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TELEPHONE  
COLLECTOR'S  
HANDBOOK

**NAME** \_\_\_\_\_

**LOCATION** \_\_\_\_\_

**RC** \_\_\_\_\_

**SUPERVISOR** \_\_\_\_\_

**TELEPHONE** \_\_\_\_\_

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## **SECTION 1 IDENTIFICATION**

### **1.1 IDENTIFICATION CARD**

You have been issued a Company Identification Badge (I.D.). Wear this badge at all times while on company property. When you are on duty and working off company property, you are required to have the badge in your possession. A lost I.D. should be reported to your supervisor no later than the end of your shift.

## **SECTION 2 CUSTOMER RELATIONS**

### **2.1 GENERAL**

General Telephone is vitally interested in providing the best possible service to all customers. This is not only desirable but essential as it is a necessary condition for any successful operation.

Teamwork on the part of all employees is necessary for maintaining good customer relations. This is especially true of those employees having daily contact with customers.

As a collector, you contact from 50 to 70 customers each day, and through your actions, you are in a position to favorably or unfavorably influence each customer's attitude toward the company. Therefore, you should develop and constantly be aware of the qualities that promote good customer relations; namely:

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- A. Maintaining a good appearance — A neat appearance will do more than anything else to create a favorable impression. Win approval for yourself and for the company by being neatly dressed and well groomed.
  - B. Greeting customers — When entering a customer's premises, always greet him or her with . . . "Good Morning;" "Good Afternoon;" etc. Upon leaving, say "Good Day;" "Good Bye;" etc.
  - C. Being courteous — There is probably no element more important in gaining a customer's goodwill than courtesy. Be understanding of the customer's or agent's point of view. In discussing, maintain an attitude of "What can I do to help?" Express a sincere desire to be of service and make clear that everything possible will be done to meet his/her need or to arrange some satisfactory solution to his/her problem. If a customer's problem or request is beyond your knowledge, consult your supervisor.
  - D. Performing your job well — Quality performance means more than simply knowing and carrying out the technical functions of the job. It's also doing your job in a manner that provides customers and the public with the best possible service and promotes public relations. A high regard for the safety of the public and yourself should be evident throughout your daily performance.

- E. Using initiative — Never miss an opportunity to make friends for yourself and for your company while on the job or off the job. Since the company's practices, policies and procedures are flexible, exercise good judgment in their application. Be alert to recognize special conditions and take action over and beyond the routine requirements of the job where this is warranted. If you have any doubt concerning the application of policies or action to be taken, consult your supervisor.

## **2.2 REQUESTS FOR REFUNDS**

While making your daily collections, a customer may request a refund to cover the cost of an unsatisfactory or incompleated call, local or long distance. This may occur for any of the following reasons:

- A. Called telephone did not answer or busy — instrument did not refund.
- B. Unsatisfactory call — noisy line, couldn't hear, etc.
- C. Interrupted call — operator interrupted conversation, called party hung up, etc.

In any case, express regret and explain to the customer that you are not authorized to make refunds; however, you can assist in arranging for a refund. This is done by calling the operator and explaining the circumstances covering the call, giving the customer's name, address, and telephone number. If the coin telephone at the location is inoperative, refer the customer to a nearby telephone and suggest that he call the operator explaining the circumstances of his call.

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## **2.3 PROPERTY DAMAGE**

If during the course of your work you cause damage to customer property, notify the owner (or other responsible person) of the damaged property immediately. Call your supervisor and explain the circumstances in which damage was caused. Your supervisor will instruct you on any further action.

## **SECTION 3 MOTOR VEHICLES**

### **3.1 USE AND SAFETY**

As a collector, you are required to operate a company vehicle between six and seven hours per day, travel approximately 20 to 200 miles a day, and make from 50 to 70 stops per day. For these reasons, it is imperative that you are a good driver and that you are thoroughly familiar with Vehicle Operating and Safety Procedures and with the company rules and practices which apply to the operation of your vehicle. While operating your collection vehicle, you should always:

- A. Carry a valid California Driver's License and your company Driver's Certificate.
- B. Use your collection vehicle **ONLY** for making collections. Obtain the approval of your supervisor prior to making any side trips or detours off your assigned collection route.

