



FEDERAL AVIATION ADMINISTRATION

EASTERN REGION

OPERATIONS CENTER, AEA-6

D. Sprague	
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HATFIELD AEA-	-500 FAX #:
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IUMBER OF PAGES IN	CLUDING THIS COVER: 9
PER YOUR REQUEST FOR YOUR INFORMATION	FOR YOUR COMMENT
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Providing Command, Control and Communications,

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NEW YORK

DELAWARE

NEW JERSEY

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MARYLAND

DISTRICT OF COLUMBIA



Chronology of Events (All times are Local Eastern Daylight Time)

ALL ENTRIES HEREIN ARE PRELIMINARY AND SUBJECT TO CHANGE UPON RECEIPT OF NEW OR CORRECTED INFORMATION. DATA ARE FOR OFFICIAL USE ONLY.

Approximately 9AM: Construction worker, Richard Knowles, pilot West 4 Street and LaGuardia Place at construction site reports 767 hit 80th floor

Per AEA-505 NY AFSS advised Richard Nolar called to report incident. F. Schurat AEA-700 advised.

AAL77 IAD-LAX York lost over Indian @ 350

AAT Command Center

UAL175 North New Jersey - Ghost Target

9:20AM ZNY-ATC-Zero

AAL-11 confirmed Boston

9:25AM Data-radar data dump: AAL11 McCormick confirmed hit

AAL77 Lost at 9:25AM York Kentucky UAL175 Possible IAD arrival at IGN

9:30AM UAL175 Ron Ruggeri advises nothing from Newark

9:34AM Moving VFR away possible Military IAD no knowledge possible National (DCA) hotline

activation

9:35AM Maybe not AAL11 into WTC per McCormick

9:35AM DCA notified check Hotline activated; primary 3 miles south, now 1 mile

9:40 AM UAL175 501 confirmed from Canoles out of BOS

9:40AM Flight hitting west side of Pentagon by VFR 9:42AM DAL1989 Boston to LAX on ground hijack

UAL93 Bomb threat airborne ZOB reported by ZBW from EWR

9:43AM East Moving VFR to White House per John Hendershod IAD OM 6 miles SW

9:44AM IAD grounding aircraft getting airborne aircraft on ground

9:45AM A1 movement times requested (Florida)

9:47AM UAL93 descending in ZOB airspace south of Akron, OH

9:50 AM DAL1989 Hijack BOS-LAX near DRIER VOR B767

9:52 AM PIT evacuation of tower

9:55AM All commercial traffic on ground in Washington Area BWI/DCA/ADW/IAD

9:56AM AEA-500 attempting to contact facilities

9:57AM N90 update 1203Z POU VFR 160 southbound headed to WTC

9:58AM UAL93 heading SE to Washington Area

DAL1989 landing at CLE

10:01AM East southeast PIT 40 miles squawking 7500 UAL93 North

10:01 AM Possible another hijack

10:03AM Aircraft destined for USA diverting to Canada overflight; domestic stop

10:05AM Telcon with Manager/National Emergency

10:05AM Evacuate White House, Pentagon

10:06AM N90 Evacuation leaving 5 controllers in each area

10:06AM ZOB AFSS

10:06AM 501 decides to retain essential personnel only but Managers may need to recall

10:08AM ZOB – lost radar with UAL93 near Johnstown (JST), PA

10:09AM Check with TEB to broadcast on frequency 243.0, good to go, TEB to broadcast on

ground

10:11AM UAL93 heading to Washington all Sabra for reliever airports (no connection) 10:14AM 60 miles northwest of DCA fast moving UAL93 is down confirmed 40 Southeast JST, Sommerset, PA 10:15AM 10:16AM Fast westbound to Boston 16,000 reported by ZNY McCormick A1 airborne 10:18AM McCormick reported 10:19AM IAG Full ATCT evacuation 10:20AM DAL1989 on ground at CLE 10:21AM Sikorkski Helicopter 10:22 AM NOTAM issued: Washington area airports closed 10:25AM Bob Brickley, IAD Support Spec. line into IAD 10:27AM Brickley advises that DCA AFSS all airports in USA closed 10:30AM TEB Medevac only - WTC collapses 10:35AM Military aircraft 10:37AM DAL1989 flaps up at CLE on ground AAL77 ZKC airspace airborne 10:40AM Request PHL open for landing 10:44AM Per AEA-500 no aircraft except Military, Medevac and N4 10:46AM N2 Leaving DCA cleared to MSY 10:50AM ZBW FDIO-ATC-Zero per IAD (Boston ARTCC) 10:51AM AT conference bridge 9964 (McCartney for AT facilities) 10:52AM TFR issued establishing 5 mile radius of WTC 10:54AM N4 inbound DCA is cleared to land, Attorney General, ETA Noon, communications 10:57AM problems, destination ADW, diverted DCA CLE ARTCC small plane - evacuating 10:58AM 10:59AM AAL77 down Ashland, KY unconfirmed 5 Medevac Helo's military refusing 11:05AM N4 changing destination to DCA, we advised Canoles 11:06AM per 500 IAD to relay for DCA, Security requesting General Kavinidy (ACS-1) to be 11:11AM picked up in Puerto Rico. FAA Hangar 6 wants to send to Puerto Rico, Hangar 6 to contact Pete Challan, Brickley to relay. BWI staffing adequate - SWAP 11:14AM Law enforcement has not entered DAL1989. ORF Coast Guard; 3 distress calls reported, per Guy White 11:14AM UAL947, AC065, COA57 flight plans not stored 11:15AM AEA-505 Ruggeri calling Military SCATANA Procedures for ANE/AEA by Military -Military will confirm 11:16AM DAL1989 confirm Hijacking from AEA-700 (Arros) Security off tactical net 11:17AM ATCT talking to aircraft LAX diverting to Ontario per Lee Connor, Security 11:20AM 11:21AM DCA a lot of Military JFK evacuated per Port Authority reported by George Dodelin, cell (6) 11:22AM Dodelin DAL1989 taxiing to gate at CLE 11:23AM AAL77 ZID no wreckage Ashland, KY 11:24AM Ruth Marlin NATCA VP, Bob Tobin and Bill Peacock coming from MSY 11:25AM UAL23, Terminal 7, Gate 2; 3 Arabs refussing to get off plane at JFK N4 15 minutes out of DCA per ASDI 11:27AM Fighter escort for N4 into DCA 11:28AM N4 75 miles from IAD 11:30AM

