



OPERATING DEPARTMENT

Circular No. 47

**Rules Governing Use
of
Telegraph-Telephone
and
Western Union Service**

EFFECTIVE FEBRUARY 1, 1962

**Issued By
C. R. Tucker
Vice President**

This Circular is effective February 1, 1962, and cancels all previous circulars and letters on this subject.

INTRODUCTORY PAGE

In addition to being a set of rules governing the use of our Telegraph and Telephone Lines and our relationship with the Western Union, it is the purpose of this Circular to serve as a guide and source of information to those whose duty it is to originate by dictation and those who write the telegrams for transmission, or originate telephone calls.

The cooperation of all officers and employees having occasion to use the wires, both telegraph and telephone, is earnestly requested.

Section I: This section applies to the use of Santa Fe Railway telegraph service.

Section II: This section applies to telegrams handled either in whole or in part over Western Union facilities.

Section III: This section applies to the use of Santa Fe owned long line Telephone facilities.

SECTION I

1. The use of telegraph service shall be restricted to communications of such urgency that traingram, regular mail or air mail will not serve the purpose. The wires must not be used merely as a convenience.

2. Traingram, regular mail or air mail service shall be used to the fullest extent possible in the handling of daily and miscellaneous reports, particularly those rendered at close of the business day that will reach their destination for attention the following morning.

3. Temporary reports required to take care of special situations shall be discontinued promptly when the purpose for which they were originated has been served. It is imperative this feature be watched carefully. It is suggested when a wire report is established that the need for its continuance be reviewed at the end of 10, 20, or 30 days. Perhaps at the end of 10, 20, or 30 days it can be changed to a mail report.

4. Telegrams (including telegraphic reports) shall not be addressed jointly to individuals at different locations who are concerned with only part of the data contained therein. In such cases separate telegrams shall be prepared.

5. Telegrams containing statistical information and reports such as 87, 88, 89, 94, etc., shall be carefully checked for accuracy before being filed for transmission.

6. To insure new or revised telegraph report forms being set up in a manner suited to our modern communication methods they shall be submitted to the General Superintendent of Communications & Signals for approval before being adopted. If it is a printed form it will be the duty of the Stationer to receive Communications Department's approval before printing.

7. Surnames only shall be used in the address and signature of telegrams filed for transmission over company wires, except that in cases where there are two officers of the same surname located at the same point and the omission of initials might cause delay and confusion, the use of initials is proper.

8. Each telegram filed shall bear an identifying, individual symbol, comprised of a letter and not more than three digits (e.g., A-999). Office file numbers, which are usually longer and do not identify the particular telegram, are not to be used.

9. Joint telegrams addressed to several persons but only intended for one or more persons by wire, with copies by mail to others addressed, show joint reference "JT ABC DEF By Mail to GHI JKL."

A. DEFINITION OF A JOINT TELEGRAM—

A joint telegram is one to several people where it is important that each party addressed know who received the message.

Example:

DX

CHICAGO JUNE 21 1961
JONES AMARILLO
SMITH GALVESTON
LMJ 105 JFS 125 SMITH NEEDS 10 CAT-
TLE 15 BOX 2 AUTO CARS GALVESTON.
JONES FORWARD FIRST TRAIN ADVIS-
ING MOVEMENT JT LMJ JFS A-62.
JOHNSON 210PM

- B. A telegram addressed to more than one person does not in itself make a joint wire.
Example:

DX

CHICAGO JUNE 21 1961
BUCHANAN AMARILLO
OSBORN GALVESTON
OLSON TOPEKA
WIRE NUMBER 140 POUND RAIL YOUR
TERRITORY NOT IN USE B 10
TUCKER 210PM

It is not necessary that any of those addressed know who has been asked for this same information.

While the "DX" classification has been shown in the above, you should indicate either "PX", "DX" or "NX" in accordance with needs of the service.

10. Requests for pay checks for employees will not be transmitted by wire, except in case of sickness or death, and then only by the Department Head.

11. Requests for passes for employees, or others, will not be transmitted by wire except in special imperative cases.

12. Requisitions for material and supplies will not be sent by wire except in special imperative cases.

13. Personal telegrams of employees will not be sent over Company wires.

14. Telegrams, excepting such as relate strictly to business in which the Railway Company is interested, will not be handled free on Railway Company wires for corporations or individuals having contracts with the Railway Company.

15. All telegrams must be in message form and reduced to the very least possible number of words. Punctuations should be used only when necessary for clearness.

16. The telegraph service is classified as follows: (PINK) pink telegrams, (PX) preferred telegrams, (DX) day telegrams, (NX) night telegrams.

