



AUSTRALIAN POST OFFICE

**TRAINING  
MANUAL  
FOR  
TELEPHONISTS  
IN  
TRAINING**

**JUNE, 1970**

# MAIN TRUNK EXCHANGE, MELBOURNE

## TRAINING MANUAL

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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 as a Telephonist and you will have the responsible task of connecting Trunk Line calls.

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 of certain features associated with the Department's Telephone Service in the Melbourne area.

### ACTIVITIES AND ORGANIZATION OF P.M.G.'S DEPARTMENT

The Department, as you will realise, is organized on a Commonwealth-wide basis, that is, P.M.G. Staff is located throughout each State to carry out the work of the Department. There is also a "Central Office" and Staff at Central Office make the policy decisions on the activities of the Department.

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. In Victoria, the Divisions and Branches of the Postmaster-General's Department are -

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

To give you an idea of the work performed by each Division or Branch, some of the more important duties are listed below under the name of the Division or Branch concerned -

#### Engineering Division

Installs and keeps in order 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

- (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 "Trunk Lines" (where you will work), International (Overseas calls), Telephone Service Difficulties and Faults, and Phonograms.
- (ii) Handles applications from members of the public for telephone and telegraph facilities.

- (iii) Advises our customers of the telephone and telegraph facilities most suited to their needs.
- (iv) Authorises the Engineering Division to install the desired facilities.
- (v) Advises the Finance and Accounting Branch of the charges to be made for the telephone and telegraph equipment provided for subscribers.
- (vi) Publishes the Telephone Directories.
- (vii) 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.

#### Personnel Branch

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

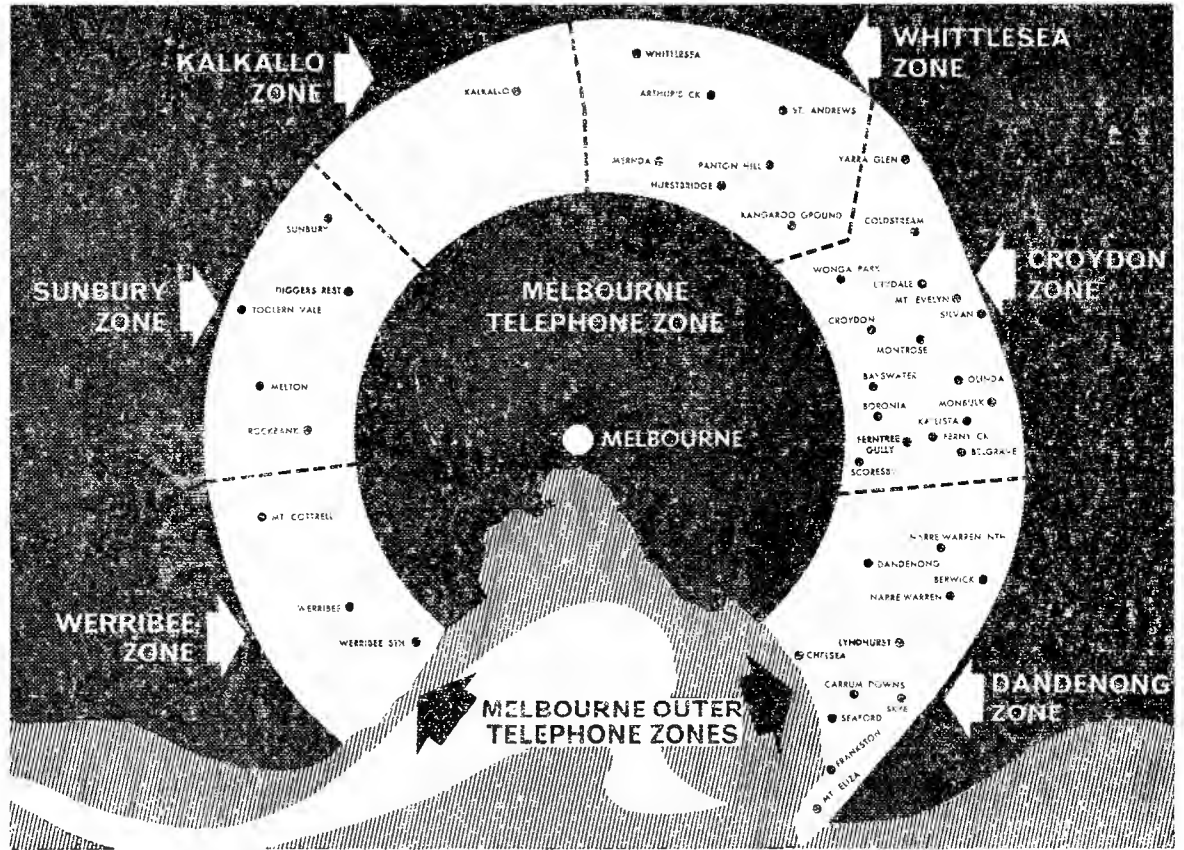
#### Supply Branch

Purchases and distributes material, equipment, etc., necessary in operating the P.M.G. Department. An example is the Trunk Line docket which you will use at the M.T.X. The Supply Branch arranges the printing of this docket.

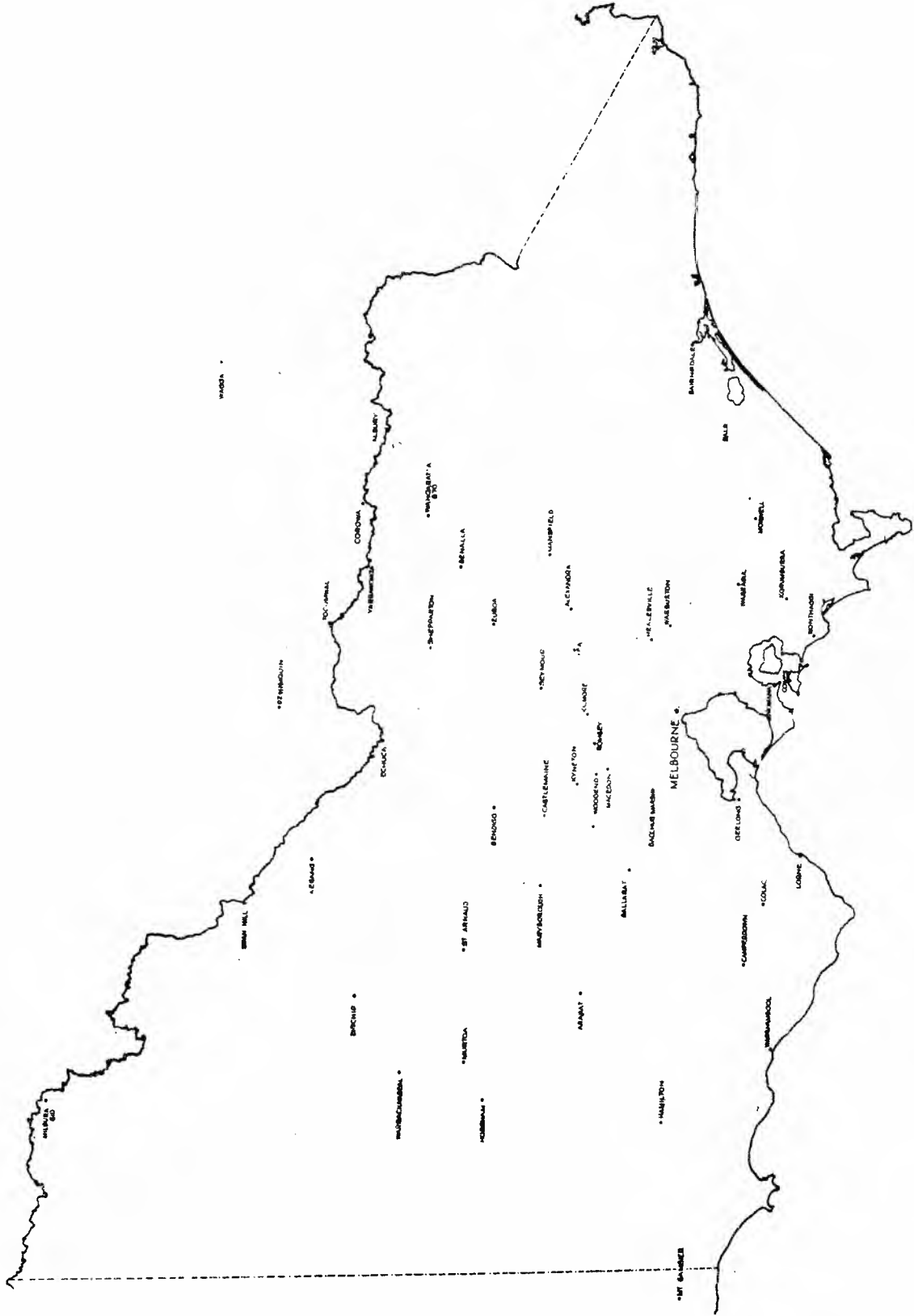
The above sets out brief details concerning the organisation of, and the work undertaken by the Postmaster-General's Department. The following facts will give you an understanding of the size of the "Post Office" -

- (a) Departmental assets (properties, equipment and buildings etc.) total approximately \$1,600.
- (b) Approximately 99,000 people are employed in the Department throughout the Commonwealth.
- (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.

# THE ZONES OF THE MELBOURNE TELEPHONE DISTRICT







WOODS

MELBOURNE

GEORGE

WARRINGAH

MELBOURNE

MELBOURNE

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## Features Associated with the Telephone Service in the Melbourne Area

As you may know, the local call telephone service within a 15 mile 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 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. Each of the 100 exchanges is of course connected with each other 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 almost all cases, calls 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.

SECTION 1

PURPOSE OF THIS TRAINING MANUAL AND YOUR APPROACH  
TO YOUR WORK AS A MAIN TRUNK EXCHANGE TELEPHONIST

PURPOSE OF THESE INSTRUCTIONS - This Training Manual has been designed as the basis from which you will receive your training as a Main Trunk Exchange Telephonist and different aspects of handling Trunk Line Calls are described in each Section.

You will soon realize how essential it is, in order to gain an adequate knowledge of Trunk Line 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 this will improve your own knowledge and in many cases help other members of the class.

During your training you will be examined both verbally and in writing on your knowledge of these Instructions. The final examination will be held at the end of the third week. 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, you will have the constant opportunity 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, in fact, gained by callers and other staff - supervisory 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.

It is also important to remember that callers are not familiar with the difficulties that sometimes occur in Trunk Line telephony and if a caller indicates by his manner of speaking that he is upset with the service he has received, be careful not to adopt the caller's attitude but instead continue to be courteous and helpful. In addition, make sure that when necessary, you advise the caller of the action being taken to connect his call and apologize for any undue delay, even though it is not your fault.

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

SPEED - Speed in call handling will become a more important requirement in your work with experience. 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 as a result be able to handle your next call earlier than otherwise would be the case.

\* \* \*

## SECTION 2

### GENERAL INSTRUCTIONS AND CONDITIONS OF EMPLOYMENT

As with any organisation, certain general rules and instructions need to be observed by all staff members while on duty. It is important that you fully understand their meaning and it is confidently expected that working within the rules set out in this Section and in Section 3 will permit you to have a happy career as a Telephonist with the Department.

#### CONDUCT

In addition to the standards of behaviour which are obviously required it is essential that you always enter and leave the classroom and switchroom quietly and leave the building as soon as possible after ceasing duty.

A further point which broadly comes under the heading of "Conduct" is that when on duty you should keep conversation with other Telephonists and Trunk Line callers to a minimum.

#### DEPARTMENTAL PROPERTY

You will be issued with a locker key, locker and telephone headset. While you will have exclusive use of these items, they remain the property of the Department. The Quarters Overseer on the 6th Floor of the Exchange controls their issue.

#### LOCKERS

Lockers should be kept clean and, when not in use, locked. Lost keys must be reported to the Quarters Overseer as soon as possible. The duplicate key can be obtained to open the locker, but must be returned to the Quarters Overseer before leaving the building. Please hand any locker key found to the Quarters Overseer.

#### SMOKING AND CHEWING

Smoking in the switchroom, classroom and cafeteria queue is not permitted. Chewing gum or sweets in the switchroom or classroom is also not permitted.

#### SECURITY

You will make a Declaration of Secrecy (as everybody does when entering the Commonwealth Public Service) and this prevents you from disclosing any information you may overhear between telephone users, or of which you become aware. Any breaking of this rule must of necessity be regarded seriously.

#### OATH OF ALLEGIANCE

All persons joining the Public Service are asked to make an Oath of Allegiance to the Queen and Loyalty to the Constitution of the Commonwealth of Australia.

RECORD OF ATTENDANCE

Telephonists record their attendance by signing or clocking on and off when commencing and ceasing duty.

PUNCTUALITY AND ATTENDANCE

It is essential that all staff be regular in their attendance unless prevented from so doing because of illness or other special or urgent circumstances. You will also readily understand the importance of reporting to your Training Overseer (during your training) or to the Staff Overseer in the Switchroom (on completion of training) at the appointed or rostered commencing time.

Late attendances are deducted from pay.

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 years service, three weeks on full pay and four weeks on half pay are added. At the end of each further years service two weeks on full pay and two weeks on half pay is added.

Four of these days may be taken 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.*

Permanent Officers -

Two weeks on full pay and two weeks on half pay is available immediately on date of appointment 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, 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.*

ABSENCE FROM DUTY

Give or have a message given to the Quarters Overseer on 67 5058 (a free call), if possible *ONE* Hour before your time to commence duty. The Quarters Overseer (or Traffic Officer) will record details and quote you a *SEQUENCE NUMBER*.

Next day fill in an "Application for Leave" form available from the Quarters Overseer and return it to her.

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 to the Quarters Overseer, Main Trunk Exchange, 436 Little Bourke Street, Melbourne, 3000.

## ABSENCE FROM DUTY CONT'D

When on sick leave you must 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, when the length of absence makes it necessary for you to send in a Doctor's Certificate.

123 Chomley Street,  
PRAHRAN EAST. VIC. 3181

*The Officer-in-Charge,  
(Through Quarters Overseer)  
Main Trunk Exchange,  
MELBOURNE. VIC. 3000*

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

*(Hours of Duty  
8.00am-2.30pm  
(Sat.8.00am-12 Noon*

*M. Brown (Usual Signature)  
MARY JANE BROWN (Block Letters)  
Telephonist (State whether  
Temporary or Permanent)  
M.T.X.*

N.B. - Where a Doctor is consulted regarding any absence, it is strongly recommended that you obtain a Medical Certificate.

## ALLOWANCES

Shifts commencing before 7.30 a.m. or ceasing after 6.30 p.m. are paid 10% extra.

## SATURDAYS

All Saturdays are paid at 50% extra.

## HOLIDAYS

Holidays are paid at single rate extra.

## SUNDAYS

Sundays are paid in either of two ways :-

- (1) One day's pay extra and a day off during the following week, or
- (2) Double rate extra.

The Department decides on the method of payment.

COLLECTION OF PAY

Unless there are special circumstances, wages must be collected on pay day.

If you are unable to collect your pay personally, arrangements can be made by you or another telephonist to collect your pay by using a form "Order to Pay Agent", commonly known as an "H" order.

ANNUAL LEAVE

Three weeks holiday are available after completion of twelve 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 twelve months concerned. Certain differences apply to Permanent Staff.

CAFETERIA

The staff cafeteria is located on the 6th Floor of the Main Trunk Exchange building and is open from 8 a.m. to 7.30 p.m. Monday to Friday and 8 a.m. to 12 Noon on Saturday. It is closed on Sunday and most public holidays.

STANDARD OF DRESS

The Department does not require telephonists to wear uniforms, but if you so desire, you may do so. Ladies are reminded that shorts, slacks, strapless frocks or hair-curlers are not permitted to be worn whilst on duty.

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ADMINISTRATIVE STAFF OFFICE

Qualified officers are available to answer queries about :-

ANNUAL LEAVE	Telephone	604 753
SICK OR SPECIAL LEAVE	"	604 8290
PAY (A-K and Interstate)	"	604 759
(L-Z)	"	604 8201
TRANSFERS (permanent staff)	"	604 635

(Other exchange staff should not be asked about these matters)

STAFF WELFARE OFFICERS ARE AVAILABLE TO ASSIST WITH ACCOMMODATION OR PERSONAL ADVICE IF REQUIRED. TELEPHONE 67 7441



SECTION 3

GENERAL RULES FOR THE MAIN TRUNK EXCHANGE

PUNCTUALITY

It is essential that you be on your switchboard position at the appointed time. Late attendances are deducted from pay.

TELEPHONE HEADSETS

You will be issued with a telephone headset. It is a delicate piece of equipment and it must be looked after. When it is not in use, keep your headset in your locker so that it will not be damaged. Do not lend your headset to another operator and remember to disinfect the headset daily. If your headset is faulty, report it and you will be given a spare until yours is repaired. Do not allow the cord to become twisted or knotted, and handle the plug with care.

ADJUSTMENT OF HEADSETS

Put your headset on before you take up duty at the switchboard. Adjust it comfortably with the mouthpiece straight in front and within half an inch of the lips.

USE OF OFFICIAL SERVICES

The official telephones in the switchroom are not used for private conversations without permission. Telephonists may make LOCAL calls from the telephones in the restroom or cafeteria.

REQUEST FOR NAME OF TELEPHONIST

If a subscriber asks a telephonist for her name he must be connected to the Monitor who should first be advised of the request.

Service Sampling Overseers periodically listen to telephonists operating for thirty (30) minutes and, after the observation is completed will say "Overseer Service Sampling here. What is your name please?".

TEST CALLS

Service Sampling Overseers periodically make check calls to the various levels. Acknowledge by saying "Thank you" and advise Monitor.

RELIEF OF TELEPHONISTS AT POSITIONS

The relieving telephonist stands at the left hand side of the telephonist to be relieved and plugs into the left hand jack.

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

The relieving telephonist then takes over the position.

## RELIEF OF TELEPHONISTS AT POSITIONS (Cont'd).

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

As soon as she can, the relieving telephonist will transfer her headset plug to the right hand jack.

If you relieve another telephonist while a call is in progress, enter a plus sign and your distinguishing number in the connector space when you disconnect the call, e.g. +20.

Telephonists must not leave a position without permission from the Monitor.

## CHANGE OF DUTY BETWEEN TELEPHONISTS

When a change of shift has been arranged, each telephonist must write her own name and shift in the daily Change Book, obtainable from the Quarters Overseer. Each change must be entered before 7.00pm of the evening prior to the change.

A telephonist rostered off for Saturday taking another telephonist's shift will only be paid the penalty rate.

## CHANGE OF ADDRESS

Any change of address must be handed to the Quarters Overseer as soon as it becomes effective. A special form may be obtained from her.

## STAFF ROTA

A staff rota is posted on the Notice Board. Your name appears on the plan after the third (3rd) week of training. You will be shown where the Notice Board is located and the rota explained to you, during your training. Each telephonist takes up the switchboard position allotted by the Staff Overseer.

## VISITORS

Visitors must first get permission from the Officer-in-Charge. Unauthorised persons are not allowed in the building.

## SWITCHBOARD TO BE KEPT TIDY

Books, handbags, cigarettes, matches, etc., must not be brought into the switchroom. When a name tag is issued for your key it must be placed name upward on the switchboard for identification purposes.

## CARE OF QUARTERS

Telephonists are expected to keep restrooms etc., in a neat and tidy condition. Personal belongings must not be left about and care must be taken to avoid disfiguring the furnishings. Foodscraps are to be placed in the bins provided in the cafeteria and not left on tables, the floor or in lockers.

FIRST AID ROOM

The first-aid room is located on the 6th Floor M.T.X. and a Sister is in attendance from 8.00a.m. to 4.30p.m. Monday to Friday. If you become ill whilst on duty report the matter to your Monitor who will arrange relief to enable you to visit the Sister. If you become ill during a meal break, report in person to the first aid room

\* \* \*

## SECTION 4

### INTRODUCTION TO TRUNK LINE TELEPHONY

#### TYPES OF TRUNK LINE CALLS

The usual trunk call is simply from one subscriber's telephone to another. Associated with some trunk calls however are certain additional features or services and depending on the type of feature or service a trunk call can be one of the following types of call :-

#### AIRFLASH AND COASTFLASH

An emergency call regarding an aircraft or ship in danger.

#### BULK CALLS

More than one call is booked at the same time by a subscriber.

#### CALLS TO NON SUBSCRIBERS

A caller wishes to book a trunk call to a person who does not have a telephone service.

#### CASH CALLS

For example a person goes to a Post Office, pays for a trunk line call and then speaks on the call from a telephone at the Post Office.

#### CHARGE CONNECT CALLS

A caller wishes to speak from one telephone and charge the cost of the trunk line call to another telephone number.

#### CREDIT CARD

An authority issued mainly to representatives of firms who travel within the State or Interstate. A trunk call can be booked from any telephone and charged to a particular number.

#### DATA TRANSMISSION CALLS

A data transmission call is a call between subscribers who have special equipment, for the purpose of transmitting information by means of coded electrical signals.

#### FEDERAL MEMBERS AUTHORITY

Similar to the Credit Card service but F.M.A. cards are issued to Members of Federal Parliament.

#### FEDERAL MINISTER

When it is known that the caller is a Federal Minister (member of Federal Government's Cabinet certain special treatment to be given and action taken.

### FIXED TIME CALLS

For an extra charge a caller may book a trunk call in advance of the time he requires the call and nominate the time he wishes to have the call connected.

### MULTI COIN CALLS

From "Multi-Coin" public telephones a caller may make a trunk call and pay for the call by depositing the required coins in the attached coin container. (An "Introductory" lecture on the handling of Multi Coin trunk calls is included at the end of this Section).

### OFFICIAL CALLS

Trunk calls dealing with official matters booked by P.M.G. Department Staff.

### OPENING FEE CALLS

Many small Country Exchanges do not operate on a 24 hours a day basis. When a caller wishes to make a call to such an exchange at a time when it is closed, the caller will usually have to pay an extra fee to "open" the exchange concerned.

### PARTICULAR PERSON CALLS

For an additional charge, the caller can nominate that he wishes to speak to a particular person (s) at the wanted number only. In the event of such person (s) being unavailable, the caller does not have to pay the usual 3 minutes charge for the call but pays the Particular Person Fee only.

### PARTICULAR PERSON LEFT WORD CALLS

Part of the Particular Person Fee service.

### PRESS CALLS

Special time rate trunk calls made for the purpose of advising Newspapers, T.V. Stations, etc., of news for immediate publication or broadcasting.