- C. Obtain the approval of your supervisor prior to transporting another employee in your collection vehicle. Non-employees are not permitted to ride in collection vehicles.
  
- D. Be sure an emergency first aid kit is in your vehicle. Know how and when to use its contents. Keep it properly stocked at all times. The following is a list of items to be stocked in your first aid kit.
  - 1. Particle mask
  - 2. Adhesive bandages
  - 3. Bandage compress, 2 inch
  - 4. Bandage compress, 4 inch
  - 5. Eye dressing packet
  - 6. Alcohol sponges
  - 7. Ammonia inhalant
  - 8. Adhesive bandage, knuckle cloth
  
- E. Apply the following rules while driving or making collection stops:
  - 1. Drive carefully within speed limits or as road conditions permit. Obey all laws, traffic lights, and signs. Be considerate of others by yielding the right-of-way. Watch out for road hazards, children, pedestrians, and other traffic. Keep in mind your own safety and that of others.

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2. Fasten your seat belts before moving vehicle.
  3. Place safety cones at all times when parked.
  4. Park your vehicle legally. Do not commit the following infractions:

Double parking.

Leaving the motor running when making a collection.

Failing to set hand brake and put gear-shift into park or gear position.

Parking on the left side of a two-way street.

Parking in such a manner as to obstruct traffic along streets and thoroughfares.

Parking in such a manner so as to obstruct driveways, gas pumps, sidewalks, or other space needed by customers.

Failing to place safety cones.

Failing to place chock blocks, as required.

5. Remove ignition and working-lock keys while making a collection.
6. Lock all containers, safe doors, and vehicle doors while not working in the immediate vicinity of your vehicle and maintaining visual control.

7. Whenever possible, park on public rather than private property. Avoid parking such that "back-up" is necessary to continue on route.

Your adherence to vehicle codes, safety rules, and security and operating procedures will benefit you, the company, and the public . . . because:

- A. As a courteous and careful driver, you gain respect for yourself and for your company.
- B. You reduce the risk of traffic citations which you, as the driver of the vehicle, are required to pay. Don't risk losing your driver's license and your job.
- C. You do not put your safety or that of others in jeopardy.
- D. You ensure economic usage of your vehicle by preventing unnecessary maintenance.
- E. You minimize the possibility of theft and robbery.

**REMEMBER** . . . violation of vehicle codes, safety rules, security and operating practices is a serious offense which may be considered just cause for dismissal.

### **3.2 MAINTENANCE AND BREAKDOWN**

As the assigned driver of a company vehicle, you are responsible for vehicle cleanliness and the maintenance of tools, containers and safe carried in — or attached to — your collection vehicle. Always remove trash and debris from inside

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your vehicle before the end of your shift. Report any mechanical defects and fill out Motor Vehicle Faulty Condition Report, Form 606975 (Exhibit 1). Preload and stock your vehicle for the next day after completion of your assigned route. Whenever possible, you should arrange to have your vehicle fueled, washed and repaired at night.

Before starting on your assigned route, you should make sure your vehicle is properly stocked, including an emergency first aid kit and a supply of Form 602520, Notice of Automobile Accident (Exhibit 2). Make sure that reported mechanical defects (if any) have been repaired.

### **WARNING**

Never start on a route in an unsafe vehicle or continue to drive one which has become unsafe. In either case, notify your supervisor and obtain further instructions.

In addition, prior to leaving the parking area, you should check the following items:

- A. Tires (visual inspection).
- B. Operational Brakes.
- C. Parking Brakes.
- D. Directional Signals.
- E. Lights.
- F. Windshield Wipers.

- G. Visually inspect entire vehicle for cleanliness, damage (dents, broken glass), etc.

In case of a vehicle breakdown while in transit, lock the interior containers and vehicle doors. Go to the nearest telephone and notify your supervisor. Return to your vehicle and remain at that location until a relief vehicle arrives.

### **3.3 ACCIDENTS**

All motor vehicle accidents, no matter how small, in which your vehicle is involved should be reported to your supervisor immediately. You should remain at the scene of the accident until your supervisor or another responsible person arrives. If you are unable to call because of injury, accept assistance and request that your supervisor be notified.

