

Modification of Repair Service Operation Because of War Conditions.

Arrangements have been made by the Plant Department to furnish 24-hour maintenance service for certain lines that are essential to national defense and public safety. Chief Operators in all offices will be supplied with numerical lists of the lines entitled to such service, for reference in handling repair service calls.

1. In connection with each case of trouble reported, after you have prepared a trouble ticket, consult the list of lines entitled to 24-hour maintenance service. If the number involved appears on that list, report the case immediately to the plant employee locally designated to receive such reports.
 - a. If the call is received at a time when no plant man is on duty (as during night hours in small exchanges), proceed as locally instructed to report the case to repair service at a distant point, or to call the designated plant employee at his residence. If it appears desirable, question the calling party as to the urgency of the case in order to determine whether or not the situation warrants immediate attention from a plant employee not on duty at the time.
2. If you receive a report of an escaped barrage balloon, handle the call on an emergency basis and report the case immediately to the plant department. If necessary call the responsible plant employee at his residence.
3. During periods of heavy traffic and when line load control measures are in effect, there will be more cases where customers fail to receive dial tone. If you receive reports of "no dial tone," proceed as outlined in Appendix 1 to General Division, Section 5.