

WRITING TICKETS

DESCRIPTION OF ENTRIES ON TICKETS

1. GENERAL. (The following supplements Paragraph 1, opposite)

When entering five digit numbers on tickets, a dash should be used to separate the first digit from the remainder of the number, as for example, 2-2183.

3. CALLING NUMBER. (The following supplements Paragraph 3, opposite)

However, if a P.B.X. operator passes the calling number followed by an extension number, the extension number must be entered in the "From" space on the ticket immediately following the calling number, as for example, "EXT 10" or "EXT 20236." This is necessary for accounting purposes.

If the call is to an official number and you have been directed to do so, write the word "Official" above the calling number. After the call has been completed, refer the ticket to your supervisor.

Supervisor: Draw a green line through the calling telephone number and encircle in green the entry "Official."

WRITING TICKETS

1. **General.** On certain calls a ticket record is important for billing purposes; on others it is a guide for subsequent work on the call. In so far as the ticket represents an accounting record of the transaction, your work involves the routines of other departments of the Company and the tariffs and regulations under which the Company conducts its business. When the ticket is used as a guide for subsequent work, your entries must at times be interpreted by other employees. It is important, therefore, that the practices prescribed for ticket work be followed more closely than some portions of the practice where judgment is permissible.

The ticket may take any form consistent with its purpose and the conditions under which it is used, varying from a small blank on which only a number is written through a printed form for local message rate to the regular "A" board toll ticket. Each type of ticket requires certain definite entries, however, to serve its purpose. In the first part of this section, each kind of entry occurring is described independently of any ticket form, and in the second part the entries normally required on the various types of tickets are grouped, to provide not only a detailed description of the several entries but also a definite statement of the situations in which these entries may be required.

In general, two forms of tickets are in use, a local message rate ticket and an "A" board toll ticket. Since the latter can be used for the former purpose, the examples provided have been confined to the "A" board toll type with the thought that adaptations to, and omissions from, other forms will be apparent.

Make all ticket notations clearly and legibly. You may either write or print as you prefer, unless you have been directed to do one or the other exclusively.

2. **Disposing of tickets.** Each ticket on which you make entries for any purpose must be disposed of either as a charge ticket including credits, a canceled ticket, or a scratched ticket. After disposal in one of these three classes, file the ticket in the ticket bin or as otherwise directed.

Description of Entries on Tickets

3. **Calling number.** Enter the calling number in the "From" space on the ticket as soon as it is obtained. This includes the office name (and numeral if any), the line number, and a party line station designation if necessary. If the office name is printed or is to be stamped on the ticket, omit entering it as you write each ticket. If several names are printed on the ticket, designate the proper one. Similarly if party line letters are printed on the ticket, and you are directed to do so, encircle the proper one, otherwise write the station designation after the number.

If you are to indicate that the calling station is a coin station, mark the coin code if it is printed on the ticket or enter a code after the calling number.

If the calling party gives an extension number, ^{ROOM NUMBER,} position number, or his name, enter it immediately after the calling number if space permits, otherwise enter it in the remarks or special instructions space.

If the call is to an official number and you have been directed to do so, write the word "Official" above the calling number. If, however, the calling party says "Employee official," and you are to ticket such calls enter "Emp Off" instead.

May 1, 1940.

WRITING TICKETS—Continued

3. Continued

If the calling number can not be obtained, the entry "not given" is made in place of the number. Also, on certain tickets the calling number is not entered in the "From" space, as described for tickets where this should not be done.

4. Called number. Enter the called number in the "To" space on the ticket. The line number and party line station designation, if any, will of course be required, and in addition, the called central office name, and numeral if used, will be necessary. Also, where the called place is a multioffice exchange area, enter the name of the place if locally directed to do so.

If there are two lines in the "To" space, enter the called office name, and numeral, if any, on the first line and the line number and station designation on the second line. If, however, a called place name is required, enter it on the first line and the entire number on the second line unless locally directed to put both the called place and called office on the first line. Where five digit numbers are used without a central office name, all may be entered on one line.

In certain cases as specified, enter both the special reversed charge toll number and the regular number.

5. Entry to indicate completion.

a. When conversation is timed, time entries made in accordance with local directions appear on the ticket for the purpose of determining the charge, but incidentally their presence indicates that the call was completed. The different methods of timing connections and the precise procedures are given in Section 7.

b. When conversation is not timed but the ticket represents a chargeable call to be billed to a subscriber, no specific entry is necessary to indicate completion on the initial attempt represented by the ticket, but if the call is delayed and then completed, enter the code "OK" below any other entries in the attempts space.

c. When the ticket represents only a delay in completing the call and would not otherwise have been written, scratch it when you complete the call.