### REVERSE CHARGE CALLS

When the caller requests such a call and the called number agrees to pay for the call.

The types of calls mentioned above will be covered in detail in Section 9 - "Types of Trunk Line Calls".

TRUNK LINE DOCKETS

Details of all Trunk Line calls booked by subscribers will be recorded on a Trunk Line docket. Briefly, the information you will record will include the calling and wanted numbers, the code (number) which you will dial to get the wanted exchange, the time you booked OR connected the call, and your individual distinguishing number. ("D" number).

In addition, a variety of circumstances can occur in handling trunk line calls, for example, the wanted number may be busy when you call the number. An endorsement that this has happened would then be entered in the space at the bottom of the docket. (This space will be referred to as the "Remarks" space). *OPERATING CODES* have been designed so that you will be able to note as briefly as possible in the "Remarks" space that certain conditions have occurred. A complete list of these *CODES* is included at the end of this Section.

STANDARD PHRASES

These are set forms of words which enable service to be given in the shortest time.

As you will learn, some steps in handling calls are repeated almost continually. For example, you will answer each call by saying "Number Please" and this phrase is known as a standard phrase. There is a complete list of such phrases at the end of this Manual and while they are generally the best to deal with particular circumstances, you are not expected to remember the exact words of every phrase. You are, however, expected to gain an understanding of the phrases and the circumstances in which they are used.

Naturally, phrases cannot be designed for every circumstance and if there is no phrase or you do not recall the correct one, use words which convey your meaning clearly and courteously.

RECORDING TELEPHONE NUMBERS

The importance of recording the correct calling and called numbers cannot be over emphasised. The repetition of numbers requires special care. A questioning tone should be used as though a reply were expected from the caller.

PRONUNCIATION OF TELEPHONE NUMBERS

The following examples show the rules for pronouncing telephone numbers :-

<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

PRONUNCIATION OF TELEPHONE NUMBERS CONT'D

<u>Number</u>	<u>Phrases</u>
1114	One Double One Four
3226	Three Double Two 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

Some country Manual exchanges have party line subscribers, e.g. 26-S. Repeat where there is any doubt about a party letter or exchange name, using guard words such as :-

D - David, H - Harry, K - King, R - Robert, S - Samuel.

A party line service is one on which two or more country subscribers obtain telephone service over the same line to their MANUAL telephone exchange. Each party (subscriber) is allotted an identification letter which is included in the particular subscriber's number. As an example there are entries in Section 5 of the Victoria Country Telephone Directory under Sea Lake Exchange for -

Chisolm, D.J.	466 - K
and Smith, A	466 - S

Both of the above Sea Lake telephone subscribers are connected to the same party line telephone service, and it is necessary of course for the distant exchange Telephonist to know which one of the subscribers connected to such a telephone service is required. In the above case the letter "K" or "S" quoted by you after "466" would supply this information to the Sea Lake telephonist.

ACCESS TO THE METROPOLITAN NETWORK FROM YOUR SWITCHBOARD

To obtain access to the Melbourne local call network, the number must be prefixed with an "O". This means that before you can dial any Melbourne telephone number from the Main Trunk Exchange switchboard on which you are working, you must always dial "O" before the wanted number.

AUTOMATIC TELEPHONE TONES

Calls to automatic numbers must be closely supervised for the following tones and announcements -

Dial	- A continuous "burr"/
Busy	- Short "beep" repeated regularly. (Usually this means the wanted number is engaged on another call).

AUTOMATIC TELEPHONE TONES CONT'D

- Number Unobtainable - A prolonged "beep" with a break every few seconds.
- Ring - A "burr-burr". (The number dialled will in most cases be ringing out.)
- Recorded Voice Announcements - Sometimes such an announcement is used instead of, for example, N.U. tone. Listen carefully to the message and act on the advice it contains.
- Congestion tone - A loud Beep - A soft Beep.

The Number Unobtainable tone is a prolonged "beep" with a break every few seconds and it is used on automatic telephone services to identify cancelled, disconnected and unallotted lines. If this tone is heard, call the number a second time to verify and, if the tone is still heard, say to the caller, "I am sorry (Geelong 9 8]7]) is not a working service". The number should be tested by the "Assistance Telephonist" for the called exchange, if the caller claims there is such a number, and that it is a "working service". To have Melbourne telephone numbers tested you will dial the Service Difficulties Telephonist on "1100" (this code must of course be prefixed by "0").

A recorded voice announcement is replacing the Number Unobtainable tone at many exchanges.

LOCAL CALL

For Melbourne telephone zone callers, (see map included in "Introduction"), a local call is one made to a subscriber located within approximately 25 miles radius of the General Post Office. These numbers are shown in the *WHITE* and *YELLOW* pages of the Melbourne Telephone Directory. A subscriber is charged 4 cents for each local call made from his telephone while a local call from a Public Telephone costs 5 cents.

TRUNK CALL

Unless you are working on certain special positions in the Main Trunk Exchange, you will book trunk line calls from telephone services listed in the White pages of the Melbourne Telephone Directory.

These pages cover an area of about 15 miles radially from the General Post Office and therefore they list subscribers who are connected to City and suburban Automatic exchanges. You will also handle trunk calls booked from "Multi Coin" type public telephone located in this area.

TRUNK CALL RECORDING LEVELS

All trunk line calls required by Melbourne callers which are to be connected by a Departmental Trunk Line Telephonist are booked



with the Main Trunk Exchange. Whenever possible, calls are completed while the caller waits.

The service codes which Melbourne callers dial to get the recording positions concerned are as follows :-

- 011) Calls to Victorian towns and nearby areas over the borders of N.S.W. and S.A., and also to Currie, King Island (Tasmania).
- )
- )
- 0176) Trunk calls to anywhere in Australia from Multi Coin public telephones. (Also calls to be transferred to Phonograms - 015 and Mobile Radio - 0172.) Also International - 016.
- )
- )
- 018) Calls to Interstate centres (other than above).

TRUNK BOOKING LEVEL FOR TELEPHONE CALLS TO BORDER TOWNS.

In future, should any caller dial the incorrect level when requiring a call to a border town - e.g. Bonang, the Telephonist is not to advise the caller to call again on the correct level, but is to book the call and advise the caller that he or she will be called shortly, and the docket is to be handed to the Monitor for transfer to the correct level for connection. In addition, the caller is to be tactfully advised that calls for the particular exchange should, in future, be booked with the Operator, on the other level.

As the main centres concerned, i.e. Albury Corowa, Deniliquin, Tocumval, Waga and Mt. Gambier areas are already shown in the directory, the number of calls on which such action is necessary, should not constitute any difficulty.

However, callers dialling 011 for calls to capital cities and large interstate towns should not have their call booked and should be advised to book call with 018. Conversely callers to 018 requiring calls to large intrastate centres e.g. Bendigo, Ballarat, Geelong, Mildura etc. should be told to book their call with 011.

From 10 pm until 7 am Mon. to Fri. all day on Sat. & Sun. and Public Holidays and at any other time when so instructed all calls booked from subscribers telephones are to be reverted. That is, all callers during this time are advised "Thank you, hang up, I will call you straight back".

In addition calls booked from subscribers's telephones to the following subscribers are to be reverted at all times :-

- Flinders Naval Depot - Crib Point 9 9403  
(H.M.A.S. Cerberus,  
Westernport)
- Puckapunyal Military Camp - Seymour 937911
- Balcombe Military Camp - Mt. Martha 4 1441
- Garden Island Dockyard - Sydney 35 0444  
(R.A.N.)

## INTRASTATE AND INTERSTATE EXCHANGES

The main Trunk Exchange switchroom is divided into two exchanges which book trunk line calls from Melbourne callers, namely, the Intrastate and Interstate exchanges. Most of your initial training will be spent in the Intrastate exchange and there are five groups of booking positions (switchboards) in this exchange. The average number of positions in each group is 25. On any of the positions concerned you will handle calls from subscribers who dial 011 and from callers using Multi Coin public telephones who dial 0176. A special "pip" identification tone will indicate to you that the call is from a Multi Coin public telephone.

N.B. - In most cases the Intrastate and Interstate exchanges are referred to, in this training manual, as "011" and "018", respectively.

## GROUP CENTRES

Direct lines connect the Melbourne Main Trunk Exchange to many of the main towns in Victoria and also to areas just over the borders in N.S.W., S.A. and to Currie, King Island, Tasmania. The exchange at each main town concerned is called a "GROUP CENTRE" and it is so called because in turn this exchange has lines to the other exchanges in the particular area. A "GROUP CENTRE" then is the main country exchange for a certain "GROUP" of country exchanges.

On all calls which you connect on "011", you will set up a code which will take your call to a GROUP CENTRE. If the call is NOT to the GROUP CENTRE but is to another exchange in the area, you will then, in some cases, set up further digits on your switch-board "dialling" equipment which will take your call through the GROUP CENTRE to the wanted exchange. In other cases, you will have to ask the answering telephonist at the GROUP CENTRE exchange for the wanted exchange.

GROUP CENTRES are shown in BLOCK type ( CAPITAL letters) on the Bulletin Panel. The Bulletin Panel is a card placed on each switchboard and it lists the more frequently called exchanges. The codes (digits) which it is necessary to set up in order to call the exchanges concerned are of course also shown.

The INTERSTATE (018) Exchange at the M.T.X. has direct lines to all Capital Cities in Australia including Canberra.

## SERVICE CODES USED BY MELBOURNE SUBSCRIBERS (WHITE PAGES)

<u>CODE</u>	<u>SERVICE</u>	
000	Emergency Calls	Urgent calls to Fire Brigade, Police and Ambulance. (Free Calls).
011 )	Intrastate (Demand)	Trunk calls to Victorian towns
)		appropriate trunk charge.
)		

SERVICE CODES USED BY MELBOURNE SUBSCRIBERS (WHITE PAGES) CONT'D

<u>CODE</u>	<u>SERVICE</u>	
0176 ) ) ) )	Multi-Coin calls	Trunk calls from Multi-Coin public telephones to Victorian and Interstate centres. Also calls to be transferred to telegrams (015) and to Mobile Radio (0172). International 016.
012	Trunk Call Enquiries	Price enquiries, cancellations, try again, disconnections, delayed calls etc. (Free calls)
013	Local subscribers telephone numbers	Free call.
015	Telegrams (Phonograms)	Charged appropriate telegram charges.
016	International (Overseas)	Calls to other Countries and to ships at sea. Appropriate charge.
018	Interstate	Trunk calls to other States. Appropriate trunk charge.
0172	Mobile Radio	Local calls from and to such subscribers are charged 5 cents for each three minutes.
0173	Early morning or reminder calls	Charged 8 cents.
0174	Telegram Enquiries	Free call.
0175	Country and Interstate telephone numbers and S.T.D. Codes.	Free call.
1100	Service Difficulties and Faults	To report a telephone as being out of order or other difficulties associated with a telephone service. Free call.
6064	Weather forecast	Charged one local call fee.
6074	Time of Day	Charged one local call fee.

ROUTING POSITION

This is the information position for the switchroom and it is fitted with a Rotary Index on which details such as routing code arrangements, hours of attendance, and day and night rate charges for three minutes to every exchange in Victoria, and to places over the borders of N.S.W., S.A., and places through Currie in Tasmania are shown.

When giving a pricing letter, the telephonist on Routing should use the following guard words -

A - Alfred, F - Frederick, M - Mary, Q - Queen,  
W - William, X - X-Ray, Y - Yellow.

Routing books are provided for the routing of exchanges in other States. Order wires provide direct connection from each position to Routing.

FAULTY APPARATUS

Faulty keys, lamps and other apparatus must be reported to the Monitor, and not used until repaired. Faulty trunk lines must be held until advised by the Monitor to clear.

OPERATING CODES (NOT DIALLING CODES)

These are used to save time and enable brief informative reports to be entered on the docket.

<u>CODE</u> - AAD	Automatic Answering Device.
CDA	Calling subscriber's service does not answer (ringing tone).
CBY	Calling subscriber's service busy (engaged signal)
COO	Calling subscriber's service out of order (advice from "1100").
CW	Calling subscriber could not wait or advises <u>before</u> service offered, call not required.
WBY	Wanted subscriber's service busy.
WDA	Wanted subscriber's service does not answer.
WOO	Wanted subscriber's service out of order ) advice received
WDS	Wanted subscriber's service disconnected ) from called ) exchange
NC	No circuit (trunk line engaged beyond switching point).
AG	Call to be tried again.
WH	Will handle.
CU	Caller unavailable.
PPU	Particular person unavailable.
LW	Left word for particular person to advise.
CR	Call refused <u>when</u> service offered.
FED MIN	To denote calls from The Governor General or Federal Cabinet Ministers.
R	Reverted Call.
SW	Storage wait (entered in delay space).
SC	Storage clear (entered in delay space).
S	Shortly (entered in delay space when delay is less than 15 minutes on Interstate places).
OS	Official call (shown in charges column).
MX	Prefix used to obtain next line on calls passing through two or more exchanges (e.g. MX call to ..... please).
DNC	Calling number shown advises did not book call.
WUA	Wanted number unable to advise correct calling number.
VC	Verbal Challenge (entered near the top of margin when it is necessary to query for extensions).

As an example, entries in the Remarks Space are made in the following order :-

9.00 am C.B.Y. 20  
or - (Time) (Code) (D. number)

INQUIRY CALLS

Telephonists on a trunk booking position can only give the following information to callers :-

1. Quote the delay to the required exchange.
2. Quote the hours of attendance of an exchange, and charges for trunk line calls not yet connected.
3. Re-direct callers to other service levels.

INTRODUCTORY LECTURE ON -  
HANDLING OF TRUNK CALLS BOOKED FROM "MULTI COIN" TYPE  
PUBLIC TELEPHONES

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The purpose of the following paragraphs is to give you a general outline of the arrangements which enable a caller to make a trunk call from a Multi Coin type public telephone

As you know, public telephones are placed in locations which permit their use on a 24 hours a day basis. In some public telephones, only local calls can be made while others permit the making of both local and trunk calls. The type in which trunk calls can be arranged are called Multi Coins and they are so named because coins of more than one denomination can be used and, in fact, 5, 10 and 20 cents coins can be inserted in the coin tin provided. (Sixpenny, one and two shilling coins can also be used.)

Every public telephone has an individual cabinet number and this number is shown on the "How to Call" notice displayed within the public telephone cabinet. When a caller wishes to make a trunk call from a Multi Coin he dials "0176" and will be answered by a Telephonist on "011/0176".

You will know you are dealing with a call from a Multi Coin when you hear a "pip" tone. By using a switchboard key you cut out this tone and obtain from the caller the cabinet number of the public telephone and the wanted subscriber's exchange and telephone number. It is then necessary to find out how long the caller wishes to speak for, and to tell the caller the cost of the call and also to ask him what coins he will be using. After obtaining the wanted number you then arrange for the caller to insert the correct coins before connecting him to the wanted number.

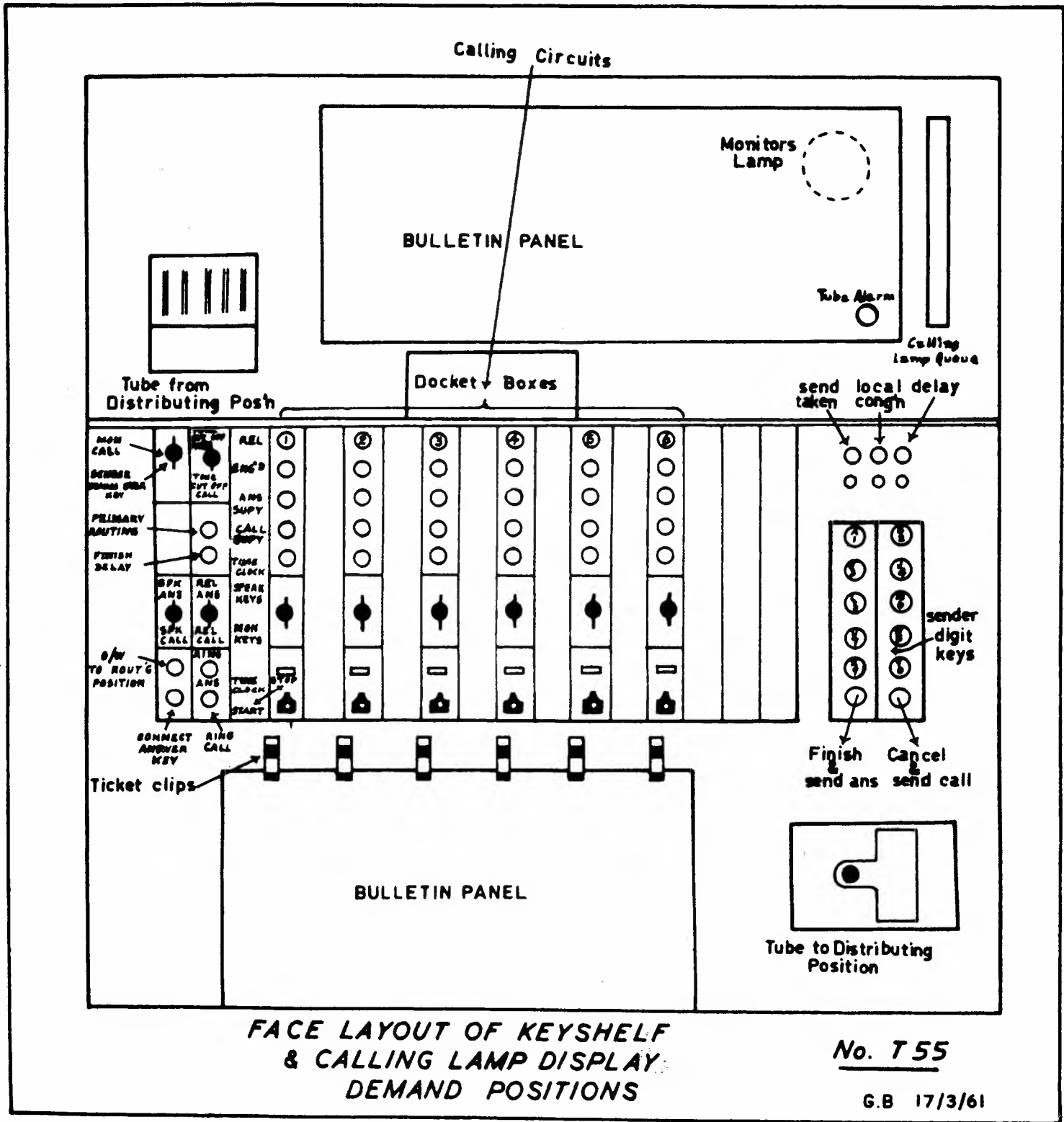
You are able to identify each coin as it is inserted by hearing the particular signal which corresponds to the value of the coin. In other words there are different signals for each of the three values concerned.

In addition to handling trunk calls booked from Multi Coins you will on occasions deal with a call from a Multi Coin when the caller wishes to lodge a telegram. You will connect such a call to "015" (Phonograms).

Operating instructions will be covered in detail later in your training.

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SKETCH OF M.T.X. SWITCHBOARD



The sketch on the first page of this Section is that of the switchboard in use on both "011" (Intrastate) and "018" (Interstate) exchanges. The descriptions and uses of the various items of switchboard equipment - keys, buttons, lamps etc. - set out in this Section all apply to "011" switchboards. On "018" however, there are a few variations and if necessary these will be explained to you at a later stage in your training.

### LAYOUT OF KEYSHELF EQUIPMENT

The equipment is divided into three main groups as follows :-

- (a) Six connecting circuits.
  - (b) Common equipment on the left hand side of the switchboard.
  - (c) Common equipment on the right hand side of the switchboard.
- (A) Six connecting circuits each having five rows of equipment -
- (1) A press button key marked :-
    - REL - to release any call on the circuit.
  - (2) Four lamps marked -
    - ENG (green) - connecting circuit is engaged.
    - ANS SUPY (Amber) - gives Supervisory signals on the Answer side of the circuit.
    - CALL SUPY (Amber) - gives Supervisory signals on the Call side of the circuit.
    - TIME CH (red) - associated with timing.
  - (3) a two position key marked -
    - SPK ) - to enable you to speak on the circuit,
    - )
    - ) to connect the circuit on which you are working to the common dialling equipment on the right of the switchboard, and so enable you to attempt to set up a required number, and
    - )
    - ) to seize a trunk line when a free trunk signal has been received.
    - )
    - MON ) - to supervise on any call in progress. (Checking to see whether conversation is proceeding satisfactorily etc.)
    - )
    - )
    - )



- (4) TIME CLOCK - which is used to time the duration of calls. The time appears on the clock face in minutes and tenths of minutes. (0.1 = 6 seconds).
- (5) SPRING CLIP - to hold docket for the call in progress on the circuit. This is the only means of identifying the call.

(B) COMMON EQUIPMENT ON THE LEFT CONSISTS OF :-

- (1) A two position lever locking key marked -
  - MON CALL ) - to call the Monitor. A light will
  - ) appear in the sloping section of
  - ) either your own or an adjacent
  - ) switchboard.
  - SEND CH/OV) - to change the Sender over.
  - (Alternate dialling equipment)
- (2) A two position lever non-locking key marked -
  - TONE CO/ANS ) - to cut off tone on the Answer side
  - ) of the circuit.
  - )
  - TONE CO/CALL) - to cut off tone on the Call side of
  - ) the circuit.
- (3) A two position lever locking key marked -
  - SPK ANS ) - to divide the circuit in order to
  - ) speak only to the Answer side of
  - ) the circuit.
  - )
  - SPK CALL ) - to divide the circuit in order to
  - ) speak only to the Call side of the
  - ) circuit.
- (4) A two position lever non-locking key marked -
  - REL ANS ) - to release the Answer side of the
  - ) circuit.
  - )
  - REL CALL ) - to release the Call side of the
  - ) circuit.
- (5) Six press button type keys marked -
  - PRI RTG - used so that equipment will NOT
  - attempt to connect a call via an
  - alternative exchange. (Alternate
  - Routing). Also used before dialling
  - Interstate Codes for 0176 calls.

- FIN DELAY - used only by a telephonist working on a "Delay" position. Such switchboards are set aside when necessary to connect all calls to a particular centre or centres on a "Delay" basis.
- ROUT POS - pressed to enable you to speak to Routing (Information) position telephonist.
- CON ANS - used to take a call from the Queue.
- RING ANS - for ringing on the Answer side of the circuit. (When the call is to a MANUAL Exchange).
- RING CALL - for ringing on the Call side of the circuit. (When the call is to a MANUAL Exchange).

