To summarise, therefore, there will be equipment ranging from a telephone to a switchboard at the subscriber's premises, a telephone line to his exchange, and automatic call switching equipment at the exchange.

If the called telephone service is connected to another exchange, a Junction line will take the call to the switching equipment at the distant exchange, and from there to the wanted telephone via the called subscriber's telephone line.

In addition, at the telephone exchange there is a special and individual item of equipment associated with each telephone service and this is called a METER. When a call is made from a subscriber's telephone and an answer is obtained from another number, the meter will record the fact that one further call has been made from the telephone concerned. For example, say 100 calls have been made from a telephone and a further call is to be made. Before the call is made, the meter concerned will show a reading of "100" and then, if another number answers on the further call, the reading on the meter will automatically progress (change) to "101".

In this way details are available for eventually charging the cost of such calls to telephone subscribers in the telephone accounts which are posted to them each six months.

SECTION 5

THE TONES AND RECORDED ANNOUNCEMENTS USED IN
THE TELEPHONE SYSTEM

Different tones are used to indicate the progress of Local and S.T.D. calls from Automatic telephone services. Remember the tones and understand their meanings. When necessary demonstrate them to telephone callers by operating the switchboard button for the tone concerned.

Tone	Sound	Meaning
<u>Dial</u>	A Continuous "Burr"	You may start to dial
<u>Ring</u>	"Burr Burr"..... "Burr Burr"	This tone indicates the caller has been connected to the wanted number's exchange equipment. It usually, but does <u>NOT</u> always, mean the wanted telephone is ringing.
<u>Busy</u>	Short "BEEP" repeated regularly	If Busy tone is heard the number dialled should be (but is not always engaged on another call. (If a number connected to a "CROSSBAR" exchange does not answer after it has been ringing for about 90 seconds, the ring tone will cease and Busy tone will be heard.)
<u>Congestion</u> ∅	A BEEP beep, BEEP beep	Means that switching equipment at the exchange is momentarily all in use and it is therefore unable to handle at that instant the call required. (It does NOT mean that the number required is busy.) Congestion tone can occur either <u>during</u> or on <u>completion</u> of dialling. You can hear Congestion tone by dialling either 6 7095 or 5188.
<u>Number Unobtainable</u>	A prolonged "BEEP" repeated regularly	The number dialled is not a working service at this time. It is either temporarily disconnected, cancelled or not yet connected.

∅ Callers are not expected to recognise the difference between Busy and Congestion tones. Accordingly, there is no Congestion Tone demonstration facility on your switchboard.

Recorded Voice Announcements

- (i) Almost all Melbourne Automatic exchanges use a Recorded Voice Announcement in place of the Number Unobtainable tone. The recording is similar to, "I am sorry, the number you have obtained is not in service at this time. It is either cancelled, temporarily disconnected or not yet provided. You have not been charged for this call. This is a recording."
- (ii) The most commonly used announcement to advise callers that a number has been changed or diverted is - "For information about the number you are calling, please dial the operator at 5 1071."
- (iii) When a cable failure takes place it is sometimes possible to connect a recorded announcement to the affected subscribers' services. Listen carefully to any recorded message and act on the advice given. As with all other trouble reports which require such action, you will still however take details of the difficulty and tell the caller it will be reported.

The above service announcements are free calls.

Recorded Information Service Announcements

There are some Post Office service announcements for which a local call fee is charged against the calling subscriber's telephone service. Such recorded announcements are :-

6064 Weather Forecast
6074 Time
6051 Details of Major Sport results
66 6061 Theatre Programmes (City)
66 6071 Stock Exchange Report

Subscriber Recorded Service Announcements

There are also Subscriber recorded announcement services for which a local call fee is charged to the caller and these services include :-

6205 3AW News Service
66 6051 T.A.B. Racing Information
66 6062 Tattersall Results Service
6 3051 Ring-a-Recipe

In addition, some subscribers have a recording machine attached to their telephone and this is switched on at the subscriber's premises when no one will be in attendance. (Such facilities are leased in the main by doctors.) A caller after obtaining connection to such a telephone will then hear a recorded message, and in some cases be requested by the recorded message to speak and leave a message for the called subscriber. A local call fee is charged for such calls.

SECTION 6

REASONS FOR SERVICE DIFFICULTY CALLS

When any of the equipment associated with a telephone service (subscriber's or public telephone) or any lines in the telephone system are faulty, some telephone callers will be unable to make or receive calls. Then again, faults occur which make calls unsatisfactory, for example, they were "noisy", "faint", etc.

Callers in the Melbourne Telephone Zone (15 miles radius from the G.P.O.) and a limited number of callers in the "Adjacent Zone" area (15 - 25 miles radius of the G.P.O.) will report such troubles to the Service Centres. Depending on the caller's location, his call will be received at either Russell, Windsor or Hawthorn Service Centre. The following are examples of some of the difficulties reported by callers :-

- (i) A subscriber cannot make calls from his telephone service.
- (ii) A subscriber cannot receive calls.
- (iii) A subscriber cannot make or receive calls.
- (iv) The caller is able to see that the telephone is damaged in some way.
- (v) The subscriber has attempted to make a Local or Subscriber Trunk Dialling call but the call has been unsuccessful due to one of the following reasons :-
 - (a) The called number is busy.
 - (b) The called number does not answer.
 - (c) A wrong number was obtained.
 - (d) The caller was cut off.
 - (e) The caller heard nothing further after dialling.
 - (f) A crossed conversation was obtained.
 - (g) A Public Telephone caller loses money on a call or cannot insert the necessary coin.
(This applies on local calls only as, of course, S.T.D. calls at present cannot be made from P.T.'s with which you will be dealing.)
 - (h) The caller does not know the correct Section or Branch of the Postmaster-General's Department to which his query should be referred.

The above general service difficulties are classified into the categories of "CARGO", REPAIR or ASSISTANCE and the rules to follow in classifying a difficulty will be dealt with in Section 10. Section 11 will cover in detail the handling of most of the abovementioned difficulties.

SECTION 7

CALL HANDLING - GENERAL

Tone and Manner

In any walk of life, a pleasant voice is a great asset. To you it is essential. To speak easily and naturally with the right tone and inflection should be the aim of every Telephonist. Your voice is all that callers know of you, and their impressions of your efficiency, and that of the telephone service as a whole, are influenced by the way you speak to them. Remember, first impressions are lasting and, of course, a pleasant and courteous voice has an added attraction over the telephone. A good telephone voice is not something rare. With a little thought and effort, most people can develop such a voice. As your task is to provide service, and "service" is nothing more or less than helping others, it is important that you always sound alert and keen to help.

How to Cultivate a Good Telephone Voice

The first habit to develop is to speak quietly and directly into the mouthpiece of your telephone headset which should be worn so that the mouthpiece is straight in front, and within half an inch of your lips.

Speak naturally and clearly and do not raise your voice above its normal level. A medium tone is best. When possible, speak briskly but not at the expense of tone and expression. Whenever necessary, speak slowly and deliberately. Above all, make sure the caller knows by the way you are speaking that not only do you have the ability to help him but that you also want to do so. Avoid -

A dreamy voice or a drawl - The caller will doubt your ability and desire to give good service.

A monotonous voice - It irritates the caller by giving the impression that you are not interested in his requirements.

An abrupt voice - Speak briskly (when possible) but not abruptly as the caller may think that you are impatient and too busy to listen to his request. He may even think that you are not polite.

How to Say Telephone Numbers

If a number is not heard distinctly, ask the caller to repeat it. It will also be necessary frequently, for you to confirm that the number you have dialled has answered by saying e.g. "Is that (Telephone No. called)?" Always say the numbers in the correct way as shown in the following examples -

<u>Number</u>	<u>Phrases</u>
10	One Oh
21	Two One
22	Double Two
100	One Double Oh
136	One Three Six
1000	One Oh Double Oh
1114	One Double One Four
3226	Three Double Two Six
3266	Three Two Double Six
3333	Double Three Double Three
4111	Four One Double One
6677	Double Six Double Seven
3 3792	Three (pause) Three Seven Nine Two
61 1267	Six One (pause) One Two Six Seven
69 8000	Six Nine (pause) Eight Oh Double Oh
211 6241	Two Double One (pause) Six Two Four One
544 4169	Five Double Four (pause) Four One Six Nine

N.B. - In other words, when the number has more than four digits, pause before the last four numerals.

Standard Phrases

Some steps in handling calls are repeated almost continually. For example, you will answer each call by saying "Telephone Service may I help you?" and this phrase is known as a standard phrase. There is a complete list of such phrases in Section 20 of these Instructions and while they are generally the best to deal with particular circumstances, you are not expected to remember the exact words of every phrase. (This does not, of course, apply to "Telephone Service may I help you?")

Standard phrases cannot be designed for every operating condition or caller. If there is no phrase or if you do not recall the correct one, try to use words which convey your meaning clearly and courteously.

Another feature of Service Centre telephony is that you are handling many and varied types of trouble reports from callers who may re-act differently to the same question or information. It is important, therefore, for you to take the initiative in re-framing your question or information if the caller does not appear to understand its meaning when given in a particular way.

Supervision

When it is necessary for you to connect a caller to a wanted number, supervise until you are sure the call is proceeding satisfactorily. Debit the call if it is chargeable and then release the call from the circuit.

Calls - Connecting them to your Switchboard

It is important for you to answer your next call as soon as it is possible for you to do so but, it is also important that you do not accept another call until you are ready to give full attention to it.

It should, therefore, be rarely necessary for you to request the caller to "Hold the line please" before taking details of the difficulty being reported. However, if such an occasion does occur, make sure the caller has heard your request before leaving the circuit. Apologise for any undue delay upon returning to the circuit, in fact, make it a practice on any call when the caller has been kept waiting for some time - possibly while you are verifying whether a telephone number is busy - to advise "Sorry to keep you waiting" or "I am still testing your number", etc.

Call Handling

A brief outline of the steps taken in handling Service Centre calls is as follows -

- (i) All calls must be answered "Telephone Service may I help you?"
- (ii) Concentrate on what the caller is telling you.
- (iii) Endorse the details advised by the caller in the correct section of the docket. Commence entering such information as soon as you are able to do so. It is of vital importance that the details which you record on the docket are legible and accurate.
- (iv) Make sure you obtain from the caller all information necessary to enable the caller's difficulty to be reported to the Technical staff and/or assistance to be given by you. Later sections of these instructions describe the details to be obtained from callers and by following them, you will ensure that this most important part of your work as a Service Centre Telephonist will be performed efficiently.
- (v) Do not keep the caller waiting for any length of time without keeping him informed of the action you are taking or advising him "Sorry to keep you waiting" or "I'm still testing your number", etc. It is also essential that he be fully advised of the action you will take, for example, "I will report the fault", before you release the call from your switchboard.
- (vi) After releasing the call from the circuit and all information has been entered on the docket, you will usually place it on the switchboard conveyor belt. Certain faults such as those of an urgent nature are handed to the Monitor.

Your aim is to have the docket ready for despatch by the time the caller has been released. It will soon be apparent to you that there will often be more calls to handle at any given time than the number of Telephonists on duty. Therefore, in order to avoid callers having to wait an undue length of time before being answered, it is necessary for you to be ready to answer another call as soon as possible after dealing with the previous call.

It is necessary, however, to again mention two provisos to this objective, firstly accuracy in the handling of all calls is of the utmost importance and secondly, you should be ready to give full attention to any call as soon as you answer it.

SECTION 8

BRIEF DESCRIPTION OF THE SERVICE
CENTRE SWITCHBOARD AND OF THE METHOD OF
CONNECTING A CALL TO IT

The Service Centre switchboard consists of various lamps and buttons. As you will see in many cases the lamp is built into the button.

The purpose of the lamps is to provide you with a VISUAL indication of a particular condition associated with a call, for example, a call is awaiting attention or you have dialled a number from your switchboard.

Buttons are provided on the switchboard to enable you to operate the switchboard in the particular ways necessary to handle Service Difficulty reports. One button - the Green ANS button - is pressed to connect a call to your switchboard, while another, the White DIAL button, when pressed will permit you to dial a wanted number from your switchboard.

It is not intended in this Section to give you more than a broad outline of the purposes and functions of the switchboard equipment and the method of its operation - this will be fully covered in Section 14.

The following will give you an idea of some of the purposes of the switchboard lamps/buttons and also the method you will use to connect a waiting call to your switchboard, and to dial a wanted number from it.

Switchboard Lamps indicate that -

- (i) A call is waiting to be answered.
- (ii) A call has been connected to your switchboard.
- (iii) You have dialled a wanted number from your switchboard.

Switchboard Buttons are used to -

- (i) Answer a call to "1100".
- (ii) Dial a wanted number. For example to check on a "BUSY" report.
- (iii) To test a wanted number so as to find out if it is in order or faulty.
- (iv) To let a caller hear one of the telephone tones such as "Number Unobtainable" tone.

Method of taking a Call on your Switchboard and Dialling a wanted Number from it -

- (i) You will see the Amber CALL WAITING lamp glow.
- (ii) If you are free to take your next call you will press either the Green ANS 1 or ANS 2 button.
- (iii) The associated Green ANS SUP lamp will then flash when a call is connected to your switchboard.
- (iv) After again pressing the same ANS button to enable you to speak to the caller you will say "Telephone service may I help you?".

- (v) The caller reports, for example, that he is getting a "Busy" on a number he has been dialling. Record necessary details on the docket.
 - (vi) You will then press the White DIAL button and then dial the wanted number on the dial situated at the right-hand side of your switchboard.
 - (vii) Further action will be explained in later Sections.
- N.B. - It is most important that, once having taken up duty at the switchboard, you will NOT at any time (until your relief has taken over, or you are instructed to cease duty) withdraw your telephone headset's plug from the switchboard. Such action would result in any previously accepted call being disconnected from your switchboard.
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SECTION 9

SERVICE DIFFICULTY ("TROUBLE REPORT") DOCKET - EXPLANATION

Hereunder is a diagram of the docket which you will use to record details of all calls handled by you at a Service Centre :-

TROUBLE REPORT		Tel. 337			
TIME	OPERATOR	DATE			
SUBS. OR P.T. NO.		N.S. TIME COM.			
NO. CALLED		NO. OBTAINED			
REPORTED BY					
Miss					
Mrs.					
Mr.					
NATURE OF FAULT/REMARKS					
Connected		Metered	Rebated	SEQ.	
C	1 BYdd	2 NP	3 WN one	4 TC	5 CO
	1,2,3 up			1,2,3 up	
R	6 BY	7 DA faulty	8 WN	9 CBDT	12 CNS
	ooo		freq.	10 NDT	
				11 NRR	
14 Sub/ PT Equip.					
A	15 BY	16 DA	17 NSN	18	19 CC
	spkg.				

Explanation of docket spaces and details required :-

DOCKET SPACE

DETAILS TO BE ENTERED

- TIME - Time you completed the docket.
- OPERATOR - Your Exchange Distinguishing Number.
- DATE - Day of Month only.
- SUBS. OR P.T. NO. - Subscriber's telephone number or public telephone cabinet number concerned.

(Entries will ALWAYS be required in the above four spaces)

- N.S. TIME COM. - This space is not now used.
- NO. CALLED - Number dialled by the caller.
- NO. OBTAINED - Number obtained on a Wrong Number or Triple Connection report, if this information is known by the caller. If not known write N.K. (not known).

DOCKET SPACE

DETAILS TO BE ENTERED

- REPORTED BY - The telephone number and name of person reporting a "No Service" (N/S) fault. (That is, the caller cannot make and/or receive calls from his telephone service - see Section 11 (vi) and (vii)).
- NATURE OF FAULT/
REMARKS - Details of a difficulty when no C, R or A abbreviation (lower part of docket) is applicable or, of any Service level to which a caller is connected, etc. When further action is required on a difficulty, an endorsement is also made in this space of where the docket should be referred.
- CONNECTED - When you connect the caller to another subscriber's telephone number, draw a line through "CONNECTED".
- METERED - A line drawn through "METERED" indicates you have pressed the Meter button to charge the call to the caller, or collected the coin from a P.T. caller.
- REBATED - When "REBATED" is crossed, it is also necessary to show the number of rebates due to the subscriber's telephone service for wrong numbers, triple connections, etc. When a P.T. is concerned and a refund is due to the caller, show the amount to be refunded.
- SEQ. - This space is used to record a Sequence No. obtained from a "Melbourne Outer Zone" Exchange Telephonist or a Telephonists' initials in the case of a reported S.T.D. difficulty which has been followed up with a Country Assistance Exchange.

The abbreviations numbered 1 - 19 in the lower portion of the "Trouble Report" docket are fully explained in the next Section of these Instructions "Classification of Service Difficulty Calls."

SECTION 10

CLASSIFICATION OF SERVICE DIFFICULTY CALLS

Some of the reasons for Service Difficulty calls are mentioned in Section 6 of these Instructions and they are again listed below -

- (a) A subscriber cannot make calls from, or receive calls on his telephone service.
- (b) A subscriber cannot make and receive calls.
- (c) A caller reports he has been unable to obtain a wanted number on a call which he has made from a subscriber's telephone or from a public telephone. This may have been due to one of a number of reasons such as the wanted number was "Busy" or "Does not answer".

Before discussing the procedures for classifying "Trouble Reports", it is necessary to describe in more detail the types of advice which are received from callers. Typical examples are set out in the following and against each example, abbreviations which may describe the difficulty are shown. The meaning of each abbreviation is also mentioned. (The purpose of the abbreviations is of course to enable you to indicate on the docket as quickly as possible the type of difficulty reported.) The examples are as follows -

<u>Caller may report</u>	<u>Abbreviation and Explanation</u>
"I am reporting (Subs. Tel. No.) it is out of order."	NDT - No Dial Tone. Subscriber does not get dial tone when he lifts receiver and therefore the telephone concerned is out of order; OR CBDT - Cannot Break Dial Tone. Calls cannot be made from telephone concerned as dial tone does not stop either during or on completion of dialling; OR NRR - Not Receiving Ring. When an INCOMING call is made to the telephone concerned, it does not ring. (N.B. - On such a difficulty it may be both NDT and NRR <u>or</u> , CBDT and NRR.)
"I am getting the Busy tone when I dial (wanted no.)"	BY spkg - Wanted number is busy on another call. BYooo - Busy tone is heard and the wanted number <u>is</u> out of order. BYdd - Congestion tone is heard <u>during</u> dialling of the wanted number.

<u>Caller may report</u>	<u>Abbreviation and Explanation</u>
"I am calling (<u>wanted.no.</u>) and it is ringing but I am not getting an answer."	DA ok - Ring tone is heard and wanted number is NOT out of order.
	DA faulty - Ring tone is heard and the wanted number IS out of order.
"I have been getting wrong numbers."	WN one - A wrong number or wrong numbers have been obtained after <u>one particular</u> number is dialled.
	WN freq - Wrong numbers have been obtained after dialling <u>various</u> telephone numbers.
"I have been cut off from (<u>number.called</u>)"	CO - Caller has been cut off or disconnected from the telephone number that he was speaking to.
"I am dialling a number but it is not ringing out."	NP - No Progress. This occurs when a caller after receiving dial tone, dials a number and dial tone ceases, but no tone or answer is obtained.
"I dialled a number and I heard another telephone conversation."	TC - Triple Connection. That is, there are three separate numbers connected on the one call when there should only be two - the calling number and the called number.
"I am calling (<u>wanted.no.</u>) but all I can get is a tone that sounds something like the Busy tone."	NSN - No Such Number. If Number Unobtainable tone has been heard when it <u>should</u> have been heard, this means that the number is not a working service at present.
"I am calling (<u>wanted.no.</u>) but I heard a message which advised that the number is cancelled, disconnected or not provided."	NSN - No Such Number. If such a recorded voice announcement has been heard, this <u>should</u> mean that the number is not a working service at present.
"I want to report that I am getting calls which should go to other numbers."	CIE - Called in Error. Caller is receiving calls which are intended for other subscribers.
"I think there must be something wrong with this telephone because I cannot be heard by the other number when I make calls from it."	TNF - Transmission Noisy or Faint. Caller is unable to be heard clearly on calls which he makes from his telephone. (If the caller advises he cannot <u>hear</u> the other number, enter the abbreviation RNF - Reception Noisy or Faint. The difficulty could also be both TNF <u>and</u> RNF).

