

Aircraft warning (army flash) calls shall be handled in the regular manner except as modified by the instructions in this section.

I. GENERAL

- a. The purpose of Aircraft Warning Service is to observe hostile aircraft activities and to transmit military information, orders, and warnings in connection therewith to an Army Filter Center. To this end, observation posts, each with a telephone connection, are established at selected locations throughout an air raid defense region. Such a region consists of a number of reporting areas, each of which is made up of sub-divisions called "sectors" served by an army filter center within the reporting area.
- b. During periods when Aircraft Warning Service is in operation, authorized observers stationed at the observation posts will report by telephone any aircraft movements to a designated Army Filter Center within the region covered by the operation from which evaluated information will be relayed to a regional information center over army leased wire facilities. This service provides accurate, continuous, and timely information relative to the location and movements of aircraft.
- c. The effectiveness of the information telephoned from the observing post is largely dependent on the speed with which the connection is established to the Army Filter Center, and every reasonable effort should be taken to insure fast and accurate handling of aircraft warning calls.
- d. Army flash calls are to be given precedence over all other calls except similar calls and emergency calls. Both line and recall signals on these lines should be given your immediate attention.
- e. In manual offices, lines serving observation posts are designated by red lamp caps with the associated answering jacks encircled with red paint.
- f. In dial offices a list of authorized observation post telephone numbers is provided as called for in Traffic Bulletin No. 16. It is expected that calls from observation posts to Army Filter Centers will be routed through Long Distance, the observer dialing the code for reaching Long Distance. There may be cases, however, where observers call the special service operator to ask for connection to Long Distance and it is intended that all such requests will be immediately accepted and the connection established.
- g. Army flash calls will not be accepted from stations not designated or listed as authorized observation post telephones unless the observer explains that his observation post telephone is out of order and that he will talk from the alternate telephone.
- h. If the call is from a coin station, proceed as on a call from a regular station since the charge for the call will not be paid by the calling party. Return the deposit as soon as possible after acknowledging the order.

2. REACHING LONG DISTANCE

If your office has a specially designated trunk to Long Distance for handling army flash calls, use this trunk if it is available. If it is not available, or if you have no specially designated trunk, reach Long Distance in the usual way.

3. PROCEDURE UPON RECEIPT OF THE ORDER "ARMY FLASH (CALLING NUMBER OR NUMBERS)"

- a. Immediately check the answering jack and number plate (in manual offices) or the list of observation post numbers (in dial offices) to make sure that the call is from an authorized observation post telephone.
- b. If the call is from an authorized observation post, proceed as follows:

Consult your switchboard bulletin, if necessary, to determine the sector number you must give when you advance the call. Immediately reach Long Distance, pass the details to the operator who answers in the hearing of the calling party as, "ARMY FLASH, SECTOR (sector number), CHECK (calling office name and number given)."

- c. If the calling party gives his authorized observation post telephone number and explains that his telephone is out of order and that he is talking from another telephone, accept the call, pass both numbers to Long Distance in the hearing of the calling party as, "ARMY FLASH, SECTOR (sector number), CHECK (authorized observation post telephone number) CALLING FROM (calling office name and number given)."
- d. If the call is from an unauthorized station and the calling party does not explain that his authorized observation post telephone is out of order, say, "ARMY OFFICIALS HAVE ASKED US NOT TO ACCEPT AIRCRAFT WARNING CALLS UNLESS PLACED FROM AUTHORIZED TELEPHONES." If the calling party does not hang up, say for example, "I'M SORRY, I CANNOT COMPLETE YOUR CALL." Write a memorandum with the notation "Unauthorized" across the face of the ticket and send it to your chief operator. If the calling party insists on completion of the call, or expresses dissatisfaction, refer the case to your chief operator, who, if the occasion warrants, will refer it to the supervisory employee in charge.

Chief Operator: Make a record of the call in your log book and then forward the ticket to the General Traffic Supervisor.