(C) COMMON EQUIPMENT ON THE RIGHT CONSISTS OF :-

(1) Three lamps marked -

- SEND TAKEN - Glows when sender (dialling equipment) is ready to receive dialling codes and flickers to indicate automatic alternate routing.
- LOCAL CONGN - Glows when all dialling equipment in the exchange is momentarily occupied.
- DELAY - Indicates the period of delay to GROUP centres obtained from "011"

(2) Twelve press button keys - ten of these are used in connection with the setting up of trunk line dialling codes and subscriber's numbers. The two remaining keys are marked -

- FIN CNL
- SEND ANS SEND CALL

Each has two uses -

- SEND CALL - Is used to connect the Sender (dialling equipment) to the CALL side of the particular circuit on which you are working.
- FIN - Operated to indicate (to the equipment) that you have finished keying up the dialling code or subscriber's number. It must be

pressed on completion of dialling all codes or numbers where the full code or number has been set-up.

CANCEL

- Is mainly used to CANCEL a number partly set-up on the dialling equipment. It is also used to CANCEL Delay, Local Congestion and Alternate Routing signals.

SEND ANS

- Operated to connect the Sender (dialling equipment) to the ANSWER side of the circuit.

LINK POSITIONS

On both "011" and "018" there are a number of "LINK" switchboard positions which automatically attach themselves to the particular field (group of switchboards) on which the greatest number of calls are waiting to be answered at any particular time. These positions are also used for answering night traffic.

CALLING LAMP DISPLAYS

A Display appears on the right side of the vertical sloping panel on each switchboard. In all there are eleven lamps made up of a group of ten call lamps and one special lamp at the top. Incoming calls light up the call lamps. Only ten waiting calls can be displayed, all other callers receive the engaged signal.

As a call is taken from the Queue, the bottom lamp goes out and the calling lamp display moves down one position (first call in the Queue is answered).

Regardless of how many calls are in the Queue, the eleventh lamp flickers when any one call has been waiting more than 20 seconds. This calling lamp display shows on every position which is staffed in that field. On the LINK POSITIONS, however, the call lamps show whether the positions are staffed or not.

NOTE- The operation of the Circuit lamps and the Delay lamp will be covered in more detail in Section 8.

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BOOKING OF TRUNK LINE CALLS AT MELBOURNE MAIN TRUNK EXCHANGE  
CALLED CENTRE NAMES TO BE ABBREVIATED AND ABBREVIATIONS TO BE USED

The following is a list of centres for which an abbreviation is to be used instead of the full name. The abbreviation to be used is also shown -

<u>Centre</u>	<u>Abbreviation</u>
Adelaide	ADEL
Brisbane	BRIS
Canberra	CANB
Hobart	HOB
Launceston	LAUNC
Sydney	SYD
Bacchus Marsh	BMARSH
Ballarat	BALL
Bairnsdale	BAIRNS
Bendigo	BEND
Geelong	GEEL
Hamilton	HAM
Healesville	HEALES
Mildura	MILD
Mornington	MORN
Seymour	SEY
Shepparton	SHEP
Wangaratta	WANG
Warrnambool	WBOOL

In addition, the abbreviations N, S, E or W should be used where a place name is preceded or followed by North, South, East or West.

Notes:

- (1) All centres not mentioned or covered by the above are to be written in FULL.
- (2) Exchange names are to be written in FULL on all Credit Card and Reverse Charge call dockets. E.M.A. calls, and press calls charged to wanted organisation.

SECTION 6

TRUNK LINE OPERATING

A trunk call is one between two exchanges which are beyond local call distance of each other and the details are recorded on Trunk Line Dockets.

TRUNK LINE DOCKETS

Dockets are used to record particulars of every Trunk Line call booked with a Departmental telephonist. Dockets are the most important documents associated with Trunk Line working.

They contain the particulars necessary to give service and are the only means of charging the calls.

It is essential that entries are clear and legible, special attention being given to CALLING numbers. No entries to be made in the Date space. A space must be left before the last four figures of the calling number e.g. 544 4169. If given an alternative calling number enter in FROM space e.g. 544 4169 or 544 2198.

Entries must not be rubbed out or written over. The incorrect entry is crossed out with a single stroke and the correct particulars shown alongside. Rubbers are not permitted.

Time lodged is entered on reverted calls only. Time of lodgement is not shown on cancelled calls on which demand service has been attempted.

Dockets must not be destroyed. If a docket becomes useless for any reason, a line should be drawn diagonally across the face, cancelled written thereon with the reason in the Remarks e.g. Error 012.

ENTRIES IN THE ROUTE SPACE

The full routing code for the called exchange which is obtained from either the Bulletin Panel or from Routing, is entered in the Route space of the docket. Each code consists of a pricing letter, dialling code, and in some cases a further symbol which indicates, for example, that the called exchange is Automatic, Non-continuous, etc. Pricing letter not required on L.W. Report.

CHARGES FOR TRUNK LINE CALLS

On the calls which you will connect, the caller is charged a fee for each three minutes or part of three minutes that the call is in progress.

There are two rates -

Day Rate	-	9.00am to 6.00 pm	Full Rate
Night Rate	-	6.00pm to 9.00am	3/4 of the Day Rate (approx.)

Trunk line call rates are assessed on the following "distance" basis -

<u>Distance</u>	<u>Pricing Letter</u>	<u>Day Rate</u> 9am- 6pm	<u>Night Rate</u> 6pm-9am	<u>P.P.</u>	<u>Fixed</u>
Not exceeding 30 miles	A	16¢	12¢	10¢	10¢
Exceeding 30 but not 50 miles	F	24¢	16¢	10¢	10¢
Exceeding 50 but not 100 miles	M	48¢	36¢	20¢	20¢
Exceeding 100 but not 200 miles	Q	72¢	48¢	30¢	30¢
Exceeding 200 but not 300 miles	W	\$1.20	80¢	40¢	40¢
Exceeding 300 but not 400 miles	X	\$1.44	\$1.20	50¢	50¢
Exceeding 400 miles	Y	\$1.80	\$1.44	60¢	60¢

Calls are charged at the rate in force at the commencement of each three minutes period. i.e. A call connected at 8.58am pays Night Rate for the first 3 minutes, and if it continues, Day Rate for the next 3 minute period or periods.

N.B. - The above Day and Night rate charges apply on trunk calls made from subscribers' telephones. As Multi Coin public telephones will accept only 5 cent (6d.), 10 cent (1/-) and 20 cent (2/-) coins, charges on trunk calls made from Multi Coin public telephones are in most cases slightly dearer than those listed above. Multi Coin trunk line call charges are shown on all "011/0176" switchboards.

SYMBOLS SHOWN ON THE BULLETIN PANEL AND THEIR MEANING

SYMBOL AND MEANING

ACTION

- |                              |   |
|------------------------------|---|
| ∅ Auto Exchange              | Set up code. Wait until Send Taken lamp goes out. (Dial tone may or may not be heard at this stage.) Press Send Call button again, dial wanted number and press Finish Button.  |
| T Through Exchange           | No direct line from Melbourne, ask e.g. - "Jamieson please".  |
| & Country Automatic Exchange | When this symbol is shown on the Bulletin Panel after the name of the called exchange, it means that such an exchange is AUTOMATIC but that calls from Melbourne will have to be connected to it by a distant Country Telephonist. When & appears in the code you will ask the distant Telephonist for both the required exchange and number, in lieu of just the number. For example, "Bonnie Doon 234". |

X Non Continuous  
Exchange

Check hours with Routing by saying, "Hours of Jamieson please." If Routing advises the exchange is closed say to caller, e.g. "Jamieson is closed. Will you pay 30 cents Opening Fee if necessary please?"

REQUEST FOR INTERSTATE CODES

If it is necessary to find out from ROUTING the code for an Interstate centre and the caller advises the State in which the wanted centre is located, pass this information to the Routing position Telephonist. For example, "Routing Bowen, Old. please".

CALL ACCEPTANCE CONDITIONS

This condition may be set up before the arrival of a call by a telephonist opening a Speak key and pressing the Connect-Answer button. The eleventh lamp in the Queue glows to show the telephonist is ready to accept the next call. If not engaged at a particular time in connecting a call or calls, you must always at such times, be in "CALL ACCEPTANCE".

DIALLING CODES PREFIX

In connecting trunk calls to Country and Interstate Group Exchanges, you will set up a code commencing with a numeral other than "0". You will recall that in an earlier Section it was mentioned that when "dialling" a Melbourne number from your switchboard you will prefix the Melbourne number with "0".

PROCEDURE FOR BOOKING, SETTING-UP, CONNECTION, SUPERVISING-AND DISCONNECTING "DIRECT" TRUNK CALLS - (CENTRES SHOWN IN CAPITAL LETTERS ON BULLETIN PANEL)

(A) If wanted number is MANUAL

D  
N  
A  
M  
E  
D

BOOKING :

Open SPEAK key - away from you - on a clear circuit. Press CONNECT ANSWER button - left hand corner.  
When ENGAGED lamp - (green) - glows, answer "Number please".  
Record details on docket, then repeat request say, "Hold the line please". Look up Pricing letter, Code and Symbol on Bulletin Panel and enter in Route space.  
If this information is not on Bulletin Panel, ask ROUTING.

SETTING UP :

Press SEND CALL button - right hand red. Wait for SEND TAKEN and CALL SUPERVISORY lamps to glow.  
Tap out Code and then press FINISH button - left hand red.  
Wait for SEND TAKEN lamp to go out.  
A telephonist will answer, e.g. "Mansfield". Ask answering Telephonist for wanted number.

(A) If wanted number is MANUAL (Cont'd)

At this stage, ask the caller "What is your number please?" Enter in from space. Then repeat it and listen for any correction to avoid errors in recording. Show 'D' number in the Recorder space.

D  
E  
M  
A  
N  
D

CONNECTING : When called number answers, give the parties the opportunity to commence speaking without interruption, if they do not speak, check and say, "Go ahead please". Pull SPEAK key to MONITORING position - to hear the conversation commence.  
Restore MONITORING key.  
Start the TIME CLOCK.  
Enter time connected.  
Time lodged is entered on Reverted calls only (where the calling number must be called back after the call has been booked.) If you connect a call which you did not book then you must enter your 'D' number in The Connector space.

SUPERVISION : Supervise frequently on the MONITORING key.

DISCONNECTING : On completion - SUPERVISORY lamps glowing - open SPEAK key and say, "Have you finished?" If no reply, press RELEASE button.  
Enter chargeable time.  
Reset TIME CLOCK.

(B) If wanted number is AUTOMATIC

D  
E  
M  
A  
N  
D

BOOKING : Open SPEAK key - away from you - on a clear circuit. Press CONNECT ANSWER button - left hand corner.  
When ENGAGED lamp (green) glows, answer "Number please".  
Record details on docket, then repeat request say, "Hold the line please".  
Look up Pricing letter, Code and Symbol on Bulletin Panel and enter in Route space.  
If this information is not on Bulletin Panel, ask ROUTING.

SETTING UP : Press SEND CALL button - right hand red.  
Wait for SEND TAKEN and CALL SUPERVISORY lamps to glow.  
Tap out Code and then press FINISH button - left hand red.  
Wait for SEND TAKEN lamp to go out.  
(Dial tone may or may not be heard.) Again press SEND CALL button, dial wanted number, then press FINISH button.  
If the number is clear, ringing tone will be heard.



(B) If wanted number is AUTOMATIC (Cont'd)

At this stage, ask the caller "What is your number please?" Enter in FROM space. Then repeat it and listen for any correction to avoid errors in recording. Show 'D' number in the Recorder space.

D  
E  
M  
A  
N  
D

CONNECTING : When called number answers, give the parties the opportunity to commence speaking without interruption, if they do not speak, check and say, "Go ahead please". Pull SPEAK key to MONITORING position - to hear the conversation commence.  
Restore MONITORING key.  
Start the TIME CLOCK.  
Enter time connected.  
Time lodged is entered on Reverted calls only (where the calling number must be called back after the call has been booked.) If you connect a call which you did not book then you must enter your 'D' number in the Connector space.

SUPERVISION : Supervise frequently on the MONITORING key.

DISCONNECTING : On completion - SUPERVISORY lamps glowing - open SPEAK key and say, "Have you finished?"  
If no reply, press RELEASE button.  
Enter chargeable time.  
Reset TIME CLOCK.

The main difference between the two preceding descriptions of DEMAND CALLS is that, after having set up the wanted code you will in the case of a manual exchange ask the answering telephonist for the wanted number, whereas if it is an automatic exchange you will be able to set up the wanted number yourself.

If it is necessary to REVERT the call, (that is where it is necessary to dial back to the calling number) take the following action -

When a free trunk line is obtained, set up calling number by pressing SEND ANSWER button, wait for SEND TAKEN and ANSWER SUPERVISORY lamps to glow, dial '0' followed by the calling number, then press the FINISH button.

If the wanted number answers first, verify if necessary and say "Melbourne calling please wait". When the caller answers verify if necessary and say "Mansfield 27 waiting, go ahead please".

If the caller answers first by announcing his telephone number say to him "I am calling Mansfield 27, please wait". If the caller does not announce his number, verify by saying, for example, "67 2373?" "I am calling Mansfield 27 please wait". When the wanted number answers, the caller (being in circuit) will hear the distant number answer and will often commence conversation. If the parties do not commence speaking you should say "Melbourne calling, go ahead please".

(In either case, make sure that you have obtained the correct number by verifying, when necessary).

Time, supervise, and on completion say - "Have you finished?". If no reply, release connection on the circuit's RELEASE button. Enter Chargeable Time before resetting Time Check.

### SUPERVISION

Supervision is a most important aspect of Trunk Line Telephony and it is essential that you learn and understand each of the following rules -

1. Supervise frequently by using the MONITORING key. (at least once a minute).
2. Listen and then speak only if it appears assistance may be required.
3. Allow parties time to reply to any queries you may make such as, "Are you getting through?".
4. Do not listen unnecessarily.
5. Disconnect promptly. Where a clearing signal is received say, "Have you finished?". Enter Chargeable time before resetting clock, and then make sure that you do reset the clock.

One procedure which broadly comes under the heading of supervision is that when a caller is waiting "on the line" for his call, make sure that he knows of the efforts being made to give service and when necessary, use a phrase such as, "Please wait, I am still calling your party".

### "PIP TONE" TIMING

"Pip-tone" timing is in use in Melbourne, and except for the cases mentioned below, it is not necessary to query for extensions. The Red Time Check lamp GLOWS and three "pips" are heard 12 seconds before the end of 3, 6 and 9 minutes. It goes out at 3 and 6 minutes and FLICKERS at 9 minutes, meaning that it cannot time any further. Reset the Time Clock to 9.9 and restart. Enter a 9 near the margin if the call continues. 9's must be entered one under the other on the docket. On completion show the final Time Check reading under the 9's, and enter the total chargeable time in the chargeable space.

If a call connected on demand (where a subscriber waits at the telephone) exceeds eighteen minutes, check if the calling number is correct, by dialling it on another circuit. If the busy tone is heard enter in remarks, e.g. 9am call ckd. c.b.y. 20. When the call has been completed ring the calling number and when an answer is received say "Do you know you had a (twenty-one) minute call to Bendigo?". If the caller agrees, enter in the remarks e.g. 9.03am ckd. O.K. 20. If a P.B.X. telephonist answers advise them of the length of the call by saying "Do you know you have a call to Bendigo that has been speaking for eighteen minutes?". Enter in the remarks, e.g. 9am call ckd. O.K. 20. If the number obtained is an incorrect calling number or ring tone is heard with no answer, refer to the Monitor.

The following calls must be asked verbally to extend :-

1. Time clock out of order.
2. Reverse charge (accepted)

3. Answer supervisory lamp a permanent glow.
4. Multi coin.
5. Press rate.

The standard phrase used for the above calls is "..... minutes, are you extending?". Note V.C. and a tick for each extension accepted near the margin plus a notation in the Remarks space, if necessary regarding items 2 and 3 above. Show the total in the chargeable time space.

NOTE:- V.C. and ticks are not entered on Multi Coin call dockets.

### 0173 - 0.18 EARLY MORNING & REMINDER CALLS

Calls may be received from a subscriber connected to any Melbourne Zone Exchange. Arthur's Creek, Bayswater, Belgrave, Boronia, Carrum Downs, Chelsea, Coldstream, Croydon, Dandenong, Dandenong North, Ferny Creek, Frankston, Hurstbridge, Kallista, Kalkallo, Kangaroo Ground, Lilydale, Lyndhurst, Panton Hill, Mernda, Melton, Montrose, Monbulk, Mt. Eliza, Mt. Evelyn, Narre Warren, Narre Warren North, Olinda, St. Andrews, Seaford, Skye, Scoresby, Silvan, Toolern Vale, Whittlesea, Wonga Park and Yarra Glen.

IF ON ANSWERING 0173-018, RING TONE IS HEARD, THIS INDICATES 0173 HAS BEEN DIALLED, AND CALLER WISHES TO BOOK AN EARLY MORNING OR REMINDER CALL. OPERATE TONE CUT OFF KEY TO CUT OFF RINGING TONE.

Listen carefully whilst writing the details on the docket, then repeat. Enter on Early Morning and Appointment Call Docket as follows -

Telephone Number of person to be called in "Sub's. No." space.

Name of person to be called in "Name" space.

Time lodged in "Call booked" space.

Time required in "Time required" space.

"D" number in "By" space - opposite "Called booked" space.

Say to caller "Thank you, I will call you to verify the call". Any request for a cancellation or alteration to a booking already made, or bookings wanted for more than one week connect to the Monitor.

Requests received for appointment some months away must be accepted and handed to the Monitor.

When calling back a subscriber who has requested an early morning call say "67 1234?" "May I speak to Mr. Smith please." "Good morning Mr. Smith, the time is 7 a.m."

Any enquiry about a booking already made, connect to the Monitor.

### DESPATCH OF DOCKET VIA THE TUBE TO PNEUMATIC DISTRIBUTING POSITION P.D.P.

A Despatch Valve is provided on the key shelf of each switchboard position for the despatch of dockets to the P.D.P. It is essential that dockets should be despatched via the tube carefully.

The following rules MUST be observed :-

1. The Docket should be held near the "sail" of the docket (top portion of the docket, about  $\frac{1}{4}$  of an inch in depth which shows "P.M.G. Form 228c" and "DATE") and between the thumb and second finger of the right hand. The "sail" should point upwards, that is at right-angles from the rest of the docket.
2. The Despatch Valve should be opened by depressing the button of the Valve with the left hand.
3. The "non-sailed" end of the docket should be placed in the Despatch Valve and a slight flick given to the back of the "sail" in order to ensure that the docket definitely enters the tube.
4. Only ONE docket is to be despatched at a time.
5. The Valve flap should be closed immediately.

Note specially - Only properly folded dockets in good order and condition should be placed in the tube. Creased or crumpled dockets should be handed to a Supervisory Officer.

#### TUBE ALARM LAMPS

An Alarm Lamp in the bottom right hand corner of the Bulletin Panel glows to show that the tube is out of order. Check that the Despatch Valve on your position is properly closed and do not place dockets in the tube when the Alarm Lamp is glowing.

#### CALLER IN CIRCUIT

The party obtained first in setting up a call (usually the caller, but sometimes the wanted number) should be kept in circuit. He will then be aware of the steps being taken to give service. On a Demand call, the caller will, be the party kept in circuit.

#### OVERLAP OPERATING

By using the monitoring keys correctly, you can listen on a circuit where one call is partly set up while you are working on another circuit. For example, while waiting for a particular person to come to the telephone, another call can be answered. When the particular person answers on the first circuit you will hear him speak and you will then complete the connection of that call.

N.B. - CALLER IN CIRCUIT and OVERLAP OPERATING are most important.

#### URGENT CALLS

If, when quoted a delay, the caller states the call is urgent, refer to Monitor.

REQUEST FOR PRICE OF CALL

If, when booking a call, the subscriber wishes to know the actual charge for the call, encircle the word TOTAL in the Charges column. Say, "Thank you, the Pricing Section will call you". "R.B.P." (Ring Back Price) dockets; on completion of handling, are despatched in the normal way, i.e. via the tube.

If the caller asks how much a call is to .....ask, "Have you had the call?". If so, say, "Please call 012". If not check with Bulletin Panel for Pricing Letter and ask Routing, e.g. "Pricing "M" please". If the centre is not on the Bulletin Panel, ask Routing "Price of a call to .....please".

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SECTION 7

INEFFECTIVE ATTEMPTS TO COMPLETE CALLS

Section 4 of these Instructions contains a list of the operating codes which are entered as necessary on trunk dockets to indicate that certain events have occurred, or the action that has still to be taken. Many of these codes concern ineffective or unsuccessful attempts to complete trunk calls and some such as "P.P.U." require explanation in particular instructions set out in other Sections. The remaining codes which concern ineffective attempts, are listed below together with their meanings. The action required is also fully explained in this Section.

<u>Code</u>	<u>Meaning</u>
WDA	- Wanted subscriber's service does not answer.
WBY	- " " " busy.
WOO	- " " " out of order.
WDS	- " " " disconnected.
CDA	- Calling subscriber's service does not answer.
CBY	- " " " busy.
COO	- " " " out of order.
CW	- Calling subscriber either could not wait for call to be connected <u>or</u> advises <u>before</u> service offered, call not required.
CR	- Call refused <u>when</u> service offered
CALL REVERSED	- Wanted number had previously rung the caller.
CU	- Caller unavailable.
CALL DUPLICATED	- Caller has already spoken to wanted number on a call booked from caller's number.
DNC	- Calling number on docket advises did not book the call.

The above codes and the action to be taken will be explained in the following -

W.D.A. - Wanted subscriber's service does not answer

Release the trunk line by operating the RELEASE key to the CALL side of the circuit. Advise the caller, e.g. the number does not answer. Will you book the call again if required, please". Enter in Remarks 8 am W.D.A. 20. Draw a diagonal line across the face and write cancelled thereon. However, if the caller requests that the call be tried again say "At what time please?". Enter in Remarks 8 am W.D.A. A.G. 10 am 20. Despatch docket.

W.B.Y. - Wanted subscriber's service busy

Release the trunk line. Say to caller e.g. "The number is engaged. I will call you". Enter in Remarks 8 am W.B.Y. A.G. 20 Despatch docket. If caller wishes to cancel the call, enter in Remarks 8 am W.B.Y. 20 and cancel in the usual way.