Whenever possible, you should use the following procedures:

- A. Secure aid for anyone hurt.
- B. Fill out Form 602520, Notice of Automobile Accident (Exhibit 2).
- C. In response to an inquiry, the other party should be advised a full report of the accident will be made. Claimant's Instruction Card, Form 602356, should be given to the other party (Exhibit 3).
- D. Obtain the names and addresses of any witnesses.

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- E. Lock the interior containers and vehicle doors. Remain with your vehicle until a relief vehicle arrives.

### **3.4 THEFT**

Your vehicle may be stolen in circumstances in which you may or may not witness the theft.

If you **DO NOT** witness the theft, notify your supervisor immediately . . . **THEN** try to obtain information regarding the robbery, i.e., any person or persons who may have seen the direction in which the vehicle was driven out of the area, suspect(s) description(s), etc.

If you **DO** witness the theft:

- A. **DO NOT** try to interfere or identify yourself as the lawful driver of the vehicle. Offer absolutely **NO** resistance.
- B. If possible, observe person(s) involved in the theft and any other information which may be helpful in the apprehension of the thief (thieves), i.e., height, color of clothing, etc.
- C. Call the local law enforcement agency and give the following information:
  - 1. A General Telephone coin collection vehicle has been stolen from (location); include:

License number and roof identification number (on the vehicle brass key tag)

Body type

Color

Make of vehicle

2. The vehicle is (is not) equipped with an alarm device (describe).
  3. Last seen traveling on (name of street) in (north, south, east, west) direction.
  4. Description of thief or thieves.
- D. Notify your supervisor immediately.
1. Your supervisor will immediately notify the Security Department.

## **SECTION 4 SECURITY PRECAUTIONS**

### **4.1 PERSONAL SAFETY**

As a General Telephone employee, you are entrusted with money and equipment which you are required to safeguard at all times. However, your **OWN PERSONAL SAFETY** is the primary consideration under any circumstances. In the event of a holdup (or attempted holdup), you should proceed as follows:

- A. Offer **NO RESISTANCE**.
- B. Be observant so that you may supply as complete as possible a description of the suspect or suspects (height, color, clothing, wears glasses, scars, etc.) and other pertinent information (license plate number and make of car, if a motor vehicle is involved; direction of travel, etc.).
- C. Notify the local law enforcement agency.

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D. Notify your supervisor.

1. Your supervisor will immediately notify the Security Department.

If you think you are being followed by another vehicle, proceed as follows:

- A. Note license plate number, vehicle make, color, etc.
- B. Notify your supervisor **ONLY** after you think it is **SAFE** to do so and you are no longer being followed. If this is not possible, drive back to General Telephone property or until you meet a police car.

#### **4.2 COIN BOX SEALS**

During the performance of your work, you may find occasionally that the coin receptacle in a telephone has no seal, the seal has been broken, the seal has not been pressed, or that the receptacle is missing. Any such condition should be reported to your supervisor immediately.

#### **4.3 BURGLARY, ATTEMPTED BURGLARY, AND VANDALISM**

For the purpose of this handbook, the terms "burglary," "attempted burglary," and "vandalism" are defined as follows:

##### **Burglary:**

The coin box has been removed from the coin telephone either by lock picking or by force, or the entire instrument has been removed.

## **Attempted Burglary:**

Where there is evidence that an attempt has been made to remove the coin box but the effort failed.

## **Vandalism:**

Malicious damage such as breaking a window glass, rendering instrument inoperative, or general damage within the booth without evidence of intent to burglarize.

All cases of burglary, attempted burglary, and vandalism should be reported to repair services and to your supervisor. Provide repair service with the following information:

- A. Your name, name of customer agent, location and number of the coin telephone.
- B. Date and time of incident if known. If actual time and date are not known, give approximate time and date.
- C. Whether incident is burglary, attempted burglary, or vandalism.
- D. What equipment was stolen or damaged. Include any information which in your opinion may be helpful in investigating the incident.