- e. If the calling party fails to give his number, ask for it before advancing the call unless you can obtain it from the number plate.
- f. In manual offices, if the calling party is using a party line and fails to give you his letter or ring number, ask for it. If he cannot give it, do not delay the advancement of the call by further questions, but pass the call to Long Distance as, "ARMY FLASH, SECTOR (sector number), CHECK (calling office name and number), PARTY LINE," or "ARMY FLASH, SECTOR (sector number), CHECK (authorized observation post telephone number), CALLING FROM (calling office name and number), PARTY LINE," as the condition warrants.
- g. If the calling party hangs up before the call has been completed, immediately ring him back and ask him to hold the line. If he objects,

tell him that it will result in faster completion of the call if he will hold the line.

4. CALL RECOGNIZED AS ARMY FLASH CALL, BUT ORDER RECEIVED IN ANY MANNER OTHER THAN, "ARMY FLASH, (CALLING NUMBER OR NUMBERS)."

Proceed as in paragraph 3b, 3c, or 3d as the condition warrants. Make a notation on the back of the ticket indicating the manner in which the call was placed.

Chief Operator: Send a note to the General Traffic Supervisor indicating the manner in which the call was placed, the calling number, and the date.

5. REQUESTS RECEIVED REGARDING AIR RAID WARNINGS

If the calling party requests information regarding air raid warnings, say for example, "I'M SORRY, I DO NOT HAVE THAT INFORMATION."

Exception: If your chief operator has provided you with a report, give it.

Chief Operator: Do not instruct your operators to give a report unless you have obtained authorization from your traffic supervisory employee in charge to give reports concerning the specific emergency existing.

6. SUPERVISING ON SIGNAL AND DISCONNECTING

(Understand that Long Distance will not complete army flash calls over toll switching trunks, She will not receive switchhook supervision from the calling party, but will receive supervision from the Filter Center.)

If only the front supervisory signal lights, challenge, and if no response is received, disconnect the front cord. Hold the calling line awaiting a disconnect signal, challenging at frequent intervals.

If only the back supervisory signal lights, challenge, and if no response is received, disconnect both cords.

If the back supervisory signal flashes, do not disconnect the back cord immediately, but challenge with "Operator?" and proceed in accordance with the calling party's request.

7. DELAY ENCOUNTERED

a. Notify your supervisor if you encounter a delay such as:

1. A "no trunk" condition.
2. Poor transmission.
3. Equipment trouble.
4. Inability to understand the calling party.
5. Slow answer to Long Distance, etc.

Supervisor: Keep in close touch with the progress of the call and give any advise or assistance necessary to either the operator or the calling party in reaching Long Distance. In case of a "no trunk" condition, proceed as on an emergency call.

- b. Make a notation on the back of the ticket to indicate the cause of the delay and send the ticket to your chief operator.

Chief Operator: Make a record of the delay in your log book. If the delay appears serious, notify your traffic supervisory employee in charge.

8. WRITING TICKETS

If you are locally instructed to write tickets on army flash calls, show the following information:

1. Date.
2. Operator's number.
3. Calling place in the first line of the "from" space.
4. Observation post telephone number in the second line of the "from" space.
5. Name of place in which the Army Filter Center is located in the first line of the "to" space.
6. Enter "Army Flash, Sector (Sector Number)" in the second line of the "to" space.
7. Enter "WT (Tel. no. observer in talking from)" in the "remarks" space if the call is placed from an alternate telephone.
8. In the "Conv. Time" or "Elapsed Time" space, cross out this entry and write in "rec'd." Opposite this entry enter the time that you received the army flash call.
9. In the "connect" space, cross out this entry and write in "L.D. Ans." Opposite this entry enter the time that L.D. answers.
10. In the "Disconnect" space, cross out this entry and enter "F.C. Ans." (filter center ans.). Opposite this entry enter the time that the filter center answers.
11. In the "charge" space enter the rate of .05. (Entry is made in this item only if the ticket is made out in an office that forwards tickets to the Accounting Department.)
12. On the back of the ticket explain the reason for any delay encountered. Also explain on the back of the ticket whenever the observer places his call incorrectly. (When notations are made on the back of a ticket, the word "over" should be written on face of the ticket, preferably in the space concerned.)
13. Write the word "Unauthorized" across the face of the ticket if the call is from an unauthorized telephone as described in paragraph 3d.

Chief Operator: If you have been instructed to forward completed army flash tickets to the Accounting Department, plainly designate the envelope "Local Message Tickets" and forward on a daily basis. Make a log record of any information you wish to keep before forwarding the tickets.