W.O.O. - Wanted subscriber's service is out of order

(Advice received from the wanted exchange). Release the trunk line. Advise the caller e.g. "I am sorry the number is out of order. I will call you". If the caller agrees, enter in Remarks 8 am W.O.O. A.G. 20. Despatch docket. If the caller does not agree cancel in the usual way and despatch.

W.D.S. - Wanted subscriber's service disconnected

(Advice received from the called exchange). Release the trunk line and say to the caller e.g. "The number is not connected". Enter in Remarks 8 am W.D.S. 20. Cancel as usual and despatch.

C.D.A. - Calling subscriber's service does not answer

If C.D.A. make a second attempt and if still C.D.A. after two minutes advise the wanted party, "I am sorry the caller does not answer. I will call you". Press Circuit's Release button. Enter in Remarks 8 am C.D.A. 20. Despatch docket.

C.B.Y. - Calling subscriber's service busy

If, on attempting to complete a reverted call, the caller is engaged after two attempts, enter in Remarks 8 am C.B.Y. 20 and advise the wanted party, "I am sorry the caller is engaged. I will call you". Release and Despatch docket.

C.O.O. - Calling subscriber's service out of order

Can apply on reverted calls only - usually handled on Reverting positions. Advise the wanted party if waiting, "I am sorry the calling number is out of order. I will call you". Release and enter in Remarks 8 am C.O.O. 20.

When during a further attempt, you find the caller does not want the call and the wanted, party is waiting say, e.g. "I am sorry the call from ..... exchange has been cancelled".

C.W. - Calling subscriber either could not wait for call to be connected or advises before service offered call not required.

Enter in Remarks 8 am C.W. 20. Show delay quoted in Delay space or Remarks space as appropriate. Cancel as usual and despatch.

C.R. - Call refused when service offered.

Advise the wanted party, "I am sorry Melbourne does not now want the call". Release the trunk line. Enter in Remarks 8 am C.R. 20. Cancel as usual and despatch.

CALL  
REVERSED

If when offering service the caller states the wanted number has previously called him, release the trunk line. Enter in Remarks 8 am Call reversed 20. Cancel as usual and despatch.

C.U. - Caller unavailable

If the person answering the caller's telephone can give an indication of when the caller will be available, enter in the Remarks e.g. 10 am C.U. A.G. 2 pm 20. say to the wanted number, "I am sorry, the caller is not available. I will call you". If the person answering the telephone can give no indication as to when the caller will be available, say "Will you book the call again if required please." Enter in Remarks e.g. 10 am C.U. 20 and cancel in the usual way. "Say to the wanted number "I am sorry the caller is not available, the number has been asked to re-book the call.

CALL  
DUPLICATED

If the caller advises he has already spoken to the wanted number on a call booked from the caller's number, advise the wanted party, "I am sorry Melbourne has already spoken to you". Release the trunk line. Enter in Remarks 8 am Call duplicated 20. Cancel as usual.

D.N.C. - Calling number on docket advises did not book the call.

If on reverting a call the recorded number did not book the call, enter in Remarks 8 am D.N.C. 20. Before releasing the wanted party say, "It is Melbourne here, do you know a number like ..... that might be calling you please?". Should the wanted number be able to suggest a similar number try it, but do not amend the docket until the correct one is found. If still unsuccessful, advise the wanted number to this effect and say, "I am sorry you have been troubled". Release the trunk line. Enter in Remarks 8 am W.U.A. 20. Despatch docket.

W.D.A. and C.D.A. (CROSSBAR EQUIPMENT EXCHANGES)

There are now a number of both metropolitan and country exchanges which have been converted to an automatic type of exchange known as "Crossbar". If you dial a number connected to a "Crossbar" exchange and the number dialled has not answered within about 90 seconds the "Ring" tone will change to "Busy" tone. Advise the subscriber of either W.D.A. or C.D.A. Enter in Remarks Time, (W.D.A. or C.D.A.) 'D' number. Despatch docket

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## SECTION 8

### SWITCHBOARD LAMP OPERATIONS

You have already seen demonstrated some of the lamp signals which occur on the Main Trunk Exchange switchboard and the purpose of this Section is to provide a written reference to the lamp signals not fully covered in Sections 5 and 6. Each of these lamps has a specific purpose and they have been provided as an aid to assist in operating the switchboard. It is essential that you fully understand the meaning of each signal.

Each circuit has a "Circuit Engaged" lamp. This lamp is green in colour and it will glow when the circuit is in use. Also associated with each circuit there are Answer and Call supervisory lamps which by

extinguishing  
glowing steadily  
flashing  
flickering

show certain happenings on the Answer and Call sides of the circuits. The conditions are as follows -

1. Lamps extinguished

This is the state of the lamps when the circuit is not in use. (The green "Circuit Engaged" lamp must, also, be extinguished).

2. "Circuit Engaged" lamp glowing

Shows that either or both of the Answer and Call sides of the circuit are in use.

3. Answer Supervisory Lamp glowing steadily

Means that the Melbourne subscriber has hung up or on a reverted call, it will also glow until the Melbourne number which you have "dialled" answers. It will then extinguish.

4. Call Supervisory Lamp glowing steadily

The lamp glows until the exchange or subscriber which you have dialled answers. It will also glow when the distant telephonist disconnects the call or the wanted subscriber hangs up.

5. Call Supervisory Lamp "blinking" at 6 second intervals

This indicates there is no line to the Group Centre immediately available. Different tones will indicate to you whether you should wait for the line, or clear the line.

6. Call Supervisory Lamp flickering

This is the "Free Trunk" signal to advise you to seize a trunk line for which you have been waiting (in storage) by operating the SPEAK key.

7. Call Supervisory Lamp - 2 short flickers and 1 long flash.

This signal on the CALL SUPERVISORY LAMP is called the DELAY COLLECT signal and it means that the "wanted station" has been put into DELAY.

Often you will not obtain a line to the wanted GROUP CENTRE or Capital City immediately after setting up the required code and you will then hear one of two special tones. These tones are called "Storage Wait" and "Storage Clear" and they are "messages" sent automatically by the switching equipment to indicate to you how long it is likely to be before a line will be available. Section 10 will deal in detail with the action to be taken on calls when these two tones are received. However, as this Section deals with the various lamp operations, both the FREE TRUNK and DELAY COLLECT signals which are associated with attempts on which you have to wait for a line to the wanted exchange on a "storage" basis will be covered in this Section. (The "storage" basis is where the equipment has recorded or stored your request for a line.)

Briefly the FREE TRUNK lamp signal is to tell you that a line has become available, while the DELAY COLLECT signal indicates that the likely delay has increased from up to about 15 minutes to at least 30 minutes. Full details of the two signals are as follows -

FREE TRUNK SIGNAL

While waiting in "storage" for a free trunk line, the CALL SUPERVISORY lamp blinks once every six seconds and when a line becomes available, the signal on the CALL SUPERVISORY lamp changes to a "Flickering" signal. The "free trunk" or flickering signal stops when the SPEAK KEY is operated. Should more than one Telephonist have a call in STORAGE for a line to the same exchange, each Telephonist will receive the "free trunk" signal. The Telephonist who operates the SPEAK KEY first will obtain the line while the remaining calls will return to STORAGE (when you would also again hear the storage tone signal) until the "free trunk" signal is again received. Where a circuit is in STORAGE WAIT and a "free trunk" is not obtained after seeing the "free trunk" signal, the storage may change to STORAGE CLEAR. Storage Wait may also change to Storage Clear without a "free trunk" signal being given.

DELAY COLLECT SIGNAL

When there are too many calls to a Group Centre to be connected on a "will be called shortly" basis, the Delay Overseer changes the Group Centre from storage to delay working by throwing a key on the Delay Desk (Master traffic control position). Calls in storage to or through that particular exchange as a result of this action are then given a special signal. The CALL SUPERVISORY lamp will change to TWO SHORT FLICKERS and ONE LONG FLASH. This is the DELAY COLLECT SIGNAL and it means that all calls concerned are being collected and sent to certain switchboard positions for connection in time lodged order.

Upon receiving the signal, release the storage, set-up the Group Centre again to find out the delay (add 15 minutes if it is a Through call), advise the caller of the delay, amend the entry in the Delay space and hand the docket to the Monitor. The delay must be assessed from the time the call was lodged.

DELAY COLLECT SIGNAL (Cont'd)

The indications which will advise you of the length of the Delay and which will appear on the DELAY lamp are -

- |                  |               |                       |
|------------------|---------------|-----------------------|
| A flicker        | - 30 minutes  |                       |
| A flash          | - 1 hour      | (To the Group Centre) |
| A permanent glow | - Over 1 hour |                       |

INTERSTATE DELAYS

Interstate delays are shown on special delay boards, which, have green and red lamps to indicate the delays to Capital Cities.

- |                 |                    |  |
|-----------------|--------------------|--|
| Each green lamp | - 15 minutes delay | (To Capital City ADD 15 Mins. extra (for <u>Through Calls.</u> ) |
| Each red lamp   | - 1 hour delay     |  |

ALTERNATE ROUTING SIGNAL

On calls to some centres when the main group of lines are all in use, there is provision for equipment to automatically attempt to connect your call to an exchange which may be able to assist you by connecting you through to the wanted exchange. This matter is dealt with fully in Section 10 and it will be sufficient at this stage to mention that the equipment is taking the action described when the SEND TAKEN lamp FLICKERS.

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SECTION 9

TYPES OF TRUNK LINE CALLS

In Section 4 of these Instructions, brief mention is made of the different types of Trunk Line call. The purpose of this Section is to explain the particular features and instructions you will need to know in handling the various types of call which are listed below -

Particular Person.	Charge Connect.
P.P. Left Word.	Non-subscribers.
Multi-Coin Public Telephones - calls	Airflash, Coastflash and Airmove.
Cash.	Mobile.
Fixed Time.	Bulk - calls.
Reverse Charge.	Advance - calls.
Opening Fee.	Wanted subscribers number not known.
Press.	Calls from Subscribers
Credit Card	Switchboards (P.B.X's).
Federal Members Authority (F.M.A.)	
Federal Ministers.	
Official.	

PARTICULAR PERSON CALLS

The caller pay an extra fee in order to have a full three minutes conversation with the Particular Person (P.P.), extension or department, or to be given a report if the P.P., extension or department is not available.

When a P.P., extension or department is asked for, show clearly in the P.P. space. If a person is required, show Mr., Mrs., or Miss, also initial or Christian name if given.

If an alternative person is asked for show e.g. Mr. Gray or Mr. Brown.

If the caller is unable to give the name of the person required enter brief details of the business to be discussed with the wanted number in the P.P. space and if not enough room enter other details in Remarks.

## PARTICULAR PERSON CALLS (Cont'd)

When asking for a P.P. etc. say e.g., "Mr. Gray for Melbourne please", or "Extension 262 for Melbourne please".

One P.P. fee is charged irrespective of the number of attempts made to locate the P.P. Other numbers and towns can be tried if necessary. If the call is cancelled, the P.P. fee is based on the charge to the FIRST exchange at which the call was tried.

If the Particular Person is unavailable (P.P.U.) and the caller decides to try a different P.P. at another number, a second docket must be made out and the first docket marked e.g. 9am P.P.U. cancelled 20, in the Remarks. No line is to be drawn through the first docket as the Particular Person Fee will be charged.

If two P.P.'s, not alternative, are asked for, advise the wanted number that both are required. The call is timed from when the first P.P. is introduced until the call is completed. Only one P.P. fee is charged.

The P.P. fee is charged as soon as the wanted number answers, whether the P.P. is available or not. If the wanted number does not answer no P.P. fee is due. Timing does not commence until the P.P. is introduced to the calling number.

- (A) When the P.P. is not available and the wanted number does not say when he will be available advise the caller - "Mr. Gray is not available. Will you speak to anyone else please?". If the caller agrees, ask for the new wanted person and complete connection. Enter in Remarks e.g. 9am spoke Mr. Brown 20 or 9am spoke number 20.
- (B) If the caller asks you to try again at a certain time, enter in Remarks e.g. 9am P.P.U. A.G. 2pm 20. Despatch docket.
- (C) If the caller refuses to speak to anyone else and gives no indication of his further wishes say - "Shall I leave word for Mr. Gray to call the exchange when he is available". If he agrees, enter in Remarks e.g. - 9am P.P.U. L.W. 20. Advise the wanted number e.g. - "Would you ask Mr. Gray to call the Trunk Exchange when he is available and tell the operator that Melbourne (No.) ..... is calling him please". Do not offer L.W. (Leave Word) service if call is from a Pay Station, Post Office or Public Telephone.
- (D) If the call is cancelled, enter in Remarks e.g. 9am P.P.U. cancelled 20. Do not draw a line across the face as the P.P. fee must be charged.

## P.P. LEFT WORD REPORTS (calls from Country and Interstate subscribers to Melbourne subscribers)

When advice is received that a Melbourne Particular Person is available for a call from another exchange, prepare a docket as follows :-

P.P. LEFT WORD REPORTS (calls from Country and Interstate subscribers to Melbourne subscribers) (Cont'd)

FROM	Space	Country exchange and number calling. This information will be supplied by the Melbourne number.
TO	Space	Melbourne subscriber's number.
P.P.	Space	The P.P.'s name.
ROUTE	Space	Dialling code of operator at Country Exchange (Pricing letter not required).

Say to the subscriber "Hold the line please". Ring the calling exchange and ask for "Suspense" or if possible dial the Suspense position. When the Suspense Telephonist answers say "I am connecting Mr. .... at Melbourne .... (Telephone Number) for an L.W. call." Connect the P.P. and give any assistance necessary. Do not set the timing device. Enter the time of connection to the distant Suspense in the "Time Connected" space, write "L.W. REPORT" between two diagonal lines which you will draw in the CHARGES column and draw a line in the "CHARGEABLE" space. On completion the docket will be despatched.

P.P.U. LEFT WORD CALLS (Sydney only)

P.P.U. L.W. Calls from Sydney subscribers are handled in the following way:-

Prepare a docket as usual. Call the Sydney subscriber and say, "Mr. .... at Melbourne .... is now available, will you accept the call and pay the charges please". If the call is accepted, start time clock, enter time connected on docket. When call is completed docket is despatched to the Reverting Position where, the operator, will ring Sydney suspense, and pass details of the call to the operator e.g. Time connected, time chargeable. If you are working on a Reverting Position and handling calls to suspense, make a note in Remarks space when details are passed to the Suspense Operator e.g. llam passed to 45-20.

If the L.W. report is to an exchange obtained via a switching exchange, say "L.W. call for (Avenel) please" and the first available line should be given for the call. Complete as above.

If a line to the calling subscriber's exchange is not free when the P.P. advises he is available, for example "S.C." or Delay, say to the P.P. "Thank you I will call you shortly". Enter time of lodgement, "S.C." or the Delay in the Delay space, write "L.W. REPORT" between two diagonal lines which you will draw in the CHARGES column. Hand docket to the Monitor.

On the REVERTING position - When the line is free, call the distant Suspense and advise that "Mr. .... at Melbourne .... (Telephone Number) is available for an L.W. call". If requested to do so, recall the P.P. and connect him, otherwise release the connection. Enter the time the P.P. was connected, or when the details were passed, in the connected space, and draw a line in the chargeable space.

## P.P.U. LEFT WORD CALLS (Sydney only) (Cont'd)

P.P.U. L.W. Calls booked by Melbourne subscribers are completed in the same manner by the Country Exchange Telephonist who connects the Country P.P. to Melbourne Suspense where our docket is being held.

When an L.W. Report cannot be completed due to the caller being unavailable, the call may be held over and tried again at a time nominated by the calling number.

## CALLS FROM MULTI COIN TYPE PUBLIC TELEPHONES TO 0176

Provision is made in about 50% of the public telephones located in the Melbourne Metropolitan area for callers to also make trunk calls and arrange the sending of telegrams. (Local calls can be made from all public telephones.)

The public telephones from which trunk calls can be made and telegrams arranged are known as Multi Coin type public telephones. They are so described because the coin attachments provided with "Multi Coins" will accept coins of three denominations, namely 5 cents, 10 cents and 20 cents. (Sixpenny, one shilling and two shilling pieces can also be used.)

In order to make a trunk call or send a telegram from a Multi Coin public telephone, the caller dials 0176 and the call will be answered on an "011/0176" switchboard. You will know you have answered a call from a "Multi Coin" when you hear a "pip" identification tone which you will then remove by operating the Tone Cut Off key to the Answer side of the circuit.

If the caller wishes to make a trunk call, record the necessary details on the docket and advise the caller the cost of the call. Ask him what coins he will use and if he has the correct coins say "Do not pay yet please". Detailed operating instructions for handling trunk calls will be covered later.

On "011/0176" accept and attempt to connect a trunk call booked from a "Multi Coin" irrespective of whether the call is to a centre within Victoria or Interstate. (This procedure is therefore different from that followed regarding trunk calls booked from subscribers' telephone services - calls within Victoria being connected on 011 whilst Interstate calls are connected on 018.)

If the caller wishes to send a telegram enter the cabinet number - every public telephone has an individual cabinet number which is displayed within the cabinet - in the From space and "Telegrams" in the To space. The dial 015 and advise the Phonogram Operator "Multi Coin No. ...." calling. Enter time of connection, supervise and disconnect on completion. Do not give the "Call-back" number to the Phonogram Operator.

## Multi Coin to MOBILE calls

The 0172 (Mobile service) is available to callers from Multi Coin type P.T's and calls for this service received on "011/0176" are to be switched to 0172.

Multi Coin to MOBILE calls (Cont'd)

It is most important to establish whether the call is originating from a "Multi Coin" and it is therefore necessary for the "011/0176" Telephonist to ask a P.T. caller who wishes to make a Mobile call whether he is calling from a Multi Coin type P.T. (3 coin slots). If so, obtain the cabinet number from the caller, endorse on the docket and advise the 0172 operator "M/C..... for Mobile" before connecting the call to 0172. The 0172 operator will control the call and collect the necessary coins.

If the call is from a Local call only type P.T., your Monitor must obtain the Traffic Officers' permission before the call is transferred to 0172.

The docket which you will prepare on "011/0176" should show the following details -

FROM space	-	M/C .....
TO "	-	Mobile
RECORDER space	-	D. No.
CONNECTED "	-	Time connected.

Types of Multi Coin Public Telephones

There are two types of Multi Coin public telephone in use in the Melbourne area. For purposes of explanation they will be described as the ONE and TWO button types. (There are many more TWO button type Multi Coins than there are ONE button Multi Coins.)

TWO BUTTON type (fitted with a button marked "A" and a button marked "B")

Button "A" is pressed by the caller at your direction in order that coins already inserted may be collected finally.

Note : As soon as the caller inserts a coin, you will be unable to hear him until he presses either button "A" (or button "B"). The caller, can hear you as he must, in order to hear your instruction "Press button "A".

Button "B" when pressed will return coins to the caller provided that button "A" has not already been pressed.

Note : You will hear a low pitched tone for a few seconds after the caller presses button "B". This is a positive indication to you that button "B" and not button "A" has been pressed.

A working unit of this type of Multi Coin is located in Classroom No.1.

ONE BUTTON type (fitted with one button only. This button is not designated in any way.)

The button is pressed by the caller at your direction in order that coins already inserted may be collected finally.



## MULTI COIN CALLS

Note : You will be able to speak to and hear the caller at all times while coins are being inserted. You will hear a medium pitched tone for a few seconds after "the button" has been pressed as a positive indication to you that coins inserted by the caller have been collected finally.

If a caller needs to recover his coins he will have to hang up for about one second. The coins will then be returned to him via the refund chute.

Note: You will hear a high pitched tone for about two seconds to indicate to you that the caller has hung up in order to recover his coins.

A working unit of this type of Multi Coin is located in Classroom 1.

COIN SIGNALS - The coins which can be inserted in "Multi Coins" are 5 cents (or 6d.), 10 cents (or 1/-) and 20 cents (or 2/-). It is necessary for you to be able to check the value of coins inserted by a caller and you will be able to do this by hearing the different signals which indicate coins of the three values concerned. The signals are as follows :-

<u>Coin</u>	<u>TWO Button (Buttons "A" and "B")</u>	<u>ONE Button</u>
5¢ (6d)	One <u>ring</u> will be heard	One pip will be heard
10¢ (1/-)	Two rings will be heard	Two pips will be heard
20¢ (2/-)	One "dull thud" will be heard	Four pips will be heard

## Insertion of coins of SAME denomination

In order to minimise the possibility of coins jamming or blocking the coin tin, it is necessary that no more than four coins of the SAME denomination are inserted separately in the appropriate coin slot before the caller is asked to clear this slot by pressing either "Button A" or "The Button". (As an example, you book a call to Launceston and Day rate of \$1.20 will apply. The caller wishes to speak for three minutes and you ascertain that he has six 20 cent coins. When collecting the coins, you will ask him to "Put four 20 cent coins in please" and then after he has done so to press either "Button A" or "The Button". The caller is then asked to "Put the remaining coins in please" and, to press either "Button A" or "The Button".

## Public Telephone Cabinet Numbers

As mentioned every public telephone has an individual cabinet number and on calls from DEPARTMENTAL multi coin public telephones, callers will quote a cabinet number ranging from 1 - 8999. Cabinet numbers should be shown on the "How to Call Notice" displayed in all public telephones (see the notice on display in Classroom No.1), but in a few cases it is possible they may be shown on the telephone dial or an inside wall of the cabinet.

## Public Telephone Cabinet Numbers (Cont'd)

If a caller cannot quote the cabinet number, ask the caller for its location and enter this on the back of the docket. Refer to Monitor.

## Leased Coin Attachment Telephones

Some subscribers such as shops and guesthouses arrange for a COIN attachment to be associated with their telephones so that clients, customers, etc., can make calls from such telephones in the same way as they are made from the usual Departmental public telephone. The telephone services concerned are known as Leased Coin Attachment telephones and depending on the type of coin attachment, either local calls only or local and trunk calls can be made from them. When trunk calls can be made, they are, booked with "0176" and you will handle trunk calls from such telephones in the same way as from a Departmental Multi Coin. You will be able to recognise a Leased Coin Attachment service in one of the following two ways. You have heard "pip" tone and :-

- (a) The caller gives a cabinet number which is between 9 000 and 10 999.
- (b) or The caller quotes a telephone number instead of a cabinet number, and the telephone has a coin attachment.