<u>Caller may report</u>	<u>Abbreviation and Explanation</u>
"I am calling (<u>wanted no.</u>) and I put the money in when they answered. I could hear them but they could not hear me."	CNS - Coins No Service. On a call from a public telephone the caller has paid for the call when the wanted number answered, but he was then unable to speak to the number.
"I cannot make a call from this public telephone because the coin slot is blocked."	CAB - Coin attachment Blocked. Caller unable to make a call from a public telephone because the coin chute or coin slot is blocked.
"I <u>dialled</u> (wanted no.) and it stopped ringing but no one answered."	CNV - Called No Voice. After ring tone had ceased, the <u>caller</u> received no answer.
"I <u>answered</u> a call on this telephone but there was no one there."	ANV - Answered No Voice. On <u>answering</u> his telephone the caller heard no voice.
"I answered a call on my telephone but it kept on ringing."	CTR - Cannot Trip Ring. Caller has answered on his telephone. However, the ring tone continued.

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Classification of Trouble Report Dockets

After all details of the previous mentioned difficulties or any other type of difficulty have been recorded, it will be necessary for you to indicate on the docket whether it needs to be referred for further attention or whether no further action is required. If the difficulty does require further attention you will refer the docket to "Cargo" or "Repair", by entering "C" or "R" in the Remarks space. If it should require no further attention, draw a diagonal line across the face of the docket to indicate that the call handled has been simply of an "Assistance" nature. A brief explanation of Cargo, Repair and Assistance is as follows :-

"CARGO" (Complaints, Analysis, Recording and Graphing Organisation) Reported service difficulties which will be regarded as a fault to be handled by CARGO are those likely to have been caused by common exchange equipment. "Common" equipment in this case means equipment located at the exchange which is shared by a large number of telephone services. An example of the type of complaint referred to CARGO is where a caller has heard the "busy signal" before he finished dialling a number.

"REPAIR" Details of a reported service difficulty suggest that the fault is due to the individual equipment associated with the caller's or called party's telephone service. An example of a repair fault on the calling subscriber's service would be one where on lifting his receiver, there was no dial tone and the caller was therefore unable to make calls. A fault on the called party's telephone

would include a report from a caller that he is getting the busy signal on the called telephone concerned, and a subsequent check by you indicates that the called telephone is out of order. It is important for you to remember that when there is any doubt as to whether a difficulty should be referred to "CARGO" or REPAIR, the report should be referred to REPAIR. This may avoid valuable time being lost in having a repair fault attended to, and may also save the caller the trouble of having to report the same difficulty a second time.

"ASSISTANCE" Following on the case mentioned under REPAIR of a report of the called party's telephone service returning a Busy tone to the caller, if your test indicates that it is in fact busy (that is, a call is already in progress on the service concerned), there is of course no fault and the report is regarded as an assistance call. Another example of an assistance call is one where there is no suggestion of a fault on any telephone service and the caller has only called "1100" for information which, however, he must obtain from another Branch or Section of the Department. In many cases, you will give assistance by transferring the caller to the G.P.O. switchboard or the section concerned.

Procedure to be followed in Classifying Dockets

CARGO

When the docket is to be forwarded to the CARGO centre only, do not indicate (by underlining) any particular number for attention, as on this type of report both the calling and the called numbers are necessary to assist in tracing any faulty equipment. The abbreviations used to indicate a CARGO docket are shown in the "C" line of the docket. The abbreviations and meanings are as follows :-

<u>Abbreviation</u>	<u>Meaning</u>
BYdd 1, 2, 3 up	The caller heard Congestion tone after dialling either the 1st, 2nd, 3rd or up to the second last digit of the called number, that is, the caller encountered "Busy during dialling".
NP	The caller obtained "No Progress" after dialling a number, that is, he heard no tone and obtained no answer after dialling.
WN one	That the caller is getting a wrong number or wrong numbers after dialling a <u>particular</u> (or one) telephone number only.
TC 1, 2, 3 up	The report indicates a caller, either during or after dialling, has been connected to a conversation already in progress. This is called a Triple Connection (T.C.)
CO	Where a caller advises that while speaking on <u>ONE</u> call he was "Cut Off" from the other person concerned in the call.

REPAIR

Unlike CARGO only faults (and, of course, Assistance reports), a line is drawn under the suspected faulty service in a Repair report. This indicates to the Teleprinter Operator which number is to be referred for attention by Technical staff. The abbreviations used to indicate a REPAIR docket are shown in the R line of the docket. The abbreviations and meanings are as follows :-

<u>Abbreviation</u>	<u>Meaning</u>
BYooo	On dialling a number, the busy signal is heard and a subsequent check indicates the service is out of order.
DA faulty	A telephone number does not answer, and you then ascertain there is a fault on the service.
WN freq.	The caller is getting wrong numbers after dialling <u>various</u> telephone numbers.
CBDT	A caller cannot break dial tone, that is dial tone does not cease (as it must if the call is to be effective) while dialling a number.
NDT	On lifting the receiver, there was no dial tone and the caller was therefore unable to make the call.
NRR	A subscriber advises that he is not receiving rings (calls) or he is not receiving the correct ring.
<p>(NRR will often occur with either CBDT or NDT. However, any one of the three conditions can occur by itself. This means that a fault can prevent a subscriber from (i) receiving calls on his telephone, (ii) making calls from his telephone, or (iii) making and receiving calls.)</p>	
CNS	Where a caller has deposited coins in the coin tin of a public telephone and has not been able to speak to the number dialled.
CAB	The coin attachment of a public telephone is blocked.
Sub./P.T. Equip.	Either "Sub" of "P.T." is crossed, when the fault condition reported is not covered by the "Abbreviations" and details of the difficulty have to be written in the "Nature of Fault/Remarks" space. (Throughout these instructions the "Nature of Fault/Remarks" space will usually be referred to as the Remarks space.)

ASSISTANCE

The abbreviations used for these calls are shown in the "A" line of the docket. Their meanings are as follows :-

<u>Abbreviation</u>	<u>Meaning</u>
BY spkg.	The number queried by the caller is busy on another call.
DAok	A test indicates that the service is in order and that it is ringing out correctly. (In the great majority of "DAok" cases, of course, no one is in residence to answer the call.)
NSN	There is no such number in use and in almost all such cases a Recorded Voice Announcement will be heard. In a few cases, Number Unobtainable tone will be heard.
CC	Caller "complaining" and call needs to be connected to the Monitor.

Where a caller has been connected to another Branch or Section of the P.M.G.'s Department enter such details in the Remarks space on the docket. Advise the caller of the Section or number, as appropriate, to which he is being connected.

On completion of an Assistance call, draw a diagonal line across the face of the docket. This will readily identify it as an Assistance call and one on which there is no fault condition to be reported.

SPECIAL PROCEDURES REGARDING CLASSIFICATION

Although the foregoing sets out the procedures which are generally adopted in classifying "Trouble Reports", there are some variations which require special mention and these are set out in the following :-

- (a) Certain difficulties will be referred to both CARGO and REPAIR. In some cases this will be done by writing C and R in the Remarks space while in others you will prepare two dockets - one for CARGO and the other for REPAIR. ONE docket, endorsed C and R, will be prepared in the following cases :
- (i) All reports of "Called in error" (C.I.E.).
 - (ii) Wrong Number Frequently difficulties are also referred to CARGO when details of the numbers called can be obtained from the caller.
 - (iii) No Progress (NP) reports are also sent to REPAIR if the same difficulty prevents you from connecting the caller to the wanted number.
 - (iv) A "Wrong Number one" report from a Public Telephone is of course reported to CARGO. However, when any money is still owing to the caller, for example, when you can connect him to the required number, but he had already lost money on two or more wrong numbers from the public

telephone, the docket must be endorsed C and R. Referring it to REPAIR also, enables a test to be made of the public telephone concerned and if a fault is found, for a refund to be forwarded to the caller.

TWO dockets will be prepared when the report actually concerns two separate difficulties.

As an example, the caller reports "Busy during dialling" (BYdd) which is of course referred to CARGO. However, you then establish that the wanted number is Out of Order. These two difficulties are in no way related and in such a case, you would also prepare a second docket for REPAIR as a fault on the called number.

- (b) The NP and CO abbreviations which appear on the "C" line of the docket are shown on this line because the majority of "No Progress" and "Cut Off" reports are referred to CARGO. However, on occasions they will be sent to REPAIR instead of to CARGO and such action will be taken when :-
- (i) The caller reports No Progress on various numbers which he has dialled.
 - (ii) If the caller advises that he has been "Cut Off" frequently.
-

SECTION 11

TYPES OF SERVICE DIFFICULTY CALL - HANDLING OF

SECTION	11	(i)	-	Wanted Number Busy
"	11	(ii)	-	Cut Offs
"	11	(iii)	-	Wrong Numbers
"	11	(iv)	-	Triple Connections, Crossed Line and Crossed Talk
"	11	(v)	-	No Progress
"	11	(vi)	-	Cannot be Raised and Does Not Answer
"	11	(vii)	-	Cannot Call Out
"	11	(viii)	-	Recorded Voice or Number Unobtainable Tone
"	11	(ix)	-	Trouble Reports from Subscribers' Telephone Switchboards, Intercommunication Units, etc.
"	11	(x)	-	Other Difficulties

SECTION 11 (i)

WANTED NUMBER BUSY

You will recall that Section 5 of these Instructions describes the tones associated with an Automatic telephone network. One of two tones (Busy or Congestion) will have been heard by a caller when he reports he has received the "Busy" tone.

The tones are very similar, Busy tone being a BEEP, BEEP while Congestion tone is BEEP, beep. It is not intended that callers should be able to distinguish Congestion tone from Busy tone and this is why they will report having heard Busy tone irrespective of whether they have heard Congestion tone or Busy tone.

Congestion tone, which can be heard by dialling either 6 7095 or 5188, will be received either DURING or on COMPLETION of dialling while Busy tone will be heard only after dialling has been COMPLETED.

Each tone has, of course, a different meaning - Busy tone should indicate the number dialled is engaged on a call whereas Congestion tone indicates that exchange switching equipment necessary to handle the call is momentarily all in use.

While it would be helpful if callers could advise which tone they have heard, this is not practicable and generally you will classify Busy reports depending on WHEN the caller heard the "Busy" tone. (That is either during OR on completion of dialling - information as to when "the tone" was heard is most important.)

Included in the procedures which you will follow in handling "Busy" difficulties you will therefore ask all callers "Did you hear the Busy signal during or after dialling the number?" A short pause after "during" should assist callers in understanding this question.

The action to take in handling "Busy" reports is as follows :-

- (1) Obtain and record the calling and called numbers.
- (2) Ask "Did you hear the Busy tone during, or after dialling the number?"
- (3) Further action will then depend on the caller's answer to (2).

Caller advises Busy heard on COMPLETION and you can connect caller to wanted number.

- (i) Cross "BY" only in BY spkg. space.
- (ii) Meter the call before releasing it from your switchboard.
- (iii) Cross Connected and Metered.
- (iv) Draw a diagonal line across the docket to indicate that it has become an Assistance call only.

Caller advises Busy heard on COMPLETION and you also obtain the Busy when you dial the call on the switchboard circuit concerned.

- (i) Ask the caller to "Hold the line please, I am still testing" (You will remember that it is most important not to keep any caller waiting without telling him something of what you are doing regarding his difficulty.)
- (ii) Use your switchboard fault verification or "Test" facility, which is described in Section 15 of these Instructions, and which is commonly called the "Test Network", to find out if the number is busy or out of order.
- (iii) If conversation is heard, advise the caller "I am sorry is engaged on another call" and cross BY spkg. on the docket. Draw a diagonal line across the face of the docket.
- (iv) If you establish there is no conversation, and that the number is not "clear to call", advise the caller "I am sorry is out of order, I will report the fault." Cross BYooo, underline the called number and write R in the Remarks space.
- (v) If when using the test network you find the number is free you will then of course release the "testing" equipment, connect the caller and take the action outlined in (i) to (iv) under the previous heading.

Caller advises Busy heard DURING dialling and you can connect caller to wanted number.

- (i) Ask "Do you know what part of the number you had dialled when you heard the busy signal, please?"
Then either -
 - (a) Cross BYdd and the digit on the docket; or
 - (b) Cross BYdd only. (When digit is not known)
- (ii) Meter the call before releasing it from your switchboard.
- (iii) Cross Connected and Metered.
- (iv) Enter C in the Remarks.

Caller advises Busy heard DURING dialling and you are not able to connect caller to wanted number.

Usually this will be because the wanted number is busy, "D.A." or is out of order. (In isolated cases it may be because you also encounter Congestion tone and this will be mentioned again later in this Section.)

- (i) Ask "Do you know what part of the number you had dialled when you heard the busy signal, please?"

Then either -

- (a) Cross BYdd and digit on the docket; or
 - (b) Cross BYdd only.
-
- (ii) When you have been unable to connect a caller to the wanted number because you have received Busy tone, ask the caller to "Hold the line please, I am still testing".
 - (iii) Use the "test" facility to find out if the number is busy or out of order.
 - (iv) If the number is busy, advise the caller, "I am sorry is engaged on another call" and write 'BY spkg. in the Remarks above Connected. Enter C in the remarks.
 - (v) If you establish there is no conversation and that the number is not "clear to call", advise the caller "I am sorry is out of order, I will report the fault. Write BYooo above Connected and also C in the Remarks.

NOTE (1) When the wanted number is O.O.O. on a BY dd difficulty, you will need to prepare a second docket covering the fault which you have detected on the wanted number. The BY dd difficulty of course goes to Cargo while the second docket which goes to Repair should contain in addition to the calling and called numbers, the endorsement of R in the Remarks and a line drawn through Byooo.

NOTE (2) Occasionally on a BY dd report you will also encounter Congestion tone and the great majority of such cases will concern calls to a subscriber connected to a Melbourne Outer Telephone Zone exchange (yellow pages section of the Melbourne Telephone Directory).

If you obtain Congestion tone on two attempts advise the caller, for example, "I am sorry all lines to the Bayswater exchange are engaged, please keep trying". Usual details of a BY dd difficulty should be entered on the docket plus an endorsement in the Remarks of "All lines busy". It is of course sent to Cargo.

NOTE (3) As explained fully in Section 15, in some cases it will be necessary to speak to Technical staff to verify a reported "Busy" difficulty.



SECTION 11 (ii)

CUT-OFFS

Reports of this nature may be due to any one of the following conditions :-

- (i) A fault in the subscriber's telephone or equipment at the telephone exchange, which causes a cut-off during conversation.
- (ii) A public telephone caller advises he was "cut-off" but further questioning reveals it is actually a "Coins No Service" fault condition. This is, the caller has deposited the 5 cents (6d) but was not at any stage able to speak to the called number.
- (iii) A caller has assumed that a cut-off has occurred because of a delay in obtaining either the extension number or particular person requested.

Case (i) is a cut-off report and it is handled accordingly, while (ii) is a "CNS" report (referred to Repair) and (iii) is an Assistance call. Cases (ii) and (iii) are, therefore, not cut-off difficulties even though they may be reported by the caller as being so.

Make sure you understand and observe the following procedures regarding :-

- (a) You have learnt that it is in fact a CUT-OFF report on a Subscriber's Telephone.

(The caller has answered "Yes" to your question "Were you cut-off during conversation?")

- (i) "What is your number, please?" and enter on the docket.
- (ii) "Did you make the call or were you called?"

If the caller made the call, ask "What number did you call, please?" and record in the NO. CALLED space.

If the caller was the called party, enter in the REMARKS space "I/C from (calling telephone number)". "I/C" means incoming, and on some occasions the caller may NOT know the calling number. In such cases you would enter "I/C" only in the REMARKS space.

- (iii) "Do you have this trouble frequently?"

If so, then the fault becomes a REPAIR fault. Enter "Cut-off frequently" and "R" in the REMARKS space.

If cut-offs are not being experienced frequently, cross the "CO" square of the docket and enter "C" (Cargo) in the REMARKS space.

- (iv) Ask the caller, "Do you wish to be reconnected?" and reconnect if required. Draw a line through "Connected".
 - (v) Rebate up to four calls if these are applicable, and tell the caller you are going to do so. If more rebates are requested, refer the call to your Monitor.
- (b) You have learnt that it is in fact a CUT-OFF report from a Public Telephone.

(There will be relatively few such cases as the majority of cut-off reports from public telephones will prove to be "CNS" difficulties - mentioned again later in this Section.)

Enter the P.T. No. and the number called in the docket spaces concerned, obtain the caller's name and amount lost and enter this information in the Reported By space, while the caller's address is to be entered in the Remarks space. The action you will then take will depend on whether you can connect the caller to the wanted number and also on the amount stated to have been lost. It will be along the following lines : -

If you can reconnect the call (only one coin lost)

Cross CO and Connected, and write "C" in the Remarks.

If you cannot reconnect the call (only one coin lost)

Cross CO and Rebated, and enter amount of refund (5 cents) above Rebated in the Remarks space. In this space also enter the reason why reconnection was not possible and refer the docket to "C" and "R"

NOTE - A second docket is required to report the called number "000" if this is the reason service cannot be given.

If you can reconnect the call (and more than one coin lost)

Cross Connected and Rebated and enter the amount of rebate in the Remarks above Rebated. Write "Cut off frequently" and "R" in the Remarks.

If you cannot reconnect the call (and more than one coin lost)

Cross Rebated and enter amount of rebate in the Remarks above Rebated. Write reason why you could not reconnect above Connected in Remarks and also endorse in this space "Cut off frequently" and "R". Again, a second docket is required if the called number is O.O.O.

- (c) You have learnt that it is NOT a CUT-OFF report.

(Subscriber's Telephone)

(The caller has answered "No" to your question "Were you cut off during conversation?")

- (i) Find out calling and called numbers and enter on the docket.
 - (ii) Find out reason for caller's report.
It may have been due to the case mentioned earlier in this Section, that is, the caller has assumed because of a delay in getting a requested extension telephone or particular person that he has been cut off. Such calls are "Assistance" only and if you can connect the caller do so, cross "connected" space, and draw a diagonal line across the face of the docket. Also enter brief details of the reason for the caller's report such as "did not get requested (extension or P.P.)"
- (d) You have learnt that it is NOT a CUT-OFF report (Public Telephone)
(The caller has answered "No" to your question "Were you cut-off during conversation?")

Upon further questioning, the caller advises he has deposited his coins, but that he was not at any stage able to speak to the number he called. The report is then handled as a "CNS" (Coins No Service) advice. The action to take on "CNS" difficulties from Public Telephones will be fully covered in Section 13.

A final point to remember in regard to "Cut Off" difficulties is that when you also encounter a "Cut Off" on the called number, the docket will be referred to Repair.

SECTION 11 (iii)

WRONG NUMBERS

You will receive reports of wrong number difficulties from telephone subscriber's public telephone callers or other exchange Telephonists.

Most of the wrong number difficulties which you will handle will concern a number listed in the Melbourne Telephone Directory which has been dialled, ring tone has been heard and a number other than the one dialled has been obtained.

You will refer wrong number reports to either Cargo or Repair depending on the information you obtain from the caller and whether you classify the difficulty as a "Wrong Number One" (WN one) or "Wrong Numbers Various" (WN freq.)

As on all service difficulty reports, correct questioning of callers reporting a wrong number trouble, is essential. By observing the instructions set out later in this Section, you will be able to accurately decide whether to endorse the docket for Cargo ("C") or Repair ("R"). The following explains the difference between a Wrong Number One and a Wrong Number Various difficulty :-

Wrong Number One (WN one) - Sent to CARGO

A caller is having a "Wrong Number" trouble on only ONE particular number he calls, no matter how many times he has had this trouble in calling the particular number.

Wrong Numbers Various (WN freq.) - Sent to REPAIR, or to both REPAIR and CARGO

A caller is experiencing a "Wrong Number" difficulty on VARIOUS numbers which he calls.

(A special point to remember in regard to a Wrong Number One difficulty is that when attempting to connect the caller to the number he requires, and you also obtain a wrong number, the fault is not classified as a wrong number difficulty. It is then handled as a Repair fault on the called number and you would underline the called number and enter "Calls go to number obtained" in the Remarks space. In such a case details would not be referred to CARGO. Rebates may apply, however, on such a difficulty, as they may on ALL Wrong Number difficulties and this aspect will be mentioned later in this Section.)