17. Pink service is to be used only by officers listed below:

President
Assistants to President
Vice Presidents
Assistant Vice Presidents
Assistants to Vice Presidents
General Solicitor
General Attorneys

State Solicitors
General Freight Claim Agent (Limited)
General Claims Attorney (Limited)
Auditors (Limited)
Secretary-Treasurer
Land Commissioner
Chief Engineer System
Assistant Chief Engineer System
Chief Engineers
General Superintendent of Transportation
Superintendent of Transportation
General Passenger Traffic Manager
General Advertising Manager
Manager S.F.R.D.
Assistant Manager, S.F.R.D.
General Agents, S.F.R.D. (Limited to placing
and cancelling of Diversions)
General Managers
Assistant General Managers
Assistants to General Managers
Superintendents
Mechanical Superintendents (Limited)
Superintendent of Car Service
Car Accountants
Superintendents—Special Service
General Freight Traffic Manager
Freight Traffic Manager, Topeka, Amarillo,
Los Angeles, San Francisco, Galveston
(Limited to the issuance of important
embargoes)
General Freight and Passenger Agent,
Phoenix (Limited to placing and cancelling
Diversions)

General Live Stock Agent, Kansas City
Agents, U. S. Yards, Chicago, St. Joseph, Mo.,
U. S. Yards, Wichita (Limited to infected,
scabby or diseased livestock)
Special Representatives (Public Relations
Dept.)

(PINK) PINK TELEGRAMS are given preference on the wire over which they are to be transmitted, as well as over all other business in the office at which filed and awaiting transmission, and must not be used merely to call the attention of the addressee to the fact that the message requires prompt action or reply. That fact, if it exists, should be made apparent by the wording of the message and pink service used only to expedite the transmission of the message upon the wire.

(PX) PREFERRED SERVICE is to be used only in the handling of subjects requiring immediate and preferred attention and should be expected to reach destination within 1 hour.

(DX) DAY SERVICE is subordinated only to "pink" and "preferred" service, and should be used where the preferred service is not necessitated by the urgency of the subject and should reach destination in 2 hours.

(NX) NIGHT SERVICE is to be used where the delivery of the telegram on the morning following will answer the purpose of the subject and can be filed with the Communications Department any time during the day or night.

(DV) DIVERSION TELEGRAMS — Telegrams regarding diversion of carload freight should be handled in accordance with instructions contained in joint system circular issued by the Freight Claim Department, and revisions thereof, identified by the following numbers:

SFRD—130
AT&SF—122
ATSF-CL— 48
P&SF— 54
GC&SF— 90

Classification on Diversion Telegrams should be in accordance with the following:

PX DV
DX DV
NX DV

The Santa Fe has service to the following points not located on the Railway and telegrams addressed thereto should be handled the same as any other Santa Fe Railway telegram:

Atlanta, Ga.	New Orleans, La.
Boston, Mass.	New York, N. Y.
Buffalo, N. Y.	Peoria, Ill.
Cincinnati, Ohio	Philadelphia, Pa.
Cleveland, Ohio	Pittsburgh, Pa.
Des Moines, Ia.	Portland, Ore.
Detroit, Mich.	St. Louis, Mo.
Indianapolis, Ind.	Salt Lake City, Utah
Memphis, Tenn.	San Antonio, Tex.
Milwaukee, Wis.	Seattle, Wash.
Minneapolis, Minn.	Washington, D. C.

SECTION II

A telegram filed with Western Union for transmission costs the Santa Fe the same as any other user of the service. This places upon each holder of a Western Union credit card the obligation of using the lowest rate classification that will meet the service required.

For the purpose of effecting the most efficient and economical method of handling railroad traffic where it may require handling in part or entirely over Western Union facilities, the following procedures should be observed:

1. File all such telegrams where possible in Santa Fe telegraph offices regardless of addresses or destination.

2. Telegrams should be written on Western Union blanks only where it is imperative that the message be handled Western Union all the way. When filed on Western Union blanks, care should be exercised to see that the class of service desired is properly checked in the space provided for that purpose in the upper left-hand corner, using the most economical service commensurate with the importance of the message. Show complete credit card number in the space provided for that purpose and labelled "charge to the account of".

3. File all other telegrams addressed to other than Company employees on plain blank paper (not Western Union) and after the address show day letter, followed by the complete credit card number.

The use of the day letter mentioned above is merely an example and the class should be either **straight message** (full-rate telegram), **day letter**, or **night letter** to meet the needs of the service.

Following is an example of a standard telegram:

PX

CHICAGO JUNE 23 1961 848AM

J J KELLEY

114 PENNSYLVANIA AVE

WASHN DC-DAY LETTER WU BEYOND 44GA11-H)

MTX 68636. WAB 86754 ARR PORT CHGO 1225A 24.

MTX 86652. NYC 496246 REC PRR BELT 1145P 21 DEPT CHGO 1030A 22.

MTX 86649. SAL 47321 ARR EL SEGUNDO 645P 23.

MTX 86646. GN 65677 ARR EL SEGUNDO 645P 23.

MTX 86643. RI 90869 ARR EL SEGUNDO 700P 22.

CO 81232. ARR EL SEGUNDO 645P 23.