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## **4.4 RIOTING, MASS GATHERINGS**

You may encounter rioting and mass gatherings during the course of your work. In such cases, you should proceed in the order shown below:

- A. Leave the area and contact your supervisor.
- B. If unable to drive your vehicle out of the area, lock all containers and vehicle doors. Leave the area and contact your supervisor.

### **NOTE**

Under no circumstances attempt to make collections in an area where rioting or mass gatherings are in progress.

## **SECTION 5 COLLECTOR'S CHECKLIST**

### **5.1 "STANDARD" MATERIALS**

As a coin collector, you are responsible for collections, incidental housekeeping, reporting unusual conditions, and doing the job safely. You are also responsible for "seeing to it" that your vehicle is properly maintained and stocked. The following is a list of materials that should be stocked in your vehicle at ALL TIMES:

- A. Dolly.
- B. Refuse containers.
- C. Directories.
- D. Dial instruction cards and windows.

- E. Lower housing screws.
- F. Screwdriver.
- G. Dust cloth, paper towels.
- H. Cleaner (liquid).
- I. Whisk broom and dustpan.
- J. Temporarily Out of Service Stickers, Form 603817.
- K. Ballpoint pen.
- L. First aid kit.
- M. Motor Vehicle Faulty Condition Reports, Form 606975.
- N. Lubricant for locks (silicone base).
- O. Coin telephone loose coin envelopes.
- P. Accident Report, Form 602520.
- Q. Gloves.
- R. Chock blocks.

#### NOTE

Whenever possible, "standard" and maintenance equipment should be checked and loaded into your vehicle at the END OF YOUR SHIFT.

## **5.2 CHECKOUT MATERIALS**

Prior to leaving on your assigned route, you will receive the following material from your supervisor:

- A. Route books containing route cards with keys attached.
- B. Vehicle ignition and door keys. Working-locks keys.
- C. Locked and sealed empty coin boxes, preloaded in shipping cases.
- D. Tachograph recording disk.
- E. Test coins.

### **NOTE**

Whenever possible, coin boxes are checked and loaded into your vehicle at the **END OF YOUR SHIFT.**

## **5.3 CHECKOUT PROCEDURE**

- A. Verify receipt of equipment and materials listed above (5.2) by signing the Collector's Daily Assignment Record, Form 603810 (Exhibit 4).
- B. Load vehicle; insert and lock tachograph recording disk.
- C. Determine shortest or most convenient route to the collection area.

- D. Visit each coin telephone station in accordance with the sequence specified for the route. DO NOT visit a station out of sequence without authorization from your supervisor.

### NOTE

DO NOT leave your area of collection for breaks or lunch.

## SECTION 6 COLLECTION, TEST, AND INSPECTION PROCEDURES

### 6.1 ROUTINE COLLECTION AND TESTING

Collection and testing procedures should be performed as listed below, in the order shown.

#### A. Collection —

1. Compare telephone number against number shown on Coin Telephone Route Card, Form 603845 (Exhibit 5). If numbers differ, make a notation on back of route card (or on paper slip and attach to route card), and call your supervisor for further instructions.
2. Remove key from pocket of route card, unlock vault door and check out-box serial number against number on route card. If numbers differ, enter out-box serial number on the route card on first open line below the serial number (see Exhibit 6).

3. Remove coin box and check seal. Check seal on empty coin box and insert in lower housing.
4. Enter date, time of collection, your initials, and the serial number of new (empty) box on route card.
5. Lock vault door.

#### B. Coin Test —

1. Remove handset and listen for dial tone.
2. Break dial tone with a dime. Dial any digit (except 1).
3. Hang up for coin return. If no coin returns, notify repair services. Enter amount lost, telephone number, and date on back of route card (or on paper slip and attach to route card).
4. Report ALL cases of trouble to repair services, and place Temporarily Out of Service Sticker, Form 603817 (Exhibit 7), across coin slot.

#### C. Coin Box Storage —

1. Arrange collected boxes in shipping cases following the collection sequence (starting at TOP row and from LEFT to RIGHT). In the event of no access, proceed as specified in 6.5.
2. Place shipping cases in safe after four/six coin boxes have been collected.