With Leased Coin Attachment telephones the cabinet number is frequently NOT displayed and in such cases you would obtain from the caller the calling number (it may be shown on the telephone dial), and record this in the FROM space after the usual endorsement "M/C". The cost of the calls made from Leased Coin Attachment telephones is added to telephone accounts sent to the subscribers concerned and therefore it is essential that all Cabinet as well as telephone numbers entered on M/C call dockets be correct. As with all Multi Coin calls pay particular attention to the coin signals.

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## Detailed Operating Instructions

### Say to Caller

### Action to Take

"Number please"	Operate the Tone Cut Off key to the Answer side of the circuit so as to remove the "pip" identification tone. Enter the wanted exchange and number and, if requested, name of Particular Person, on the docket.
"What is the cabinet number please?"	Enter cabinet number in FROM space. For example, M/C 1234. (Cabinet number is shown on "How to Call Notice".)
"For how long do you wish to speak, please?"	Enter in Remarks, e.g. "3 mins. 40¢". Price and P.P. fee can be ascertained from "Multi Coin" charge conversion card displayed on your switchboard. Refer to pricing letter of wanted exchange's code.
"The cost of the call is ..... What coins do you have, please?"	If necessary, enter on the back of the docket the coins which the caller advises he will use. For example :-  20¢ (5) 10¢ (1) 5¢ (2)
"Do not pay yet please"	Say this if caller has the correct coins. Divide circuit to the CALL side and obtain wanted number. Verify if necessary and say "Melbourne calling please wait". (If the call is particular person do NOT ask for the P.P.)
P.P. ( Insert ... and put Calls ( the coins in separate- Only ( ly please"	Divide circuit to ANSWER side and request caller to insert amount of P.P. fee <u>ONLY</u> .
P.P. ( "Press button 'A'" OR Calls ( "Press the button" Only	Listen <u>carefully</u> to ensure that correct coin signals are received and, if so, request the caller to press either "Button A" or "The Button".
P.P. ( "Hold the line Calls ( please" Only	Divide the circuit to the CALL side and obtain the P.P. For example "Mr. Jones for Melbourne please".
"Put the coins in separately please" OR (See next page)	When you can connect the call, divide the circuit to the ANSWER side and ask the caller to pay for the call.
"Put four (naming the denomination of the coin) in separately please"	This advice will be given to the caller when he has more than four coins of the same denomination to be inserted. Listen carefully to ensure that correct

coin signals are received and if necessary place a tick against the particular denomination collected. For example, the entry on the back of the docket could read as follows :-

20 (6) ✓✓✓✓ ✓✓  
10 (2) ✓✓  
5 (1) ✓

"Press button A" OR  
"Press the button"

Ask caller to take this action each time four coins of the same denomination are inserted and also, after all coins have been inserted.

(When more than four coins of the same denomination are to be collected, say to the caller after he has pressed "Button A" or "The button", "Put four more..... in separately please" OR "Put the remaining coins in separately please").

"Go ahead please"

Connect call, start timing clock, enter time connected and supervise frequently.

".... minutes are you extending?"

Say this to the caller at end of time paid for. If extension desired and caller has correct coins available, request him to insert additional coins. Check coin signals and connect. Underneath previous similar entry in Remarks, write e.g. "3 mins. 40¢".

"Finish please. I must disconnect you now".

If extension refused, advise the parties you must disconnect the call and do so. (Even if they continue to speak.)

"Have you finished?"

Used when clearing signals received prior to or at end of time paid for. On completion release connection, enter charges collected in Charge column and total. Enter chargeable time and the docket is despatched.

Note : Your Training Overseer will instruct you in the action to take when correct coin signals are not heard.

Finally further instructions for you to know and observe in the handling of trunk calls from Multi Coin public telephones are :-

- (i) If a call has to be reverted, obtain the "call back" number (the telephone number of the Multi Coin) from Routing and enter it in the Remarks space. DO NOT ADVISE THE CALLER OF THE NUMBER.
- (ii) Should the Multi Coin be suspected of being faulty, e.g. the caller advises his coins have jammed, hold call and

report the details to your Monitor. Also take this action if coins have been incorrectly collected.

- (iii) Calls disconnected while coins are being collected or after collection, attempt to get the caller back but if unsuccessful hold docket and refer to your Monitor.
- (iv) If P.P. is unavailable on a Multi Coin call, and caller indicates he will ring in again when he wishes to have the call tried again note "time, PPU CTA and your D No. in Remarks and the docket is despatched. It will be sent to the REVERTING position concerned.  
(C.T.A. applying on Multi Coin calls only, means caller to advise.)
- (v) Half the delay is quoted on M/C calls in order to relieve congestion at public telephones. The dockets are then sent to the appropriate reverting positions.

Storage Clear on P.T. Calls

Docket is to be sent to alphabetical reverting position where call is to be given priority treatment.

S U M M A R Y

Main Differences in Handling Calls to "0176"  
(As compared with calls to "011")

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"0176" has been dialled

"011" has been dialled

- |   |   |
|---|---|
| 1. You will hear "PIP" tone.  | No tone will be heard.  |
| 2. You will <u>remove</u> this tone.  | No action necessary   |
| 3. You will record a public telephone <u>CABINET</u> number in the FROM space.  | TELEPHONE number will be recorded in FROM space.                            |
| 4. You will ask caller for <u>how long</u> he wishes to speak and <u>then</u> advise him the charge                                   | No action necessary.  |
| 5. You will find out what coins he will use.  | No action necessary.  |
| 6. Caller will NOT be able to hear at all times while you are setting up the call.  | Caller is to be kept in circuit at all times during setting up of the call. |
| 7. You will collect coins from the caller as payment for the call.  | No such action necessary.   |
| 8. You will ask caller at end of his prepaid time whether he wishes to <u>extend</u> the call.<br>(This is known as VERBAL CHALLENGE) | No action necessary.<br>(Caller will hear pips at 2.8, 5.8, 8.8 mts. etc.)  |

Note : If pip tone is heard, and the caller states he is calling from a subscribers telephone ask him to please hang up and diall 011 or 018 as required.

CASH TRUNK LINE CALLS (from Pay Stations and Post Offices)

Cash trunk line calls are booked at Pay Station and Post Office Counters. The details are entered on a Cash Payment for Telephone Calls sheet and then booked with the trunk line telephonist.

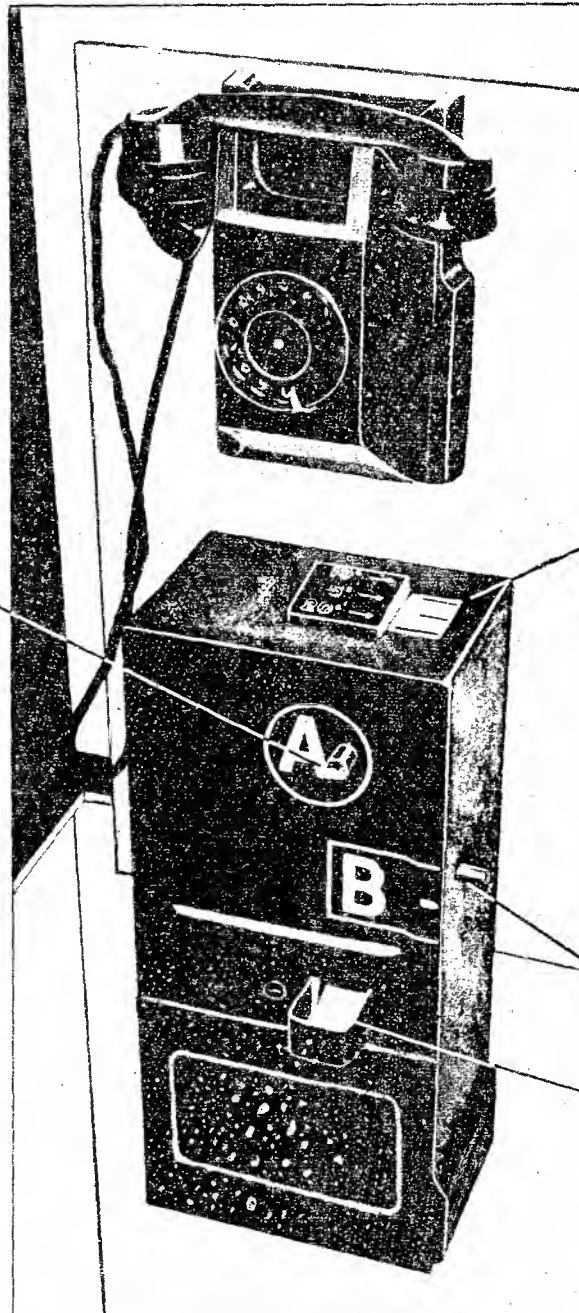
The details entered on dockets are as follows :-

FROM The name of the Pay Station or Post Office.  
TO The wanted number.  
P.P. The P.P's name (if any).  
REMARKS The sequence number, the number of minutes prepaid and the number to which the call is to be connected, e.g.  
SEQ 626 - 3 MINS - 67 3499  
Give 'D' number to the Counter Officer.

# TWO BUTTON TYPE MULTI COIN PUBLIC TELEPHONE

(Buttons "A" and "B")

**BUTTON "A"**  
Pressed by caller at  
your direction. Will  
collect coins already  
inserted by caller as  
payment for his Trunk  
call.



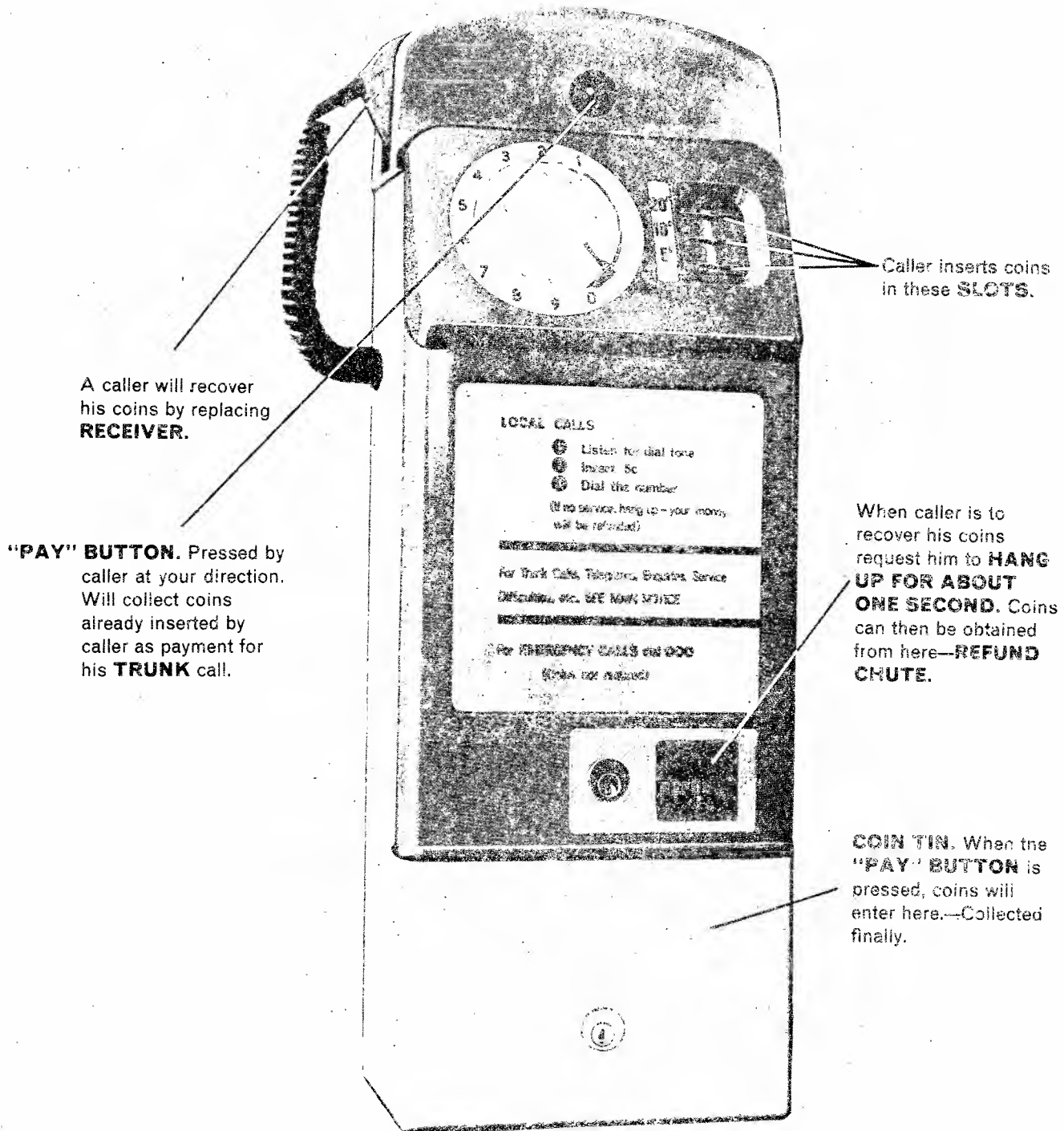
Caller inserts coins  
in these **SLOTS**.

**BUTTON "B"**.  
When caller is to  
recover his coins,  
request him to **PRESS**  
**BUTTON B**. Coins  
can then be obtained  
from here.

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

# ONE BUTTON TYPE MULTI COIN PUBLIC TELEPHONE

(COIN TELEPHONE No.1)



A caller will recover his coins by replacing **RECEIVER**.

**"PAY" BUTTON.** Pressed by caller at your direction. Will collect coins already inserted by caller as payment for his **TRUNK** call.

Caller inserts coins in these **SLOTS**.

When caller is to recover his coins request him to **HANG UP FOR ABOUT ONE SECOND**. Coins can then be obtained from here—**REFUND CRUTE**.

**COIN TIN.** When the **"PAY" BUTTON** is pressed, coins will enter here.—Collected finally.

## NOTES—

- (i) When **RECEIVER** replaced, a **HIGH-PITCHED** sound will be heard for about 2 seconds.
- (ii) When **"PAY" BUTTON** pressed, a **MEDIUM-PITCHED** sound will be heard, **ALSO** for about 2 seconds.



Half the delay is quoted on Cash trunk line calls in order to relieve congestion at Pay Stations and Post Offices.

Pay Station numbers are shown on ROUTING.

A call can be paid for at a Pay Station or Post Office and the caller may speak from a private number served by the MAIN TRUNK EXCHANGE, but he is not permitted to extend the call. These calls may be booked for a later time without the caller paying an extra fee.

When reverting a call to a Pay Station, the sequence number must be used e.g., "Sequence 21 to Albury 423".

When reverting a call to a Post Office, the name of the Post Office must be used, NOT the number of the call box e.g., "Malvern, are you calling Sale 2323?".

Extensions are not offered on Cash trunk line calls from Pay Stations and P.O. When the prepaid time has expired say to the caller, e.g. "Three minutes, finish now please". If an extension is asked for advise the caller, "Please go back to the Counter and pay for it". Ask Routing e.g., "Number of Malvern P.O. please", note on back of docket, call back on a clear circuit and advise the Counter Officer e.g. "Sequence 32 to Sale is extending. What are your initials please?". Give your 'D' number. Enter in Remarks e.g., 10 am T.S. advised ext. 20. Cross out 3 minutes in Remarks and enter 6 minutes. Reset the TIME CLOCK and time from when the caller speaks again.

Officers at Pay Stations and Post Offices cannot refund money on ineffective calls until advised to do so by the trunk telephonist. If the calling Post Office is closed, hand docket to Monitor.

Advise the Counter Officer of cancellation and any fee due such as P.P. etc., obtain initials, enter in Remarks e.g. 10 am T.S. advised refund 20. Do not make Cash calls L.W. as the caller would not be available.

If a call booked to be connected to another number is cancelled, advise the Counter Officer so that refund may be made when the caller applies for it.

N.B. - On calls received from the G.P.O. Pay Station (the Telephonist will say for example E.T.O. here"), you will be given a sequence which commences with either "A" or "B", e.g. "Seq. A234".

### FIXED TIME CALLS

A caller pays an extra fee to have a call connected at the time he requires it.

Depending on the interval of time between the booking of the call and when it is required, requests for FIXED time calls must be checked to see if there is a delay on the line before advising the caller e.g., "Thank you I will call you at 6 pm".

## FIXED TIME CALLS (Cont'd)

Docket must show FIXED in Remarks and the time required encircled in Required space. Hand the docket to the Monitor who will send the call to a Reverting position.

The Reverting telephonist always endeavours to obtain a line at least five minutes before the time required. If N.C. or W.B.Y. conditions are encountered at the required time enter on docket e.g. 6 pm W.B.Y. 20.

If a FIXED time call is not connected within five minutes of the time required the Telephonist handling the call will advise the caller of the reason and he may then take it as soon as possible or cancel it. Enter in Remarks 6.5 pm W.B.Y. clr advd 20.

If the caller cancels the call, no FIXED fee is due but if he wishes it connected as soon as possible and it is connected within fifteen minutes of the time required, the fee is due.

When a FIXED time call is being connected through a switching point the Reverting telephonist says e.g., "Fixed time Jamieson please". The call should then be connected on the next clear line.

## REVERSE CHARGE CALLS

A caller may lodge a trunk line call and charge it to the wanted number, provided the called number agrees to pay for the call. An additional fee of 10¢ is charged for this service, if the wanted number accepts the charge. Reverse charge calls cannot be booked to a Particular Person. However we should obtain sufficient information if requested by the wanted number to enable a decision to be made as to whether they will accept the call or not.

The request for a REVERSE CHARGE call may be received from a subscriber's service, multi coin telephone, Pay Station or Post Office.

When a REVERSE CHARGE call is lodged, write REVERSE CHARGE along top left side of docket, enter wanted number in TO space, obtain the caller's name as well as his number by asking him, "What is your number and name please?". Enter the caller's name in the FROM space after the calling number. If the caller prefers to give the name of the firm or organisation he is representing instead of his name, record this information in the FROM space. Write the exchange name in full.

When the called number answers say, "I have a Reverse Charge call from Mr. .... or (the name of the firm or organisation he is representing) at Melbourne. Will you accept the call and pay the charges please?". If the call is accepted say, "Go ahead please". Enter the word ACCEPTED in the Remarks. Challenge verbally. Note V.C. and a tick for each extension accepted in the Remarks. Show 10¢ in the Charges column against other.

If the called number refuses to accept the call, say to the caller, "The called number will not pay for the call. Will you have it at your expense please?". If the caller agrees, draw a line through the words REVERSE CHARGE along the side of the docket and proceed as for an ordinary Out call.

If the caller does not wish to proceed with the call draw a line through the words REVERSE CHARGE and enter in Remarks e.g., 2 pm C.R. 20. Cancel in the usual way.

Where an Opening or Fixed fee may be involved, before calling the distant exchange make sure the caller is willing to pay the Opening or Fixed fee if the called number refuses to accept the charges. The called number should be advised of the Opening or Fixed fee when asked to accept the REVERSE CHARGE. Calls are charged at the rate operating at the Called Exchange.

### REVERSE CHARGE CALLS LODGED AT PAY STATIONS AND POST OFFICES

Show the caller's name after the Pay Station or Post Office in the FROM space, REVERSE CHARGE along top left side of docket and the wanted number in the TO space. A sequence No., if it is given, should be entered in the Remarks space but no prepaid time is entered. Ask the calling Post Office for the Counter telephone number and endorse on the back of the docket. Obtain Public Telephone call back number from the Counter Officer and write it in the REMARKS space.

When the called number answers say, "I have a Reverse Charge call from Mr. ... at Melbourne. Will you accept the call and pay the charges please?". If he agrees, enter ACCEPTED in Remarks. Challenge verbally, note V.C. and a tick for each extension accepted in the Remarks. Show 10¢ in the charges column against other.

Should the REVERSE CHARGE call be refused and the caller agrees to pay for the call advise him to return to the Counter. The sequence No. and duration of prepaid time must be obtained from the Counter Officer by dialling the number shown on back of docket. Do not connect the call until this advice is received, enter sequence No. and prepaid time in Remarks.

If on a trunk line call from a public telephone, the called party asks for the call to continue and the charges for the extension to be debited against his number, do not allow the call to proceed. In such cases it is then necessary to ask the called party to hang up so that you can recall him to verify the charging. Prepare a second docket and establish it as a normal reverse charge call. If there is a delay on the route concerned, the second call does not have to wait the delay. Complete the docket for the first call in the normal way. (The reason for this action is to safeguard subscribers who would otherwise have no knowledge of the proposed Reverse Charge call, e.g. - called party is speaking from a Hotel P.B.X. switchboard extension telephone.)

### OPENING FEE CALLS

Exchanges marked on the Bulletin Panel with a X are non-continuous. That is the exchange is not open to make and take calls for 24 hours each day of the year as is the case with the Main Trunk Exchange and many other Country exchanges. A non-continuous exchange is always a Manual exchange and it is usually fairly small as regards the number of subscribers connected to it. Non-continuous exchanges may open between 8am and 9am and close between 6pm and 10pm on week days with a one hour lunch break. The hours of service given at week-ends are usually much less than week-day hours. Ask Routing before calling the exchange e.g., "Hours of Jamieson, please".

Opening fee may be charged in cases where it is necessary to open or keep open an exchange outside its usual hours to complete a call. The exchange has a set Opening Fee but charging by the Postmaster (officer-in-charge of the exchange) is optional.

The charge is a maximum fee of 30 cents for each half hour or part thereof and is in addition to the trunk line fee. During the Opening Fee period the caller may have more than one call to the exchange concerned. If another caller wants a call during the same period another Opening Fee is due. The Opening Fee is chargeable as soon as the exchange answers even if the call is cancelled because of W.D.A., P.P.U., etc. The exchange will remain on duty to try the call for half an hour, if required.

Do not ring an exchange which is closed until the caller agrees to pay the Opening Fee. Say to caller, "Jamieson is closed. Will you pay 30 cents Opening Fee if necessary please?". If agreeable, encircle the word "OPENING" in the Charges column. Give the opened exchange the calling number so that the Postmaster may claim the Opening Fee. Say e.g., "Opening Fee to Jamieson 6 from Melbourne 67 2373". Enter the amount 30¢. opposite "OPEN'G.

If Opening Fee is not charged cross out the Circle in the Charges column, and enter Opening Fee not charged in the Remarks.

If an exchange is closed and the caller wishes the call to be tried when it re-opens, endorse in the "Remarks" e.g. 12.10pm P.O. closed A.G. 1 pm 20.

When a call is booked up to about 30 minutes before the required exchange closes it is given preference in order to avoid the caller paying an Opening Fee.

If service is obtained through a switching point which is closed Opening Fee may be due on that exchange as well.