6. Notification entry. When you are to notify the customer at a certain time, enter that time as soon as you determine it by adding the proper interval to the connect time. When notification has been requested, enter "nfy" followed by the interval specified if it is different than the initial period and in such a position that it can be associated with the proper time when that is determined. Also, you may use the "nfy" if, because of other entries, the notification time may not be clear, and if the initial period on the call is different than on most of the calls you handle, you may enter the interval in parentheses after the notification entry as a guide in making the subsequent announcement. If, however, you use single entry timing, the advanced time entry serves as the "nfy" time, but the "nfy" code is entered as above where it is required.

Place the notification entry on the ticket so that it will be conspicuous when the ticket is associated with the cord pair after start of conversation.

If you use a calculagraph which has only a small second hand, as the time for notification approaches stamp off the ticket lightly to assist you in determining precisely when to notify, and repeat the operation if necessary. Draw a line through the arrow of each such trial.

May 1, 1940.

WRITING TICKETS—Continued

6. Continued

If anything occurs to affect the nfy time which has been entered, draw a line through it and enter the new time. This is determined by adding to the new connect time the initial or requested period plus the interruption allowance in Section 7, and subtracting the time already talked.

If the customer requests notification, encircle the entry when you give notice. If you are late, however, note the fact on the ticket as "nfyd 1 min late."

7. Notations of delay and subsequent work. If a call fails of completion on the initial attempt and you are to try to complete it later, enter the code for the cause of the delay together with the time at which the report was given to the customer. This entry together with the absence of completion or cancellation symbols implies that subsequent action is required. Normally make the entry in the attempts space but if the type ticket used does not provide sufficient space, use the back of the ticket.

Note the result of each unsuccessful attempt to complete the call and the time at which the cause of delay is apparent or you give a report to the customer. These notations represent all conditions but are based on a few simple rules.

- a. It is unnecessary to repeat the code for the cause of delay as long as the condition is unchanged. Depending upon the shape of the attempts space, make the entries in a column or enter successive identical reports on one horizontal line separated by dashes, but when the report changes start a new line of entries.
 - b. Enter a check mark after each busy attempt time on which you do not give a report to the calling party.
 - c. After each attempt, except one resulting in a busy condition and calling for another attempt in three minutes, enter the time at which the next attempt is due, encircled. This may be calculated from the prescribed schedule of attempts or from the customer's special instructions.
 - d. If the customer asks you to try his call again or at a specified time, enter "ag" and the time, for example, if the customer says "Try it about four o'clock" the entry would appear as, "ag 4-00."
 - e. The time entries for reports are entered in hours and minutes only but it is not necessary to repeat the hour on successive entries if it is unchanged.
 - f. If the customer gives some instruction affecting your work on subsequent attempts, write this in the attempts space, as for example "Do not call until wh."
 - g. In a manual office where the answering jack of the calling line can not be located readily after disconnect, enter the panel and jack numbers if you will complete the call from the answering jack.
- 8. Coin entries.** On calls with rates of ten cents or more, enter in the attempts space the denomination of each coin deposited as you hear the signal for it, in so far as you think that doing so will be a safeguard in keeping count of the coins. If you return a deposit, draw a line through the corresponding coin entries and if further deposit is made, again enter the denominations of the coins.

If, however, you have been directed to do so, apply the practice rigidly of making coin entries on signal on all "A" board toll and interzone calls on which you hear signals, so that on such calls the sum of the coin entries shown will always indicate correctly the total amount collected. Where this practice is followed, the sum should agree with the amount in the charge space except for differences due to tax, shortage, or overdeposit.

May 1, 1940.

WRITING TICKETS—Continued

9. Charge. Enter the correctly computed charge for the call in the charge space whenever you have occasion to use it. This entry should not include any tax that may apply to the telephone call.

If you have quoted the charge on the request of the customer, encircle the entry. When the time is adjusted for any reason, write the corrected number of minutes, as for example, "6 min," on the line at the bottom of the charge space.

On a call from a coin station there may be two entries, one for the charge for the initial period and the other for the overtime. If all or part of the charge is not received when you try to obtain it, note the difference between the amount requested and the actual amount collected.

When you collect a charge for a telegraph company recorder, enter the amount requested in the charge space on the telegram ticket.

10. Other entries. Customers sometimes give instructions which you must record in order to handle the call. Some of these notations logically are associated with regular entries but others are not. If the ticket form you are using has a remarks space or a special instructions space, use it for entering any notations that make the call unusual or call for variations in handling, such as,—

The calling party indicates that he will talk from a third telephone.

The calling party requests that you quote the charge.

The called party reports a cut-off and you are to attempt to complete.

The call is to be charged to a third telephone.

The calling party requests not to be called until you secure the called party.

SUPERVISOR: Whenever making any notations on the back of a ticket to which you wish attention drawn by your chief operator or another department, write the word "over" on the face of the ticket. Usually make the entry in the space concerned, otherwise at the bottom of the ticket.

11. Canceling tickets. To cancel a ticket draw a cross (X) on the face.

Cancel a ticket when no further work is to be done on the uncompleted call which it represents if the call would have been chargeable to a customer if completed, except in the following cases.