D. Collection Reports — Call coin center twice daily and report stop locations (route sequence number).

1. Between 10:00 a.m. and 11:00 a.m.
2. Between 2:00 p.m. and 3:00 p.m.

## 6.2 INITIAL COLLECTION

For the purpose of this handbook, “initial collection” is defined as the time that a NEW telephone (on any route) is collected for the FIRST time. The following additional procedures should be followed when making an initial collection.

- A. Verify address and telephone number shown on route card. Correct if necessary.
- B. Complete “Location — Access Information” on route card, including the following information, as applicable.
  1. Type of Installation — Whether outdoor or indoor, full both, boothette, canopy, shelfette, wall telephone, customer-owned booth, etc.
  2. Building name, building number, floor and room number, etc.
  3. Nearest cross street, on ramp, off ramp, etc.
  4. Where the telephone is difficult to locate, include landmarks such as “near manager’s office,” “on the mall across from Sear’s entrance,” etc.

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5. Access hours (if other than 8:00 a.m. to 5:00 p.m.).
- C. Verify sequence number (to verify if the order-of-collection number falls in the proper geographical sequence). If not properly sequenced, notify the routing clerk (in writing) indicating location, nearby cross street or other landmark and, if possible, the number of the nearest coin telephone.
  - D. Inspect lower housing compartment to verify that the four lower housing screws are in place. If screws are missing, install missing screws and notify the coin center.
  - E. If you cannot unlock vault door (wrong key, broken or jammed lock, etc.), call coin center and report nature of problem. Mark route card "N.C." (Not Collected).
  - F. Notify the coin center regarding ANY problem encountered while making an initial collection.

### 6.3 OVERFLOW

For the purpose of this handbook, "overflow" or "loose coins" are defined as coins found inside a telephone booth, coin telephone return chute, or coins found inside the coin telephone but outside the coin box. The following procedure should be followed when making an "overflow" collection:

A. Loose or overflow coins should be "accredited" to the coin telephone in which they are found in the following manner:

1. Place loose coins in a Coin Telephone Loose Coin Envelope, Form 606832 (Exhibit 8). Enter coin box number, telephone number, amount, and your initials on the envelope. Attach envelope to the collected coin box.

DO NOT substitute other coins for loose coins.

DO NOT insert loose coins in the coin box. Use a loose coin envelope.

#### NOTE

Failure to report loose coins as delineated above may result in disciplinary action and/or dismissal.

#### NOTE

Carry Loose Coin Envelopes on your person at all times when making collections.

## 6.4 LOST ARTICLES

Articles such as packages, billfolds, etc., found in or around coin telephone booths should be hand-delivered to the owner (or representative thereof) of the premises or property in which the telephone booth is located. Report all cases to

your supervisor, including the name of the person to whom the lost article was delivered. If the owner (or representative thereof) of the business or property cannot be located, report the lost article to your supervisor at that time. Deliver the article to your supervisor at the end of your shift.

## **6.5 NO ACCESS CONDITIONS**

If you cannot gain access to a coin telephone, proceed as follows:

- A. Make inquiries of neighboring businesses to determine possible access time and day.
- B. On route card, enter "N.A." (No Access) under remarks column.
- C. Enter data as specified below:
  - 1. Enter "N.A." and reason for no access on the back of the route card (or on paper slip and attach to route card).
- D. Return at the end of the route (or during the route if driving time can be saved) for second collection attempt. (Obtain authorization from your supervisor for the station out of sequence visit.)
  - 1. If you cannot gain access on second attempt: Enter "N.A., second attempt" and time of day on route card. (Refer to your supervisor for follow-up action.)

2. If you can gain access on second attempt:  
Place collected coin boxes in the last shipping case, or in order of collection.

## **6.6 INSPECTION PROCEDURES**

You are responsible for inspection of coin telephone facilities on your collection route. You should be particularly alert for conditions which may result in INJURY to personnel or DAMAGE to property. The following is a list of "items you should inspect for":

- A. Hazardous Conditions — Report all hazardous conditions to repair services and to your supervisor.
  1. Sign not securely fastened to booth, building, or pole.
  2. Loose instrument.
  3. Clearance pole leaning, broken, or rotted at the butt.
  4. Broken glass in doors or windows. Remove all broken glass from panel and surrounding area. Never leave jagged glass on booth.
  5. Broken bumper posts. Absence of bumper posts when they are obviously required.
  6. Unpainted bumper posts, making them difficult to see during evening hours.