To summarise the foregoing, a wrong number(s) report can finally be classified by you as one of THREE fault conditions. These are :-

- (i) A WRONG NUMBER ONE difficulty
- (ii) A WRONG NUMBER FREQUENTLY difficulty
- (iii) "CALLS GO TO NUMBER OBTAINED" difficulty

Handling of Wrong Number Difficulties

1. Ask "Do you know the number you obtained please?"
Enter the number obtained in the NO. OBTAINED space.
However, if only part of the number, or the name of the Firm obtained is known, enter these details in the No. Obtained space.
If no details are known, enter N.K. in the No. Obtained space.
2. Enter caller's number in the Subs. or P.T. No. space.
3. Enter called number in the No. Called space.
4. Ask "Did you hear ring tone before the number answered?"
In most cases, callers will advise "Yes" to this question. However, if the caller advises he did not hear ring tone, and that his call was connected across another telephone conversation, the report is not one of wrong number but is a Triple Connection. (Triple Connection difficulties are dealt with in the next Section.)
5. Ask "Do you receive wrong numbers on only this particular number or also when you call other numbers?". The caller's answer to this question will, of course, enable you to classify the difficulty as either WN one or WN freq. (Provided of course that when you dial the wanted number you also do not receive a wrong number. In such a case the difficulty then becomes a fault on the called or wanted number.)
6. Ask "How many times did you get a wrong number, please?"
7. After obtaining the above details, advise the caller that you will report the fault and rebate him for his wrong numbers.
(Advice regarding rebates will be given at this stage only if the caller had received two or more wrong numbers) - "Now if you will hold the line please I will try to get your number."
8. Further action will then depend on whether the difficulty is Wrong Number One or Wrong Number Various.

(a) Wrong Number One

If you are able to connect the caller to the wanted number, cross -

- (i) The WN one square.
- (ii) The Connected square.

When a caller reports he obtained two or more wrong numbers, naturally your connecting him to the wanted number will not have repayed him for the amount he has already been charged for (metered). Therefore, when you can connect the wanted number, subtract one call from the number of wrong numbers obtained, cross Rebated on the docket and write the number of rebates to be given in the Remarks space above Rebated. As mentioned above you will already have advised the caller if any rebates are to be given. The maximum number of rebates which you may give without reference to your Monitor is four.

If you are unable to connect the caller to the wanted number, because it is either BY spkg. or DA ok, tell the caller why you cannot connect him and endorse the code concerned in the Remarks space above Connected. Cross WN one and Rebated, and write the number of rebates due in the Remarks space.

If the wanted number is either BY 000 or DA faulty, enter the code concerned in the Remarks space above Connected. Also cross WN one and Rebated, and write the number of rebates due in the Remarks space. In addition, because you have detected a number as "000" you will prepare a second docket covering this fault. Tell the caller the reason why you cannot connect him and that you are reporting the fault. Send this second docket to Repair.

Wrong Number One (WN one) Difficulties are referred to CARGO and you will write C in the Remarks Space.

(b) Wrong Numbers Various

The instructions for you to observe in handling a Wrong Number Various difficulty (after you have established that it is such a trouble), differ from those set out in 8 (a) of the foregoing in only TWO, but very important respects. These are :-

- (i) When you obtain both the caller's number and the number(s) he called, refer the docket to CARGO and REPAIR by endorsing C and R in the Remarks space. If only the caller's number can be obtained, refer the call to REPAIR by writing R in the Remarks space.
- (ii) Cross the WN freq. space and not WN one.

Wrong Number Reports - Public Telephone

If a public telephone caller advises he has obtained one wrong number and you can connect him to the wanted number, refer the docket to C as a WN one. Also tell the caller you will report the difficulty. The caller's name and amount lost should be recorded in the Reported By space and the address written in the Remarks.

Should a rebate be involved, that is, the caller advises he received more than one wrong number, or if you are unable to connect him to the wanted number (when you would show the reason why) refer the docket to C and R. The amount of refund should then of course also be entered in the Remarks above Rebated. In such cases tell the caller "The public telephone will be checked and if a fault is found a refund will be made."

If you establish the called number is out of order, prepare a second docket and refer it to Repair.

SECTION 11 (iv)

TRIPLE CONNECTIONS, CROSSED LINE AND CROSSED TALK

Triple Connection (T.C.)

When a caller has heard dial tone and then dialled either part or all of a number he requires, incorrect operation of equipment at the exchange will occasionally result in his call being connected across another telephone conversation.

This is known as a Triple Connection but it will seldom be reported by a caller in these terms. In most cases, such difficulties will be reported as either a crossed line, a crossed conversation or even as a wrong number. It is important to remember that you will classify a reported service difficulty as a Triple Connection only when the caller was connected to another conversation after having dialled all or part of a wanted number. Brief descriptions of Crossed Line and Crossed Talk difficulties are set out in the following :-

Crossed Line (X'd/Line)

If a caller reports he has heard another conversation upon lifting his telephone, this is NOT a Triple Connection as he had not commenced to dial. Such a report is classified as a Crossed Line.

Crossed Talk or Conversation (X'd/Talk)

Sometimes a caller will report that although he was able to speak on a call which he has made or received, he was inconvenienced by the intrusion of another conversation. This difficulty is also NOT a Triple Connection because in this case he has spoken on his call. However, the call was not satisfactory because of the interruption and you will classify the report as one of Crossed Talk. The degree of inconvenience reported will determine the type of entry you will make on the docket.

Handling of Triple Connection, Etc., Reports

By courteously questioning the caller, you will be able to establish how you will classify the caller's report.

As a first step you will always record the caller's number and also, if he made the call, the number he called.

Further questioning will then, of course, depend greatly on what the caller tells you, without prompting, and/or the answers to your questions. Your questioning, subject to this qualification, will be along these lines :-

- (i) "Did you hear dial tone when you lifted the receiver, please?" If the caller DID HEAR DIAL TONE, the difficulty will then be either Triple Connection (T.C.) or Crossed Talk. "Did you speak to the number you dialled?" If he did NOT, then the difficulty is a T.C., and you would then find out if the T.C.

occurred during dialling (T.C. and the appropriate digit in the T.C. 1, 2, 3 up space would be crossed), or if it occurred on completion of dialling when T.C. only would be crossed. Triple Connection difficulties are referred to C ("CARGO").

If he did speak to the number he dialled, then it is NOT a T.C. difficulty but one of Crossed Talk. Either Crossed Talk or Crossed Talk Faint would then be entered by you in the Remarks space. Crossed Talk difficulties are referred to R ("REPAIR"), and they can, of course, be reported by either a calling or a called subscriber.

- (ii) If the caller advises he did NOT hear dial tone, that is, on lifting the receiver he heard another conversation, it is a Crossed Line difficulty. You would then enter "Crossed Line Conversation when receiver lifted" in the Remarks space. If the difficulty reported proves to be one of Crossed Line, ask the caller if he is also having this trouble on INCOMING calls and, if so, record this information on the docket. Crossed Line difficulties are referred to R ("REPAIR").

There are certain other instructions for you to observe on reports of T.C., X'd/Line and X'd/Talk, and these are as follows :-

- (i) With a T.C. you will offer to connect the caller to the wanted number, advise him of any rebates which may be due and that his difficulty will be reported. You will ask the caller how many times he encountered T.C. and if a rebate(s) is also necessary, cross Rebated and write the number of rebates above Rebated in the Remarks space. If the caller is connected to the wanted number, Connected should be crossed. If you cannot connect the call, endorse the reason why not in the Remarks space above Connected.
- (ii) With a X'd/Line report, offer to connect the caller, advise him the difficulty will be reported and meter the call if connected. Cross Connected and Metered on the docket. If you cannot connect the call, endorse the reason why not in the Remarks space above Connected. Rebates are not given in the case of a X'd/Line.
- (iii) In the case of a report of X'd/Talk, you will usually be in a position to decide if you should offer to reconnect the call or not from the information obtained from the caller. You will use your judgment here, and if, for example, the caller claims it was difficult for him to hear, you would offer to reconnect. Where a reconnection is made in such circumstances, do not meter and cross Connected on docket.

If circumstances warrant reconnection and you are unable to do so because, for example, the wanted number is "Busy", then enter a rebate in the Remarks space and tell the caller you will rebate his call. In any case always advise the caller that the difficulty will be reported. If a caller does not wish to be reconnected but specifically requests a rebate, refer to your Monitor.

Three final points for you to remember are :-

- (a) If you are unable to connect the caller to the required number because it is O.O.O., always prepare a second docket for Repair and tell the caller you are going to report the number O.O.O.
 - (b) Irrespective of whether you connect a caller who has reported a T.C., X'd/Line or X'd/Talk difficulty to the number he requires, his complaint is referred to either CARGO or REPAIR, and you will always tell the caller that his difficulty will be reported.
 - (c) Any T.C., X'd/Line or X'd/Talk difficulties of an INCOMING nature (that is, the caller has been intruded upon in one of the three ways mentioned), is always referred to REPAIR. This action is taken, of course, because it is not possible in such circumstances to obtain sufficient information from the caller in order to decide whether it should be referred to CARGO or Repair. In such cases "Intruded upon" or "X'd/Talk incoming" would be written in the Remarks space.
-

SECTION 11 (v)

NO PROGRESS

Such reports are received when a caller has dialled a number and he has then neither obtained the wanted number nor heard ANY identification tone. (For example, RING tone, BUSY tone or NUMBER UNOBTAINABLE tone or a Recorded Voice Announcement.)

To make sure the report is in fact one of NO PROGRESS, ask the caller :-

- (i) "Did you hear dial tone before you commenced dialling?"
- (ii) "Did dial tone stop while you were dialling?"

If the caller answers "Yes" to both of these questions, then his report is one of NO PROGRESS. (In most cases, where the caller is reporting the difficulty from the same telephone that he made the unsuccessful call from, it will be a NO PROGRESS condition that has been experienced.)

If the caller advises that :-

- (a) He did not hear dial tone before dialling (NDT), OR
- (b) He did hear dial tone, but that it did not stop during dialling (CBDT),

then in most cases, it will be a fault on the subscriber's telephone service in the "Cannot Call Out" and possibly also the "Cannot Be Raised" categories - see Sections II (vi) and II (vii).

If you establish that the caller has experienced a NO PROGRESS condition, take the following action :-

- (i) You have already obtained the caller's and called numbers and have recorded them on the docket.
- (ii) Connect the caller to the wanted number if possible and if connected, meter the call by pressing your switchboard meter button. Then cross "NP", "Connected" and "Metered" on the docket and write "C" in the Remarks space.
- (iii) Should you also get NO PROGRESS on two attempts, "hold" the equipment set up on your second attempt and ask your Monitor's permission to use the "FAULT TRACE" equipment.

After obtaining the Monitor's permission, press the Fault Trace button and you will again hear dial tone. In most cases, after you have then dialled the wanted number you will be successful in obtaining it. If so, take the action outlined in (ii) and endorse the docket "Fault Trace Used".

- (iv) If, after using the Fault Trace equipment, the called number is still NO PROGRESS, advise the caller the number is O.O.O., and tell him that you will report the number concerned. Write "C" and "R" in the Remarks space and draw a line underneath the called number.
(The Fault Trace facility is covered in more detail in Section 14)
- (v) If the caller is encountering No Progress on various numbers that he has called, and at the same time states he did have dial tone and could break dial tone when attempting to call out, the docket should be endorsed "No Progress various numbers" and be referred to Repair. The calling subscriber's number would, of course, be underlined.
-

SECTION 11 (vi)

CANNOT BE RAISED AND DOES NOT ANSWER

The first point for you to make sure of on a "Cannot be Raised" difficulty is whether the caller is really reporting his telephone service or whether he is, in fact, reporting that he is unable to raise or obtain a number he has been calling.

(a) If you establish that the caller is reporting he is not receiving INCOMING calls, i.e., he cannot be raised, take the following action : -

1. "What is your number, please?" and enter in the SUBS. OR P.T. NO. space.
2. "Are you speaking from your own telephone now?" If he is, cross NRR only, underline the subscriber's number and enter "R" in the Remarks space. Advise the caller you will report the fault.
3. If the caller is NOT speaking from his own telephone, find out if a fault condition prevented him from doing so. If it did, that is the caller also cannot make calls from his telephone service, take the action mentioned in Section 11 (vii) for this difficulty, in addition to that set out in this Section for the "Cannot be Raised" trouble.

(b) If the difficulty proves to be one where the caller cannot raise or obtain a particular number, it is not a cannot be raised (NRR) difficulty and you will take the following action : -

1. Enter the caller's number and the number he is calling on the docket.
2. "Did you hear a tone after dialling, please?"
3. If the caller received a ring tone, but did not obtain an answer from the called number, check the called number for DA (Does not Answer).
 - (i) If you find there is a fault on the service, advise the caller, cross DA faulty, underline the called number and enter "R" in the Remarks space.
 - (ii) Should you ascertain there is no fault, advise the caller, cross DA ok, in the Remarks space and draw a diagonal line across the face of the docket.

Occasionally when you advise a caller that the number he has reported is testing in order, he will state that there is someone in attendance and, therefore, an answer should be received. If the caller seems reasonably sure of this, tell him "In that case, I will report the number for further test. Could I

have your name, please?" Enter the caller's name in the Reported By space, cross NRR, underline the called number and write "R" in the Remarks space.

4. If the caller advises he heard a tone (other than ring tone), a recorded voice message OR no tone at all, handle the call in accordance with the instructions set out for the particular difficulty in the Section concerned.
-

SECTION 11 (vii)

CANNOT CALL OUT

When a caller states he cannot call out from his telephone, find out if he is having difficulty with only one particular number or if he cannot make any calls.

To decide the nature of the difficulty, and unless of course the caller advises such details without prompting, you will question the caller along the following lines : -

1. "What is your number please?" and enter in SUBS. OR P.T. NO. space.
2. "Are you speaking from your own telephone?" (Some "cannot call out" difficulties will be encountered as an intermittent trouble, i.e., the caller is having this difficulty from time to time. On occasions, therefore, a caller can speak from his own telephone and report such a trouble. If the trouble is intermittent, enter this information on the docket. You will find, however, that most cannot call out difficulties will be reported from another telephone.)
3. Ask "Did you have dial tone when you lifted the receiver?"

If no dial tone was heard -

- (i) Underline the subscriber's number.
- (ii) Cross NDT (No dial tone).
- (iii) If the caller is ringing from a telephone other than the one he is reporting, then obtain and enter the caller's name, and number he is ringing from in the Reported By space.
- (iv) Write "R" in the Remarks space.

If dial tone WAS heard but did not stop during or on completion of dialling -

- (i) Cross C.B.D.T. (cannot break dial tone).
- (ii) Take the action listed in (i), (iii) and (iv) above.

As on all difficulties which require the attention of Technical staff, tell the caller that you will report the fault.

If you establish that the trouble being reported is NOT in fact one of cannot call out, but is for example one of NO PROGRESS - the caller had dial tone before commencing to dial, dial tone ceased during dialling and on completion of dialling, no answer, tone or recorded voice announcement was obtained - then you will handle the report in accordance with the instructions set out in Section 11 (v).

SECTION 11 (viii)

RECORDED VOICE OR NUMBER UNOBTAINABLE TONE

A Recorded Voice Announcement or Number Unobtainable tone is used to indicate to callers that the number which has been obtained is not a working service at present. It is either temporarily disconnected, cancelled or not yet connected.

A caller may encounter a Recorded Voice Announcement (RV) or Number Unobtainable Tone (NU) either during or on completion of dialling. Often this means a caller is dialling a telephone number that is not connected but sometimes, due to incorrect operation of telephone exchange equipment, this tone or announcement will be heard when the caller has dialled the number of a connected telephone service. It will therefore be necessary for you to check out all RV or NU reports.

Should the caller state the number being called is his own telephone service and the Technician has advised a temporary disconnection or cancellation connect the caller to the Monitor after first advising her of the circumstances.

Number Unobtainable tone as you have heard demonstrated during your training is a prolonged "Beep" sounding tone. This tone is heard for three seconds and then ceases for a fraction of a second. The tone is then repeated and interrupted in this way until the caller hangs up. At almost all Metropolitan and also a few Country Automatic Exchanges, the NU tone is NOT used and instead a recorded voice announcement such as "I am sorry, the number you have obtained is not in service at this time. It is either cancelled, temporarily disconnected or not yet provided. You have not been charged for this call. This is a recording" will be heard.

The procedures for you to follow on RV or NU reports are as follows :-

RECORDED VOICE ANNOUNCEMENT (RV) OR NUMBER UNOBTAINABLE (NU) TONE heard on COMPLETION of DIALLING

If the caller advises he heard RV or NU on completion of dialling and you are able to connect the call do so, meter and cross Connected and Metered. In addition, you will cross WN one, enter RV or NU in the NO. OBTAINED space and write C in the Remarks. "WN one" is of course crossed on such difficulties when you establish that RV or NU should not have been received by the caller. In effect, the caller has obtained a wrong number.

If you also receive RV or NU advise the caller "I am sorry the number you are calling is not a working service at present. It is either temporarily disconnected, cancelled or not yet connected". This standard phrase is quite lengthy and if you are to succeed in clearly passing this information on to callers you will need to memorise it in order to be able to quote it almost word perfectly. At the same time make sure when saying it that it does not sound as if it is being said in a "parrot-fashion".

If you complete the call with this advice, draw a diagonal line across the docket to indicate that it is an Assistance call and cross NSN.

However, if the caller requests further information about the number he is calling, ask him for the name and address of the called subscriber and whether or not he knows if it is a new telephone service. With this information you will then call 013 (Information) and ask if there is a listing, for example, for "Smith, J., Alexander Street, Collingwood". If the 013 Telephonist advises a different telephone number, connect the call if possible, meter and endorse in the Remarks RV - 013 changed to (Tel. no.)" If number unobtainable tone was heard, this endorsement in the Remarks space would of course be changed by writing NU instead of RV. In addition, cross Connected and Metered. Draw a line across the docket to indicate it is an Assistance call.

If 013 advises the same number as that given by the caller, or if 013 have no listing for the called subscriber, you will then call the Exchange Technical staff concerned to find out the reason for the RV or NU. Enter "RV (or NU) - 013 - Tech." and also the reason supplied by the Technician in the Remarks space. If the Technician advises there is no such number, or if it has been cancelled or temporarily disconnected, tell the caller and cross the NSN square. A most important point for you to remember is that you will never tell a caller that a telephone service has been disconnected for non-payment of the telephone account. Draw a line across the docket to indicate it is an Assistance call.

Should the Technician be unable to give a reason for the RV or NU, add "unable supply reason" to the entry "RV (or NU) - 013 - Tech." and also endorse "for further check on RV (or NU) please" and R in the Remarks space. In this case tell the caller that the called number is being reported for Test. If a caller insists that he wishes to know something more definite about the number he is calling and you are unable to satisfy him with courteously given advice such as "at present technical staff cannot give a reason but they will investigate the matter." refer the caller to your Monitor after first advising her of the circumstances.

RECORDED VOICE ANNOUNCEMENT (RV) OR NUMBER UNOBTAINABLE (NU) TONE heard DURING dialling

If the caller heard RV or NU during dialling, ask "Do you know what part of the number you had dialled when you heard the announcement (or tone) please?" Depending on the caller's reply enter in the Remarks, for example, "RV after 41" or "RV DD".

If you can connect the caller to the wanted number. do so and meter the call. You will then also cross Connected, Metered and WN one on the docket and write C in the Remarks space.

Should you also receive RV (or NU), for example RV on a "40" number - at present there are no "40" numbers and a RV is heard - consult your Switchboard Folder to determine, if possible, whether there could be such a number as the one called. If the Folder indicates there is no such number, cross NSN and advise the caller accordingly. However, if the Folder suggests there could be such a number, or if it does not contain

sufficient information to enable you to decide, call the Exchange Test Desk concerned and then take action in accordance with the advice given. For example, if the Technician advises there is no such number, tell the caller and write "Tech. advises NSN" in the Remarks space.

In all cases of RV or NU during dialling where the caller is not satisfied with the information that there is "no such number", and he knows the name and address of the person he wishes to call, connect the caller to 013 and endorse this action in the Remarks space.

SECTION 11 (ix)

TROUBLE REPORTS FROM SUBSCRIBERS' TELEPHONE SWITCHBOARDS, INTERCOMMUNICATION UNITS ETC.

