

**THE PLANT SERVICE CENTER EMPLOYEE'S
PART IN THE TELEPHONE BUSINESS**

1. GENERAL

1.01 The work of the plant service center touches on many phases of the Company's service, and links up with the activities of many other groups of employees in the plant and other departments. In order to afford a more comprehensive understanding of these relationships, it appears desirable to outline broadly, in this booklet, the part the plant service center plays in the telephone business.

1.02 As part of the booklet, there is included a brief description of (1) the functional organization of the Bell System and Telephone Companies (2) the functional organization of the plant department and the relationship of the plant service center work to that of the other groups and departments (3) the telephone plant (4) the general operation of service order handling and receiving, testing and clearing of trouble reports.

1.03 The term "Plant Center" as used in the booklet indicates an office performing the combined testing and assignment functions. However, the work operations are similar whether combined or not combined.

1.04 This practice with the attached booklet may be secured in the normal manner of ordering practices.

**Attached:
Booklet**