

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

J. O. Bk

CHANGE NOTICE
LOCAL OPERATING PRACTICE
DIVISION A, SECTIONS 6,7, AND 103

Seattle, March 15, 1942

DISTRICT TRAFFIC MANAGERS:

TRAFFIC CHIEFS:

CHIEF OPERATORS:

Attached: Copies of sections to the new Local Operating Practice as listed below:

- Division A, Section 6, Writing Tickets, and Training Notes, Lesson No. 5.
- Division A, Section 7, Timing Calls, and Training Notes, Lesson No. 6.
- Division A, Section 103, "A" Board Toll Calls, and Training Notes, Lesson No. 7

New A-B Toll Ticket

A new type A-B toll ticket will be available on requisition as soon as the existing stock of the old type ticket has been exhausted. Sample tickets on Pages 9 to 12, inclusive, of Section 6 are examples of the new type ticket which has been standardized for use in this Area. It will be noted that the remaining pages of sample tickets use an A-B ticket slightly different from that adapted for use in this Area. Although the illustrations are effective, these pages will be replaced as soon as new pages with the ticket as standardized become available.

It is suggested that training required in connection with the new A-B toll ticket be withheld until you start using it. The training required in connection with the introduction of Division A, Section 103, as outlined in Lesson No. 7 may be completed at any time.

Writing Tickets

Writing tickets has been treated as a separate section providing in one place a fairly complete coverage of this important subject by describing in detail various entries that may be made and those required on the commonly used types of tickets. Provisions for canceling and scratching tickets have been brought up to date and somewhat more latitude in correcting tickets and in using tickets for several purposes has been contemplated. Several significant entries have been changed, such as the location on the ticket of the "credit" entry. A few new entries have been provided, such as the "NFY" entry on timed coin station calls.

Timing Calls

Timing calls has also been treated as a separate section. Calcu-
lagraphs and electric switchboard clocks are recognized as well as the
1-A timer. Provisions for single entry timing have been included for use
when desired. The start of conversation on ringdown trunk connections and
on delayed calls is clarified.

"A" Board Toll Calls

On delayed "A" Board Toll Calls provision is made for "offered"
completion when authorized as an alternate to "voluntary" or "no voluntary"
completion methods.

When a report is received of a cut-off by the called party's
operator, the supervisor's judgment or local provisions govern whether
chargeable time is reported to the original calling office.

Provision is made to credit service difficulties reported by the
customer and not balanced by further calls on extended area dialing.

Differences between the old and new practices are brought out in
the training notes.

An interleaf page has been added which describes the prescribed rate area
to which the transfer of charges to a third telephone is authorized.

The attached sections cancel the following paragraphs and sections of the
old practice. All canceled sections should be removed from your operating practice
binder; canceled paragraphs should be crossed out with ink;

MANUAL OFFICES

- Div. II, Sec. 12 "A" Pr. Par. 1, 2, 9, and 16.
- Div. II, Sec. 12 "A" Sr. Par. 1.
- Div. II, Sec. 13 "A" Pr. and "A" Sr. (complete section)
- Div. II, Sec. 19 "A" Pr. Sub-Par. 6c and 6d.
- Div. II, Sec. 29 "A" Pr. (complete section)

Div. I, Sec. 1, Table of Contents, delete the following:

- * On page 1, under Div. 11, delete "Sec. 1 Answering Calls."
- * " " " " " " " " Opp. Sec. 2 "Obtaining and Acknowledging Orders."
- * " " " " " " " " "Sec. 11 Supervising on Signal and Disconnecting."
- " " " " " " " " "Sec. 13 A-B Toll Calls."
- * " " " " " " " " "Sec. 18 Emergency Calls."
- * " " " " " " " " "Sec. 25 Service Criticisms."
- * " " 2 " " " " " " "Sec. 28 Equipment Trouble."
- " " " " " " " " "Sec. 29 Sample Tickets."

*Note: If you have not already deleted, please do so at this time.