D A BAUMGARTNER SANTA FE

You will note the above example carries a preferred classification which will be observed over Santa Fe circuits and a day letter classification when turned over to the Western Union Telegraph Company.

The above example shows the proper signature to be applied on telegrams in whole or in part transmitted over Western Union facilities and the use of anything but the word Santa Fe after the signature is prohibited except on telegrams to Foreign Railroads where credit card number should appear as shown in example on Page 12.

The following information will be helpful:

Straight telegrams are normally delivered at destination within one hour and a half after the time filed at the point of origin.

Day Letters are normally delivered within three hours from time of filing but may be delivered any time during that day.

Night Letters are normally delivered the following morning by the time the receiving office opens, and may be filed as late as 2:00 A.M.

As an example of how the Western Union count words and charge for telegrams, the following is cited:

All groups of letters, other characters or figures which are not dictionary words of the eight authorized languages or combinations of such words or proper names, are counted at the rate of one word for each five characters:

Words	Words
Kansas City 2	10 PM 2
23rd 1	10PM 1
23 rd 2	Reurtel 2
ATSF 1	Retel 1
ATSF 124562 3	
124562 2	

As an illustration of the cost of Western Union service, using telegram addressed to J. J. Kelley, Washington, D.C., appearing under Item 3 of this

section, which was handled over Santa Fe owned or leased wires to Washington, thence turned to the Western Union for handling to destination with a total of 58 words, the charges would be as follows:

Straight Message\$3.25 plus tax
Day Letter 1.82 plus tax
Night Letter 1.08 plus tax

All telegrams addressed to a Foreign Railroad should be prepared on regular Railroad blanks and carry the word Santa Fe after signature, together with Western Union credit card number. The Communications Department will route such business over Railroad, Railroad-Western Union facilities, or turn to Western Union as the service requires. Example:

PX
TOPEKA JUNE 21 1961
C A JOHNSON FRISCO SPRINGFIELD MO
WISH TO HOLD MEETING OLATHE JULY 10
CONCERNING OUR JOINT FACILITIES THAT
POINT. CAN YOU ATTEND B 72
L J JONES SANTA FE 44GA11-K

SECTION III

To obtain the full benefits from our Company owned long distance telephone circuits and in order that all concerned may be apprised of the purposes for which they may be used, the following rules apply:

1. The use of our long distance telephone circuits is restricted to the business of the Railway Company and is confined to calls originated by its representatives. Except on Division conversational circuits, calls are restricted to those placed by Officers and supervisory employees of or above the rank of Chief Clerk or Sub-department Head.

2. Calls must be protected by those originating them. If, after placing a call, it is necessary to leave the location from which it was placed, the operator must be notified where person originating it can be reached, or the call cancelled.

3. Lines will be promptly surrendered upon request of the wire chief or operator. If desired, when the occasion for this action has passed, circuits will be restored to those from whom taken.

4. Circuits will not be held to permit obtaining information not readily available. Conversation must be concise and should be continuous or the line released. Circuits will not be used for transmitting statistical data or other matters of record that can be handled either by mail or telegraph.

5. Persons placing calls are required to supply the operator the following information:

- A. Name and telephone number of person calling.
- B. Name, department, and location of person called.
- C. In case of a long distance call which terminates in commercial telephone facilities off Railway Company property (city connection or toll) advice must be given our telephone operator whether the call should be placed over Telephone Company toll facilities or whether it qualifies for interconnection between Railway-owned facilities and Telephone Company facilities as set out below.

6. Santa Fe long lines may be used in connection with Telephone Company facilities either for local or long distance calls only when (1) the call is originated by a railroad employee; and (2) the call is made under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad rights-of-way, structures, or equipment.

7. Personal telephone calls of employees will not be handled.

8. A call to or from the Santa Fe long lines may be interconnected to Bell or other Telephone Com-

pany facilities at either end of the circuit but not at both ends simultaneously.

9. Emergency calls involving the safety of life or property may be made by anyone to or from Santa Fe long lines in connection with Bell or other Telephone Company circuits, and in such cases the Bell or other Telephone Company lines may be interconnected to both ends of the circuit simultaneously.

10. Railway-owned long line telephone circuits will be connected to Bell or other Telephone Company long distance telephone circuits to complete calls **on the request** of the following officials:

President
Vice Presidents
Assistants to President
Executive Representative of the President
Executive Representative
Assistant Vice Presidents
Assistants to Vice Presidents
General Solicitor
General Attorneys
Chief Engineer System
General Managers
Assistant General Managers
Assistants to General Managers
Superintendents
Chief Transportation Clerks-General
Manager's office
Chief Dispatchers

11. You should promptly conduct the business of the telephone call when contact with your party has been made. Inquiries about the weather, etc., while of interest at times, consumes circuit time and should be omitted.

The cooperation of all officers and employees having occasion to use our long distance telephone lines is earnestly requested.

12. The Communications Department will be held responsible for application of the provisions of this Circular.