- a. Previously written ticket on the call is located and the details have been transferred to the earlier ticket so that it represents the full traffic record of the call, as on a connection reestablished after a cut-off before the original ticket was found.
- b. The calling party reports that he has had the call.
- c. The calling party reports that he talked with the called party on an incoming call.
- d. The call is passed to Long Distance or to another office for subsequent work.
- e. The calling party cancels or abandons the call before you acknowledge his order.
- f. The calling party cancels the call when you give a report of no service for the day in acknowledging his initial order.

12. Scratching tickets. To scratch a ticket draw a wavy line down through the center of the ticket.

A ticket which is not to be filed as the final charge or credit record of a call or has not been canceled, is scratched. Scratch tickets in the following cases.

- a. When calls have been completed to the full value of the credit due as shown on a credit ticket.

May 1, 1940.

WRITING TICKETS—Continued

12. Continued

- b. In the six cases given in "11" where uncompleted calls are not to be canceled.
- c. When the ticket has been written solely for delayed call work and it is completed or no further work is to be done on it.
- d. In the case of rewritten tickets, memoranda which have served their purpose, tickets written in error and not properly reused, etc.

13. Correcting and changing entries. Corrections are permissible if they can be made so that the correct entry is unmistakable and other entries are not mutilated but at all times the accuracy and legibility of the ticket must be given primary importance. If encircled entries are to be changed, use a cross (X) sufficiently large to cover the circle. If one digit of a number or letter of a word or code is to be changed, draw a line through and rewrite the entire number or word. If a time entry is to be corrected or canceled, draw a line through the entire entry.

It is unnecessary to rewrite a ticket unless you think it can not be corrected satisfactorily but do not hesitate to do so in such a case. You may even change a ticket from one type to another by drawing lines through the entries not required for the correct type. For example, an "A" board toll ticket which should have been a message rate ticket can be converted by drawing lines through the called number. When, however, you rewrite a ticket scratch the original.

Where the space provided does not give room to make the correction clearly, write a new ticket and scratch the original.

14. Two tickets on one call. When it develops that two charge tickets have been written on one call, as in the case of a cut-off reestablished before the original ticket is found or a request to try a delayed call again, it is necessary to combine or associate them so as to indicate that only one call was involved.

This combination is generally made by transferring the entries from the new ticket to the original, so that the latter contains a complete record of the call, and then scratching the new ticket. Combining may be done as soon as you locate the original ticket, and this ticket used as the working ticket for subsequent entries. If, however, none of the original details need to be retained, as in the case of a wrong number call, the original ticket may be scratched and the new one retained as the charge record.

In offices using calculagraphs for timing, in cases where both stamps must be retained as on a reported cut-off or double connection, neither ticket is scratched but the two tickets are attached to each other and one is marked "DUP." If the connect time has been stamped on the new ticket before the original is located, the end of conversation should be stamped on the new ticket and both should be retained.

Entries Required on Various Types of Tickets

15. Message rate ticket. A message rate ticket is written for charging purposes on local calls from message rate lines where registers are not used. It will generally contain merely the calling number. If the call is not completed it will contain other entries, such as cancellation or perhaps notations of delay and subsequent work depending upon the particular call.

16. "A" board toll ticket. An "A" board toll ticket is written for charging purposes on calls which you are to handle to points to which the rate is more than one local call. Such a ticket is also written on calls to five cent "A" board toll points.

May 1, 1940.

WRITING TICKETS—Continued

16. Continued

a. It always contains the following.

- (1) The calling number, including the word "Emergency" or "Official" if the call is emergency or to an official number and tickets are to be written on such calls.
- (2) The called number.
- (3) Entries indicating connect and disconnect times on completed calls, or either a cancellation or scratch if the call is not finally completed.
- (4) *Your personal number* (5) *Date*

b. It may also contain some of the following, depending upon the particular call.

- (1) Coin entries.
- (2) The elapsed time and charge.
- (3) Notification time.
- (4) Notations of delay and of subsequent work.
- (5) Notations of special conditions or difficulties.
- (6) Special instructions given by the customer.
- (7) *Tax entries*

~~17. Special reversed charge toll ticket. This is essentially an "A" board toll ticket with certain differences given below.~~

~~a. Enter the calling number in the remarks space or in the special instruction space if it is required for delayed call work or is volunteered, or on all calls if locally required.~~

~~b. Enter both the special called number and the corresponding regular number in the called number space.~~

18. **Delayed call ticket.** This ticket is a running record of the work done and a guide to subsequent steps when you have undertaken to complete a delayed call. If you have a ticket on the call already, that ticket is used for the record of delay and of subsequent work; otherwise prepare a ticket. Each ticket used for delayed call work requires—

- a. Calling number.
- b. Called number.
- c. Original reason for delay with time.
- d. Subsequent work notations.
- e. Entry indicating completion as in "5" or other disposal as in "11" or "12."