A call in progress when an exchange closes may only extend once before an Opening Fee is necessary, unless it is a PRESS call when no extension without an Opening Fee is permitted.

At some non continuous exchanges where the Postmaster does not provide "Opening Fee" service, a subscriber is left connected to an incoming trunk line AFTER HOURS. A record of such subscribers is kept at the SWITCHING exchange and an OPENING FEE is not necessary to call such a subscriber. If the call is to one of these subscribers, when his exchange is closed, the switching exchange will connect the call.

If after agreeing to pay "Opening Fee" the Post Office does not answer and the caller requests that the call be tried later. Show in "Remarks", e.g. 7 am P.O. D.A. A.G. 7.30 am 113.

### PRESS CALLS

These are special rate calls made for the purpose of giving information to a registered paper, recognised agency, broadcasting or television station and must cover only matter for immediate publication or broadcasting as news. The caller will of course book the call as a "Press" call.

## PRESS CALLS (Cont'd)

PRESS calls are given 5 minutes speech periods instead of 3 minutes, and must be queried each 5 minutes by saying, "5 minutes, are you extending?". Enter PRESS at the top of the Charges column. Enter V.C. and a tick for each extension accepted near the margin. Do NOT set the Time Clock.

A PRESS call in progress when an exchange closes is only allowed to speak to the end of that 5 minute speech period. If an extension is desired an Opening Fee must be paid.

PRESS calls may be charged to the wanted number, e.g. CHARGE COLAC HERALD, followed by the calling number in the FROM space. There is no extra charge. Write exchange names in full

PRESS calls cannot be booked to a P.P. or made FIXED time.

## CALLS BOOKED AND CHARGED TO NEWSPAPERS ETC.

These are NOT Press calls as they are charged the usual 3 minutes speech periods. The docket will be endorsed e.g. CHARGE COLAC HERALD, in the FROM space followed by the calling number. There is no extra charge. Write exchange names in full

## CREDIT CARD CALLS

On application, the Department will issue a CREDIT CARD to a subscriber which will permit him or his representative to book trunk line calls from any subscriber's telephone, public telephone or Post Office in the Commonwealth and have the calls charged against his own telephone number. There is no extra charge for this service. Usually a subscriber requests this service where his representatives travel extensively in the Country and/or Interstate.

Each card has an individual number. The number consists of four figures from 1001 to 8999, or five figures from 10000 to 39999. (9000 to 9998 are used for international credit cards for calls from overseas to Australia), followed by the initial letter of the state where it was issued, and one or more figures. For example -

C.C. 1004 V.2 -

C.C. - is the abbreviation for Credit Card

1004 - is the Credit Card Number

V - is for Victoria, the State of issue

2 - indicates that it is the second card of a series issued against the particular telephone number.

The caller, when booking will ask that the call be charged to his CREDIT CARD. Ask the caller for his CREDIT CARD number and enter it in the Remarks e.g. C.C. 1004 V.2. Then ask for the telephone number against which the CREDIT CARD has been issued. Enter this number against which the CREDIT CARD has been issued. Enter this number in FROM space, preceded by 'Charge' and followed by 'Connect .....'. For example, "Charge Bendigo 3 3789 Connect 67 2373". Write exchange names in full.

## CREDIT CARD CALLS (Cont'd)

If the caller is unable to quote a telephone number against which the CREDIT CARD has been issued, refer to the Traffic Officer.

These calls may be charged against a Country or Interstate number and connected to a Melbourne number. If the call is from a public telephone, the cabinet number will of course be shown instead of the Connect number.

## CREDIT CARD CALLS FROM ORDINARY PUBLIC TELEPHONES

If a Credit Card call is received from a Public Telephone, and the wanted exchange is in delay, find out whether the public telephone is a Multi Coin (has three coin slots) or Local Call type P.T. (5¢ or 6d. only). If it is a Multi Coin, quote  $\frac{1}{2}$  the delay to the caller, release and despatch. Should the P.T. be a Local Call type, the caller must be held and the call referred to the Monitor who will arrange release of the next available line. The reason for this is, of course, that no record is available of its call back number and in any case a non multi coin public telephone will NOT ring after its telephone number is dialled.

## FEDERAL MEMBERS AUTHORITY CALLS (F.M.A.)

All Members of Federal Parliament have been issued with F.M.A. Cards which permit them to book trunk line calls on Parliamentary business from Pay Stations, Post Offices, Multi-Coins or subscribers telephones by quoting the F.M.A. number. The calls are charged to a Government Department.

Enter in the FROM space the authority card number, followed by the number from which the call was booked, e.g. - Charge F.M.A. 123 Conn. 67 2373. It is essential that "F.M.A. ...." be shown in the FROM space. Where you have recorded the calling number prior to being advised it is a "F.M.A." call, you must record the details on another docket and cancel the first.

If the caller is a FEDERAL MINISTER connect the call immediately.

FEDERAL MEMBERS are quoted the delay, unless a reason for URGENT treatment is stated, in which case show in Remarks, say, "Thank you, I will call you shortly". Refer to Monitor.

## FEDERAL MINISTERS CALLS (Fed Min)

A Federal Minister is an elected Member of the Federal Parliament who has charge of a Commonwealth Government Department. For example the Prime Minister, The Treasurer and the Postmaster-General are Ministers. The Postmaster-General is, of course, the Parliamentary Head of the P.M.G.'s Department in which you are working as a Telephonist.

Do not be confused by the difference between a Federal MINISTER and a Federal MEMBER. A Federal Member is an elected Member of the Federal Parliament but he does NOT have charge of a Commonwealth Government Department.

Observe the following instructions on calls lodged by or on behalf of all Federal Ministers and by or on behalf of the Governor-General,

## FEDERAL MINISTERS CALLS (Fed Min) (Cont'd)

the Speaker of the House of Representatives, the President of the Senate, the Leader and Deputy Leader of the Opposition in the House of Representatives, the Leader of the Opposition in the Senate. It must be connected immediately, even though priority may not have been requested.

Connect on demand, i.e. while the caller remains at the telephone unless the caller wishes to be called back, and enter FED MIN in the Remarks. If it is necessary to revert the call, obtain the called person and have him waiting on the line, then ring the caller and connect the call. Do not query for extensions, start the timing device at the beginning of the call and show the time clock reading in the Chargeable space when the call is finished.

If the call is from one Minister to another care must be taken to avoid either party having to wait for any length of time before connection is made. These calls are usually accepted by a Secretary.

Always advise the Monitor when you book a call from a FEDERAL MINISTER.

On a call to the Governor-General or a Federal Minister, do not call the required party until the caller is actually on the line waiting to speak. FED MIN is not shown on these calls. Quote the delay, if any.

## OFFICIAL CALLS (O.S. - on service)

Calls are made by members of the Postmaster-General's Department on official business. Enter name of officer making the call in the Remarks. Show the letters O.S. in the Charges column. Should the Officer omit to give his name say, "What is your name please?".

Calls from "Telegrams" are also official. Enter TELEGRAMS in FROM space. O.S. in Charges column. The caller's name is not required. Reverted calls are connected to 663 2621.

If "Telegrams" advise the call is URGENT, show URGENT in the Remarks, and if the required exchange is in delay, hand the docket to Monitor. (Urgent telegrams must be connected on the next free line as the caller pays double rates for this service).

Calls from "Telegrams" may sometimes be charged to a subscriber's number and in these cases enter e.g. CHARGE 67 2729 CONNECT TELEGRAMS in FROM space. Do not enter O.S. in the CHARGES column when a "charge" number is given.

## CHARGE CONNECT CALLS

If a subscriber asks you to connect a trunk call to him at a Melbourne number and charge it to another Melbourne number, always ask "What is the caller's name please?", and write the name in the Remarks.

Before releasing the caller, set up the CODE to see if there is any delay to the required exchange. If there is no delay, say to the caller "Thank you I will call you shortly". If there is a delay other than S.W. or S.C. say "Thank you I will call you in about (30 minutes, 1 hour, etc.)".

Hand the docket to the Monitor who will verify the CHARGE number by speaking to this number. The CHARGE and CONNECT numbers are BOTH shown in the FROM space. For example, CHARGE 67 2373 CONNECT 81 1234.

It is most important to remember that CHARGE CONNECT calls are NEVER connected on demand.

A CHARGE CONNECT call may be booked as an ADVANCE call from a subscriber's telephone service.

If you book a CHARGE CONNECT call from a Multi Coin public telephone, accept it and handle it in the same way as a CHARGE CONNECT call booked from a subscriber's telephone service.

### CALLS TO NON-SUBSCRIBERS

A trunk call can be booked to a person who does not have a telephone service. Such calls must be booked as Particular Person calls. Arrangements are made for the person concerned to receive a message asking him to contact the called exchange. The message may be sent to the wanted person by mail or, if the caller will pay an extra fee, by messenger.

If the message is to be sent by mail, this will be prepared at the called exchange. The call may be booked for a FIXED time.

Although essentially they are the same type of call, calls to non-subscribers can be considered under two main headings :-

#### (1) Messenger Fee Calls

A fee of 15¢ is charged for sending a message to a non-subscriber advising him that he is wanted for a trunk line call. The P.P., however, must live within the free telegram delivery radius otherwise the called exchange may advise a delivery charge in excess of 15 cents.

The MESSENGER and P.P. fees are charged as soon as the Messenger leaves the exchange. If MESSENGER service is requested to a non-continuous exchange, always ask such an exchange if it can provide MESSENGER service before it is promised to the caller.

The docket must show :-

FROM	-	Calling number.
TO	-	Exchange name and address of the wanted party.
P.P.	-	The P.P.'s name.
"REMARKS"	-	MESSENGER
OTHER	-	15¢
LODGED	-	Time call is booked.

DATE OF LODGEMENT also to be shown in REMARKS.



## CALLS TO NON-SUBSCRIBERS (Cont'd)

Advise the caller e.g. "Thank you I will call you when Mr. Bell is available". Details are passed to the WANTED exchange on the first free line. Enter in Remarks e.g., 11am 730011 advised 20. Despatch docket.

When the P.P. is available the WANTED exchange will advise Melbourne Suspense. (A certain group of positions in the M.T.X. which handle mainly P.P.U.L.W. calls and calls to non-subscribers.)

### (2) Note in the Mail Calls

No MESSENGER fee is charged on these calls. Advice by letter will be sent in the mail to the required person if the caller does not wish to pay the "Messenger fee" or, if the Messenger service cannot be given by the called office. Enter NOTE IN MAIL in Remarks. Advise the caller e.g., "Thank you I will call you when Mr. Bell is available". Pass details to the wanted exchange on first free line. Enter in Remarks e.g., 11 am 730011 advised 20, and the date. Despatch docket.

Calls to Non-subscribers are held in Suspense for one week and if service has not been given by then the caller is asked if he wishes the booking to stand. The called exchange is then advised whether the call has been cancelled or whether it is to be held over.

## AIRFLASH, COASTFLASH AND AIRMOVE CALLS

### Airflash and Coastflash Calls

These are calls of extreme urgency dealing with the safety of aircraft or shipping. Enter AIRFLASH or COASTFLASH in Remarks. Immediate service must be given even to the extent of interrupting a call in progress by saying, "I am sorry this line is required for an emergency call, I must disconnect you now and will reconnect you as soon as possible". Enter the reason in the Remarks of the disconnected calls. Advise your Monitor when you book one of these calls. If the call is through a switching point say e.g., "AIRFLASH CALL to ..... please".

### AIRMOVE Calls

These are calls relating to the movement of aircraft including reports on the weather, state of landing grounds, notice of departures and arrivals etc. They are less urgent than Airflash or Coastflash calls but nevertheless they must be given service on the next line regardless of the delay. Enter AIRMOVE in Remarks and report any difficulties to the Monitor.

### Prolonged Airmove Calls

In special cases AIRMOVE calls may be arranged where there has been a breakdown of normal means of communication between Civil Aviation Traffic Control Centres. Usually Officers of the Civil Aviation Department will advise the Traffic-Officer-in-Charge of the circumstances and such calls may sometimes be of long duration.

### Prolonged Airmove Calls (Cont'd)

The call is left connected until advice is received it is no longer required. Do not disconnect such calls if there is no reply to, "Are you getting through" during supervision, but report it to your Monitor.

### DATA TRANSMISSION CALLS

Special equipment has been approved for use by subscribers for connection by them to Post Office Telephone lines for Data transmission purposes.

To use the equipment a telephone call, either trunk or local, is set up in the usual way, and then the Data transmitter and receiver are switched into circuit and transmission commenced. At the completion of the transmission the data transmitter and receiver are disconnected from the circuit and the telephone call terminated.

The following operating instructions are to be observed please on all such calls containing the endorsement "DATA TRANSMISSION" in the remarks space.

#### DATA TRANSMISSION CALLS

- (i) These are special calls for the purpose of transmitting information by means of coded electrical signals.
- (ii) Each call is booked direct with a Supervisory Officer who should prepare a docket in the usual way and endorse "Data Transmission" in the remarks space. The docket is then handed to a telephonist for connection.
- (iii) The calls are connected in the usual way but "pip" tone timing is not to be used. Time each call by using the wall clock on an adjacent circuit.
- (iv) Once the call has been established the speak key must NOT be opened. The monitoring key can be used for supervision purposes.
- (v) When supervising a medium frequency tone will be heard instead of normal speech.
- (vi) At the completion of the call, i.e. when both supervisory lamps glow, disconnect and complete the docket in the usual way.

#### MOBILE RADIO CALLS

The MOBILE service has been installed to enable motor vehicles, which are equipped with special telephone equipment to make or receive trunk or local calls or to call each other, provided that the vehicle is within a 20 miles radius of the Melbourne G.P.O.

These calls are booked with 0172 and they are charged the usual trunk line fee plus the local call fee of 5¢ for each 3 minutes.

## BULK CALLS

If a caller books two or more calls at the one time a docket is prepared for each call. However, full details are entered on the first two dockets only. The wanted number, or P.P. if any, is entered on all dockets. Ask "Can you take more than one call at a time please?". If not, enter BULK in the Remarks space of the first and second dockets and connect the first docket. Hand other calls to the Monitor. If the subscriber can take more than one call at once, inform Monitor that more than one call at a time can be taken.

Sometimes a caller may state that the calls are wanted at a later time, that is, they are not wanted as soon as possible after booking. Accept such a booking from the caller and enter time required in the REQUIRED space and ADVANCE in the REMARKS space of the first docket only. Unless the caller specifies he must have one or more of the calls at a particular time, a FIXED time fee is not charged on any of the calls. However, if the caller does specify a particular or fixed time, FIXED time fees are charged on the calls which he states a specified time for.

A caller may also bulk book calls for an "approximate" i.e. not a fixed later time and request the calls to be connected in a particular order. This will also be arranged without a fixed time fee being charged on any of the calls.

## ADVANCE BOOKING OF CALLS (calls booked to take effect later)

These are calls to be connected at a later time e.g. lodged at 2 p.m., required at 6p.m., and can only be accepted under the following circumstances :-

1. Fixed time calls (Extra fee charged).
2. Bulk bookings - where a starting time is given. Show ADVANCE in Remarks and time required in Required space on the first docket only. If the caller asks for the calls to be connected at specified times they must be FIXED time calls.
3. Charge connect calls.
4. Calls booked at a Post Office counter for a time when the Post Office is closed.

In all other cases advise the caller, "I cannot accept an advance booking. Will you book the call when you require it please". If requested the extra charge may be obtained from Routing by saying, e.g., "Fixed fee on 'M' please".

ADVANCE calls take their turn from the time they are REQUIRED. If there is a delay at that time they wait their turn. Make sure you do not book calls to exchanges that will be closed when the call is required without querying about the Opening Fee.

The docket shows time required in Required space and the word ADVANCE in the Remarks (no extra charge).

## WANTED SUBSCRIBERS NUMBER NOT KNOWN

When the caller wishes to book a trunk call and he does not know the wanted number, advise the caller to, "Please call 0175".

WANTED SUBSCRIBERS NUMBER NOT KNOWN (Cont'd)

If he has already done so, enter name and address of party required and "NOT LISTED 0175" in Remarks. Set up the wanted exchange and ask for, "Information please".

When the number is obtained, enter in TO space and advise the caller, "The number is ..... Would you make a note of it please." Complete call in usual way.

CALLS FROM SUBSCRIBERS' SWITCHBOARDS. (P.B.X's)

Some subscribers such as firms, businesses or other organizations have more comprehensive telephone facilities than the ordinary table telephone. These facilities include switchboards, known as P.B.X's and they are of similar general principles to the type used in the M.T.X. A Telephonist answers all incoming calls and in many cases, she also handles calls made from the telephones (known as extensions) connected to the P.B.X. in question. These extensions are allotted individual extension numbers which will usually be given by the caller (often the switchboard Telephonist) in addition to the calling number, when booking a trunk call.

The extension number when given, must be shown after the calling number in the FROM space.

On a Reverted call, the telephonist must say e.g., "67 0130? Extension 1234 for their Bendigo call, please".

If accepted, start the TIME CLOCK.

If P.B.X. says, "I will get the caller", or indicates that there may be a delay in obtaining the caller, do not start the TIME CLOCK until the caller is introduced to the called party. If the caller is not obtained within 2 minutes and the person answering the telephone can give an indication when the caller will be available make a further attempt at that time to connect the call. Say to the called party, e.g. "The caller is unavailable, I will call you".

If no indication can be given or the caller is still unavailable at the second attempt, cancel the call. Say to the calling number, e.g. "Will you book the call again if required please?".

Enter in Remarks e.g. 11.5 am C.U. A.G. 2 pm 20 or 11.5am C.U. 20 and cancel in the usual way. Despatch docket.

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SECTION 10

METHODS OF TRUNK LINE CALL DISPOSAL

Whenever possible all calls are connected on Demand (i.e. while the caller waits), but when, due to traffic conditions, Demand working is not possible, different tones or lamp signals will indicate to you the approximate delay that will occur in getting a line on the wanted route. Tones will be heard when the delay is likely to be less than about 15 minutes while lamp signals will indicate when the likely delay will be approximately 30 minutes or more. The tones which indicate a delay of less than about 15 minutes are -

STORAGE WAIT - A low pitched tone and it means that all lines to the Group Centre or Capital City for I/S calls are engaged and that a line is likely to be available within about 90 seconds. If when the SEND TAKEN lamp goes out you hear this tone, it is most important that you then operate the TONE CUT OUT CALL KEY. Ask the caller to "Hold the line please" and enter S.W. in the Delay space. When a line becomes available the CALL SUPERVISORY lamp will flicker quickly. After getting this "Free Trunk" signal open the SPEAK key to obtain the trunk line. If there are more than 3 digits in the wanted exchange's code, dial all but the first three digits of the code. In the case of Interstate calls after obtaining the trunk line, dial all but the 1st digit of the code.

STORAGE CLEAR - A high pitched tone and it indicates that all lines to the Group Centre or Capital City for I/S calls are engaged and that a line will not be available within about 90 seconds but is likely to be available within about 15 minutes. If this tone is heard when the SEND TAKEN lamp goes out operate the RELEASE CALL key immediately.

If the wanted exchange is shown on the Bulletin Panel in BLOCK or in case of I/S calls is a Capital City type advise the caller, "Thank you, I will call you shortly" and enter S.C. in Delay space. If the wanted exchange is shown in ordinary (or small) type advise the caller "Thank you, I will call you in about 30 minutes". Release caller by pressing RELEASE button. Enter SC/30 in Delay space. Time of Lodgement is of course also entered in Time Lodged space as S.C. calls are reverted.

Despatch the docket which will be sent to an Alphabetical Reverting position for completion.

SUMMARY OF ACTION - LINE OBTAINED and "STORAGE"

(A) <u>DIRECT CALL</u> (Block Type on Bulletin Panel)	<u>TONE HEARD</u>	<u>LINE OBTAINED?</u>	<u>ACTION</u>	<u>DELAY SPACE</u>	<u>ADVISE CALLER</u>
Manual	No Tone	Yes	Wait for telephonist to answer.	No entry.	"Hold the line please"
Automatic	DIAL tone (Many cases) OR no tone	Yes	Re-engage sender and dial wanted number.	No entry	"Hold the line please"
Man/Auto	"LOW" tone. (Storage Wait) Approx. 90 secs. delay.	No	Cut off tone	S.W.	"Hold the line please"
Man/Auto	"HIGH" tone. (Storage Clear) 10-15 mins. delay.	No	Release storage	S.C.	"Thank you. I will call shortly"

TIME LODGED in "LODGE" space.

(B) <u>THROUGH CALL</u> (Small type on Bulletin Panel)	<u>TONE HEARD</u>	<u>LINE OBTAINED?</u>	<u>ACTION</u>	<u>DELAY SPACE</u>	<u>ADVISE CALLER</u>
Man/Auto	"HIGH" tone (Storage Clear) 10-15 mins. delay. ADD 15 mins.	No	Release Storage	SC/30 mins.	"Thank you I will call you in about 30 minutes"

TIME LODGED in "LODGED" space.

(N.B. Storage Wait on THROUGH call, same action as for Storage Wait on DIRECT call).

DELAY LAMPS

When traffic conditions to a Centre or Centres are beyond "Storage Wait" or "Storage Clear" handling, the Centre or Centres concerned will be placed in "Delay". The extent of the delay to the Group Centre will be indicated to you by the signal given by the Delay lamp and after advising the caller of this and noting it in the Delay space of the docket you will despatch it. It will then be sent to a particular position (S) allocated to handle calls to the Centre in delay. Interstate Delays are shown on special Delay boards, which have green and red lamps to indicate the delay to Capital Cities. Any 011 or 018 position can be used for this purpose.

You will remember that if the "DELAY COLLECT" signal (described in Section 8) occurs on the Call Supervisory lamp this means that while waiting in "Storage" for a line to a Group Centre, the method of handling calls to the Centre concerned has been changed to a "Delay" basis.

SUMMARY OF ACTION - "DELAY" SIGNALS ENCOUNTERED (MAN/AUTO)

<u>DELAY LAMP</u>	<u>ACTION</u>	<u>DELAY SPACE</u>	<u>ADVISE CALLER</u>
Flicker (30 mins)	Press CNL button	30 mins. (add 15 mins. on THROUGH calls) Time lodged in lodged space.	"Thank you, I will call you in about 30 minutes". (45 minutes if it is a Through Call).
Flash (1 hour)	Press CNL button	e.g. 1 hour (add 15 mins. on THROUGH calls) Time lodged in lodged space.	"Thank you, I will call you in about 1 hour". (1½ hours if it is a Through call
Permanent Glow (over 1 hour)	(a) Press CNL button, ask Routing for delay.	e.g. 2 hours Time lodged in lodged space.	"Thank you, I will call you in about 2 hours"
	(b) If Routing advises e.g. "Leongatha is indefinite"	INDEF. Time lodged in lodged space.	"There is an in- definite delay on Leongatha. I will call you.