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7. Booth not securely fastened.
  8. Elevation of cement foundation presents a safety hazard.
  9. Broken or improperly fastened ceiling fixtures.
- B. Unsatisfactory Conditions — Correct or report to repair services, as indicated.
1. Booths
    - a. Poor condition of metal, plastic, hardware (report to repair).
    - b. Unclean conditions (perform minimum maintenance — report unusually bad conditions to repair).
    - c. Burnt out lights (report to repair).
  2. Directory and Directory Facilities
    - a. Directories obsolete, missing, or mutilated (replace).
    - b. Directory hangers missing or broken (report to repair).
    - c. Binders broken or of improper size (report to repair).
  3. Instrument Condition
    - a. Dirty (damp wipe).
    - b. Frayed or badly worn cords (report to repair).

- c. Receiver-Transmitter caps chipped, broken or missing (report to repair).
  - d. Dial Instruction Card mutilated or missing (replace).
  - e. Emergency Location Card mutilated or missing (report to repair).
4. Wiring
- a. Loose or exposed (report to repair).
  - b. Unsatisfactory drop wire conditions (report to repair).
5. Miscellaneous — Report to your supervisor
- a. Unsatisfactory Location — Too near foodstuffs, batteries, oil, etc.; located so as to create a hazard (on stairways, incline, etc.); access impeded by pin-ball machine, parked cars, tires, display, etc.
  - b. Improper Use — Telephone booth being used as a broom closet; merchandise or equipment stored in booth; booth inaccessible.
  - c. Burglary and Vandalism — Location prone to burglary and vandalism.

## 6.7 SPECIAL TRIPS

For the purpose of this manual, a special trip is defined as a trip or stop which is not a part of

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a "routine" collection assignment. Special trips are accounted for separately on the Collector's Daily Assignment Record, Form 603810 (Exhibit 4). Special trips include the following:

- A. Stops to deliver equipment or pick up collected coin boxes under the single-visit plan.
- B. Additional stops to collect stations not accessed on the first attempt.
- C. Stations collected more than once a week.
- D. Collections at intervals other than the normal interval due to special conditions such as conventions, ship arrivals, 3-day weekends, etc.
- E. Trips to install or replace directories, Instruction Cards, etc.

As indicated in Paragraph "A" above, you may be assigned to deliver equipment and pick up collected coin boxes and locks and keys from the facilities location. Proceed as follows:

- A. Equipment you are delivering must be signed for by the receiving location.

### IMPORTANT

If no one is there to receive the equipment, do not leave it. Call your supervisor for further instructions.

- B. Identification numbers on coin boxes and locks and keys being returned to coin center should be verified against the Coin Telephone Duplicate Key Activity Record, Form 603846 (Exhibit 9).
- C. Sign Activity Record only if it is accurate.

### REMEMBER

You are responsible for what you sign for until it is turned over to coin center.

Only pick up items that are circled on the activity sheet.

- D. All loose coin envelopes accumulated by facilities are picked up each time a visit is made. You are required to verify each envelope against the attached transmittal slip.

## SECTION 7 MISCELLANEOUS

### 7.1 PERSONAL INJURY

In the event you are injured, no matter how minor you think the injury may be, notify your supervisor immediately. If you are unable to call because of a serious injury, accept assistance and request that your supervisor be notified.