~~19. Telegram ticket. Write a telegram ticket for each collection from a coin station requested by a telegram recorder, using a regular ticket or a special form if provided, but if the recorder gives you the individual charge on each telegram when several were sent, write a separate ticket for each. As an exception, if you have a ticket covering the call to the telegraph company, if locally directed, you may add the telegram charge as a separate item in the charge space and write "Telegram" above it instead of writing a special ticket. Ordinarily this ticket is not prepared until the recorder requests a collection, but if you are locally directed to do so, prepare a telegram ticket as soon as you connect a coin station to the telegraph company, and hold it awaiting an order to collect. This ticket contains the following entries.~~

May 1, 1940.

See
opposite
Page

See
opposite
Page

WRITING TICKETS - Continued

17. SPECIAL REVERSED CHARGE TOLL TICKET. (Replacing paragraph 17, opposite)
This is essentially an "A" board toll ticket with certain differences given below.
 - a. Enter the calling number in the SPEC. INST. space.
 - b. Enter both the (Enterprise number) special called number and the corresponding regular number in the called number space. However, the code "WU" should be entered in place of the special number on calls to Western Union.

19. TELEGRAM TICKET. (Replacing paragraph 19, opposite) Write a telegram ticket for each collection from a coin telephone requested by a telegram recorder, using a regular ticket. If the recorder gives you the individual charge on each telegram when several were sent, write a separate ticket for each. On an "A" board toll call, use separate tickets for recording the "A" board toll call and the telegram charges. Prepare a telegram ticket as soon as you connect a coin station to the telegraph company and hold it awaiting an order to collect. This ticket contains the following entries.

WRITING TICKETS - Continued

- a. DATE space. Date.
- b. FROM space, upper part. Calling place (if not imprinted on the ticket.)
- c. FROM TEL. NO. space. Calling number, including an indication that the calling number is a coin telephone.
- d. SPEC. INST. space. The word "Telegram". Also the number of telegrams covered if more than one is mentioned by the recorder without giving individual charges.
- e. TO PLACE space. Called place if on the telephone message ticket and if not imprinted on ticket. The telegraph company abbreviation "WU".
- f. TO TEL. NO. space. Telephone number of the telegraph office to which connection was made.
- g. CONN space. The time.
- h. OPERATOR space. Operator's personal number. Personal number is encircled if recorder requests operator's number.
- i. CHARGE space. Telegram charge (this amount does not include tax). Draw a line through the word "CHARGE" and enter "Telegram". If less than the full amount is collected but is accepted by the recorder, correct the entry to show only the actual amount of the charge received. If an over collection is made, the correct charge should be shown. (Supervisor enters "OVER" in green with explanation on back of ticket regarding over and under collections).
- j. TAX space. Amount of tax specified by the recorder. The entry "no tax" is shown when the recorder reports that there is no tax.
- k. ATTEMPTS-REMARKS space. The denomination of each coin as it is deposited. If the recorder does not ask you to collect charges enter "no col req" and scratch the ticket.

WRITING TICKETS—Continued

~~19. Continued~~

- ~~a. Calling number.~~
- ~~b. In the "To" space, the code for the telegraph company requesting the collection and the name of the central office to which the call was completed, if necessary to distinguish between several offices of that company reached by your office.~~
- ~~c. In the remarks space, the word "Telegram" and the number of telegrams covered if more than one is mentioned by the telegram recorder without giving individual charges.~~
- ~~d. In the charge space, the amount of the charge as indicated by the telegram recorder. If, however, less than the full amount is collected but is accepted by the recorder, correct the entry to show the actual amount received.~~
- ~~e. In the attempts space, coin entries as in "8."~~
- ~~f. When you write a telegram ticket if no collection request is made by the recorder, enter "no telg req" in the remarks space.~~
- ~~g. Your personal number if the recorder requested it.~~

See
Opposite
Page

20. Credit ticket. Write a credit ticket to cancel a charge that has been made against a subscriber when you find it should not have been made. When the charge is represented by a ticket at your position or which you can readily locate, make the necessary correction on the original ticket and do not write a separate credit ticket. A credit ticket is necessary, however, in certain cases, such as when the charge has been registered on the subscriber line, when you do not have the original ticket readily available, or when you were unable to restore an interrupted connection which you did not handle originally.

Any charge or delayed call ticket may be converted to a credit ticket by entering the word "credit." If you complete a call represented by a credit ticket, scratch the ticket unless it is to be used as a credit for a part of the charge previously incurred. The necessary entries are as follows.

- a. The calling number.
- b. In the calling number space, the word "Credit" with a number indicating the message units to be credited, as for example "1234 Credit 3." If the credit is for only one unit, the number "1" is omitted.

21. Assistance ticket. When locally authorized, prepare an assistance ticket when a customer requests you to complete a call to a number which he could dial direct. This may be a regular ^{"A" board toll} ~~message rate~~ ticket with the called number and the reason for seeking assistance added, or it may be merely a memorandum of the calling number, depending on local directions.

