

standard Telex abbreviations such as GA for go ahead. they tend to be nicer and will talk longer than your regular operators. Also, they are more vulnerable into being talked out of information through the process of "social engineering" as Chesire Catalyst would put it.

Unfortunately, they do not have access to much. I once bullshitted with one of these operators a while back and I found out that there are 2 such DA offices that handle TTY. One is in Philadelphia and the other is in California. They have approx. 7 operators each. Most of the TTY operators think that their job is boring (based on an official "BIOC poll"). They also feel that they are under-paid. They actually call up a regular DA number to process your request (sorry, no fancy computers!)

Other operators have access to their own DA by dialing KP+NPA+131+ST (MF).

CN/A operators:

CN/A Operators are operators that do exactly the opposite of what directory assistance operators are for. In my experience, these operators know more than the DA op's do & they are more susceptible to "social engineering." It is possible to bullshit a CN/A operator for the NON-PUB DA number (i.e., you give them the name & they give you the unlisted number. See the article on unlisted numbers in this cookbook for more info about them.). This is due to the fact that they assume that you are a fellow company employee. Unfortunately, the AT&T breakup has resulted in the break-up of a few NON-PUB DA numbers and policy changes in CN/A.

INTERCEPT Operator:

The intercept operator is the one that you are connected to when there are not enough recordings available to tell you that the number has been disconnected or changed. She usually says, "What number you calling?" with a foreign accent. This is the lowest operator lifeform. Even though they don't know where you are calling from, it is a waste of your time to try to verbally abuse them since they usually understand very little English anyway.

Incidentally, a few area DO have intelligent INTERCEPT Operators.

OTHER Operators:

And then there are the: Mobile, Ship-to-Shore, Conference, Marine Verify, "Leave Word and Call Back", Rout & Rate (KP+800+141+1212+ST), & other special operators who have one purpose or another in the network.

Problems with an Operator:

Ask to speak to their supervisor... or better yet the Group Chief (who is the highest ranking official in any office) who is the equivalent of the Madame in a whorehouse.

By the way, some CO's that will allow you to dial a 0 or 1 as the 4th digit, will also allow you to call special operators & other fun Tel. Co. numbers without a blue box. This is very rare, though! For example, 212-121-1111 will get you a NY Inward Operator.

Office Hierarchy

Every switching office in North America (the NPA system), is assigned an office name and class. There are five classes of offices numbered 1 through 5. Your CO is most likely a class 5 or end office. All long-distance (Toll) calls are switched by a toll office which can be a class 4, 3, 2, or 1 office. There is also a class 4X office called an intermediate point. The 4X office is a digital one that can have an unattended exchange attached to it (known as a Remote Switching Unit (RSU)).

The following chart will list the Office #, name, & how many of those office exist (to the best of my knowledge) in North America:

Class	Name	Abb	Number Existing
1	Regional Center	RC	12
2	Sectional Center	SC	67
3	Primary Center	PC	230
4	Toll Center	TC	1,300
4P	Toll Point	TP	N/A
4X	Intermediate Point	IP	N/A
5	End Office	EO	19,000
6	RSU	RSU	N/A

When connecting a call from one party to another, the switching equipment usually tries to find the shortest route between the class 5 end office of the caller & the class 5 end office of the called party. If no inter-office trunks exist between the two parties, it will then move upward to the next highest office for servicing calls (Class 4). If the Class 4 office cannot handle the call by sending it to another Class 4 or 5 office, it will then be sent to the next highest office in the hierarchy (3). The switching equipment first uses the high-usage interoffice trunk groups, if they are busy then it goes to the final; trunk groups on the next highest level. If the call cannot be connected, you will probably get a re-order