## SECTION 8 EXHIBITS

MOTOR VEHICLE & MOBILE TOOL FAULTY CONDITION REPORT					
FORM 606975 (12-70)		<b>DISTRIBUTION</b>			
REF. AD900.019		<i>Driver</i> { <i>Pink and Manila to Garage</i> <i>Yellow to Supervisor</i>			
<b>INSTRUCTIONS</b>		<i>Garage</i> { <i>Retain Pink -</i> <i>Manila to Driver</i>			
<i>Refer to Back of Yellow and Manila Copies</i>					
VEHICLE NUMBER	STALL NO.	PARKED AT:		DATE	
SPEEDOMETER READING		VEHICLE AVAILABLE AFTER (TIME)	DRIVER		
SUPERVISOR				RC	
CHECK LEFT COLUMN FOR ITEM(S) THAT REQUIRE ATTENTION RIGHT COLUMN FOR GARAGE USE					
DRIVER	ITEM	GARAGE	DRIVER	ITEM	GARAGE
	AUXILIARY ENGINE			LIGHTS	
	BATTERY			HORN	
	BODY, PAINT OR DECALS			LADDER RACK	
	BRAKES - FOOT			LIFT OR DERRICK	
	BRAKES - PARKING			MIRRORS	
	CHARGING SYSTEM			REAR AXLE	
	CLUTCH			REFLECTORS	
	COMPRESSOR OR AUX. GEN.			SPRINGS	
	DIGGER			STEERING	
	ENGINE OPERATION			TIRES	
	ENGINE - HEATING			TRANSMISSION	
	EXHAUST SYSTEM			UPHOLSTERY	
	FIRE EXTINGUISHER			WINCH	
	FUEL SYSTEM			WINDSHIELD WIPERS	
	GLASS			OTHER	
	INTERCOM				
ADDITIONAL INFORMATION DESCRIBING MALFUNCTION					
GARAGE FOREMAN				DATE	

Exhibit 1 — Form 606975, Motor Vehicle Faulty Condition Report



FORM 602356 (6-73)

**GTE** *In order to submit a claim for consideration, write to:*

**CLAIMS MANAGER  
GENERAL TELEPHONE COMPANY  
OF CALIFORNIA**  
POST OFFICE BOX 889  
SANTA MONICA, CALIF. 90406

*This is not an authorization to initiate charges or billing to General Telephone Company of California.*

**Exhibit 3 — Form 602356, Claimant's Instruction Card**

Form 603810 (5-82)		PRELOAD		No. Coin Boxes	No. Cases	Received By (initials)
<b>COLLECTOR'S DAILY ASSIGNMENT RECORD</b>						
Date		Collection Area		Route Nos.		Special Collectors
Time Out	Time In	No. of Regular Collections		Vehicle No.		Collector
Coin Boxes Out		Cases Out	Keys Out		Test Coins Out	No. Stops
Coin Boxes In		Cases In	Keys In		Test Coins In	No. Collected
Equipment Received by Collector				Equipment Returned to Supervisor		
REMARKS						

**Exhibit 4 — Form 603810, Collector's Daily Assignment Record**





Exhibit 7 — Form 603817, Temporarily Out Of Service Sticker

**LOOSE COIN TELEPHONE ENVELOPE**  
FORM 606832 (2-78)

H76123

	SLUGS	COINS
QUARTERS		25
NICKELS		05
DIMES		10
<b>TOTAL</b>		<b>40</b>

TELEPHONE NO. 394-9126

SUBSCRIBER OR AGENT JOES PLACE

ADDRESS 12160 E. THIRD

CITY SANTA MONICA

DATE 12 / 18 19 81

MONTH DAY

TIME 8 / 18 AM

HOUR MINUTE

REPORTED TO \_\_\_\_\_

*Joelle Smith*  
EMPLOYEE'S SIGNATURE

FOLLOW INSTRUCTIONS ON THE BACK OF THIS ENVELOPE

Exhibit 8 — Form 606832, Coin Telephone Loose Coin Envelope



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**SECTION 9  
CLASSIFIED INDEX OF  
TELEPHONE NUMBERS AND ADDRESSES**

- A. List frequently called number by subject rather than name. Suggested listings:
1. Coin Center (collection supervisor, routing supervisor, counting supervisor)
  2. Plant yards (single visit pickups)
  3. Police (by community)
  4. Repair Service (by division)
- B. Make entries in PENCIL so that index may be easily updated as required.

NAME & ADDRESS	Telephone no.
	area code

The demands of the service or  
the importance of the job are  
never so great that we cannot  
do the job safely.

General Telephone  
of California

GTE

00