22. Ticket charging a call to a third telephone. If the customer requests the transfer after you have prepared a regular charge ticket, change it to conform to the arrangement below if space permits, otherwise scratch the ticket and write a new one.

The special features of a ticket charging a call to a third telephone are:

- a. The number to be charged appears in the calling number space with the words "Charge to" written above it.

WRITING TICKETS—Continued

22. Continued

- b. The number from which the customer will talk appears with the code "wt" in the remarks space. The calling party's name also appears here.
- c. The supervisor's approval and initials or personal number, also in the remarks space.
- d. The amount of the charge to the third number.

If, however, the charge to be transferred is only for the overtime on a call from a coin station, simply enter "over" in the charge space and make the necessary entry on the back of the original ticket, such as
~~"Bill 10¢ to AD 7890."~~ "Shortage 10¢ - Bill to AD 7890"

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—NONCOIN

1

F. 000-000		DATE		107	
FROM ADAMS					
1234					
J M R W PRE					
TO Bea					
5678					
Minutes	10	57	4		
Seconds	10	50	2	a	
Elapsed Time	7	2			
ATTEMPTS	M		CHARGE	25	
	N		REMARKS	Tol 5	
	P			t+c	

Calling party requested the charge before conversation started. The charge is encircled after it is quoted. If the request is made at the end of conversation the code "t & c" does not appear on the ticket.

2

F. 000-000		DATE			
FROM ADAMS					
1234					
J M R W PRE					
TO Bea					
5678					
Minutes	11	01	4		
Seconds	10	56	2	a	
Elapsed Time	5	2			
ATTEMPTS	M		CHARGE	5 min	
	N		REMARKS	25 B.W.	
	P			11-01-2	

Calling party asked to be notified when he had talked the initial period (five minutes). Operator had entered rate "25" before connection was established to remind her that voluntary completion applied if necessary. When 2' allowance is made the chargeable time is five minutes, as noted by supervisor.

3

F. 000-000		DATE			
FROM ADAMS					
1234					
J M R W PRE					
TO Boston, Mass.					
Bea 5678					
Minutes	11	02	8	11-03-0	
Seconds	10	56	2	a	
Elapsed Time	6	6	6-8		
ATTEMPTS	M		CHARGE	5 min	
	N		REMARKS	AM	
	P			11-01-2 refd 1.6 min late	

Customer requested notification, operator was late in notifying. Ticket shows actual notification time and disconnect time in disconnect space with computation of time talked up to time of notification and the actual elapsed time in elapsed time space. Customer refused to pay beyond requested notification time. Had he agreed to pay for full time talked, charge space would show 7 min.

4

F. 000-000		DATE			
FROM ADAMS					
1234					
① M R W PRE					
TO Bea					
5678 5678 M					
Minutes					
Seconds				M	
Elapsed Time					
ATTEMPTS	M		CHARGE		
	N		REMARKS	UT 2340 9.10e B.W.	
	P			11-01-2 40	

Calling party asked that call be completed from a third telephone in same calling office. Call to be charged to original calling station. Also shows correction of called station designation. Ticket not yet finally disposed of.

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—NONCOIN

1

F. 000-000			
DATE			
FROM ADAMS			
Charge to 1234 2340			
J M R W PRE			
TO Bea			
5678			
10	57	4	
10	53	2	a
4	2		
ATTEMPTS		CHARGE	
da 10-20		N	20
ag 1-00		wt 6789 8-10a OK P.W.	
P	19	J	8

On being given a don't answer report calling party requested completion from a third station and asked that charge be made to still another station. Call not yet completed.

2

F. 000-000			
DATE			
FROM ADAMS			
Charge to Cedar 6789			
J M R W PRE			
TO Bea			
5678			
10	57	4	
10	53	2	a
4	2		
ATTEMPTS		CHARGE	
		N	20
		wt 1234 8-10a OK P.W.	
P		J	

When placing call calling party asked to have charge made to a third telephone. Call completed and charge accepted by third station.

3

F. 000-000			
DATE			
FROM ADAMS			
1234			
① J M R W PRE			
TO Bea			
5678			
10	58	3	11-04-6
10	56	2	11-03-5
2	1		1-1
ATTEMPTS		CHARGE	
by 11-00		N	3 min
		RW	
P	19	J	8

Cut-off or double connection reported and desired line busy. Connection later reestablished. Chargeable time is 2.1 + 1.1 - 1.0 - .1 or 2.1' which is charged as 3'.

4

F. 000-000			
DATE			
FROM ADAMS			
1234			
J (M) R W PRE			
TO Bea			
5678			
10	44	3	
10	40	1	a
4	2		
ATTEMPTS		CHARGE	
		N	clg cto
P		J	

Calling party reported cut-off on previous connection. Original ticket found after conversation completed and times on second ticket transferred to it. This ticket is then scratched.