NO. 11 MANUAL OFFICES

- Div. II, Sec. 14 "A" Pr. and "A" Sr. (complete section)
- Div. II, Sec. 21 "A" Pr. Sub-Par 6 c and 6 d.
- Div. II, Sec. 27 "A" Pr. (complete section)
- Div. II, Sec. 32 "A" Pr. and "A" Sr. (complete section)
- Div. II, Sec. 33 "A" Pr. and "A" Sr. (complete section)

Div. I, Sec. 1, Table of Contents, delete the following:

- * On page 1, under Div. II, delete Opp. Sec. 2. "Obtaining and Acknowledging Orders."
- * " " " " " " " " "Sec. 11. Supervising on Signal and Disconnecting."
- " " " " " " " " "Sec. 14. "A" Board Toll Calls."
- * " " " " " " " " "Sec. 20. Emergency Calls."
- " " " " " " " " "Sec. 27. Attended Public Pay Station Calls."
- * " " " " " " " " "Sec. 30. Equipment Trouble."
- * " " " " " " " " "Sec. 31. Service Criticisms."
- " " " " " " " " "Sec. 32. Writing Tickets."
- " " " " " " " " "Sec. 33. Canceling Tickets."

*Note: If you have not already deleted, please do so at this time.

PANEL OFFICES

- Div. II, Sec. 7, Special Service Pr. - Par. 11 and 12.
- " " " " " " " " - Sub-Par. 13h & i, 14h & i, 15e, 16c, 18b & c.
- " " " " " " " " Sr. - Par. 4, 5, 6, 10, 11, 13, and 17.
- " " " 10, " " " Pr. - Par. 11 and 12 of Part A.
- " " " " " " " " - Sub-Par. 14h & i, 15g & h, 16e, 17c, 18d, & 18e of Part A.
- " " " " " " " " Sr. - Par. 3, 4, 5, 9, 10, 12, and 16.
- " " " 12, " " " Pr. - Par. 2, 3, 10, and 17.
- " " " " " " " " - Par. 1 on opposite page 1.
- " " " " " " " " Sr. - Par. 1.
- " " " 15, " " " Pr. - Par. 10.
- " " " 16, " " " " - Par. 21.
- " " " 18, " " " " - Sub-Par. 5c and 5d.
- " " " 23, " " " " - Par. 10, 11, and 12.
- " " " " " " " " - Par. 10 on opposite page 2.
- " " " " " " " " Sr. - Par. 2, 3, 4, and 5.
- " " " " " " " " - Par. 2 on opposite page 1.
- " " " " " " " " - Par. 2 and 5 on opposite page 2.
- " " " " " " " " - Par. 5 on opposite page 3.
- " " " 24, " " " Pr. - Par. 1 and 1-A on opposite page 1.
- " " " " " " " " - Par. 1, 2, 3, 4, and 5.
- " " " " " " " " Sr. - Par. 1 and 2.
- " " " 27, " " " Pr. - (complete section).

Div. I, Sec. 1, Table of Contents, delete the following:

- * On page 1, under Div. II, delete, "Sec. 1 Answering Calls."
- * " " " " " " " " "Sec. 2 Obtaining and Acknowledging Orders."
- * " " " " " " " " "Sec. 11 Supervising on Signal & Disconnecting."
- * " " " " " " " " "Sec. 17 Emergency Calls."
- * " " " " " " " " "Sec. 22 Service Criticisms."
- On page 2, under Sec. 23, delete paragraph headings 10, 11, and 12.
- " " " " " " 24, " " " 1, 2, 3, 4, and 5.
- * " " " " " " " " "Sec. 25 Equipment Trouble."
- " " " " " " " " "Sec. 27 Sample Tickets."
- " " 4, " " " "Div. II, Sec. 2 Obtaining and Acknowledging Orders," and references indented under this heading.
- * " " " " Div. II, Sec. 10, delete, paragraph headings 7, 8, 9, and 10.
- " " " " " " " " " " " 11, and 12.
- " " 5, " " " " 12, " " " " 1, 2, 3, and 10.
- " " 6, " " " " " " " " " "Div. II, Sec. 15 Calls for Official Lines" and the reference indented under this heading.

PANEL OFFICES (CONTINUED)

On page 6, under Div. II, Sec. 23, delete, paragraph headings 10, 11, and 12.
 " " 7, " " "Div. II, Sec. 24 General Practices" and
 references indented under this heading.
 " " " " "Div. II, Sec. 27 Sample Tickets."

*Note: If you have not already deleted, please do so at this time.

The attached instructions should be reviewed with all employees concerned and then filed in their proper places in your local operating practice binder.

This change notice, together with the canceled sections, should be held in your office until the Traffic man in charge has reviewed the changes with you.

V. L. SYLLIAASEN
General Traffic Manager