INTERSTATE DELAYS :-

EACH GREEN LAMP	15 mins. delay )	to Capital City.
EACH RED LAMP	1 hr. delay )	Add 15 mins. on Through Calls

## SUMMARY OF ACTION (Cont'd)

Calls may be limited to 12 minutes if there is a delay of more than 30 minutes to the exchange to which they are speaking. To limit the conversation to 12 minutes, after 9 minutes say, "I am sorry that I must disconnect you at the end of a further three minutes". the call is then disconnected unless the caller states that it is of special importance in which case the Monitor may give permission for it to extend further. Do not disconnect without the warning, "12 minutes, finish now please".

## GROUP CENTRES

As mentioned in Section 4, the main towns in Victoria have DIRECT lines from and to Melbourne and they are known as Group Centres. They are printed in BLOCK type on the Bulletin Panel and they are also UNDERLINED. Group Centre exchanges are either MANUAL or AUTOMATIC :-

MANUAL GROUP CENTRE - Where a telephonist connects your calls to both local subscribers and to other exchanges.

AUTOMATIC GROUP CENTRE - Where you can dial DIRECT to :-

- (1) Local Subscribers
- (2) The Trunk Telephonist
- (3) Some other exchanges (This will be explained under TRANSIT DIALling)

## OUT SWITCHED OR THROUGH CALLS

You have learnt that on some calls you dial DIRECT to the wanted exchange or subscriber while on others you have asked a Telephonist at an answering (or switching) exchange to connect you to the wanted exchange. In the latter case you were handling an OUT SWITCHED call, that is, the call was going OUT of the Main Trunk Exchange and it was SWITCHED by an answering exchange Telephonist to the wanted exchange.

For example you have booked a call to a Lake Bolac or to Dunwich, Qld. subscriber. Lake Bolac is code 1600T, or for Dunwich 8 - 0. On dialling "160" or 8 of the code you will be connected to the Ballarat Group Centre or Brisbane switching equipment, the second "0" of the code taking your call to the Through position Telephonist at the Ballarat or Brisbane Exchange. As you know, "T" is the symbol for a through call and you will therefore ask the Ballarat or Brisbane Telephonist for "Lake Bolac, please". (If Lake Bolac or Dunwich were a Country Automatic Exchange (C.A.X.) - such exchanges being indicated on the bulletin panel by the symbol "&" - you would ask for the exchange and number, for example "Lake Bolac 234" or Dunwich 234".)

The Telephonist at the answering or switching exchange controls the call to the extent that she will advise whether she can connect you to the required exchange, or, if not, whether to wait on the line or call back.

If the Telephonist at the switching point advises, "All lines engaged please wait", enter in Remarks e.g. 11.20am N.C. 1600 35. Advise the caller "Thank you I will call you shortly". Release the caller, pull the Speak Key to Monitoring position and go ahead with other calls while waiting. If after 5 minutes, the wanted exchange has



not been connected, advise your Monitor. If no calls are waiting in the queue, you will be permitted to wait another 5 minutes. If the queue is busy, the Monitor will take the docket after you have advised the switching point that you will call in again. The caller, of course, will also have to be recalled and advised of the new delay and usually the Telephonist will do this. Advise the caller 30 minutes delay from time lodged and note in Remarks e.g. 11.25 am N.C. 1600 clr. advd. 30 mins. 29.

However, if the switching point advises in the first instance, "All lines engaged call back in 15 minutes please". Release trunk and advise caller accordingly. Release the caller, note in Remarks e.g. 11.20am N.C. 1600 15 mins. and your D. No. Despatch docket.

If connecting a FIXED, M.X. or L.W. call through a switching point say e.g. "Fixed time Jamieson please". Next clear line will be given to you.

If switching point is in "delay", add 15 minutes to the delay and advise the caller accordingly. Enter in Delay space and despatch docket.

<u>Manual</u>	<u>Entry in Remarks</u>	<u>Standard Phrase</u> (to caller)	<u>Action</u>
Switching point says "Please Wait"	11.20am NC 1600 20	"Thank you I will call you shortly"	Wait 5 mins. If not connected advise Monitor. If queue not busy wait another 5 mins.
	11.30am NC 1600 caller advised (30 mins. <u>from time of lodgement</u> )	"The lines to ... are still engaged, I will call you in about ... (20 mins)"	Advise Monitor. If queue busy Monitor will take call. Telephonist advises caller.
"Call back 15 mins"	11.20am NC 1600 15 mins. 20	"Thank you I will call you in about .... (15 mins)".	Despatch docket.

CONTROL BOOKING

If when asking for an exchange, the switching point says, "Control book", give all details including time lodged. Always find out the delay and advise the caller. Note delay in Delay space and enter in Remarks for example "1 pm Control booked and your D. No.". Despatch docket which will then be sent to the Suspense position.

The switching exchange controls the traffic on the wanted route and it will connect the called number to Melbourne Suspense. (Control booked calls are therefore handled in a similar manner to a L.W. REPORT call where the calling number is a Melbourne subscriber).

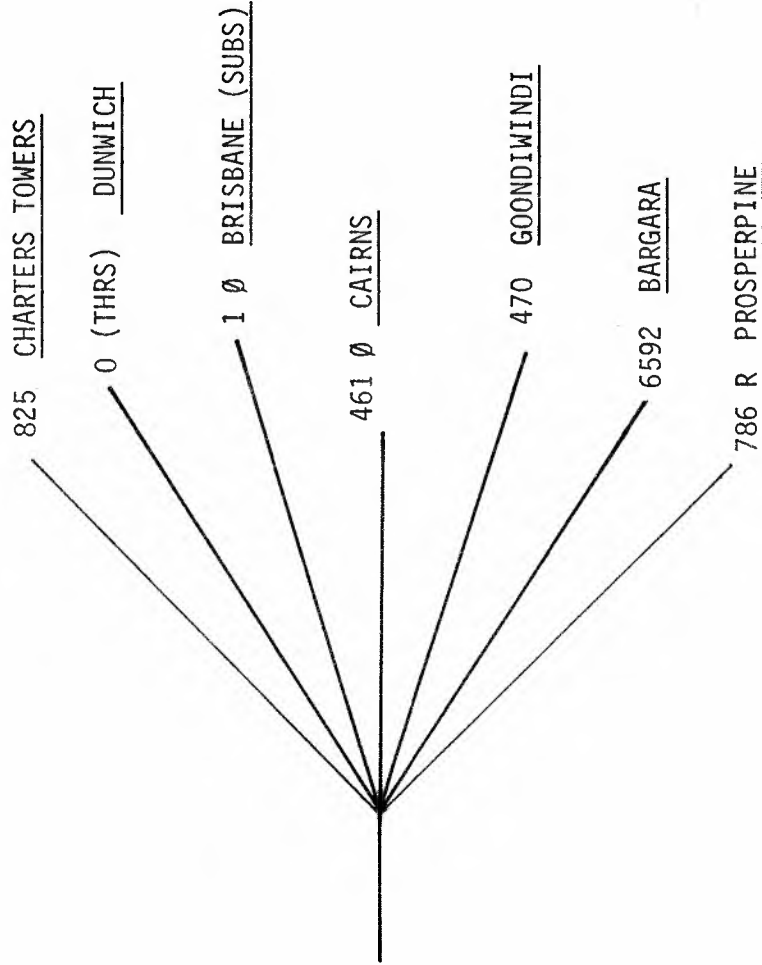
DIAGRAM SHOWING TRANSIT DIALLING FOR INTERSTATE CENTRES

IMPORTANT :-

CODES INCLUDED IN THIS DIAGRAM

ARE FOR EXPLANATION PURPOSES ONLY :-

E.G. MELBOURNE - BRISBANE



MELBOURNE BRISBANE

STORAGE WAIT OR STORAGE CLEAR TONE

MEANS THE LINES BETWEEN MELBOURNE AND

BRISBANE ARE ENGAGED.

BUSH TONE ON :-

825 - 461 - 470 - 6592 - 786 MEANS THE LINE

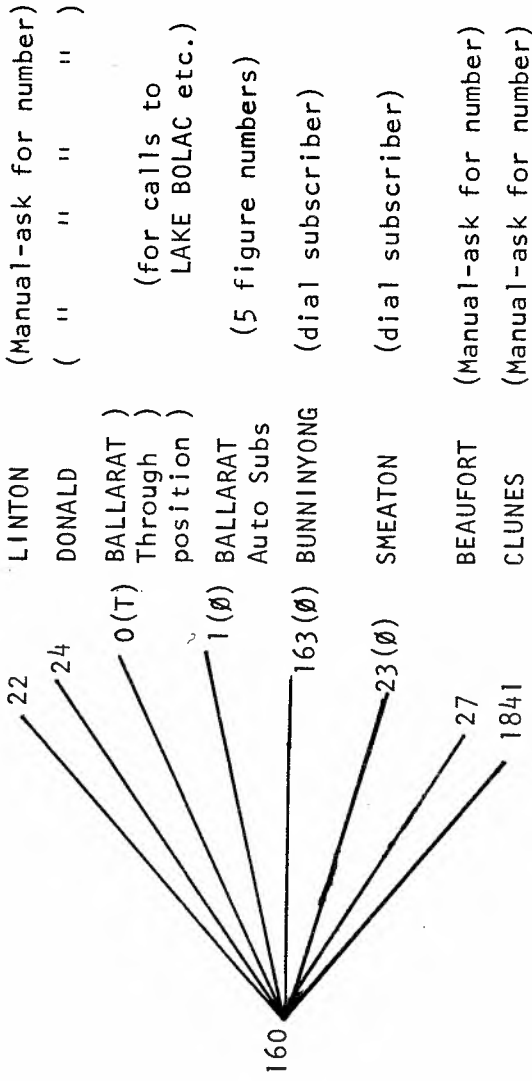
IS ENGAGED BEYOND BRISBANE.

DIAGRAM SHOWING TRANSIT DIALLING FOR INTRASTATE CENTRES

IMPORTANT

CODES INCLUDED IN THIS DIAGRAM ARE FOR EXPLANATION PURPOSES ONLY.

e.g. MELBOURNE - BALLARAT



MELBOURNE BALLARAT

STORAGE WAIT OR STORAGE CLEAR tone means the lines between MELBOURNE AND BALLARAT are engaged.

DIALLING CODES

BALLARAT	Auto	1601∅
BALLARAT	Tks	1600
BEAUFORT		16027
BUNINNYONG		160163∅
CLUNES		1601841
DONALD		16024
LAKE BOLAC		1600T
LINTON		16022
SMEATON		16023∅

BUSY TONE on :-

-24, -163, -22, -23, -27, -1841 means the line is engaged beyond BALLARAT.

## TRANSIT DIALLED EXCHANGES

Special codes have been given to some exchanges obtained through Group Centres and Capital Cities to enable you to dial direct to the wanted exchange and in some cases to the called subscriber without having to speak to the Group Centre or Capital City telephonist. Transit dialled exchanges obtained through Group Centres have more than three figures in their codes and are shown in small print on the Bulletin Panel.

If a call is being dialled on transit through a Group Centre the first three figures of the code pick up a line to the GROUP CENTRE and if it is a "TRANSIT" dialled call the extra figures will connect your call to a country exchange beyond the Group Centre. If call is being dialled on transit through a Capital City the first figure of the code picks up a line to the Capital City and the extra figures will connect your call to exchange beyond the Capital City. (In some cases the "extra figures" will connect you to a telephonist in the GROUP CENTRE or Capital City exchange or to local subscriber call switching equipment at the GROUP CENTRE or Capital City. In both cases this is NOT transit dialling but DIRECT dialling.)

Set up the code shown on the Bulletin Panel and finish. If the exchange is Auto (Ø) listen for dial tone. Press Send Call button again, dial the wanted number and finish.

If you hear "Storage" tone after setting up the full code, it means that all lines between Melbourne and the Group Centre exchange or Capital City are engaged. However, when you get the engaged or busy signal after having set up the complete code it means that although your call has gone to the GROUP CENTRE or Capital City it has been unsuccessful because all lines between the GROUP CENTRE and the wanted Country Exchange are engaged.

If you heard "Storage" tone and you then obtain a line from "Storage", it is then necessary to dial all but the first three digits of the code or if I/S code 1st digit and then press the Finish button.

When you hear the engaged tone after dialling a code, (this will occur only on transit dialled calls) you will always release the CALL side and advise the caller, "Thank you I will call you in about 30 minutes". Enter in the Remarks space, for example, 10 am N.C. 30 mins. 45. Write time lodged and despatch docket.

## ALTERNATE ROUTES

An ALTERNATE ROUTE is an alternative or another way of obtaining the wanted Group Centre when all the direct lines are in use. When the AUTOMATIC ALTERNATE ROUTE is being given to you by the equipment, (e.g. on a call to Cowes the AUTOMATIC ALTERNATE ROUTE is Wonthaggi) the SEND TAKEN lamp flickers.

1. Press the CANCEL/SEND CALL button in order to be able to speak to the ALTERNATE exchange.
2. Wait until alternate exchange (Wonthaggi) answers.
3. Say "Alternate route to Cowes please".
4. If call is connected via an ALTERNATE exchange, cross out original code and show ALTERNATE exchange code number in Route space. Do not alter the Pricing letter.

ALTERNATE ROUTES (Cont'd)

5. If told 'N.C.', release exchange on RELEASE CALL key. (Red). Enter in Remarks 1 pm & 940-300 N.C. 20.
  6. Press SEND CALL button, first two figures of Code, Primary Routing and Finish buttons.
  7. If S.W. advise caller, "Hold the line please". DO NOT drop off the storage. Cut off the tone with TONE CUT OUT CALL key. Enter S.W. in Delay space.
  8. If S.C. release storage on Release Call key, advise the caller, "Thank you I will call you shortly" - or - if the call is to a Through exchange, quote 30 minutes delay. Release caller on Release button. Endorse Delay space e.g. S.C. or S.C/30 mins. as the case may be. Enter time lodged and despatch docket.
-

SECTION 11

MISCELLANEOUS

STAFF HEADS OF THE POSTMASTER-GENERAL'S DEPARTMENT

The Hon. A.S. Hulme

is the Postmaster-General. He is the political head of all Postmaster-General (P.M.G.) Department activities in Australia.

Mr. J.L. Knott  
(See next heading "Calls to the Director-General")

is the Director-General. He is the permanent head in charge of the P.M.G. Department which controls all telephone, telegraph, postal etc., activities in Australia.

Mr. B.F. Jones

is a joint Deputy Director-General of the P.M.G. Department.

Mr. E. Sawkins

is a joint Deputy Director-General.

Mr. J.L. Skerrett

is the First Assistant Director-General of the Telecommunications Division of the P.M.G. Department in Australia.

Mr. L.K. Manderson

is the Assistant Director-General of the Telecommunications Division of the P.M.G. Department in Australia.

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is the Director of Posts and Telegraphs for Victoria. He is the permanent head of all P.M.G. Department activities in Victoria.

Mr. A.M. Smith

is the Assistant Director, Telecommunications Division, of the P.M.G. Department in Victoria.

Mr. W.J.B. Pollock

is the Manager, Metropolitan Region.

Mr. J. Howard

is the Manager, Country Region.

Mr. T. McNamara

is the Superintendent, Service Branch.

Mr. E.E. Bowd

is the Superintendent, Sales Branch.

Mr. L.G. Woods

is the Superintendent of the Main Trunk Exchange Section.

Mr. J. Kilduff

is the Traffic Officer-in-Charge, Main Trunk Exchange.

## CALLS TO THE DIRECTOR-GENERAL

All trunk calls booked by telephone subscribers (other than by or on behalf of the Governor-General and Federal Ministers) to the Director-General, Posts and Telegraphs (Mr. J.L. Knott), either to Mr. Knott personally or to the Director-General should be dealt with as follows :-

- (i) The calls will be answered by the Director-General's Administrative Assistant to whom the caller should be connected without comment. The timing of the call should commence from the time the connection to the Administrative Assistant is made and the appropriate Particular Person fee should be charged.
- (ii) In the case of a call from the Governor-General or a Federal Minister (for the purposes of this instruction the term Federal Minister includes the President of the Senate, the Speaker of the House of Representatives, the Leader and Deputy Leader of the Opposition in the House of Representatives and the Leader of the Opposition in the Senate) the Director-General's Administrative Assistant should be informed accordingly. Special care should be taken to avoid either a Minister or the Director-General being required to wait for an appreciable period before the connection is established.

## SUBSCRIBER TRUNK DIALLING (S.T.D.)

Subscriber Trunk Dialling is a method by which subscribers make Trunk line calls from their own telephones to selected centres, without the assistance of a booking Telephonist.

S.T.D. provides faster and cheaper service for the telephone user. Faster because of the time saved in calling and booking the call with an operator, cheaper because they only pay for the time that they speak and not in 3 minute speech periods.

The charges are recorded on the calling subscriber's meter which will operate 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 -

at day rate the meter would operate each 4 seconds.

at night rate the meter would operate each 5 seconds.

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 charge is made if the Trunk system is engaged or if the called number does not answer. No indication of the elapsed time is given.

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

## SUBSCRIBER TRUNK DIALLING (S.T.D.) (Cont'd)

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, if he does so, the call is handled in the usual manner.

Note specially - All city subscribers have access to S.T.D. Many Suburban Exchanges also have S.T.D.

Subscribers with access to S.T.D. can dial a number of Victorian centres and also Albury, Canberra, Launceston and Sydney. The Victorian centres include - Bacchus Marsh, Ballarat, Benalla, Bendigo, Colac, Dromana, Geelong, Mornington, Morwell, Wangaratta, Warragul and Warrnambool.

## SERVICES FITTED WITH AUTOMATIC ANSWERING DEVICES

Subscribers who wish to do so may purchase approved automatic answering devices and attach them to their telephone services. A suitable message is recorded on the machine by the subscriber and the device is switched on when no-one is in attendance. If the number is called at such a time the caller will hear a recorded announcement.

A typical announcement could be -

"This is an automatic answering device. Dr. Smith will be away from his surgery until 5 pm. Messages for him may be left at .....(another telephone Number)".

Certain types of machines allow the caller to record a message for the called subscriber. The recorded message will advise if this can be done.

If a trunk line is booked to a number which is fitted with an answering device, let the caller hear the full announcement. If the caller is unable to hear clearly or fails to understand the message, repeat the sense of it to him, and explain that he has been answered by an automatic answering device. If it is necessary to do so, set up the call a second time to allow the caller to hear a repeat of the message. Endorse the docket, "Answered by A.A.D."

The caller may record a message on the machine where this can be done.

The usual charge for a 3 minute call is made for a trunk call which is answered by an automatic attachment unless a particular person was asked for, in which case the P.P. fee only is charged.

Where a machine answers on a P.P. call and the recorded message indicates that a message may be left for the called subscriber, use the normal phrase asking the P.P. to advise when he is available if the caller wants word to be left.

## REQUESTING "1100" TO CHECK ON A BUSY, CONTINUAL D.A., ETC.

On occasions you will need to call the Service Difficulties and Faults Exchange ("1100") to confirm a busy or D.A. condition on the calling number. Use the following standard phrase when answered by the "1100" telephonist. "Main Trunk Exchange here, would you test ..... for busy (or DA) please". If it is for a test on a busy condition, say "..... for busy on completion, please". Sometimes the "1100" Telephonist will ask for the position and circuit numbers on which you have encountered the



REQUESTING "1100" TO CHECK ON A BUSY, CONTINUAL D.A., ETC. (Cont'd)

difficulty and if so, give this information, e.g., "Position 64, Circuit 1".

FIRE DRILL

- First Bell - All stand but continue working.
- Second Bell - All telephonists not on positions marked with a red spot withdraw plug and step back one pace. Red spot positions continue working and watch calls on adjacent positions.
- Third Bell - All telephonists other than red spot positions file out under direction of a Monitor.

TELEX SERVICE

Any calls which you receive concerning the TELEX SERVICE, for example a Telex subscriber wishes to report his teleprinter machine as being out of order, connect to your Monitor after first advising her what the call is about.

The Monitor will then advise the caller the number to ring at the Telex Service Centre.

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APPENDIX 1

STANDARD PHRASES

<u>PHRASE</u>	<u>CIRCUMSTANCES IN WHICH USED</u>
"Number please"	When answering a call on a trunk line call booking position.
"Hold the line please"	After recording a call on which demand service will be attempted or when offering service on a P.P.U.L.W. call on which an availability report has been received.
"What is your number please?"	When asking a caller for the number of his telephone.
"Thank you I will call you shortly"	After booking a trunk call on which the delay is likely to be less than 15 mins. or when immediate connection cannot be attempted after receiving e.g. SC.
"Thank you I will call you in about 30 minutes, 1 hour etc"	After booking a trunk call on which the delay is 30 mins., 1 hour or more. (Delay lamp.)
"624" (or any other number)	Ordering the wanted number when the called exchange telephonist answers by announcing the name of her exchange.
"Seymour 624" (or any other place or number)	Ordering the wanted number when the called exchange telephonist does not announce the name of her exchange.
"Go ahead please"	Introducing the parties when it is not necessary to identify or verify the called number.
"Are you getting through?"	When supervising on a call and conversation may not be proceeding satisfactorily.
"Three, six, nine, etc. minutes. Are you extending?"	Querying for an extension at the end of each three minutes conversation on a REVERSE CHARGE accepted, Time Clock 000, Pip-tone not operating or Answer Supervisory lamp glowing.