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—NONCOIN

1

P. 000-000	
DATE	
FROM ADAMS	
1234	
J M R W PRE	
TO BEA	
5678	
11 26 20	
11 23 25	^a
ATTEMPTS	
by 11-20	N
REMARKS	
cld. cto	
P	18 9

Called party reported a cut-off on previous connection. Desired line is busy. Ticket scratched when call is completed, as shown, or when it is determined that connection has been reestablished from calling office. Ticket timed from direct reading electric clock showing seconds.

2

P. 000-000	
DATE	
FROM ADAMS	
1234	
J ^(A) ^(R) W PRE	
TO BEA	
5678	
11 02 4	
10-56-2	^a 11-00-3
ATTEMPTS	
by 10-57	N
REMARKS	
P	19 8

Wrong number reported after connect time was entered. Call completed after a busy condition was encountered. Wrong station designation encircled but correction made.

3

P. 000-000	
DATE	
FROM ADAMS	
1234	
J M R W PRE	
TO Bea	
5678 5670	
10-56-9	11-04-3
10-56-2	^a 10-57-2
ATTEMPTS	
N	
REMARKS	
P	J

Wrong number reported after connect and disconnect times were entered. Correction of called number made on ticket, original time entries canceled, call completed to desired number.

4

P. 000-000	
DATE	
FROM ADAMS	
1234	
J M R W PRE	
TO Bea	
5678	
10-22-9	11-08-2
10-21-8	^a 11-03-1
ATTEMPTS	
by 11-00	N
REMARKS	
Unauthorized pers BW	
P	J

Calling party reported unsatisfactory conversation because unauthorized person answered telephone. Supervisor canceled original time entries. Call tried again and completed.

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—NONCOIN

1

F. 500-000	DATE			
FROM	ADAMS			
1234				
J	M	R	W	PRE
TO		Bea		
5678				
12 18 7				
12 13 6 2				
ATTEMPTS		CLASS	CHARGE	
by 11-10				
(30) 31		N		
Do not call until 12-12				
(5) 52				
(12-12)				
P	19	J	8	

Called station did not answer on initial and first subsequent attempts. Then customer asked not to be called until station answers. Third subsequent attempt, due at 12:12, resulted in completion.

2

F. 500-000	DATE			
FROM	ADAMS			
1234				
J	M	R	W	PRE
TO		Bea		
5678		9678		
11-20				
23				
26				
29				
(5)				
P		J		

Called line busy on several attempts. When report is to be given, calling station does not answer. Attempt to reach calling station made at 51 and still does not answer. Ticket also shows permissible correction in called number or office name.

3

F. 500-000	DATE			
FROM	ADAMS			
1234				
(2) M	R	W	PRE	
TO		Bea		
5678				
11-10				
13				
16				
da 31				
(47) 42				
2-00				
P	19	J	8	

Delayed call with change in cause of delay. When report was given at 11:42 calling party requested that call be tried at 2:00. At 2:00 calling party reported he had talked to called party.

4

F. 500-000	DATE			
FROM	ADAMS			
Official 1234				
J	M	R	W	PRE
TO		Bea		
5678				
11-10				
13				
16				
da 31				
(47) 42				
2-00				
P		J		

"A" board toll ticket before conversation, written on a free call to an official number at an "A" board toll point, where a ticket record of such calls is required. If a ticket is required on an emergency call, the word "Emergency" will appear on the ticket instead of "Official."

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—NONCOIN

1

FROM	ADAMS
J M R W	
Ent 1000	
Bos Bea 5678	
DISCONNECT	10 29 8
CONNECT	10 26 6 ^a
ELAPSED TIME	
ATTEMPTS	by 10-20 23v
CHARGE	1234

Special reversed charge toll call. Calling number entered because of delay in completion. Call finally completed.

2

FROM	ADAMS
1234	
J M R W	
Bea	
5678	
DISCONNECT	
CONNECT	10 20 5 ^a
ELAPSED TIME	
ATTEMPTS	
CHARGE	

Single entry timing—entry in connect space represents advanced time. Conversation ended within the initial period.

3

FROM	ADAMS
1234	
J M R W	
BEA	
5678	
DISCONNECT	10 21 6
CONNECT	10 20 5 ^a
ELAPSED TIME	1 1
ATTEMPTS	
CHARGE	20

Single entry timing—entry in connect space represents advanced time; that in disconnect space, end of conversation which has gone into overtime. Entry in elapsed time space represents overtime. Charge requested at end of conversation.

4

FROM	ADAMS
1234	
J M R W	
BEA	
5678	
DISCONNECT	10 19 5
CONNECT	10 20 5 ^{15 5}
ELAPSED TIME	4 0
ATTEMPTS	
CHARGE	10-23-5 2-10-21-5 2-0 5 min 739d

Single entry timing—cut-off reported before expiration of advanced time. Actual connect time inserted to assist in determining time elapsed before cut-off. Actual time entries for restored conversation.

