

T.P.T. & T. Co.  
Wash. & Idaho Area  
Traffic Dept.

*Om Bk*

CHANGE NOTICE

LOCAL OPERATING PRACTICE

Seattle, April, 1941

DISTRICT TRAFFIC MANAGERS:

TRAFFIC CHIEFS:

CHIEF OPERATORS:

Attached: Copy of the following sections and notes on the introduction of the new Local Operating Practice:

Division A, Section 2 - Answering Line or Special Service Trunks  
Division A, Section 3 - Obtaining and Acknowledging Orders  
Training Notes for Introducing the New Practices

In the sections to the new practices previously issued to you were covered the more general considerations of the new practice.

The sections now being forwarded and succeeding sections will cover the detail methods for handling calls. It is important that operating people should be well informed of the purpose of the new practice such as the extensive latitude given in the matter of phraseology and the procedure as regards the handling of occasional situations not covered by the practice. The practice throughout has been rewritten and rearranged to cover material previously included in four different practices. Emphasis has been given to the more personalized aspects of handling calls.

In order to assist in the introduction of the practice "Training Notes" have been prepared.

Since the new sections cancel corresponding sections of three different practices the new section has been reviewed first to cover new features not previously included followed by a review of the sections canceled to show where information not included in the new section has been covered or if it has been deleted from the practice.

There are some references to sections of the new practice which have not been issued. In such cases the old practice should be followed for

the condition referred to until the new section has been issued. Where, however, the material referred to is not covered in the old practice, the new section will be issued to cover the condition.

Training notes have been prepared in lesson form. The two sections attached being included in Lesson 1.

The following sections of the present operating practice are cancelled by the attached:

Panel	Division II, Sections 1 and 2
Manual	Division II, Sections 1 and 2
Manual No. 11	- Division II, Section 2

The attached sections should be properly filed in your operating practice binder and this change notice, together with the canceled sections held in your office until the Traffic man in charge has reviewed the changes with you.

V. L. SYLLIAASEN  
General Traffic Manager