You will recall that Section 4 refers to switchboards of either Private Automatic Branch Exchange (P.A.B.X.) or Private Manual Branch Exchange (P.M.B.X.) type as being part of the telephone equipment provided for some subscribers. The subscribers concerned are firms, businesses or other organisations which require telephone facilities at their premises capable of handling a large volume of incoming, outgoing and internal telephone calls. The usual telephone service such as you see in your classroom would not by itself be adequate for such subscribers and, therefore, they require equipment similar to that which you have seen, or will see, located at the G.P.O. Switchboard and the Telecommunications Information Centre.

In addition to the difficulties covered in Sections 11 (i) to 11 (viii), there are other troubles reported from switchboards and intercommunication units, and it may be easier for you to follow the descriptions and procedures mentioned in this Section, if you remember that private (telephone subscribers') switchboards operate on similar general principles to that of your own Service Centre switchboard. A typical example of telephone arrangements in a reasonably large organisation would be a switchboard (the main or central point in the subscriber's telephone set-up) with up to about 100 extension telephones. The extension telephones would generally be similar in type to your classroom telephone and they would, of course, be connected by lines to the switchboard. Usually the switchboard and extension telephones are located on the same premises.

Before briefly describing the purpose of some items of equipment associated with switchboard and intercommunication unit facilities, and certain necessary operating procedures for you to observe, we will again mention the types of switchboard and intercommunication equipment with which you will be concerned as a Service Centre Telephonist :-

PRIVATE MANUAL BRANCH EXCHANGE -
(P.M.B.X.)

The switchboard Telephonist handles all outgoing and incoming calls, and also all calls between extension telephones connected to the switchboard.

PRIVATE AUTOMATIC BRANCH EXCHANGE -
(P.A.B.X.)

Except for a few very large P.A.B.X. switchboards (such as The Myer Emporium) the switchboard Telephonist will handle all incoming calls to the switchboard concerned. All P.A.B.X.'s can permit the telephone extension user to dial an outgoing call himself and in most cases this is done. Internal telephone calls, that is, calls between telephone

extensions connected to the same switchboard are dialled by the extension users without the assistance of the switchboard Telephonist.

INTERCOMMUNICATION UNITS -

Such units provide a facility similar to that of P.A.B.X. switchboards. However, it is not a switchboard and a much smaller amount of equipment is necessary.

There are various types of intercommunication units and some are known as "A5's" and "A10's". The term A5 simply means that it is associated with an AUTOMATIC telephone service and can have up to 5 extension telephones connected together. In an A10, there can be up to 10 extension telephones. A caller reporting a difficulty from such a telephone will probably refer to it as an A5 or A10. Although there are other types of intercommunication units, it will be sufficient if you remember that they all basically provide a means of internal and external telephone communication. Transfer of all calls between extensions is achieved by the user operating push buttons provided on the telephone units.

We will now list some items of switchboard and intercommunication unit equipment and their use :-

<u>Items of Equipment</u>	<u>Use</u>
CORDS AND PLUGS	- On many switchboards, a cord with an attached plug is used to answer an incoming call, to enable an outgoing call to be dialled, or to accept a request for a call, or information, from an extension user.
LAMPS (LINE AND EXTENSION)	- Give a visual indication that an incoming call or an extension telephone user is awaiting attention, or a call has been completed, etc.
SHUTTERS, "EYEBALL" INDICATORS	- Perform the same functions as switchboard lamps.

<u>Items of Equipment</u>	<u>Use</u>
NIGHT ALARM OR BUZZER	- Certain switchboard Telephonists have other duties to perform such as typing and reception of clients. The Night Alarm or Buzzer will tell the Telephonist there is a call awaiting attention.
SPEAK KEYS	- These are used to enable the Telephonist to speak on a call and, depending on the type of switchboard, are often used in conjunction with Cords and Plugs mentioned previously. On P.M.B.X.'s the speak key may also be used as a "ringing" key to let an extension user know that he is wanted on the telephone.
PILOT LAMP	- A particular lamp installed on some switchboards as a further aid to the Telephonist in acquainting her with the fact that there is, or should be, a switchboard line lamp glowing (the Pilot lamp will also glow).
TRUNK OFFERING CORD	- Some P.A.B.X.'s have a facility which enables the subscriber's switchboard Telephonist to interrupt an existing telephone conversation to tell the extension user, for example, that there is an urgent or trunk call waiting for him.
OUTGOING OR INCOMING EXCHANGE (TELEPHONE) LINES	- On some switchboards the telephone exchange lines (63 6417 is an exchange line), are arranged on an OUTGOING only or INCOMING only basis. That is, such lines may be arranged so that only OUTGOING calls may be made on particular lines, or that INCOMING calls only will be received on certain of the switchboard's exchange lines. Frequently, when a switchboard exchange line is being reported, the Telephonist will not be able to tell you which line is faulty. For example, she may not be able to say there is NDF on "63 6417". This aspect will be referred to again later in this Section.
TIE LINE	- A Tie Line is a telephone line between two switchboards. For example, a line between the Myer Emporium switchboards in the City and at Chadstone. A call to another subscriber cannot be made over a Tie Line.
HOLD AND CALL BUTTON (ONLY ON P.A.B.X. EXTENSION TELEPHONES)	- On certain types of telephone, a facility is provided which enables the user to "hold" a call while at the same time calling or speaking to another number from the same telephone.

Items of Equipment

Use

On modern P.A.B.X. extensions this facility also provides automatic transfer of an I/C call from one extension to another.

RECALL BUTTON (ON P.M.B.X. EXTENSION TELEPHONES)

- Enables a telephone extension user to call the switchboard operator while holding a call on his telephone extension.

PORTABLE TELEPHONES AND ADAPTORS

- Such equipment can simply be the same as you see in your classroom telephone with the added facility of the telephone being portable. For example, a subscriber requires only one telephone in his residence, but he has a need to use the telephone in two or more rooms. Special sockets or adaptor points can be provided in the rooms concerned, and the subscriber can then "plug" his telephone into the socket in the room in which he wishes to use the telephone, at any particular time.

NOTE - A portable telephone cannot be moved from point to point on an OUTGOING call, however, on an INCOMING call it can.

"HOUSE" TELEPHONES AND PAGING SYSTEMS

- Some subscribers have installed special internal only systems of telephone communication or have a system of "paging" people required on the telephone. (Hospitals, Hotels, etc.)

These systems are privately owned and operated and the Department is NOT responsible for attending to any faults which may occur.

AUTOMATIC ANSWERING MACHINES

- Certain subscribers such as doctors have a machine associated with their telephone service which in the subscriber's absence will give a caller a recorded message. Some machines will also allow the caller to record a message for the subscriber.

Such equipment is privately owned and the subscriber is responsible for having any faults rectified.

SPECIAL PROCEDURES NECESSARY IN HANDLING TROUBLE REPORTS FROM SWITCHBOARDS (P.B.X.'s)

In this Section we have mentioned and briefly explained some items of equipment associated with switchboards, etc. Although there are certain particular instructions for you to follow when you are dealing with switchboard trouble reports, remember that the principles of handling telephone service difficulties are the same, irrespective of whether the difficulty concerns an ordinary telephone service or a switchboard.

Aided by your instructions on the various facilities already mentioned in this Section, your visits to the G.P.O. switchboard and to the Telecommunications Information Centre, and certain special procedures for you to follow (dealt with hereunder), you should have no particular problem in dealing with switchboard trouble reports.

When a difficulty is reported concerning an item of switchboard equipment, other than an exchange line, and it is not covered by a C, R or A docket abbreviation, note the details in the Remarks space.

If the difficulty concerns an exchange line and the caller can tell you the telephone number on which the trouble is being experienced, enter this number in the SUBS. OR P.T. NO. space and either cross the appropriate classification (for example NDT) or note the details in the Remarks.

On many occasions when a switchboard is reporting a difficulty on one of its exchange lines, the caller will be unable to advise the particular telephone number. In such cases complete the Trouble Report docket as follows :-

- (i) Enter the subscriber's telephone number in the SUBS. OR P.T. NO. space.
- (ii) Write the details of the exchange line as advised by the caller in the Remarks. For example - "1st line", "3rd Outgoing line", "2nd Incoming line" or "63Z line".

(Some OUTGOING lines are given special identification numbers. They are NOT listed in the Telephone Directory and they are completely different from the usual form of telephone number. The following are examples of such numbers and although you are not expected to memorise them, you are, of course, expected to remember that switchboard telephonists may quote this form of number :-

63Z, 67Z, 67K, 32ZO and 61Z).

- (iii) If the switchboard Telephonist is reporting the fault, write S/BD in the Reported By space. If not, enter the name of the person reporting the difficulty.
- (iv) Cross the fault classification concerned (E.G. CBMT) or if no C, R or A docket abbreviation is appropriate, write details of the difficulty being reported in the Remarks space.

If a fault being reported concerns an extension telephone, write the subscriber's number in the SUBS. OR P.T. NO. space, and the extension number in the Remarks space, for example, "EXT. 470". If no fault abbreviation is applicable, also endorse the reason for the report in the Remarks. In the Reported By space, either write S/BD (if the Telephonist is reporting the fault), or the name of the person and the extension from which the difficulty is being reported, (if it is NOT the Telephonist).

Switchboard difficulties, as with all trouble reports, are referred to CARGO or REPAIR as appropriate by you writing C or R in the Remarks space. If the difficulty proves to be an Assistance report, draw a diagonal line across the docket.

SECTION 11 (x)

OTHER DIFFICULTIES

Called No Voice (CN.V)

When a caller reports that he dialled a number, heard ring tone, it stopped, but he heard no voice, ask him how many times he has called the number as rebates are given on this type of fault.

Enter number of attempts made, caller's number and number called on docket. In Remarks space write "CNV".

Tell the caller that the fault will be reported and that he will be rebated. Offer to try and connect him to the wanted number.

If you can connect him mark "Connected" and if rebates are due cross "Rebated" and enter the number of rebates.

Underline called number and send docket to Repair.

Should you receive the same result as the caller advise him that you are unable to connect him and that the fault will be reported and that he will be rebated for all attempts made.

Underline the called number and send the docket to Repair.

Answer No Voice (A.N.V.)

On receiving a complaint from a caller that, on answering incoming calls, he hears no voice, enter on docket : -

- (a) Caller's number.
- (b) "A.N.V." in Remarks space.

Advise the caller that the fault will be reported and send the docket to Repair.

Called in Error (C.I.E.)

When a caller tells you he is receiving calls for another number or numbers ask him if he knows the number or numbers for which he is being called. If he does, enter in Remarks space "C.I.E. for (number or numbers given)."

Should the number or numbers not be known, simply report as "C.I.E."

Enter caller's number on the docket in SUBS. or P.T. No. space and refer it to Cargo and Repair.

Tell the caller the fault will be reported.

Cannot Trip Ring (C.T.R.)

Should a caller report that, on answering a call, the ring tone did not stop, write "C.T.R." in Remarks space of docket.

Enter caller's number in "Subs. or P.T. No." space.

Advise the caller that the fault will be reported and send the docket to Repair.

Transmission Noisy or Faint (T.N.F.)

If a caller reports that other people cannot hear him as the line is noisy or faint or that he can be heard only intermittently. Enter his number on the docket and in the Remarks space write "T.N.F."

Advise the caller that the fault will be reported and send the docket to Repair.

Reception Noisy or Faint (R.N.F.)

If a caller reports that he cannot hear other people because the line is noisy or faint, or that he can hear only intermittently, enter his number on the docket and in the Remarks space write "R.N.F."

Advise the caller that the fault will be reported and sent the docket to Repair.

N.B. - Depending on the details obtained from the caller, such difficulties may need to be endorsed T.N.F. and R.N.F.

SECTION 12

SERVICE DIFFICULTY REPORTS REQUIRING SPECIAL TREATMENT

The normal handling of a service difficulty report is, of course, for a docket to be prepared by the Telephonist receiving the call and on completion for the docket to be sent by the conveyor to the teleprinter where the details will be teleprinted to the automatic exchange concerned. There are some reports, however, where special or preferential treatment is to be given and details of the majority of such cases are dealt with in this Section. In addition to those mentioned any other fault reports where special treatment appears necessary should be referred to the Monitor.

Urgent Services

Telephone services leased by certain subscribers are classified as "URGENT SERVICES" for the clearance of faults and any fault reports on these services are, therefore, given preferential treatment. The subscribers concerned are those who hold important positions in the community and the following is a list of some of the types of business, profession or occupation to which urgent service treatment is given :-

- | | |
|------------------------------|-----------------------|
| Ministers of the Crown | Fire Brigade |
| Government House | Chemists |
| Heads of Diplomatic Missions | Newspapers |
| Hospitals | Nurses |
| Doctors | Ministers of Religion |
| Police | Justice of the Peace |
| Ambulance | T.A.B. |

Endorse nature of urgency on docket and hand to Monitor.

Urgent Clearance of Faults on "NON-URGENT" Services

When a fault is reported on a service not classified as "URGENT" and the subscriber claims the telephone is required urgently, endorse the reason for the urgency on the docket. It will then be passed as an "Urgent" fault. In cases where the subscriber declines to give you a reason, the fault should still be passed to the Engineering Division as "urgent" and the docket endorsed "Sub. declines to give reason for urgency".

Give "Urgent" fault dockets to Monitor.

Telephone Numbers Commencing with "4"

Any "4" exchange subscriber who reports CDDT, NDT or NRR after 10 p.m. (Monday to Friday) or 5.30 p.m. (Saturday, Sunday or public holidays) is to be asked "Is the service required urgently tonight, please?" If so, endorse nature of urgency in Remarks space.

Second and Subsequent Trouble Reports

When more than one report is received for the same telephone service within a short period and the fault has not been cleared, it is important that you write this information on the Trouble Report docket. Enter the subscriber's telephone number which you will underline, and also the subscriber's name and address in the Reported By space. Details of the difficulty should be entered in the usual way. To indicate that the fault has previously been reported, endorse in the Remarks space either "Previously reported Monday", or "Second report", or "Third report", according to the information advised by the caller. Connect him to the Monitor. The Monitor will then call the appropriate Test Desk or Fault Control and find out, if possible, the position regarding attention given to the fault.

Calls for other Sections, Branches and Service Levels

Calls are sometimes received at "1100" when the caller actually requires some other Section, Branch or Service level. The procedure to be observed on these calls is set out hereunder :-

(i) Calls to other Sections or Branches

Most other Sections of the Department are staffed only during the period 8.45 a.m. to 5.06 p.m. on weekdays, and calls during these hours should be connected to the G.P.O. switchboard, with the caller being advised, "I will connect you to the G.P.O. Switchboard". Connect without further comment. ("1100" operators must not request connection to a certain section.) Outside the hours concerned, refer to the Monitor.

(ii) Calls for Interception or to report Annoying calls

Advise the caller, "I will connect you to the Interception Section", "The G.P.O. Switchboard", etc., as the case may be.

	<u>Between 8.45 a.m. and 5.06 p.m. (Weekdays)</u>	<u>Outside These Hours</u>
Interception	Interception Records Windsor (51 1496)	Traffic Officer-in-Charge, M.T.X. (67 2827)
Annoying Calls	G.P.O. Switchboard (60 0551)	" " "

Endorse in the Remarks, for example, "Connected Interception" or "Connected T.O.I.C., M.T.X."

(iii) Calls to Directory Information (013 and 0175) and Emergency (000)

On calls for Directory Information say to the caller "The correct number to call for this information is, would you hold the line please and I will connect you". Endorse in the Remarks, e.g., "Connected 013".

(013 - Melbourne telephone numbers.

0175 - Country and Interstate telephone numbers and S.T.D. codes)

Calls to 000 (Emergency) - connected without comment.

(iv) Requests for "Assistance" to the other Service Levels

Calls to the other Service Levels which are listed below, are not to be connected by the Service Centre Operator :-

- 011 - Intrastate trunk line call bookings (Melbourne Main Trunk Exchange)
- 012 - Trunk line call enquiries (" " " ")
- 016 - International (Overseas) calls (" " " ")
- 018 - Interstate trunk line call bookings (" " " ")
- 0172 - Mobile Radio calls (" " " ")
- 0173 - Early Morning and Reminder calls (" " " ")
- 0176 - Multi-coin trunk line calls (" " " ")
- 015 - Phonograms
- 0174 - Telegraph Enquiries

If a caller requests connection to one of the above service levels (i.e. 011, 012, etc.), because of a difficulty encountered in dialling the level concerned, check the difficulty by dialling the level yourself.

If you receive "Busy" or "Clear to call", inform the caller and request that the number be called again. If you obtained Busy tone, and depending on the caller's reaction, it may also be necessary to courteously explain that the level concerned is busy at present, and that if a further attempt by the caller should prove to be unsuccessful, suggest the caller then try again in a few minutes. Should the caller not be satisfied refer to the Monitor. When a caller states he has received No Progress on several attempts, connect the caller to the Monitor for direction by the Officer-in-Charge. When a Recorded Voice Announcement has been encountered by the caller, this should indicate that trunk access is barred from the calling telephone, that is, it is not possible to call the level concerned from the telephone in question. Such callers should be tactfully advised of this situation. Should there be further difficulties, refer to your Monitor.

(v) Trunk call, etc. services requested from Multi Coin P/T's

If a caller from a M/C public telephone wants to make a trunk call, an Overseas call, a "Mobile" Radio Telephone Service call or to send a telegram, advise the caller to dial 0176.

N.B - These services are NOT available from Local call only type P.T.'s and Company Coin telephones and callers should be advised to go to the nearest "Multi Coin" for such service.

(Public telephones are covered in detail in the next Section.)

Melbourne and Metropolitan Tramways Board

The Melbourne and Metropolitan Tramways Board has a Private Automatic Branch Exchange network consisting of a number of P.A.B.X. switchboards with private tie lines between the P.A.B.X.'s. The extension users can dial direct to extensions on their own or the other P.A.B.X.'s and the system is thus similar to the normal Departmental telephone system.

When faults occur on the M. & M.T.B. system they will be reported to the Service Centre. A special number will be given such as "MMTB 692 1926". The three parts of the number are :-

- 1st part - MMTB - To indicate that it is a Tramways Board P.A.B.X. Service.
- 2nd part - 69 - To indicate the Departmental automatic exchange area in which the particular P.A.B.X. is situated. In this case South Melbourne.
- 3rd part - 21926 - The actual dialling number of the extension as shown on the dial of the telephone on which the difficulty is being experienced.

Fault dockets for these services are completed in the normal manner showing the complete three part number but as they are urgent services the docket will be handed to the Monitor.

Planned Music Services

Planned music services are provided by two private organisations which lease lines from the Department and send out over the lines, music programmes to shops, factories and offices. The companies concerned are Muzak Pty. Ltd., and Seeburg (Aust.) Pty. Ltd.

The types of fault which occur on these services can be -

- (a) General troubles affecting a number of lines; or
- (b) An individual fault where a particular client is not receiving the programme or it is noisy, etc.

Faults on the music services will be reported by Muzak or Seeburg Headquarters only, that is, the reports will NOT come from the firms, etc., who receive the music service. You will not often handle a report of a difficulty on a music service and as a general rule you will endorse the docket in accordance with the details advised by the caller. This information will be along the following lines :-

- (i) The name of the firm providing the service, i.e., Seeburg or Muzak. Record in the Subs. or P.T. No. space. If the caller quotes the company's telephone number, enter this in the Reported By space.

- (ii) The private line number or numbers affected by the difficulty, e.g., "571" (Remarks). A separate docket is prepared for each private line reported.
- (iii) The location of the firm(s) affected by the difficulty. (Remarks).
- (iv) The exchange to which the line or lines concerned are connected. (Remarks).
- (v) The type of complaint. i.e., whether the programme is "Fading", "Lost", etc. (Remarks). Hand docket to the Monitor.

Advice from Subscriber of "Non-Attendance Card" Received

Non-attendance cards are left by a Technician if there is no one in attendance when the Technician calls at the subscriber's premises. The subscriber is requested to advise "1100" of the time when he will be in attendance to enable the fault to be rectified. When you are called by such a subscriber, obtain his telephone number, name and address and "in attendance" details.

Endorse docket with details obtained and despatch.

Disconnection for Arrears (non-payment of telephone account)

When it is ascertained that a service has been temporarily disconnected for arrears, the caller is to be advised, "I am sorry has been temporarily disconnected".

Should further details be requested say, "I am sorry I have no further information". If the caller states he is the subscriber of that service, transfer call to the Monitor after first advising her of the circumstances.