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—COIN

1

NAME			
DATE			
FROM	ADAMS		
1 2 3 4	en		
J	M	R	W
To Bea			
5678			
DISCONNECT	11	04	2
CONNECT	10	56	2 2
ELAPSED TIME	8 0		
ATTEMPTS	11-01-2	CHARGE	5-5
10-5			

Overtime on a call with a five cent rate from a prepayment coin line. The charge entry shows the initial and the overtime charges. The coin entry shows only the overtime. Had the call been from a postpayment line, the coin entries would be "5-5."

2

NAME			
DATE			
FROM	ADAMS		
1 2 3 4	pre		
J	M	R	W
To Bea			
5678			
DISCONNECT	10	58	4
CONNECT	10	50	3 4
ELAPSED TIME	8 1		
ATTEMPTS	10-55-3	CHARGE	15-10 short 10
10-5			

Overtime charges not collected.

3

NAME			
DATE			
FROM	ADAMS		
1 2 3 4			
J	M	R	W
To Bea			
5678			
DISCONNECT	10	58	4
CONNECT	10	50	3 2
ELAPSED TIME	8 1		
ATTEMPTS	10-55-3	CHARGE	15-10 over
10-5			

Overtime charge to be billed to called station. Note on back "Bill 10¢ to Bea 5678. OK. BW."

4

NAME			
DATE			
FROM	ADAMS		
1 2 3 4	en		
J	M	R	W
To Bea			
5678			
DISCONNECT	10	58	4 11-06-6
CONNECT	10	56	2 2 11-02-2
ELAPSED TIME	2 2 4-4		
ATTEMPTS	11-01-2 11-06-0	CHARGE	10-10
5-5-10			

Operator had original ticket when conversation was interrupted by a cut-off, double connection, or request for better connection and then restored. New nfy time was determined as follows; $11:2.2 + 5 + 1 - 2.2 = 11:6.0$. The chargeable time is $2.2 + 4.4 - 1.2 = 5.4$ or 6 min.

WRITING TICKETS—Continued

SAMPLE TICKETS—"A" BOARD TOLL—COIN

1

FROM	ADAMS		
1234	cn		
J	M	R	W
Bea			
5678			
DISCONNECT	10	29	1
CONNECT	10	22	0
SLIPPER TIME	7	1	
ATTEMPTS	10-27-0	CHARGE	10 over clg cto
5-5			

Calling party reported cut-off and operator had not original ticket. Operator enters "clg cto" on this ticket and restores conversation. Since original ticket is not located before end of conversation this ticket stands. Allows an initial period of 5 min. and then collects 10¢ for 1.9 min. overtime. Explanation on back of ticket "Overtime on cut-off."

2

FROM	ADAMS		
1234	cn		
J	M	R	W
Bea			
5678			
DISCONNECT	10	32	2
CONNECT	10	25	1
SLIPPER TIME	7	+	7-5
ATTEMPTS	10-30-1	CHARGE	15-5 over
10-5			

Customer requested notification at five minutes (initial period). Operator two minutes late in notifying. Charge adjusted when customer refuses to pay for overtime. Explanation and supervisor's initials on back of ticket.

3

FROM	ADAMS		
1234			
J	M	R	W
Bea			
5678			
DISCONNECT	10	33	1
CONNECT	10	24	1
SLIPPER TIME	9	0	
ATTEMPTS	10-27-1(3)	CHARGE	30-40 60
10-10			
25-5-25-25			

Operator entered wrong overtime charge and corrects the entry. The difference between the coin entries and the charge entry is the tax. If discovery of error is made after calling party disconnects, shortage or overage would be noted.

4

FROM	ADAMS		
1234			
J	M	R	W
BEA			
5678			
DISCONNECT	10	33	1
CONNECT	10	24	1
SLIPPER TIME	9	0	
ATTEMPTS	10-27-1(3)	CHARGE	30-60 no tax
25-10			
25-5-25			

Taxable call, no tax collected.

WRITING TICKETS—Continued

SAMPLE TICKETS—MESSAGE RATE

1

FROM	
TO	ADAMS
1 2 3 4	
J X (R) W	
RECORDED	SEARCHED
INDEXED	FILED
CLASSIFIED	
ATTEMPTS	CHARGE

Call from party line in manual office. Call completed. Wrong station designation encircled but correction made.

2

10-22-6
10-20-5

2-1

Back of ticket showing overtime not exceeding five minutes, so no charge for overtime. The face of this ticket is the same as (1) preceding and is filed as the charge ticket for the initial period.

3

10-30-8
10-20-5

10-3
2
YBN

Back of ticket showing overtime exceeding five minutes. Two overtime periods to be charged either by writing a ticket for each period or by entering in the right-hand corner of the "From" space the total number of periods according to local directions.

