



**Cheat sheet of abbreviations:**

These are "stamped" at the bottom of all message slips to better determine the nature of the call.

<b>Stamp</b>	<b>Meaning</b>
ALPHA	Client was alphapaged
PAGED	Client was paged
PATCH	Call was patched to client
CL B/L	Operator called backline
REMOTE P	"Remote Print" Operator faxed message to office
*NCC WN	"No Call Charge Wrong Number" Client was not charged for call because it was a wrong number
FAX TONE	When phone line was picked up, operator received a fax tone
LINE CHK	Operator called office to make sure phones were turned over
VMAIL	Operator called voicemail
HANG UP	Caller hung up before operator could get information
INTERNET	Operator emailed message
*NCC CLF	"No Call Charge Call Forwarding" Client was not charged for call because the phones were being forwarded to the answering service
GVE INFO	Operator gave information to the caller... usually pertaining to office hours or who is on call
CL HOME	Operator called home
CL CELL	Operator called cell phone
CL OFC	Operator called office
WCB	Caller "Will Call Back" and declined to leave a message
SALES CL	Caller was a sales call
CHK IN	Client was checking in for messages
RADIO	Operator made a call out/ safety check on the radio
XX DIAL EXTENDED	"XX" is for any operator initials, DIAL EXTENDED means that numbers were punched in after the call was initialized. (I.E. An operator dials a ten-digit pager number and then punches in a call back number on the pager. The number punched into the pager shows up as "DIAL EXTENDED".)

There is no charge to forward your phones to the answering service or to take them back. Additionally, there is no charge for checking in for messages on a dedicated check in line or for wrong numbers calling your account.