Request for Cable Location or Advice when a Cable has been Damaged

Fill in the following details on a Cable Location Docket (Pink)

- (i) Name and address (of enquirer).
- (ii) Telephone number.
- (iii) Details if damaged.
- (iv) Indicate in appropriate square whether an "Interference Report" or "Location Request".

Send docket by conveyor belt to Teleprinter Section. Connect caller to the Cable Location Section, 94 058¹, during 8 a.m. - 5 p.m., after hours to 94 0580.

Fault Reports from Automatic Post Offices - "Telepost" and Prince Henry's Hospital

Any troubles encountered on machines situated at these locations will be reported to "1100" for attention. Machines include :-

- (i) Change machines.
- (ii) Stamp machines (single stamps and 60c books).
- (iii) Postal note machines.
- (iv) Letter card machines.

If a caller claims loss of money in any machine the operator will record the caller's name and address, amount lost and machine concerned.

Docket to be handed to the Monitor and caller advised machine will be reported and a refund arranged. Should the caller require further information connect to Monitor.

Services Destroyed by Fire

If a caller reports that a telephone service has been damaged by fire, prepare a docket in accordance with the details advised. Then before despatching the docket, report the matter to the Supervising or Senior Technician at the Exchange concerned. Your switchboard folder will list the number to ring.

Request for Interruption of a Call in Progress

Should a caller request you to interrupt a call already in progress, say "I am sorry I am not permitted to interrupt a telephone conversation".

If the caller states the matter is urgent, or it is for medical purposes (e.g., a Hospital is calling a Doctor) refer immediately to the Monitor. If you know in the first instance that it is a call which warrants being connected to your Monitor you would not, of course, give the above advice, "I am sorry, etc."

"6300" Medical Alarm Radio Service Pty. Ltd. OR Telmar Radio Paging Service

Faults on this service may be reported as faults when calling "6300" or "6300XXX", or simply as a fault on a private line leased by one of the above firms.

The last three digits dialled by a caller after a special number such as "6300" are accepted and "Recognised" by the equipment associated with the service concerned and a coded signal is then sent from a radio transmitter. The particular coded signal corresponds to the last three digits dialled, and will be received by a radio receiver in a Doctor's car. The Doctor or other subscriber will then know that he should call his own telephone in order to be given a message. This "paging" system can cater for up to 1,000 clients.

Subscribers to the radio alarm service will report difficulties to the firms concerned and if they ascertain the fault is on Departmental equipment, the difficulty will be reported to "1100" and usually the following information will be given :-

- (i) Private line number.
- (ii) Locations of terminal points.
- (iii) A call back number.

Hand any such fault reports to your Monitor.

Departmental Exchange Telephonists requesting "Busy", "D.A.", etc. Tests

When a Main Trunk Exchange Telephonist requests a test on a Melbourne telephone number, do so and advise the Telephonist of the result, but do NOT connect the call.

Telephonists from country and interstate exchanges will also call into "1100" for this purpose and often they will identify themselves in the first instance.

In any case, it will be necessary for you to find out whether the Telephonist is at the Main Trunk Exchange or another exchange, because if the Telephonist is at a country or interstate exchange and you can connect her call to the required Melbourne number, you will do so. When the calling Telephonist assumes control of the call, release the circuit.

Endorse the docket with the action taken, e.g., if you connect the wanted number, cross Connected and draw a line through the docket to indicate it is an Assistance call. If, however, you find the wanted number is O.C.O., refer the docket to Repair. Cargo faults are of course referred to Cargo.

In addition, if the details of a report received from a Main Trunk Exchange Telephonist indicate the difficulty is one of either No Progress or Wrong Number One, obtain from the Telephonist the position and circuit numbers on which the M.T.X. Telephonist encountered the difficulty. Endorse in the Remarks space for example - "P.64, C.I."

Tie (or Direct) Lines and Private Lines

These are lines leased by subscribers for a variety of communication purposes between two specific points. The uses include, (i) speaking, (ii) transmitting data, (iii) sending music, (iv) sending alarm signals, and (v) a radio broadcast or T.V. transmission, etc.

Tie (or Direct) and private lines are similar in construction to an ordinary exchange line and the main difference is that the former are not connected to the Department's Call Switching Equipment whereas, of course, exchange lines are so connected.

Endorse the particulars on the docket as advised by the caller. In addition to obtaining the caller's telephone number and details of the fault condition, find out, if possible, the type and number of line, for example P/L No. and the two locations of the line; that is, from to

Usually difficulties on Tie (or Direct) and private lines will be referred to Repair (R).

Totalizator Agency Board (T.A.B.) - Private line system linking T.A.B. Headquarters with T.A.B. Agencies

This organisation has its head office in Queens Road, Melbourne and many of its agencies are connected to head office by means of private lines, which are used as part of a "Data Transmission" system.

All reports and difficulties on these private lines will be reported from T.A.B. head office and details will be given to you in the following manner :-

"This is T.A.B. headquarters with a private line fault on Private Line No. T.A.B. from (Agency name) Agency at (Address) to 3 Queens Road. The call back number is and my name is
The fault is"

The details to be recorded are :-

- (a) T.A.B. P/L No. in Remarks.
- (b) Address of Agency and "3 Queens Road" in Remarks.
- (c) "Call back" number in "Subs. or P.T. No." space.
- (d) Name of person reporting fault in "Reported By" space.
- (e) Nature of fault in "Remarks".

All such dockets are URGENT and they are to be handed to the Monitor.

"Outdoor" Extension Lines

Some subscribers in addition to having a telephone service on their business premises also have an extension telephone from this service to their home address.

This arrangement enables the subscriber to make and receive calls from either telephone as desired, and to also speak between the main and extension telephones. Faults can occur on the line between the two telephones and associated equipment and for example the subscriber will then report "The line between my business address and home is out of order". Record details as advised by the caller and refer to Repair (R).

Data Transmission

This special service is available on local calls, trunk line calls or S.T.D. calls.

Where the caller wishes to transmit data (printed details) between special equipment located at the caller's and called party's premises, he advises the distant party by telephone and then by the operation of a switch on both services, it is possible for the transmission to proceed.

Should a subscriber to whom this facility is available, encounter any difficulty such as "Transmission not successful", he is advised to report all faults to the Service Centre in the normal way.

The caller should state "Data Transmission Call", and the difficulty encountered and also the two telephone numbers concerned, i.e., the calling and called numbers. The calling number is entered in the Subs. or P.T. No. space while the number called is entered in the No. called space. If the called number is not a Melbourne number, write either the Exchange name or S.T.D. code before the number.

Enter the details, including "Data Transmission" on the docket, which should then be handed to the Monitor for attention by the Officer-in-Charge.

Faults reported from "Non Melbourne" Subscribers while in Melbourne

Provided the caller is ringing from a telephone from which a telephone service difficulty would normally be handled, any report must be accepted regardless of the exchange to which the faulty telephone service is connected.

For example, if a Darwin (N.T.) exchange subscriber while in Melbourne wishes to report his telephone as faulty, accept the report and arrangements will then be made for the details to be passed to the exchange or fault centre concerned.

Reconnection of Telephone Services

Unless instructed otherwise, you will accept from "Accounts" or Traffic Officer, Main Trunk Exchange, advice that a telephone service is to be RECONNECTED provided, this advice is given AFTER 4.45 p.m. (Monday to Friday) OR on a SATURDAY MORNING. You would then take the following action :-

- (i) In "Sub. or P.T." space on docket, write "Reconnect".
- (ii) In "Remarks" space write the telephone number and name of subscriber to be reconnected.
- (iii) In "Reported By" space - the name of the Authorising Officer must be shown.
- (iv) Hand the docket to Monitor.

Do not accept advice to disconnect a telephone at any time.

SECTION 13

PUBLIC (COIN) TELEPHONES - TYPES OF AND METHOD OF
HANDLING "P.T." SERVICE DIFFICULTIES

The great majority of telephone subscribers who report their telephone service difficulties to Melbourne "1100" are located within a 15 mile radius of the G.P.O. In this area there are also in the vicinity of 4,500 public telephones, approximately one-half of which are "Multi Coin" type (local and trunk calls), while the other half are known as the "Local Call" type.

You have seen or will see both of these types of public telephone on the Ground Floor of the Russell Exchange Building and you probably have made local calls from a public telephone and perhaps also trunk calls. As you know the "Local Call" only type of P.T. will take a five cent or sixpenny coin only, while the "Multi Coin" will accept five, ten and twenty cent coins. (Sixpenny, one shilling and two shilling coins may of course also be used.) Phonograms can also be made from a "Multi Coin" type public telephone.

As you will realise, the purpose of the public telephone is to provide any member of the public with access to the Department's telephone call switching system. This service enables any person who is not a telephone subscriber, or a subscriber when he is away from his home or business, to make a telephone call. Departmental public telephones are usually located on street footpaths or outside Post Offices, etc., and they are therefore available to the public on a 24 hours a day basis.

There are other features of Departmental public telephones which you must know about and these are :-

- (i) In the "Local Call" type, the 5c. or 6d. is first placed by the caller in the coin rest and then when the called number answers, the caller has to roll the coin to the left so that it will enter the coin container. He is then able to speak to the number he has called.

In the "Multi Coin" type (Local and Trunk Calls), a caller for a local call to an automatic number, i.e., to a subscriber's number which is dialled direct by the caller, must insert 5c. or 6d. in the coin container before dialling the wanted number, and when the called number answers, the caller then has to press BUTTON "A" in order to speak to the number. If the called number is busy or does not answer, the caller presses BUTTON "B" to get his money back. Button "B" when pressed will result in a loud identification sound being heard.

If the local call is to a manual telephone number, for example a Ferntree Gully number, the caller will dial the exchange number (code), ask for the subscriber's number and then insert 5c. or 6d. When the called number answers, the caller

will then press Button "A". If the caller should insert a 5c. or 6d. before the exchange answers, the telephonist will be unable to hear the caller. For a trunk call, a Multi Coin caller will dial "0176" and book the required call with a telephonist who will advise the charge and when to insert the coins.

A Multi Coin type P.T. has an attached coin tin capable of also accepting ten and twenty cent coins. A special identification tone will advise the Telephonist she has answered a call to "0176" that has been made from a Multi Coin type Public Telephone.

- (ii) Departmental "Local Call only" and Multi Coin P.T.'s all have an individual cabinet number, and in a public telephone this number is shown on the P.T. Notice displayed in the Telephone Cabinet. (Your Training Overseer will show you the type of notice used in Local and Multi Coin P.T.'s.) In addition, the cabinet number will in some cases also be shown on the telephone's dial face. Sometimes however the cabinet number on the dial face is difficult to read due to usage, and it is usually preferable, therefore, after asking a P.T. caller, "What is the cabinet number, please?" to refer the caller to the P.T. Notice if such a direction becomes necessary. Departmental P.T.'s are numbered from 1 to 8999.

Single Button Type Multi Coin Public Telephone (Coin Telephone No. 1)

Before dealing with the handling of service difficulties from Departmental P.T.'s, it is necessary to mention at this stage that in addition to the two-button type Multi Coin (Buttons "A" and "B"), there are now installed in Melbourne, single or one-button type Multi Coins. A working unit is provided in your classroom. The method of payment for a local call from this type of Multi-Coin is that the coin is deposited before dialling, and then when an answer is received, the coin is automatically sent to the coin tin.

Two important features of this type of P.T. which will both be referred to again later in this Section are as follows : -

- (i) There is no Button "B". To get his money back a caller must hang up for at least one second and his coin will be returned via the "REFUND" chute.

A high-pitched sound will be heard for about two seconds when the receiver is replaced, or the switch-hook held down.

- (ii) There is a "Pay" button which is the equivalent of Button "A" on the two-button type Multi Coin, however, and this is most important, this button is used to pay for TRUNK calls only. There is no wording or identification on this button and it is "BLACK" in colour. A medium pitched sound will be heard for about two seconds after the "Pay" button has been pressed.

Handling of Departmental Public Telephone Service Difficulties

Some of the various procedures for you to follow in handling P.T. difficulties have been mentioned in Section 11, and you will have understood that most of the types of Trouble Reports described in that Section can apply to public telephones as well as to subscriber telephone services. In the following, however, the more frequent or special P.T. difficulties are covered including some difficulties not previously mentioned, such as Coin Attachment Blocked (CAB).

Remember however that generally, public telephone trouble reports are handled similarly to those received from subscribers' telephone services. The main differences in handling reported difficulties are : -

- (a) From P.T.'s the cabinet number is obtained instead of the caller's telephone number.
- (b) You will NOT ask a caller whether he has experienced frequent difficulties on calls made from the P.T. concerned. If the caller volunteers this information then, of course, record the details advised.

The main types of service difficulty reported from public telephones are as follows : -

(i) Coins No Service (C.N.S.)

This fault occurs when a caller has paid for the call by depositing either 5c or 6d but is still not able to speak to the called number. Obtain the following details before attempting to connect the wanted call : -

- (a) The P.T. Cabinet Number and enter in the SUBS. or P.T. No. space.
- (b) The number called and write in the NO. CALLED space.
- (c) The callers name and amount lost in the REPORTED BY space, and the callers address in the REMARKS.
(THIS ACTION IS TAKEN ON ALL CALLS WHERE LOSS OF MONEY FROM A P.T. IS CLAIMED. For example C.N.S., W.N., C.O., "user mis-operation", etc.)
- (d) Cross C.N.S. on the docket and write R in the Remarks space.
- (e) Ask the caller whether he is calling from the P.T. in which he lost his coin(s). If not, amend the cabinet number already entered on the docket in the SUBS. or P.T. No. space - this will ensure of course that the correct P.T. is reported.

(f) Ask "Does the telephone have "A" and "B" buttons, or a "Black" button, please?" If it is a Multi Coin, then -

(1) Write MC after the cabinet number.

(2) "When did you first insert the coin, please?"
If the caller did not follow the correct instructions (shown on the P.T. Notice), tactfully advise him of the correct procedure.

You will then take the following action on CNS difficulties:

(g) If the caller made ONE CNS attempt tell him the public telephone will be reported and if you can connect the call, do so and cross Connected.

(h) If you are unable to connect the call because of BY spkg. or DA O.K., advise the caller and tell him "The public telephone will be checked and if a fault is found a refund will be made". Write either BY spkg. or DA O.K. in the Remarks above Connected, cross Rebated and enter the amount of Rebate in the Remarks above Rebated.

(i) Should the wanted number be out of order, e.g. - BY 000 or DA faulty, take action similar to that mentioned in (h) above. In addition, prepare a second docket to report the called number to Repair and tell the caller you are going to report the number.

(j) If the caller has made more than one CNS attempt, it will be necessary for you to tell the caller that "The public telephone will be checked and if a fault is found a refund will be made" and "that you will now try to get his number" before attempting to connect his call. Then take action similar to that outlined in (g), (h), and (i).

(N.B. - In the foregoing, reference is made to the need for questioning callers reporting CNS difficulties experienced in Multi Coin P.T.'s as to when the coin was inserted, and if necessary that the caller is then to be tactfully informed of the correct procedure.

Mention is also made that callers should be informed either that the public telephone will be reported or "The public telephone will be checked and if a fault is found a refund will be made".

You may feel that if the caller has not followed the correct procedure that no mention should be made of reporting the fault, etc. However, in such cases you will still advise the caller in this way unless the details advised by the

caller indicate that it is almost certain there has been no fault in Departmental equipment, and that the caller would be aware of this. For example, the caller advises the wanted number hung up while he was depositing his coin. As indicated, all CNS difficulties are referred to Repair.)

(ii) "Coin rolled in" - Local call only type P.T.

Obtain usual details, including name and address of caller and coins lost. Attempt to give service and also enter any rebates necessary. Enter "Coin rolled in" in Remarks and endorse docket as "Assistance".

(iii) Coin Attachment Blocked (CAB)

If a caller reports he cannot make a call from a public telephone because the coin attachment is blocked or jammed etc., obtain the number of the P.T. concerned and ask the caller if there is another P.T. nearby. If the caller advises there is, request him to make his call from the other public telephone but also tell the caller you will report the cabinet concerned. If the caller advises there is no nearby P.T. or he does not know of one or that it is too far away, etc., always attempt to connect the call to the wanted number and tell the caller the fault will be reported.

You will refer CAB reports to Repair (R).

(iv) Public Telephone Cabinets Damaged or Telephone O.O.C., etc.

On occasions you will receive reports that a P.T. cabinet has been damaged, or is dirty, etc. Then again a caller may report that the telephone in a P.T. has been damaged or is Out of Order. On such reports you will, if possible, obtain details of the cabinet number or if not, its precise or approximate location. You will record such other details as advised by the caller and you should observe the following special instructions :-

- (a) If the P.T. has been damaged in a way that makes it dangerous for a user, e.g., glass in a door or wall of the cabinet has been broken, ask the caller whether it seems dangerous and, if so, endorse this on the docket.
- (b) If possible, obtain the caller's name and address and record in the Reported By space using the Remarks space also, if necessary.
- (c) Thank the caller for reporting the matter.
- (d) Write R in the Remarks and then hand the docket to your Monitor. Always remember that on such reports the caller is doing us a favour in telling us of such a difficulty and special care is therefore necessary in your questioning of the caller. Do not hesitate to use "Sir" or "Madam" in talking to the caller reporting this, or for that matter,

any type of service difficulty. You will also understand that the caller may feel it is unnecessary for him to be asked for his name and address, and if a caller does object, explain it is a formality only. In no circumstances will you persist with this question on this type of report but rather then (if all other essential detail has been obtained), terminate the call with a "Thank you for reporting the matter".

(v) P.T. Difficulties Reported by P.M.G. Staff

Some Departmental staff have duties which include the regular checking of public telephones and when a Departmental officer is reporting a P.T. difficulty, he will usually identify himself accordingly. Record the details as advised and write "P.M.G. officer" in the Reported By space.

(vi) Difficulties Reported From Single Button Type Multi-Coins

In addition to the details mentioned above which in the main can also apply to the one button type of P.T., there are certain special features of which you will need to know in dealing with some complaints from this type of multi coin. They are as follows :-

- (a) A high-pitched signal will occur on every occasion the receiver is replaced or the switch-hook held down, irrespective of whether the caller has hung up to recover his coin(s) or to obtain dial tone before making another attempt to get his number. If the caller does find it necessary to make more than one attempt, he will either have to "hang up" or hold the switch-hook down for about two seconds between attempts in order to obtain dial tone.
- (b) There will be other occasions when dealing with a report from a one-button multi coin when you will need to question the caller in order to identify the P.T. as being of this type. For example, a caller has made a call which has resulted in DA. He now wishes to get his money back and he hangs up or holds the switch-hook down for less than one second. If he does this he will not get a refund of coins, and possibly will ring "100" claiming he has lost his coin. On receiving such a call, ask the caller whether there is a "black button on the telephone just above the dial", and, if so, you will know that it is a one-button type multi-coin. You would then explain the correct method for obtaining a refund of coins - that is, by replacing the receiver for at least one second.
- (c) Another type of difficulty you may receive from one-button type multi coins is where the caller on a local call has pressed the "Pay" button, after dialling his number and it does not then answer or it is busy.

In such circumstances, the caller will not be able to recover his coin. You would then confirm that the wanted number is SY, DA, etc., endorse this above Connected in the Remarks, cross Rebated and write the amount of refund above Rebated. The docket should also be endorsed "caller incorrectly pressed pay button". After first courteously advising the caller that the button is used to pay for trunk calls only, tell him that a rebate will be made.

Leased Coin Attachments

In addition to the 4,500 public telephones located on public thoroughfares, outside Post Offices, etc., there are also about 1,700 Melbourne telephone subscribers who have had associated with their telephones a coin attachment which will permit either local calls only or local and trunk calls (Multi Coin) to be made on a "cash" basis. Such telephones are referred to as "LEASED COIN ATTACHMENTS" and they are usually located in shops, guest houses, hotels and other private premises where the subscriber wishes to provide a telephone for the convenience of his customers or guests. The subscriber clears the coin-tins, retains the coins and pays the Department for the calls made in the same way as all telephone subscribers do, that is via the telephone account sent to all subscribers each six months.

The explanation given earlier in this Section for Local Call and Multi Coin type units applies also to P.T. equipment when leased by a subscriber, except that cabinet numbers allotted to "LEASED COIN ATTACHMENTS" are in the 9000 or 10,000 number groups. Other means of identifying that a call is from a Leased Coin Attachment are as follows :-

- (i) The caller cannot give a cabinet number and he states he is speaking from private premises where the telephone has a coin attachment. (That is, it is necessary to make calls on a "cash" basis).
- (ii) A caller quotes a telephone number and claims he has lost money in attempting to get his call.