4

FROM	
TO	ADAMS
1 2 3 4	
J M R W	
By Bee	
5678	
RECORDED	SEARCHED
INDEXED	FILED
CLASSIFIED	
ATTEMPTS	CHARGE
by 10-20	
23	
26	
29	

Message rate ticketed call—delayed call not completed. Completion requested but call canceled on later report.

WRITING TICKETS—Continued

SAMPLE TICKETS—MESSAGE RATE

1

FROM	ADAMS
1 2 3 4	
J M X W	
To Bea	
5678	
DISCONNECT	REMARKS
CONNECT	
ELAPSED TIME	
ATTEMPTS	CHARGE
by 10-20 23 26 29 41 (40) (12-01) OK	19 ' 8

Delayed call completed. Completion requested after initial delay. Reports to calling party on third and fourth subsequent attempts. Call completed on fifth subsequent attempt.

2

FROM	ADAMS
1 2 3 4 credit	
J M (R) W	
To Bea	
5678	
DISCONNECT	REMARKS
CONNECT	
ELAPSED TIME	
ATTEMPTS	CHARGE
by 10-20 23 26 29	

Credit ticket. Calling party reported cut-off or wrong number on previous connection. Attempts made to complete but calling party canceled after later report, so credit ticket stands.

3

FROM	ADAMS
1 2 3 4 credit	
J M R W	
To Bea	
5678	
DISCONNECT	REMARKS
CONNECT	
ELAPSED TIME	
ATTEMPTS	CHARGE

Credit ticket prepared when calling party reported cut-off or wrong number on previous connection. When operator completed the call, credit ticket was scratched.

4

FROM	ADAMS
1 2 3 4 credit	
J M R W	
To Bea	
5678	
DISCONNECT	REMARKS
CONNECT	
ELAPSED TIME	
ATTEMPTS	CHARGE
10 30 5	
10 20 5	
10 0	
	1 min 48¢

Credit ticket converted to charge ticket on a timed call. Call completed after report of wrong number on a previous call. The previous charge on the wrong number plus the unit charge represented by this ticket after the "Credit" is canceled, balances the ten minute conversation.

WRITING TICKETS—Continued

SAMPLE TICKETS—OTHERS

1

NAME	
DATE	
FROM	ADAMS
	1 2 3 4
	J M R W
TO	Bea
	5 6 7 8
DISCONNECT	
CONNECT	
ELAPSED TIME	
ATTEMPTS	CHARGE

Scratched ticket. Operator misunderstood order as for an "A" board toll point instead of to Beacon, a local area office. No ticket required.

2

	11-13-8
	11-07-9
	11-02-4

Memorandum on local call from a coin station showing times at which overtime was requested.

3

	10-59-9
	10-50-9
	10-50-2
	9-0
	2
	8-8

Memorandum on local call from a coin station. On first request for overtime customer said he would pay at end of conversation.

4

NAME	
DATE	
FROM	ADAMS
	1 2 3 4
	J M (R) W
TO	Bea
	5 6 7 8
DISCONNECT	
CONNECT	
ELAPSED TIME	
ATTEMPTS	CHARGE
	by 10-20
	23✓
	26✓
	19 '8

Delayed call ticket on local flat rate call. Party reports cut-off, called line busy, operator has agreed to complete. After several busy attempts, call is completed. Ticket is now ready to be scratched.

WRITING TICKETS—Continued

SAMPLE TICKETS—OTHERS

1

DATE	
FROM	ADAMS
	1 2 3 4
	J M R W
TO	Bea
	5678
DISCONNECT	
CONNECT	
ELAPSED TIME	
ATTEMPTS	by 11-25 28 ✓ 31 ✓ 34 ✓ 45 ✓
CHARGE	
	19 '8

Delayed call ticket on local call. Party reported cut-off, called line busy, operator has agreed to complete. After several busy attempts operator is told the calling party has had the call.

2

DATE	
FROM	ADAMS
	1 2 3 4
	J (M) R W
TO	Bea
	5678
DISCONNECT	
CONNECT	
ELAPSED TIME	
ATTEMPTS	
CHARGE	

Charge ticket started, call results in busy, out of order, don't answer, or intercepted report, or an abandoned call, etc. Completion not required. This ticket represents an "A" board toll call but had it been a message rate ticket the called number would have been omitted.

3

DATE	
FROM	ADAMS
	J M R W
TO	Alpha Telegraph
	Ced 5678
DISCONNECT	10 23 2
CONNECT	10 20 5
ELAPSED TIME	
ATTEMPTS	
CHARGE	

Special reversed charge toll call to a telegraph company.

4

DATE	
FROM	ADAMS
	1 2 3 4
	J M R W
TO	Alpha
	Ced
DISCONNECT	
CONNECT	
ELAPSED TIME	
ATTEMPTS	
CHARGE	50 45
	Telegram
	25-10-10

Telegram ticket. Telegram charge requested but not all of it collected.