PHRASE	CIRCUMSTANCES IN WHICH USED
"Finish please. I must disconnect you now."	When a caller does not desire an extension but continues the conversation after the expiration of the three minute period in question.
"Have you finished?"	Before disconnecting on receipt of a clearing signal or when supervision indicates that conversation has finished.
"Melbourne calling, please wait"	When the called number answers first on a reverted call.
"Albury 21 1333 waiting. Go ahead please"	When the caller answers on a reverted call and the called number is waiting.
"I am calling Albury 21 1333 please wait"	When the caller answers first on a reverted call and the called number has not answered or been obtained.
"Go ahead please"	If the caller is already waiting when the called number answers on a reverted call.
"Jamieson please"	When asking an intermediate exchange for a trunk line to, or in the direction of, the called exchange for an Out switched call.
"Connecting Jamieson"	By an intermediate telephonist when connecting your call to the next link on an OUT switched call.
"All lines engaged, please wait"	By a through operator when a line to the called exchange is not free, but it is likely to become free within 5 minutes.
"All lines engaged. Call back in .... minutes please"	By an intermediate exchange telephonist when a line is not likely to be available to the next link on an Out switched call within 5 minutes and the call does not warrant allocation of the next free line.
"M.X. .... please"	By the M.T.X. telephonist to the second or subsequent switching exchange on a call passing through two or more switching exchanges.
"Thank you. I will call you shortly"	To the caller after attempting demand service on an Out switched call and a free line from an intermediate exchange is not immediately available.
"Alternate route to ..... (wanted exchange) please"	To be used when seeking an alternate route after receiving the alternate routing signal. (Flicker on Send Taken lamp).

PHRASE	CIRCUMSTANCES IN WHICH USED
"Assistance ..... please"	When seeking assistance from a Group Centre, to denote that the first free line should be allotted.
"Mr. Smith for Melbourne please"	Asking for a particular person after identification of the called number.
"Mr. Smith?"	When identifying a particular person.
"Mr. Smith is not available. Will you speak to anyone else please?"	Offering an alternative particular person to the caller when the one asked for is not available.
"Shall I leave word for Mr. Smith to call the exchange when he is available"	When a particular person is not available and the caller declines to speak to an alternative person.
"Would you ask Mr. Smith to call the trunk exchange when he is available and tell the operator that Melbourne..... is calling him please?"	To the called number on a P.P.U.L.W. call if the caller agrees to word being left requesting the particular person to advise the P.P.'s exchange when he is available.
"I am connecting Mr. .... at Melbourne .... (Tel. No.) for a L.W. call".	When connecting the P.P. on an L.W. call to the calling exchange.
"L.W. call for (Avenel) please"	To an intermediate exchange when endeavouring to complete a P.P.L.W. call after the P.P. has advised that he is available.
"I am sorry Albury 21 1333 has cancelled the call"	To the P.P. on a P.P.L.W. call when service declined by calling number.
"Will you book the call again if required please"	When service is offered and the caller is not available.
"Fixed time (Called exchange) please"	When endeavouring to complete a fixed time call through an intermediate exchange.
"I am sorry, this line is required for an emergency call I must disconnect you now and will reconnect you as soon as possible"	When interrupting a call in progress to connect an Airflash or Coast-flash flash call.
"Airflash (Coastflash or Airmove) to Jamieson"	When ordering such a call with any other exchange.
"I am sorry that I must limit your conversation to 12 minutes"	When the duration of calls on a line is being limited to 12 minutes.

PHRASE	CIRCUMSTANCES IN WHICH USED
"I am sorry that I must disconnect you at the end of a further 3 minutes"	When limiting the conversation to 12 minutes, at the expiration of 9 minutes.
"Twelve minutes. Finish now please"	Before disconnecting, when the duration of calls on a line is being limited to twelve minutes.
"Jamieson is closed. Will you pay 30 cents opening fee if necessary please?"	When asking caller to pay opening fee.
"The number is engaged. I will call you".	To the caller, when W.B.Y. conditions are encountered on a demand call.
"The number does not answer. Will you book the call again if required please".	To the caller when the called number has not answered at the expiration of not more than two minutes after the time the number was dialled or requested.
"At what time please"	If the caller wishes a W.D.A. tried again and does not state a time.
"The number is engaged. I will call you".	To the caller when obtained on a reverted call before it is known that the called number is engaged.
"I am sorry the number is out of order. I will call you".	To the caller when the called exchange advises that the called number is out of order.
"I am sorry the caller is (engaged/does not answer). I will call you." C.D.A.	To the called number after C.B.Y. or conditions have been encountered on a reverted call.
"I am sorry the call from Melbourne has been cancelled."	To the called number on recalling him after W.D.A. or W.B.Y. conditions have been encountered, and later finding that the caller does not then want the call.
"Please wait. I am still calling your party."	To the caller when delay is being experienced in obtaining an answer from the called number.
"What is your number and name please?"	Requesting the caller's name on Reverse charge requests.
"I have a reverse charge call from Mr. ....- or (the name of the firm or organisation he is representing) at Melbourne, will you accept the call and pay the charges please?"	Asking the called number on a Reverse charge request if he will accept the call.

PHRASE	CIRCUMSTANCES IN WHICH USED
"The called number will not pay for the call. Will you have it at your expense please?"	Asking the caller to pay for the Reverse Charge call when the called number refuses to accept the charge.
"What is the Cabinet number and your name please?"	When booking a Reverse charge call from a Multi-coin.
"What is your Credit Card number please?"	When booking a Credit Card call.
"Five, ten, fifteen minutes etc. Are you extending?"	Querying for extension on Press calls.
"I cannot accept an advance booking. Will you book the call when you require it please?"	Advising the caller his call cannot be accepted as an advance booking.

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APPENDIX 2

LAMP OPERATIONS

<u>LAMP</u>	<u>SIGNAL</u>	<u>MEANING</u>
CIRCUIT ENGAGED	Glowing (green)	Shows that either or both of the Answer and Call sides of the circuit are in use.
ANSWER SUPERVISORY	Glowing (amber)	It means that the Melbourne subscriber has hung up. On reverted calls it will glow until the Melbourne number which you have set-up answers.
CALL SUPERVISORY	Glowing (amber)	The lamp glows until the exchange or subscriber which you have "dialled" answers. It will also glow when the distant telephonist disconnects or the called subscriber hangs up.
CALL SUPERVISORY	Blinks out once every six seconds	Whilst awaiting a free trunk line from Storage.
CALL SUPERVISORY	Flickering	Free trunk signal.
CALL SUPERVISORY	Two short flickers and one	Delay Collect signal, i.e. calls to or through the Group Centre concerned are being collected and taken to another board where they will be handled on a "delay" basis.
TIME CHECK	Glowing (red)	At twelve seconds before the expiration of 3, 6 and 9 minutes.
TIME CHECK	Flickering	Nine minutes have expired and the timing device cannot time any further. Reset to 9.9 and re-start.
SEND TAKEN	Glowing (Amber)	When the sender is ready to receive the dialling codes.
SEND TAKEN	Flickering	The automatic alternate routing signal.
LOCAL CONGESTION	Glowing (amber)	When all dialling equipment in the exchange is temporarily occupied.
DELAY	Flickering (amber)	Thirty minutes delay on Group Centres.

<u>LAMP</u>	<u>SIGNAL</u>	<u>MEANING</u>
DELAY	Flashing	One hours delay on Group Centres.
DELAY	Permanent Glow	More than one hours delay on Group Centres.
MONITOR	Glowing (amber)	To indicate to the Monitor that you require her attention.
TUBE ALARM	Glowing (amber)	Tube is out of order. Do not despatch any dockets until this lamp extinguishes. Check that the docket flap on your switch- board is not open.

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APPENDIX 3

THE TONES ASSOCIATED WITH THE TELEPHONE SYSTEM

<u>NAME</u>	<u>TONE SOUND</u>	<u>MEANING</u>
DIAL	A continuous "burr"	As you know, before calling another number in Melbourne from an ordinary telephone, you will have to obtain dial tone before commencing to dial. On the M.T.X. switchboard you will sometimes hear dial tone after dialling a code which is shown on the Bulletin Panel with the "Ø" symbol.
RING	A burr-burr ..... burr-burr	This indicates that either the calling number's telephone (Reverted call) or called number's telephone is ringing.
BUSY	A short "BEEP" repeated regularly	Means that either the wanted or calling number (Reverted call) is already engaged on a call, or that <u>all</u> lines between the GROUP CENTRE exchange and the wanted exchange are in use.
CONGESTION	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 which you have dialled. (It does NOT mean that the number dialled is busy.) Set the call up again and in most cases you will then hear Ring or Busy tone. You can hear Congestion tone by dialling 6 7095.
NUMBER UNOBTAINABLE	A <u>prolonged</u> "beep" repeated regularly	The number dialled is not a working service at the particular time the tone is heard. It is either temporarily disconnected, cancelled or not yet connected.

(Often a "Recorded Voice Announcement" is used instead of Number Unobtainable tone. Listen carefully to the message and act on the advice it gives.)

<u>NAME</u>	<u>TONE SOUND</u>	<u>MEANING</u>
STORAGE WAIT	A low-pitched interrupted tone.	Heard only from the M.T.X. switchboard. Means that all lines from Melbourne to the GROUP CENTRE are in use, but that a line should become available within about 90 seconds. Ask caller to "Hold the line, please".
STORAGE CLEAR	A high-pitched interrupted tone similar to the "Busy" tone	Heard only from the M.T.X. switchboard. Means that all lines from Melbourne to the GROUP CENTRE are in use, and that a free line is not expected to become available until a further 10 minutes (approx.) have elapsed. Advise caller, "Thank you I will call you shortly".

In addition to the above tones, you will also hear from M.T.X. switchboards different sounding or different combinations of "PIP" tone. You will hear a type of "PIP" tone on the following occasions -

- (i) A series of three pips which will be heard twelve seconds before the expiration of the current three minutes charge period on all trunk calls which you connect.
  - (ii) When answering calls to "0176" from Multi-Coin type public telephones.
  - (iii) On "0176" when coins are being deposited by a caller on a trunk call from a ONE-BUTTON type Multi-Coin, a pip or number of pips will indicate the denomination of the coin inserted.
-

ADVANCED TRAINING NOTES

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- 1 -

MAIN TRUNK EXCHANGE, MELBOURNE - ADVANCED TRAINING NOTES

012 (TRUNK ENQUIRIES)

Answer "Operator"

If asked for :

Country Directory	-	say "Please dial 0175"
Monitor	-	say "Connecting Monitor" Dial 2
Officer-in-Charge (or Traffic Officer)	-	say "Connecting ....." Dial 3

"DUPLICATE" Dockets are prepared on calls from subscribers' telephone services and from Multi-Coin public telephones for -

Disconnections.

Not given P.P.

Given wrong number.

Unable to hear.

Or on any other occasions when caller was connected but call was not satisfactory. Note time complaint was received and reason in "Remarks". Say "I am sorry, the call will be reconnected in a few minutes".

"PRICING" Enquiry

Prepare docket. For completed calls show details and ask "What time was the call connected, please?" Show time enquiry received and your "D" number. Say to caller "In future, please notify Telephonist when you book your call that the price is desired".

Prices for calls connected on the previous day are available up to 11a.m. on the next day. Show date in date space. Hand docket to the Monitor. After 11a.m. or if connected on any other day, advise the caller "Please write to the Telephone Accounts, G.P.O. Melbourne".

If information is required re price of a call not connected or hours of attendance of an Exchange, ask Routing.

Request for Pricing Monitor - Dial 4 or 5.

Ordinary ("Unstamped") Trunk Enquiry Dockets -

Are used to record :

Details of all other enquiries or cancellations of both Intrastate and Interstate calls -

Show time lodged, nature of enquiry, time received and "D" number.

Advise caller "Thank you. I will enquire and advise you shortly".

If a list of bulk bookings is queried, enter calling number, time of booking and number of calls booked on one docket.

If second or subsequent enquiries are made about any call, write out docket and hand to Monitor to follow up.

Abbreviations

Approved abbreviations may, of course, be used. E.g., A/C - awaiting call, Disc. - Disconnected, C.W. - couldn't wait.

REVERTING POSITIONS

(Pay particular attention to any URGENT calls)

Calls will be received which could not be completed because of S.C., N.C., D.N.C., C.D.A., C.B.Y., C.O.O., W.B.Y., W.O.O., etc. conditions.

- C.D.A. - Make three or four attempts in one hour to complete. Then have number tested by 1100 if circumstances have NOT required previous test. (If the called number advises that the calling number is a switchboard and you receive C.D.A. you would, of course, ask 1100 to test the number.) If a number is still C.D.A. at end of one hour, endorse docket and hand to Monitor.
- C.O.O. - If calling number is tested and found 000, endorse docket, make three or four attempts in one hour and hand to Monitor.
- C.B.Y. - Make three or four attempts in 15 minutes to complete call, endorse docket each time until finally completed. If still busy, have tested by 1100.
- C.U. - If the caller is not available at the specified time, cancel the docket and advise number to book call again, if required.
- D.N.C. - If not already queried, check the called number for a likely caller. Try similar sounding numbers, endorse docket. Hold for one hour and hand to Monitor.
- P.P.U. - P.P.U. - A.G. specified time. If P.P. is again unavailable when call tried and further A.G. within an hour requested retain docket on position.
- W.D.A.) - Try at the specified time. If call still not effective,  
W.O.O.) - endorse docket, advise caller and A.G. at a later specified time if requested.
- W.B.Y. - Make three attempts in fifteen minutes and then have the number tested. If the number is still W.B.Y., advise the caller "the number is still engaged, I will call you". Endorse docket.
- S.C. - Set up a storage for each call. If it is necessary to hold a line for several calls the MONITOR MUST BE ADVISED. Try alternate routes. If calls are not connected within fifteen minutes advise the Monitor.
- THROUGHS)- If calls are not being connected within the delay quoted,  
QUOTED ) advise the Monitor.  
30 MINS.) Try alternate routes.  
DELAY ON) Seek assistance on transit calls where necessary.  
SC or NC) Take calls from queue if no revertive traffic.

## FIXED TIME CALLS (Reverting and Delay Positions)

When connecting a Fixed Time call, always endeavour to obtain a line at least five minutes before the time required. If a Fixed Time call cannot be connected within five minutes of the time required, the caller should be given the option of cancelling it or having it as soon as possible. Endorse docket e.g. 9 a.m. N.C. Clr. Advd. D. No. in "Remarks".

When connecting a Fixed Time call through a switching point, advise her, e.g. "Fixed Time call Jamieson, please" the call should be connected on the next clear line.

## MULTI COIN CALLS

Priority treatment is to be given on all such calls handled on "Reverting".

## ROUTING POSITION

The Routing position is the "Information" position for the Trunk Room and the Routing Index contains :-

- (1) Hours of attendance, Routing Codes and symbols of all the Exchanges in Victoria and the places in the districts around Mt. Gambier (S.A.), Albury, Corowa, Deniliquin, Tocumwal and Wagga (N.S.W.) in alphabetical order.
- (2) Numbers of Pay Stations and Post Offices in Melbourne.
- (3) Alternative Routes for Group Centres.
- (4) Call back numbers of Multi-Coin Public Telephones.

## Other Information Available :-

Interstate Delays are displayed on Wall Panel.

Chart showing prices for Day and Night Rates, P.P. and Fixed Time Fees, and Multi-Coin call rates.

Any special notices showing local Public Holidays at a Country Centre.

A List of changed numbers in the case of a manual exchange in the country recently changed to Auto.

After hours connections.

The routing of a station should be given by repeating the name of the station giving pricing letter, code, any symbol (such as T) also if near closing time of the office, the hours of attendance should be given. E.g. "Routing Jamieson" has been requested.

Jamieson is shown on Routing Index as Jamieson M.580T  
M-F 8am - 12.30pm 1.30pm-9pm  
Saturday 8-1pm Sund. & Hols.  
9a - 10a

The Routing Telephonist should advise "Jamieson M.580T" and if near the closing time add "Closes 12.30p.m."

If the wanted station is not shown on Routing Index or Interstate Routing Book, refer to Monitor.

THROUGH POSITIONS

Answer "Melbourne".

1. (a) If wanted station is not in delay

Through calls are to be connected on demand or from storage; details are to be recorded on Through slip showing circuit, code of called exchange, time and remarks. Enter the time and show "D" number only against the first and last entries on each page or when commencing or leaving the position.

(b) When connecting, say "Connecting ..... (naming the Exchange)". If storage is encountered say "All lines engaged, please wait". Start the time check. Advise the Monitor if you have not secured a free trunk within nine minutes.

2. (a) When the wanted station is in delay (Other than MX call or call from Main Interstate Centres)

If delay is received record the details of the call on a Docket, say, "... is in delay, we will call you shortly". Hand docket to the Monitor who will take docket to the delay position. If the call is from a Group Centre, and Melbourne is the first switching point to a station switched via another Group Centre, do not treat as MX, but proceed as in foregoing.

(b) MX Calls and Calls from Main Interstate Centres to be connected in forward direction.

If the wanted station is in delay hold the connection and inform the Monitor, who will advise the number of the line to be "Camped" on. Do so and start time check. Advise the Monitor if you have not secured the line within five minutes. After finishing with a "Camped" line advise Monitor who will inform Delay position Monitor, prior to releasing line concerned from the Through position.

N.B. - For Through working at Melbourne, the following are also to be regarded as MX calls - (1) a call from a Station via a Group Centre, and (2) a Transit station via a Group Centre. As the calling station may have the caller in circuit, use standard phrases.

Assistance Calls must be connected on the next available line.

000 (EMERGENCY)

Calls received on 000 for -

Police	dial 1	(7 lines)
Fire	" 2	(2 " )
Ambulance	" 3	(4 " )
Poisons	" 4 or 34	0288 or 67 6384 (9 am - 5 pm only)

Answer "Emergency, which service, please?"

Repeat request, Press Send Call, tap up the required digit, pause slightly and operate Finish Button.

If all lines to required service are in use, set up Exchange number -

Police	662 0911
Fire	32 1106
Ambulance	34 5151

ONLY EMERGENCY CALLS TO POLICE, FIRE AND AMBULANCE ARE TO BE CONNECTED.

### Calls to HOSPITALS, ELECTRICITY, WATER or GAS SUPPLY

If a call is received for one of these essential services, caller is to be queried as to whether he is speaking from a P.T. or a subscriber's phone. If from a P.T. ask caller if he has 5 cents. If not, ask caller's name and address (do not record). Advise him he will be connected but to call back later and pay. If name and address refused, do not connect.

If the call is from a subscriber's telephone courteously inform him to dial appropriate number (Shown on Bulletin Panel).

Callers reporting burst water or gas mains or broken electric light wires are to be connected without comment.

### Calls to DOCTORS

Should a caller ask to be connected to a Doctor ascertain if the reason is for urgent illness, that is person dying, taken poison, etc. If urgent, request name and address of Doctor required, obtain number from 013 and connect. If name of Doctor not known connect to AMBULANCE. All calls to Doctors which are not urgent, advise caller to "Please call number yourself".

### DELAY WORKING

(Pay particular attention to any URGENT calls)

Camp on lines immediately instructed to do so. If manual station, set up first two figures of code, and line number and operate "Finish Delay" and "Finish" buttons. Camping tone will be heard until the line is free. When supervisory lamp flashes, open speak key to accept the line.

Advise Monitor if line is not obtained within five minutes of setting up.

Ask the Group Centre if she has spoken to the Delay Supervisor.

Check with the Group Centre every hour by asking "How many calls are you holding, please?" In the morning this is done about 10 minutes before the half hour e.g. (9.20a.m., 10.20a.m., etc.) and in the afternoon and evening about 10 minutes before the hour, e.g. (1.50 p.m., 2.50 p.m., 7.50 p.m. etc.)

See that the calls are being connected near the delay quoted. If under or over quoted advise Monitor. If under quoted the caller must also be advised of the amended delay and then noted on the docket.

If requested to release a line for another position, the next clear line must be given. Monitor must be advised when line released. Camp on line again after 2-3 minutes.



If a line is required from another delay position to connect a "Through" call, advise your Monitor and set up the borrowed line on the answer side of the circuit.

Try alternative routes at intervals.

Take calls from the queue when able.

Report any line which becomes faulty to the Monitor.

Obtain caller in advance where possible. Take line across to the caller if auto station.

Any Through Dockets must be put on top of other dockets and connected on the first available line. Advise the calling station "Connecting ...." The calling station times the call.

Try W.B.Y. and C.B.Y. etc. at intervals, endorsing the docket at each attempt.

Auto lines, e.g. Albury, Bendigo, etc., must be dropped off between calls unless working with the Trunk position. Set up the line on another circuit BEFORE releasing.

On lines that are being shared, note wanted number on Through Slip provided.

Advise your Monitor when traffic is clear at both ends of the line.

CASH CALLS must be connected according to half the delay quoted.

Calls from P.O.'s and Pay Stations are handled in the normal way, but when connecting a call from a Multi-Coin, obtain the caller and when the called party is waiting request caller to deposit coins. Check coin signals. On the two-button type multi-coin, caller's voice is cut out when the first coin is inserted and is not restored until Button "A" is pressed. A distinctive tone will be heard when "the button" is pressed on a one-button type multi-coin. If coins correct, request caller to either "press button "A" or "press the button". Introduce parties, time, supervise and disconnect at the end of prepaid time.

### MULTI-COIN CALLS - ADDITIONAL INSTRUCTIONS

#### 0176 TESTS

Tests are carried out on Multi-coin P.T's as follows :-

- (a) Testing officer calls 0176 and will usually ask for the Monitor. After introducing himself, he advises the number and location of the Cabinet he is calling from.
- (b) Coins of each denomination are then inserted to check -
  - (1) Correct tone received.
  - (2) The chutes are clear.
- (c) A request for a call back will then be made so that the exchange circuit and telephone bell in the Multi-coin can be tested. Should any error be apparent during tests (the incorrect call back number, Cabinet numbers, Locations, etc.) it must be noted and brought to the T.O.'s attention who will arrange for amendment of exchange record.

TRUNK CALL OUTER METRO

A number of positions in the Main Trunk Exchange are used to book calls from subscribers connected to certain exchanges located in the 15-25 miles radius of the General Post Office and such exchanges include Kalkallo, Melton and Toolern Vale. You will not be required during your training to gain a knowledge of the instructions needed for the special positions concerned.

Multi Coin to MOBILE calls

The 0172 (Mobile service) is available to callers from Multi Coin type P.T's and calls for this service received on "011/0176" are to be switched to 0172.

It is most important to establish whether the call is originating from a "Multi Coin" and it is therefore necessary for the "011/0176" Telephonist to ask a P.T. caller who wishes to make a Mobile call whether he is calling from a Multi Coin type P.T. (3 coin slots). If so, obtain the cabinet number from the caller, endorse on the docket and advise the 0172 operator "M/C..... for Mobile" before connecting the call to 0172. The 0172 operator will control the call and collect the necessary coins.

If the call is from a Local call only type P.T., your Monitor must obtain the Traffic Officers' permission before the call is transferred to 0172.

The docket which you will prepare on "011/0176" should show the following details -

FROM space	-	M/C .....
TO "	-	Mobile
RECORDER space	-	D. No.
CONNECTED "	-	Time connected.

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