The special operating instructions for the handling of service difficulties from Leased Coin Attachments are :-

- (a) If the caller is unable to supply either a cabinet number (in the 9000 or 10,000 range) or the exchange line number, say to the caller, "I will try to connect you now. Would you please ask the proprietor to report the fault."
- (b) If the caller has lost only one 5 cent coin on a CNS, WN, Cut Off, etc., report, attempt connection as for a public telephone. If connection is not possible, say to the caller, "If you require a refund, please see the Proprietor as you are calling from a private coin telephone".
- (c) If the caller has lost more than one 5 cent coin, say, "I will try to connect you now, but if you require a refund, please see the Proprietor as you are calling from a private coin telephone".

"Company" Coin Telephones

The public telephone equipment mentioned so far in this Section is either entirely Departmental or it is leased to a subscriber. In addition to Departmental and Leased Coin P.T.'s, you will need to remember that in Melbourne, private companies have installed in shops, stores, etc. two types of public telephone known as the "VICTA RED" telephone and the "EASIPHONE". These telephones are hired by the client from the private

company concerned and any faults are reported to "1100". Easiphones and Victa Red telephones do not have a telephone or cabinet number, or a visible coin attachment.

Callers from Company Coin Telephones are to be handled in a similar manner to callers from Departmental leased coin telephones.

Special Docket Entries for Leased Departmental and Company Coin Telephones

The dockets for all enquiries or assistance requests from callers from either leased Departmental or Company Coin telephones are to be endorsed "Leased Coin" in the remarks space.

ALL Public Telephone Difficulties - Caller Unable to Obtain Wanted Number and NO COINS Lost

In ALL cases where a caller from a "Coin" telephone reports he has been unable to get a wanted number, but has NOT lost coins, ask "Did you insert a coin to call 1100?"

- (a) If coin HAS been inserted, special action to take after connecting such a call is - press meter button before releasing call from your switchboard.
- (b) If coin has NOT been inserted, ask "Has the telephone a button "A", please?" If it has button "A", special action to take is : -
 - (1) After obtaining wanted number, REQUEST CALLER TO INSERT 5 CENTS.
 - (2) ASK CALLER TO "PRESS BUTTON A"
 - (3) After connecting call, PRESS METER BUTTON BEFORE RELEASING CALL.

If public telephone does NOT have button "A", proceed from (1) to (3).

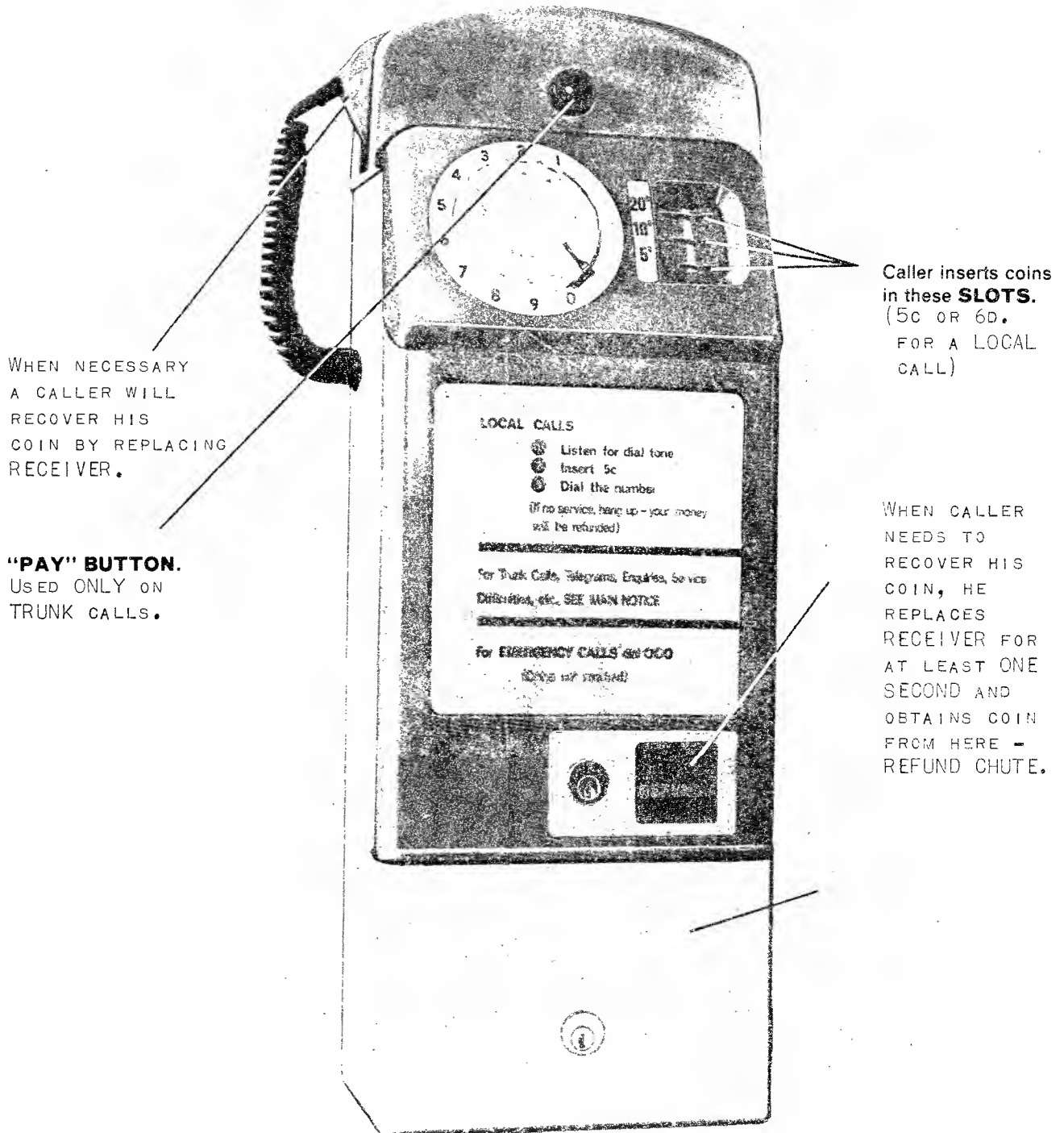
N.B. - Finally, three points for you to remember in dealing with difficulties reported from Multi Coin public telephones are : -

- (i) At present there are no P.T.'s with which you will be concerned that have access to S.T.D. equipment.
- (ii) Unless your Monitor decides there are special circumstances, you will NOT attempt to connect a caller to "0176".

(iii) Telegrams can of course be lodged from Multi Coin public telephones. In order to do so the caller must first dial "0176" (Multi Coin level at the Main Trunk Exchange) and be switched to "015" (Phonograms). Callers are not to be connected to "015".

ONE BUTTON TYPE MULTI COIN PUBLIC TELEPHONE

(COIN TELEPHONE No.1)



WHEN NECESSARY
A CALLER WILL
RECOVER HIS
COIN BY REPLACING
RECEIVER.

"PAY" BUTTON.
USED ONLY ON
TRUNK CALLS.

Caller inserts coins
in these **SLOTS**.
(5C OR 6D.
FOR A LOCAL
CALL)

WHEN CALLER
NEEDS TO
RECOVER HIS
COIN, HE
REPLACES
RECEIVER FOR
AT LEAST ONE
SECOND AND
OBTAINS COIN
FROM HERE -
REFUND CHUTE.

NOTE

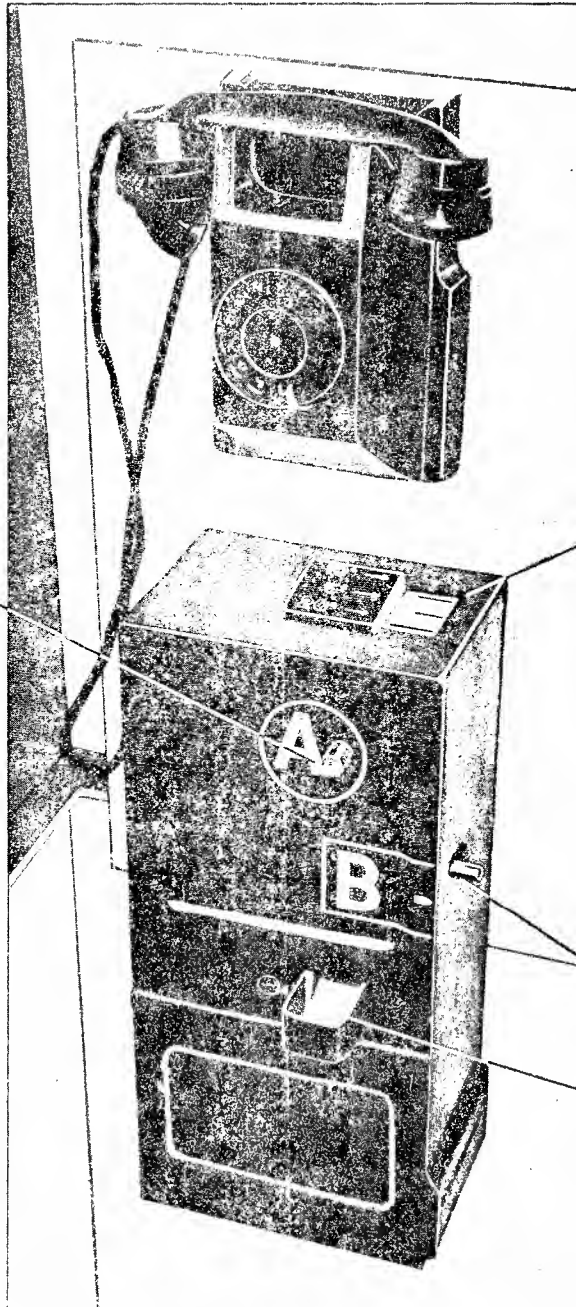
WHEN RECEIVED REPLACED IN ORDER TO RECOVER A COIN, A HIGH-PITCHED SOUND WILL BE HEARD FOR ABOUT 2 SECONDS.

TWO BUTTON TYPE MULTI COIN PUBLIC TELEPHONE

(Buttons "A" and "B")

BUTTON "A"

PRESSED BY
CALLER WHEN
NUMBER ANSWERS.
WILL COLLECT
FINALLY COIN
ALREADY IN-
SERTED IN
SLOT BY CALLER.



Caller inserts coins
in these **SLOTS**.

BUTTON "B".

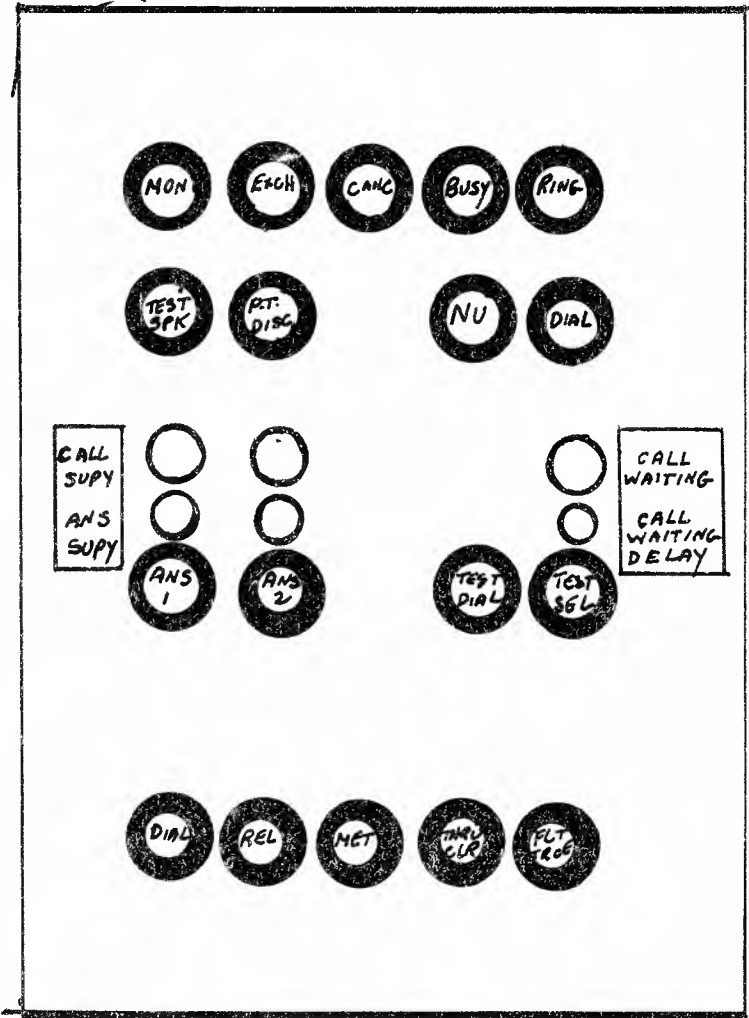
CALLER PRESSES
THIS BUTTON
WHEN NECESSARY
TO RECOVER HIS
COIN.

COIN CAN THEN
BE OBTAINED FROM
HERE.

NOTE—

When **BUTTON "B"** pressed, a **MEDIUM-PITCHED** sound will be heard.

SERVICE CENTRE SWITCHBOARD - DIAGRAM



SECTION 14

SERVICE CENTRE SWITCHBOARD - DETAILED DESCRIPTION OF
AND HOW TO OPERATE IT

Section 8 of these Instructions describes briefly the method of taking a call on the Service Centre switchboard and you have had the method of its operation demonstrated and explained to you. The purpose of this Section is to consolidate such explanation and to provide you with a reference to the switchboard facilities and the necessary operating instructions.

Indication of call or calls waiting

The AMBER Call Waiting lamp will glow when one or more calls are waiting to be answered and as soon as all calls have been answered, this lamp will extinguish.

How to answer a call

Irrespective of whether there is a call waiting or not, as soon as you are free to take your next call, press the Answer 1 button (ANS 1) and when a call is connected to your switchboard, the Answer Supervisory (ANS SUP) lamp will commence to flash and the ANS 1 button's lamp will glow. When there are no calls awaiting attention and you press the ANS 1 button, frequently the ANS 1 button's lamp will glow immediately. However, another call is not of course connected to your switchboard until the ANS SUP lamp commences to flash.

When you see the ANS SUP lamp flash, press the ANS 1 button again and say "Telephone service may I help you". Both the ANS SUP lamp and ANS 1 button's lamp will continue to flash and glow, respectively, for the duration of a call not involving the caller being connected to another number. When the call is extended (connected) to another service level or number, the lamp signals will change and this will be covered later in this Section.

As mentioned above it is necessary to press the ANS 1 button once to enable a call to be connected to your switchboard and again in order to speak to the caller. It will also be necessary on all occasions when you have left the circuit, for example to dial the wanted number, to press the ANS 1 button twice more before you will be able to again speak to the caller.

The ANS 1 button is mentioned in the above description; however, as you know, the ANS 2 button is also used to accept and handle service difficulty calls on your switchboard.

To Extend a call

When it is necessary to attempt to connect a caller to a service level (000, 013 or 0175) or to a wanted subscriber's telephone number, take the following action :-

- (i) Press the WHITE Dial button. Dial tone will be heard and the call supervisory (CALL SUP) lamp will commence to flash. You are now not able to speak to the caller.
- (ii) Dial the wanted number and if the number is obtained -
 - (a) There will be no change in the lamp signals at this stage.
 - (b) You will be able to speak to the called number but not to the caller.
- (iii) After confirming you have obtained the right number press the ANS button concerned twice and
 - (a) The CALL SUP lamp will now extinguish (except on calls to "free" service levels such as 013 and 0175 when the CALL SUP lamp will continue to flash).
 - (b) The ANS SUP lamp will now glow instead of flashing.
 - (c) Introduce the caller and the called party and after checking that conversation proceeds satisfactorily, either "leave the circuit" or release the call from your switchboard - these actions will be explained hereunder after (d).
 - (d) If it becomes necessary to make a further attempt to obtain a wanted number (for example, to confirm a Recorded Voice Announcement received at the first attempt) it will be necessary for you to press the Release button and then the Dial button before dialling the number again.

Leaving a circuit

This can be done by either :-

- (i) Pressing the THROW CLEAR button.
- (ii) Pressing the Answer button of the circuit not in use.

Releasing a call from your switchboard

Before you can release a call from your switchboard, your headset will have to be "connected" to the circuit, that is you would be able to speak to the caller. To release the call, you will press both the Throw Clear and Cancel buttons at the same time. The call which you have established still remains connected of course, and releasing it from your switchboard will enable you to accept another call on the circuit concerned.

A call released from your switchboard by pressing both the Throw Clear and Cancel buttons at the same time cannot be recalled.

On occasions you will have to connect a call to your Monitor and unless otherwise instructed, you will not release the call from your switchboard but you will "leave the circuit" by pressing the ANS button of the circuit not in use. The reason for this is of course that after having spoken to the caller, the Monitor may wish you to connect the caller to another number.

Metering a call

If you connect a caller to a wanted number and the caller is to be charged for the call (E.G. the caller had received Busy tone), press the Meter button after first making sure that conversation is proceeding satisfactorily, and before releasing the call in any way.

Calling the Monitor

When you wish to speak to your Monitor, press the Monitor button. The BLUE lamp in this button will glow and the CALL lamp on the Monitor's post will also operate. The Monitor lamp on your switchboard can only be extinguished by being cleared from the Monitor's post.

Fault Trace

There is only one set of fault trace equipment available to the Service Centre switchboards and it is therefore necessary to get permission from your Monitor before using the Fault Trace facility. You will of course not have released the suspected faulty equipment which you have already set up on the circuit concerned and then after securing the Monitor's permission, you will press the Fault Trace button. You will hear dial tone and the Fault Trace lamp will commence to glow on all switchboards. (The lamps will not extinguish until the faulty equipment has been released by a Technician.) The Fault Trace facility enables you to give further attention to the call being handled and, following completion, to accept other calls on the circuit concerned while at the same time "holding" the faulty equipment for necessary attention by Technical staff.

Tone Demonstration

There are four buttons on the Service Centre switchboard which permit Busy, Ring, Number Unobtainable and Dial tones to be demonstrated to a caller. To demonstrate a tone, press the button concerned and it will then be heard by the caller and Telephonist.

Exchange Line

In addition to being able to dial a number on either of the two switchboard "Answer" circuits, your switchboard is also equipped with access to an exchange line via the EXCH button. Calls dialled in this way cannot, however, be connected to one of the "Answer" circuits.

To dial a number using this facility, press the EXCH button, which will remain locked (depressed) and dial tone will be heard. When the call is completed, press the EXCH button again to release the line.

Always use the EXCH button when you are calling an Exchange Assistance Telephonist, or the wanted number, regarding a reported Subscriber Trunk Dialling (S.T.D.) difficulty.

"Test Network" buttons

The use and operation of the Test Selector, Test Dial and Test Speak buttons will be described in Section 15.

N.B. - A list of all switchboard buttons and lamps is contained in the next few pages. The use of each item is explained.

SWITCHBOARD EQUIPMENT - DESCRIPTION OF

(Commencing with Back (Furthest) Row and From Left to Right)

Item	Lamp Colour	Use	Indication
<u>Back (6th) Row</u> MON. (Monitor)	Blue	To attract attention of your Monitor	Lamp glows when button pressed.
EXCH. (Exchange Line)	Green	To call out on exchange line when not appropriate to dial out on one of the "Answer" circuits.	" " " "
CANC. (Cancel)	Red	To clear a call from the circuit after it has been extended (caller connected to wanted number). Both Cancel and Throw Clear buttons must be pressed at same time.	Answer and Answer Supervisory lamps will extinguish
BUSY	White	To let a caller hear Busy tone.	Caller and Telephonist will hear Busy tone when button pressed.
RING	Black	" " " " Ring "	Caller and Telephonist will hear Ring tone when button pressed.
<u>5th Row</u> TEST SPK (Test Speak)	White	When pressed, will allow the Telephonist to speak over the equipment dialled on the "Test Network" (See Section 15).	-
PT DISC (Pip Tone Disconnect)	Black	Not now in use. (Russell & Hawthorn Service Centres.)	-
NU (Number Unobtainable)	White	To demonstrate Number Unobtainable tone to a caller.	Caller and Telephonist will hear NU tone when button pressed.
DIAL	Black	To demonstrate dial tone to a caller.	Caller and Telephonist will hear Dial tone when button pressed.

Item	Lamp Colour	Use	Indication
<u>4th Row</u> CALL SUPY (1) (Call Supervisory)	White	Indicates if call has or is being dialled by Service Centre Telephonist on this circuit. Also indicates if caller connected to wanted number.	Lamp will flash, glow or extinguish depending on particular stage of call (see detailed description earlier in this Section under the heading "To Extend a Call")
CALL SUPY (2) (Call Supervisory)	White	"	"
CALL WAITING	Amber	Indicates there is a call or calls waiting to be answered.	Glow when one or more calls are waiting in the queue.
<u>3rd Row</u> ANS SUPY (1) (Answer Supervisory)	Green	Indicates when a call is connected to this circuit. Also indicates when a caller is connected to the wanted number.	Lamp will flash, glow or extinguish depending on particular stage of call (see detailed description in previous part of this Section under the headings "How to Answer a Call" and "To Extend a Call").
ANS SUPY (2) (Answer Supervisory)	Green	"	"
CALL WAITING DELAY	-	At present this lamp is not in use.	

Item	Lamp Colour	Use	Indication
<u>2nd Row</u> ANS 1 (Answer One)	Green	Pressed to answer a call on this circuit. Pressed once to be in CALL ACCEPTANCE - button remains locked (depressed) - and then pressed again to speak to the caller.	When the Ans. button's lamp glows and the <u>Ans. Sup. Lamp flashes</u> , this means a call is connected to the circuit. When there are no calls waiting to be answered and the Ans. button has been pressed (CALL ACCEPTANCE), frequently the Ans. button's lamp will glow.
ANS 2 (Answer Two)	Green	"	"
TEST DIAL	Red	When pressed and held down will enable the Telephonist to dial on the "Test Network" (See Section 15).	May or may not glow depending on the result of the test (see Section 15).
TEST SEL. (Test Selector)	Green	To obtain access to the "Test Network" (See Section 15).	Glows when pressed.
<u>Front (1st) Row</u> DIAL	White	To obtain dial tone prior to dialling a number on either of the "Answer" circuits. Dial at right hand side of switchboard is used to dial the wanted number.	When pressed, dial tone will be heard.
REL (Release)	Black	To release any number or part of a number dialled by the Telephonist on one of the "Answering" circuits.	-
MET (Meter)	Yellow	When pressed will charge (meter) a call to the caller's telephone service.	-

Item	Lamp Colour	Use	Indication
<p><u>Front (1st) Row Cont'd.</u> THRO CLR (Throw Clear)</p>	Red	<p>When pressed will "disconnect" Telephonist's headset from the circuit. When pressed at the same time as the Cancel button will clear a call, that has been extended, from the switchboard.</p>	<p>Telephonist cannot speak to or hear the caller when Throw Clear button pressed.</p>
<p>FLT TRCE (Fault Trace)</p>	Red	<p>Will "hold" a suspected faulty call which you have set up on your switchboard and then enable you to complete the call on the circuit concerned, and to take further calls on this circuit.</p>	<p>Glow's intermittantly when in use.</p>

SECTION 15

"TEST NETWORK" (BUSY AND DA REPORT VERIFICATION FACILITY) - EXPLANATION AND USE

The "Test Network" consists of three switchboard buttons - TEST SELECTOR, TEST DIAL and TEST SPEAK - and this facility will assist you in the handling of many reported Busy and DA difficulties. The "Test Network" can be used to check the majority of telephone services located within the 15 miles radius of the G.P.O., or in other words most of the numbers listed in the WHITE pages of the Melbourne Telephone Directory, without the assistance of an exchange Technician.

The purpose of each button is as follows :-

- TEST SELECTOR : Gives access to the "Test Network".
- TEST DIAL : Permits dialling of the wanted number on the "Test" equipment. The associated RED lamp in part indicates the result of your test.
- TEST SPEAK : Enables you to speak over the "Network".

Method of using the "Test Network"

- (1) Press the TEST SELECTOR button which will remain operated.
- (2) Then press and hold down the TEST DIAL button during and until 2 to 3 seconds after dialling the number. (When using the "Network", dial numbers SLOWLY.)
- (3) If it is necessary to speak over the "Network", hold down the TEST SPEAK button. (The circumstances when you will need to speak and the lamp signals and tones which you will see or hear will be explained later in this Section.)
- (4) At the conclusion of your test, release the "Test" equipment by again pressing the TEST SELECTOR button. This button will then unlock and return to the "not in use" position.

N.B. - As mentioned the Busy and DA tests are available to most but not all of the exchanges within the 15 miles radius. However, you will after having first tried the wanted number on one of your switchboard circuits and obtained Busy or DA always attempt to verify the condition by dialling the number on the "Network". Should you hear Ring tone during or on completion of dialling the number on the "Test Network" this means you cannot check the number yourself and you will

then wait for a Technician at the exchange concerned to answer. When he does, press and hold down the TEST SPEAK button and say "Russell here would you test for (Busy or DA) please?"

Advise the caller and endorse the docket according to the advice given by the Technician.

Testing a number on the "Test Network" when both Busy and DA tests are available

- (i) Press the TEST SELECTOR button.
- (ii) Press and hold down the TEST DIAL button and dial the wanted number.
- (iii) A high pitched continuous tone will be heard either during or on completion of dialling and this is a definite indication that you have obtained a test distributor. When it commences during dialling it will remain until completion. Should it commence after dialling has been completed it will then remain for about $1\frac{1}{2}$ seconds.
- (iv) If conversation is heard, obviously the wanted number is "BY spkg" and you will advise the caller accordingly. In addition, the RED lamp will usually glow when the number is Busy. Endorse the docket as "Assistance".
- (v) Should no conversation be heard and the TEST DIAL button lamp (RED) glows, hold down the TEST SPEAK button and say "Service Centre testing are you getting through, please?" If you receive no reply, advise the caller the number is out of order and that it will be reported. Report as BY000.
- (vi) If the testing equipment which you have obtained finds the number is not engaged on another call and it is not BY000 it will automatically then test the number to see whether the number is either DAok or DA faulty. The indication given to you that the number has been checked for DA will be a single burst of Ring tone which you will hear almost immediately after the high pitched tone ceases.
- (vii) Should the number dialled be DAok, you will hear an interrupted tone which will remain until you release the "Test Network". Advise the caller accordingly and endorse the docket as "Assistance".

- (viii) If the number is DA faulty, no tone or other indication will be heard after the single burst of Ring tone mentioned in (vi). Press the Test Selector button to release the "Network", advise the caller the number is O.O.O. and that you will report the fault. Refer the docket to Repair.

It is possible that on an infrequent occasion your attempt to test a number on the "Test Network" may not be effective. The indications that would occur and the action to take are as follows :-

- (a) The high pitched tone heard during or on completion of dialling will be heard when you obtain a Test Distributor and it will cease when the number dialled has been tested for Busy.

It follows therefore that if you do not hear the high pitched tone or if you do hear it and the tone does not stop (the latter should occur on very rare occasions) your attempt has not been successful. Release and dial the number again, remembering of course to follow the "slow" dialling procedure. Should either result recur, dial the Exchange Test Desk concerned and ask the Technician to test the number for you. Advise the caller and endorse the docket according to the advice received. Make sure you report the failure to obtain a Test Distributor to your Monitor.

- (b) If you hear the high pitched tone and it ceases, and you then receive no conversation, no RED lamp and no single burst of Ring tone, then the testing equipment has tested the number for Busy but has NOT tested the number for DA. If your switchboard folder indicates that both tests can be made, release and try again. Should the same result be obtained, dial the Exchange Test Desk concerned and ask the Technician to test the number for you. Advise the caller and endorse the docket accordingly to the advice received. Report the failure of the Test Network to your Monitor.

There are some further points for you to know of in connection with the "Test Network" facility and these are :-

Speaking over the "Test Network"

It is necessary to speak over the "Test Network" at various times for the following reasons :-

- (i) In order to find out if a number is Busy or not, when no conversation is heard.
- (ii) Sometimes a caller who has booked a Trunk Line call and been advised by the Telephonist that he would be called back, does not hang up as requested. The Trunk Line Telephonist is then unable to call the number concerned and she will seek your assistance in

arranging for the caller to hang up. Similarly, if a caller has been inadvertently disconnected from a Trunk Line booking level, the Telephonist will again call into "1100" for this assistance.

- (iii) If a caller states he wishes to speak to a telephone number that is Busy and the matter is URGENT, refer the matter to your Monitor. The Monitor will then speak to the caller.

Busy during dialling

If when dialling a number on the "Test Network" you receive Busy tone during dialling this means that temporarily this equipment is busy. Press the Test Selector button to release the equipment and try again in a few seconds.

Switchboards and switchboard extensions

It is not possible to test large (P.B.X.) switchboard numbers and extensions and if you know in the first instance that it is a switchboard number being reported, for example, the caller may tell you he is calling a firm, organisation, company or some other subscriber who would have a switchboard installation, do not check for Busy or DA on the "Test Network". After first dialling the wanted number on one of the switchboard circuits to confirm the caller's report, then if necessary call the Technician at the exchange concerned.

Busy test on Chelsea numbers

Chelsea is the only exchange OUTSIDE the 15 miles radius of the G.P.O. on which you can use test distributor equipment to check a reported busy condition. Chelsea telephone services have SEVEN digit numbers and they begin in all cases with the prefix "772".

When checking a Chelsea number for busy on the Test Network, however, you will dial "552" (instead of "772") and the remaining four digits of the number quoted by the caller.

If the difficulty reported is DA ask the "assistance" Technician to check the number for you.

Keeping the subscriber informed

A final point for you to follow in checking out a Busy or DA report is that whether or not you complete the check on the Test Network, or ask a Technician to test the number, or both, this procedure often takes some time and unless you make a conscious effort to remember to keep the subscriber informed of the action you are taking, he may be "left on the line" to wonder just what is being done about his call. It is most important that you do not let this happen.

SECTION 16

"CROSSBAR" TELEPHONE EXCHANGE EQUIPMENT
- FEATURES OF OPERATION

You have learnt that the majority of telephone services reported to you are connected to one of the 100 exchanges located within a radius of 15 miles from the G.P.O. These exchanges are, of course, all AUTOMATIC in their operation - connecting equipment at the exchange is automatically set up by the numbers dialled by callers - and such exchanges include Russell ("63"), City West ("67"), Brunswick ("38"), South Melbourne ("69"), Highett ("95"), Blackburn ("878") and Richmond ("42"). The only Departmental Telephonists who are concerned with the connection of calls within one, or between two, of the exchanges concerned are the Telephonists at the Russell, Hawthorn and Windsor Service Centres, and then only in an "ASSISTANCE" capacity.

The 100 exchanges are equipped with one of two types of equipment which are known as "STEP" and "CROSSBAR". The "Step" type of equipment has been in use in Melbourne for many years and the features of its operation are well known to most telephone users. "Crossbar" equipment, however, is a more recent addition to the Department's Telephone System and it is necessary for you to know something of the different or additional features which apply to telephone services connected to "Crossbar" type exchanges. These are :-

- (i) When dialling from a telephone service connected to a "CROSSBAR" exchange, the caller will usually not hear the switching noises (clicks) that are heard when dialling from a "STEP" equipment exchange and, which you do hear, when dialling a number from the Russell Service Centre switchboard.
- (ii) After dialling a number from a "CROSSBAR" telephone service a slight delay of a few seconds will be noticeable to the caller before he hears the Ring, Busy or Number Unobtainable tone or a Recorded Voice Announcement. There is almost no delay in hearing a tone or announcement after dialling a number from a "STEP" exchange and this is so on numbers dialled from your switchboard. (To lessen the delay in hearing a tone or announcement after dialling a number from a "CROSSBAR" telephone service, the caller will hear a very short burst of ring tone before he hears the actual tone or announcement - this short burst of ring tone is called "SPLASH RING TONE".)
- (iii) If one, or both, of the calling and called numbers are connected to a "CROSSBAR" exchange, a caller must dial the wanted number within about 45 seconds otherwise any equipment set up by the digits dialled will be released and the caller will then hear Busy tone. He then has to get Dial tone and dial the number again.

Another feature associated with dialling is that when certain numbers are dialled from a "CROSSBAR" telephone, a pause of more than about 4 seconds before dialling the next digit of the wanted number, will also cause the release of the equipment that has been set up.

- (iv) If the called telephone number is connected to "CROSSBAR" equipment and it is "DA", the Ring tone will cease after about 90 seconds, and the caller will then hear Busy tone.

Subscribers are fully informed in advance by the Department before any change from "STEP" to "CROSSBAR" is made. New subscribers are also advised of the method of using their telephone service - either "STEP" or "CROSSBAR" - and, therefore, difficulties which you handle because of a caller's lack of knowledge of the method and features of its use should not be many. The main points set out in the foregoing are summarised hereunder : -

- (a) Switching noises are not usually heard when dialling from a "CROSSBAR" telephone.
- (b) After dialling a number from a "CROSSBAR" telephone, a delay of a few seconds will occur before a tone or announcement is heard.
- (c) If a "CROSSBAR" exchange is concerned in a call, the wanted number must be dialled within 45 seconds.
- (d) If a "CROSSBAR" number is "DA" and the caller hangs on, Ring tone will cease after about 90 seconds and Busy tone will be heard.

Points (c) and (d) above apply to calls dialled from the Service Centre switchboard

SECTION 17

SPECIAL INSTRUCTIONS FOR HANDLING CALLS TO MELBOURNE
OUTER ZONE SUBSCRIBERS

As mentioned in Section 6 of these Instructions, the three Service Centres at Russell, Windsor and Hawthorn are provided to handle service difficulty calls from telephone subscribers in the Melbourne Telephone Zone, i.e., subscribers connected to exchanges within a 15 miles radius of the G.P.O. and who are shown in the White pages of the Melbourne Telephone Directory. Service difficulty calls from Chelsea, Kalkallo, Melton, Mernda, Toolern Vale, Whittlesea and a number of other Outer Melbourne Telephone Zone exchanges are also received at Windsor Service Centre and on special positions at the Main Trunk Exchange. The latter subscribers are located outside the Melbourne Telephone Zone and are listed in the Yellow pages of the directory.

Each of the three Service Centres have the same code "1100" but the Centre to which any call will go depends on the first digit of the calling number. Calls from -

5 and 9 numbers, at present go to Windsor

3, 4 and 6 numbers, at present go to Russell

2 and 8 numbers, at present go to Hawthorn

Subscribers in the Melbourne Zone call one another by dialling the wanted numbers as shown in the White pages of the directory. These calls are untimed and are charged as local calls. Local calls made from subscribers' telephones are charged 4 cents for each call whilst the cost of a local call from a public telephone is 5 cents.

Calls to Melbourne Outer Zone (Adjoining Zone) Subscribers

Melbourne Zone subscribers also make untimed local calls to the Melbourne Outer or adjoining Zones - see map behind "Introduction" at the beginning of this Manual. For a Melbourne Zone subscriber to make a call to a subscriber connected to an exchange in an adjoining zone, it is sometimes necessary to first dial the access code to the required exchange these codes appear in the Information pages at the front of the Melbourne Telephone Directory - and either then dial the wanted subscriber's number, or request the wanted number from the answering Telephonist (in the case of a manual exchange telephone service). The Directory indicates whether the wanted number may be dialled direct or has to be requested from a Telephonist. In other cases the subscriber's number (as listed in the Yellow pages) only, has to be dialled, for example, Dandenong, Chelsea and Frankston numbers.

Melbourne Outer or Adjoining Zone Subscribers

These are subscribers connected to exchanges which are located within a radial area of 15 to 25 miles distance from the G.P.O. - see map referred to previously.

When a Melbourne Zone subscriber has difficulty on a call to an adjoining zone exchange, the caller should report the details to "1100". The Telephonist will need to remember that the methods used to handle calls to adjoining zone subscribers differ in some respects from those used when the difficulty concerns a call to another number within the Melbourne Zone.

The differing procedures are as follows :-

Calls to KALKALLO

- (i) Testing of the suspected faulty line will NOT be possible unless a Technician is at the exchange.
- (ii) An assistance call should be connected if possible, otherwise refer to Monitor.

Calls to MELTON and TOOLERN VALE

Attempt to connect call but if this is not possible details of the difficulty are to be passed to Bacchus Marsh Technician during Monday - Friday 8 a.m. - 12 Noon, 1 p.m. - 5 p.m. Outside these hours details to be passed to Bacchus Marsh operator. No Test Distributor access is available to 1100 operators. Obtain a sequence or docket number when a fault is reported to and accepted by Bacchus Marsh. If you speak to the Telephonist, exchange initials and record on the docket.

Calls to MERNDA, WHITTLESEA, HURSTBRIDGE, PANTON HILLS, ARTHURS CREEK, ST. ANDREWS and KANGAROO GROUND

If not possible to connect call, advise details to Croydon.

Calls to SUNBURY

All trouble reports concerning calls to Sunbury will be handed to the Monitor after all necessary details have been obtained from the caller and any assistance given.

N.B. - General details regarding calls to the abovementioned exchanges are contained in your switchboard folder.

Calls to OTHER Melbourne Outer or Adjoining Zone Subscribers

Service Difficulty Reported	Called Telephone Service is Connected to a Manual Exchange (Telephonist at wanted exchange is asked for wanted number)	Called Telephone Service is Connected to an Automatic Exchange
BUSY (BY)	Say to the caller "I will connect you to the exchange". Prepare docket and connect caller. (Busy would usually have occurred after the caller dialled the Access Code)	If you also encounter Busy, call the <u>Service Desk</u> (wanted number's) and request a test to be made.
Busy During Dialling (BYdd)	Usual procedure, however, BYdd can apply on Access Code only.	Usual procedure
No Progress (N.P.)	Usual procedure, however, N.P. can apply on Access Code only.	Usual procedure.
Does Not Answer (D.A.)	Say to the caller "I will connect you to the exchange". Prepare docket and connect caller. Advise answering Telephonist that caller had encountered D.A. on previous attempt.	If you confirm D.A. call appropriate <u>Service Desk</u> and request a test to be made.
Triple Connection (T.C.) or Wrong Number (W.N.)	If call extended (i.e. connected to called subscriber's exchange) ensure caller is connected to the wanted number before releasing the call.	Usual procedure.
Number Unobtainable Tone (N.U.)	Can only apply on Access Code. Should <u>rarely</u> occur - refer to Monitor.	Usual procedure. Check should be made with <u>Service Desk</u> concerned if further information requested by caller.
Called No Voice (C.N.V.)	Should <u>rarely</u> occur. Prepare docket and connect caller to exchange - advise answering Telephonist of circumstances.	Usual procedure.
Coins No Service (C.N.S.)	Usual procedure. If call extended, ensure caller is connected to the wanted number before releasing the call.	Usual procedure.

Service Difficulty Reported	Called Telephone Service is Connected to a Manual Exchange (Telephonist at wanted exchange is asked for wanted number)	Called Telephone Service is Connected to an Automatic Exchange
Transmission/ Reception Noisy or Faint (T.N.F. or R.N.F.)	Usual procedure. Offer to connect caller to wanted exchange if appropriate.	Usual procedure. Offer to connect caller to wanted number if appropriate.

SECTION 18

SUBSCRIBER TRUNK DIALLING (S.T.D.)

Subscriber Trunk Dialling is a method by which subscribers can make Trunk line calls from their own telephone to certain country and interstate exchanges without the assistance of a booking Telephonist.

S.T.D. provides faster and cheaper service for the telephone user. Faster because the call does not have to be booked with an operator, cheaper because they only pay for the time they use and not at a certain rate for each 3 minutes, or part of 3 minutes.

The charges are recorded on the calling subscriber's meter which will register once for every four cents worth of Trunk line time taken on a call. One registration takes place when the distant number answers and subsequent registrations occur at set intervals, depending on the location of the called number.

For example, on a call to Sydney -
the meter would operate each 4 seconds (between
9 a.m. and 6 p.m.); and
each 5 seconds (between 6 p.m. and 9 a.m.)

On a call to Geelong -
at day rate, the meter would operate every
30 seconds,
at night rate, the meter would operate every
45 seconds.

No indication of the elapsed time is given. ("Pip" signals are heard after each 3 minutes on a trunk call booked with a Telephonist at the Main Trunk Exchange.)

Any service difficulties or faults on the S.T.D. equipment must be reported to "1100" by the caller.

A subscriber connected to an exchange with access to the S.T.D. equipment may still book Trunk line calls with the M.T.X. operator, however, if he does so, the call is charged at the prescribed 3 minutes rate.

In Melbourne all city subscribers and many suburban exchanges have access to S.T.D. Eventually, S.T.D. access will be extended to all Melbourne suburban exchanges.

Subscribers who have S.T.D. access can dial a number of Victorian centres and also Adelaide, Albury, Brisbane, Canberra, Hobart, Launceston and Sydney. The Victorian centres include - Bacchus Marsh, Ballarat, Benalla, Bendigo, Dromana, Geelong, Mornington, Morwell, Wangaratta and Warragul. The complete list of exchanges available on S.T.D. is contained in your switchboard folder. This folder also shows the code which it is necessary for the caller or yourself to dial in order to obtain the wanted exchange. In most cases the wanted exchange will be automatic, and if so, it is then necessary to dial the wanted subscriber's number. However, if the wanted number is connected to a Manual telephone exchange, you will not dial the wanted telephone number but will ask the "answering" Telephonist for the wanted number.

It is important for you to remember that as the difficulty may be due to a fault on the caller's telephone, and not on the S.T.D. equipment, you will follow a similar handling procedure when the difficulty concerns an S.T.D. trouble report, as you will for a difficulty on a LOCAL call. There are, however, a number of different or additional points for you to remember in dealing with an S.T.D. trouble report and these include :-

- (i) You will NOT connect a caller to the wanted S.T.D. number as it would then not be possible to charge the caller for the call. Use the "EXCH" line when attempting to call a number on S.T.D. to confirm a reported condition, or to find out if it is clear to call.
- (ii) Write "S.T.D." prominently in the Remarks space of the docket.
- (iii) Endorse the full S.T.D. code as well as the called number in the NO CALLED space.
- (iv) If the "Assistance" Telephonist advises the called number is O.O.O., exchange initials and endorse her initials in the SEQ space. Do not refer the docket to "Melbourne Repair".

When dealing with S.T.D. reports, you will of course also enter the caller's number in the SUBS. or P.T. NO. space and endorse the difficulty concerned on the docket in a similar manner to LOCAL call difficulties. The further action to take will then depend on the type of difficulty and it will be along the following lines :-

Caller is reporting BY or DA on called number

You will dial the wanted number and should the number answer say "Melbourne here, please hang up and await an S.T.D. call from Melbourne". Release the line and advise the caller that "..... is now clear would you please dial the number again". Also tell the caller "If you still cannot get the number would you please try again shortly or book the call with 011 (or 018)".

011 - Intrastate trunk line calls

018 - Interstate trunk line calls

If you also receive a Busy or DA, dial the "Assistance" Telephonist for the exchange concerned (the number is in your switchboard folder) and ask her to check the wanted number. Advise the caller of the result and if the number is O.O.O., "I am sorry is out of order and has been reported, please try again later". As mentioned previously, exchange initials and record the "Assistance" Telephonist's initials in the SEQ space.

Caller is reporting BYdd

If on checking such a difficulty, you hear the Busy tone during or after dialling the S.T.D. code, this is probably due to all lines on the particular route being in use, and it is therefore necessary

to advise the caller in such circumstances "I am sorry all lines to (Wanted Exchange) are engaged. Would you please try the call again shortly". You will refer such difficulties to CARGO by crossing BYdd and digit and writing "All lines engaged" and "C" in the Remarks space.

A Report of No Progress

If you obtain the wanted number, say "Melbourne here, please hang up and await an S.T.D. call from Melbourne". Release the line and advise the caller that "..... is now clear would you please dial the number again". Also tell the caller "If you still cannot get the number would you please try again shortly or book the call with 011 (or 018)". Refer the docket to CARGO.

If you also receive No Progress, dial the "Assistance" Telephonist and then take action according to the advice received. If the called number is O.O.O., exchange initials with the distant operator, advise the caller the fault has been reported and refer the docket to Cargo. Should there be no fault on the called number you will also refer the docket to CARGO but in this case advise the caller "..... is now clear would you please dial the number again". Also say to the caller "If you still cannot get the number would you please try again shortly or book the call with 011 (or 018)".

A caller has reported a Wrong Number(s) on S.T.D. calls

Query the caller as you would for a wrong number difficulty on local calls and refer the docket to either CARGO or REPAIR in the same way as you would if the difficulty had concerned wrong numbers on local calls. That is, depending on whether the difficulty is WN one or WN freq. However, should you also get a wrong number after having dialled the wanted S.T.D. number, you will report this to the distant assistance Telephonist as a fault on the called number and NOT to Melbourne Repair or to Cargo.

If the caller has obtained a wrong number(s) after dialling the one S.T.D. number, write the full S.T.D. code and the number called in the NO. CALLED space. Endorse the number of wrong numbers received in the Remarks above Rebated, cross Rebated and tell the caller he will be rebated for the wrong number(s). Refer the docket to CARGO as "WN one".

Take similar action if the difficulty is WN freq; however, you will, of course, cross WN freq. and write R in the Remarks.

Irrespective of whether the difficulty is WN one or WN freq., the action you will then take is to dial the wanted S.T.D. number on the "EXCH" line and if you obtain an answer, advise the called number to "Please hang up and await a call from Melbourne". Then advise the caller "Would you please dial the number again, or book the call with 011 (or 018)".

Should you be unable to obtain the called number, call the "Assistance" Telephonist concerned and then take action according to the advice received.

Cut Offs on S.T.D. calls

Follow the same procedure as for a cut off on a local call except that you :-

- (i) Will not offer to re-connect the caller;
- (ii) Will ask the caller the approximate length of time the call was in progress;
- (iii) Will find out which tone (if any) the caller heard after the call was cut off; and
- (iv) Will ask the caller if he noticed any indication that the call was about to be cut off.

Enter details obtained in the Remarks space. Also enter the number of times the caller was cut off, above Rebated in the Remarks. Then cross Rebated, tell the caller a rebate will be arranged and that the matter will be reported. Terminate the call by saying "I am sorry you have been troubled. If you wish to continue the call, would you please dial the number again".

Other Rebates

In addition to wrong number and cut off difficulties, rebates will also be given in the case of a triple connection and on calls where there has been faulty transmission. However, when it is a faulty transmission difficulty, refer to your Monitor. Any special cases should also be referred to the Monitor. Endorse the number of calls on which the difficulty was encountered in the Remarks above Rebated and cross Rebated. Ensure the caller is informed that rebates will be given and that the matter will be reported. Say to the caller "I am sorry you have been troubled. If you wish to continue the call, please dial the number again".

Calls FROM country and interstate S.T.D. callers to "1100"

If a request is received from a country or interstate S.T.D. caller for assistance on a Melbourne Telephone Zone or Outer Telephone Zone subscriber, request the caller to dial his own Assistance Centre.

Two final points for you to remember in connection with S.T.D. are :-

- (i) If the called number does not answer within 90 to 180 seconds, the ring tone will cease and Busy tone will be heard.
- (ii) At present no public telephone (whether Departmental or Company) in the Melbourne Telephone Area has access to S.T.D. It is planned however to install

in Melbourne at some future time, Multi Coin public telephones of a type which will permit S.T.D. calls to be made in addition to local and operator connected trunk calls. In addition, there are at present a number of special Public Telephones installed outside the Melbourne area at a few selected holiday resorts such as Rosebud and Dromana in which it is possible to insert 20 cents and make a three minute S.T.D. call to a Melbourne subscriber's number.

SECTION 19

GENERAL INFORMATION

Telephone Numbers

The great majority of telephone numbers in the Melbourne Telephone Zone are either SIX or SEVEN digit numbers, e.g. 45 7425 and 544 1234. There are, however, also FIVE digit numbers such as 3 2051. Five digit numbers are comparatively few, and are always either a switchboard number or a "Recorded Information Service" number such as 6 3051 (Ring-a-Recipe).

Therefore, in the Melbourne Telephone Zone, (within 15 miles radius of the G.P.O.), there are five, six and seven figure subscriber telephone numbers. Because telephone numbers do vary in length, it is most important for you to check the number quoted by dialling it, and then if necessary referring to your switchboard folder or Monitor before advising a caller, "I'm sorry there is no such number". Melbourne Telephone Zone subscribers' numbers begin with "2", "3", "4", "5", "6", "8" or "9". The remaining three numbers on the telephone dial are of course "1", "7" and "0" and the position regarding the use of these digits in the Melbourne Telephone Zone is as follows :-

- "1" No subscriber's telephone number will begin with "1". (Extension Telephone Numbers may of course begin with this number.)
- "7" Access to the Melbourne Outer Telephone Zones (Yellow pages of the Melbourne Directory) will be gained by the Melbourne subscriber dialling a code or Subscriber's number commencing with "7". No telephone numbers within the 15 miles radius of the G.P.O. (White pages of Directory) begin with "7".
- "0" Access to most service levels such as "011", "013", "018" and "0176" will be gained by dialling a code commencing with "0". This numeral is also the first digit of all S.T.D. codes, e.g. "052" to Geelong or "02" to Sydney.

Silent Lines

A silent line is an ordinary telephone service leased by a subscriber who, for some reason that is acceptable to the Department, does not wish his name and telephone number to be published in the Telephone Directory. The number can only be obtained from the subscriber himself.

Receiver "Left Off" Advice

When you learn from a Technician that the receiver of the called number has been "left off", you will advise the caller, "I am sorry, (Tel. No.) is out of order, I will report the fault". You will NEVER tell the caller that the receiver has been "left off".

Personal Calls

Any call intended for another Telephonist, or a call to report an absence from duty which you may receive, should be connected to the Monitor.

"Test Network" - Request for details of who is speaking on a telephone call

If, after advising a caller that the wanted number is engaged on a call, the caller asks who is speaking, you must advise him courteously, "I am sorry, I am not permitted to give such information". No details at all, regarding the parties speaking on a call, may be advised to a caller.

Cable Faults

Subscribers' telephones are, of course, linked with their exchanges by means of telephone lines. A number of such lines form what is known as a subscriber's cable and up to about 1,000 or even more subscribers' telephone lines can be enclosed within the one cable. Usually, the cables are laid underground, beneath street nature strips or footpaths.

During the winter months, particularly, cable faults sometimes occur because of heavy rain seeping into cables, and when this happens, a number or all of the lines in the cable concerned can be put out of order.

If you know of a cable fault that is affecting a particular group of telephone services, it is important to remember that you will still -

- (i) Take details of the difficulty being reported by the caller;
- (ii) Tell him that the fault will be reported; and
- (iii) Refer the docket to repair.

If, on a difficulty referred to Technical staff for test, you are advised that the telephone is O.O.O. because of a cable fault, you should endorse the docket "In hand Cable".

"Holding" of suspected faulty junction

When you obtain No Progress on a wanted number, the method used in an effort to overcome this difficulty is of course to obtain the Monitor's permission to use the "Fault Trace" facility (see Section 14), provided this equipment is available at the time.

Because it could delay another call being handled or to be answered, you will not, when you have received No Progress on a number, release the number dialled, then ask a neighbouring Telephonist to dial the number and "hold" it, while you again dial the number yourself on your switchboard.

Another reason, of course, why this latter procedure should not be followed is that when the Fault Trace equipment is available, it should be used in order to allow Technical Staff to trace and repair a possible faulty junction at the first opportunity.

However, should you receive N.P. when the Fault Trace equipment is not available, your Monitor may decide to call the number concerned from the Monitor's post and then advise you to dial the number again on your switchboard in the usual way.

Technicians - Request from Callers to Speak to

If a caller asks to speak to Technical staff about a difficulty he is reporting, do not connect but refer the call to your Monitor.

Distinguishing ("D") Numbers - Advising of

On request, advise your "D" number to a Departmental officer or a person responsible for the cleaning of public telephones.

SECTION 20

STANDARD PHRASES - LIST OF

<u>Phrase</u>	<u>When and/or why used</u>
"Telephone service may I help you?"	- To answer all calls to "1100".
"Hold the line please."	- To ask a caller to wait.
"Sorry to keep you waiting."	- When the caller has been waiting for some length of time. (For example, while you are waiting on the result of a test by Technical staff.)
"What is your number please?"	- Requesting the caller's number.
"What number are you calling from please?"	- When the caller may be calling from another number.
"What number are you calling please?"	- Requesting the number being called.
"What happened when you dialled the number, please?"	- When the caller makes a vague statement about being unable to obtain the called number.
<u>"Did you hear the busy signal during or after dialling the number?"</u>	- To establish whether it is BYdd or Busy on completion.
"Do you know what part of the number you had dialled when you heard the busy signal, please?"	- When the caller advises BYdd and to ascertain if possible after which digit it was heard.
"I am sorry all lines to the (".34.") exchange are engaged, please keep trying."	- When you confirm BYdd and the exchange is in the Melbourne Telephone Zone (within the 15 miles radius of the G.P.O.)
"I am sorry all lines to the (Bayswater) exchange are engaged, please keep trying."	- When you confirm BYdd and the exchange is in an Outer Melbourne Telephone Zone (within the 15 - 25 miles radius of the G.P.O.)
"Service Centre testing, are you getting through, please?"	- When a RED lamp and no conversation is encountered on using the "Test Network" facility, to find out if there is a call in progress on the wanted number.
"I am sorry (Tel. No.) is engaged on another call."	- When the wanted number is already speaking on another call.

<u>Phrase</u>	<u>When and/or why used</u>
"I am sorry (Tel. No.) is out of order, I will report the fault."	- To tell the caller that the number he wants is O.O.O., and that it will be reported.
"Hold the line please, I am still testing."	- After receiving busy tone or "D.A." on dialling the wanted number and before using the "Test Network".
"Were you cut off during conversation?"	- To ascertain whether the call is in fact a cut off report.
"Did you make the call or were you called?"	- On a cut off report, if it is necessary to ask the caller whether he made the call.
"What number did you call?"	- To find out the number from which the caller was cut off after you have ascertained the caller made the call.
"Do you have this trouble frequently?"	- To determine whether a cut off difficulty should be referred to Repair.
"Do you wish to be reconnected?"	- To the caller on a cut off difficulty, if it is necessary to ask this question.
"Do you know the number you obtained please?"	- When a caller is reporting a wrong number difficulty.
"Did you hear ring tone before the number answered?"	- To establish that it is a wrong number difficulty and not a Triple Connection.
"Do you receive wrong numbers on only this particular number or also when you call other numbers?"	- To determine whether it is a WN one or WN freq. difficulty.
"How many times did you get a wrong number, please?"	- In order to rebate the caller for wrong numbers obtained.
"Did you hear dial tone when you lifted the receiver, please?"	- Asked on a Triple Connection (crossed talk, crossed line) difficulty.
"Did you speak to the number you dialled?"	- To determine whether the difficulty is Triple Connection or crossed talk.

<u>Phrase</u>	<u>When and/or why used</u>
"Did you hear dial tone before you commenced dialling?"	- To find out whether the difficulty is one of No Progress or whether it may be either cannot call out (N.D.T.) <u>or</u> cannot call out and cannot be raised (N.R.R.)
"Did dial tone stop while you were dialling?"	- To find out whether the difficulty is one of No Progress or whether it may be either cannot call out <u>or</u> cannot call out and cannot be raised.
"Are you speaking from your own telephone now?"	- If a caller reports he is not <u>receiving</u> calls, in order to establish whether the fault is <u>also</u> one of NDT or CBDT. You will also ask this question when the caller is reporting he is unable to make calls from his telephone.
"Service Centre here, would you test (Tel. No.) for DA, please?"	- When seeking assistance from Technical staff on a DA report.
"(Tel. No.) is testing in order but there is no answer. Would you try again later, please?"	- When the called number has been tested for DA and no fault is found.
"In that case, I will report the number for further test. Could I have your name, please?"	- When you establish that a number is DA OK and the caller <u>insists</u> there is somebody in attendance.
"I am sorry the number you are calling is not a working service at present. It is either temporarily disconnected, cancelled or not yet connected."	- On a Recorded Voice Announcement or Number Unobtainable tone report when you also receive RV or NU.
"What is their name and address, please?"	- When the caller requires further information on a number on which NU or RV has been received.
"Have you a listing for (Name) of (Address) please?"	- To the 013 Telephonist in order to find out if a number, different to that advised by the caller, is available.
"Service Centre here is (Tel. No.) a working service, please?"	- When it is necessary to refer the NU or RV report to Technical staff.

<u>Phrase</u>	<u>When and/or why used</u>
"Do you know what part of the number you had dialled when you heard the tone (or announcement) please?"	- When caller advises NUdd or RVdd.
"What is the cabinet number, please?"	- On all calls from public telephones. (Cabinet numbers are <u>not</u> allotted to "Easiphones" and "Victa Red" telephones.)
<u>"What is your name and address please?"</u>	- <u>Caller from public telephone claims money lost on a call.</u>
"The public telephone will be checked and if a fault is found a refund will be made."	- When a rebate may be due on a CNS or WN report.
"Thank you I will report the fault."	- After all details of the fault have been obtained, and this phrase is the appropriate conclusion. For example, a caller is reporting another P.T. as being O.O.O. when there has been no CNS, etc. difficulty.
"I will try to connect you now. Would you please ask the proprietor to report the fault."	- To a caller from a Leased Coin attachment telephone who is claiming money lost on a call and he cannot supply either a cabinet number or the exchange line number.
"If you require a refund, please see the proprietor as you are calling from a private coin telephone."	- To a caller from a Leased Coin attachment who is claiming money lost on a call and you are unable to connect him to the number required.
"I will try to connect you now, but if you require a refund, please see the proprietor as you are calling from a private coin telephone."	- To a caller from a Leased coin attachment who is claiming loss of more than one 5 cent coin.
"Melbourne here, please hang up and await an S.T.D. call from Melbourne."	- To the <u>called number</u> , when you can obtain the wanted number on a S.T.D. difficulty report.
"(Tel. No.) is now clear would you please dial the number again." "If you still cannot get the number would you please try again shortly or book the call with 011 (or 018)."	- To the <u>caller</u> , when you have been able to obtain the wanted number on a S.T.D. difficulty report.

<u>Phrase</u>	<u>When and/or why used</u>
"I am sorry (<u>Te</u> l.: <u>..No</u> .) is out of order and has been reported. Please try again later."	- When you have established that the wanted S.T.D. number is O.O.O.
"I am sorry all lines to (<u>Wanted</u> . <u>exchange</u>) are engaged. Would you please try the call again shortly."	- If you also receive the Busy tone during or after dialling the S.T.D. code.
"For how long was the conversation in progress, please?"	- On an S.T.D. cut-off difficulty.
"Did you have any indication that the call was about to fail?"	- " " "
"What tone did you hear after you were cut off, please?"	- " " "
"I am sorry you have been troubled. If you wish to continue the call, would you please dial the number again."	- On an S.T.D. cut-off difficulty after first advising the caller that a rebate will be given.
"I am sorry I do not have that information but I will report the fault and it will be rectified as soon as possible."	- When you are queried as to how long it will be before a fault is cleared on a telephone service.
"Hold the line please and I will connect you to the Monitor."	- When a caller advises that it is the second occasion he has had to report the same fault (and it has not been attended to).
"I am sorry I am not permitted to interrupt a call."	- If a caller requests that a call in progress be interrupted.
"What is the nature of the urgency please?"	- When the caller persists or claims he wishes the call interrupted for an urgent reason. (This question is also asked if a caller is reporting a telephone, on which urgent or preferential treatment would not normally be given, and the caller claims there is an urgent reason for the restoration of the telephone service concerned.)
"The correct number to call for this information is Would you hold the line please, and I will connect you."	- Advising caller of the correct number for a particular service, etc. (For example 013, 0175).

<u>Phrase</u>	<u>When and/or why used</u>
"I will connect you to the Annoying Call (or Interception) Section."	- When a caller wishes to report annoying calls, or wants his calls intercepted.
"I will connect you to the exchange. Hold the line, please."	- On a call to an Outer Metropolitan Zone exchange where calls are manually handled, and caller complains of DA, WN, TNF, RNF, etc.
"Would you please hang up and call your own Assistance Centre please. They will help you."	- If an Outer Zone caller calls 1100 for assistance.
"Hold the line please. I will connect you to the G.P.O. Switchboard."	- When a caller requires another Section or Branch of this Department, (during 8.45 a.m. to 5.06 p.m.)