10:10AM

Called IAD - no radar

11:31AM	Reference 11:14AM ORF: additional information; aircraft reporting from Consat Air Station, ALA877, COA51 these 2 aircraft getting the highest number of calls
11:34AM	General Kanivan Departed 11:30AM R108/680 Puerto Rico, West Palm Beach to Andrews
11:35AM	3 Medevacs Helicopters BDL to NYC; 5 TEB Medevacs
11:38AM	N4 escort? 65 west IAD; Quid26 N4 Holding (waiting escort)
11:39AM	PAT108 Citation San Juan 60180 tail # to West Palm Beach to ADW; General Kanivan
11.597111	on board
11:40AM	Pentagon requesting to take ATC operation, Canoles no knowledge, NMCC LTC Bucknam (13) (3) (3) (3) (4) (5) (6) (6) (7) (7) (8) (9) (9) (9) (9) (9) (9) (9) (9) (9) (9
11:46AM	N4 circling waiting for escort Life flights, each flight individually, case by case bases (parts) with Military, require Beacon codes. ZNY request release personnel - case by case basis. N4 28 West IAD heading DCA
11:47AM	COA57 and AC065 in Moncton airspace, AC065 reported OK
11:48AM	ATCS refusing to report to work NYC area - count ok now, Canoles advised
11:49AM	N4 10 west IAD
11:50AM	N4 over IAD
11:51AM	TEB still awaiting release for Medivac through service cell per Canoles need beacon codes and #'s.
11:55AM	N4 2 south of DCA. ORF: Coast Guard station reporting Airitala Cell # EICRL
	distress call
11:56AM	AGL 95 miles west of PIT
11:57AM	ERI evacuated twice
11:58AM	AEA-501 release ATD Eastbound first 2 persons to stay behind
12:00 Noon	Requesting Release for TEB medvacs #'s AEA-500 to Linda, HQTRS.
12.00 110011	N9LV 0344
	N121LF 0343
	N1930A 0345
	N5NJ 0347
	N886AH 0350
	N202SC 0353
	N302PS 0354
12:00 Noon	2 VFR 15 East of IAD (think Military near Camp David); DCA working
12:06PM	Order 7610.4J SCATANA procedures page 6-31 dated 11/98
12:08PM	14 USAirways, 3 in the air
	6 Helicopters BDL-NYC to Port Authority helipad to TEB
12:09PM	N2 has not departed no estimated departure
12:11PM	Deputy ATF-2, requesting MKC to near DCA
12:11PM	7 Medeva TEB per Hqtrs
12:14PM	Satellite # to Canoles
12:15PM	7 TEB Medevacs wheels up
12:17PM	AEA-500 requesting call signs on all medevacs
12:18PM	C182 out of MGJ
12.101141	10 Major carriers accounted for all aircraft
	2 PM principals only TELCON per Canoles
12:20PM	N2 at DCA confirm type is LR31 ASDI
	N2 rolling
12:21PM 12:25PM	3 Helicopters Medevacs ABE-NYC waiting DOD approval
	N2 airborne (130 minutes to destination MSY)
12:26PM	COA57 on ground at Gander
12:30PM	UAL947 Returned to Gander
	AC069 unknown
	Per Canoles and McCormick
10.2204	AEA-1 SECON D
12:32PM	Sikorski Helicopter N601S #1 WTC POU 1203Z
12:35PM	SIKOISKI MEHEOPET MOOTS #1 W TO POO 12032

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UA93 on ground Sommerset, PA AAL11 #2 WTC South turn around UAL175 WTC DAL1989 CLE AAL77 IAD LAY Pentagon Still Missing IAD gave i as # for medevac in ZDC 12:35PM Elkins, WV scramble on Air carrier? MD88 being intercepted? 12:35PM t FL350 one of theirs filitary command post LTC Bucknam 12:45PM 12:45PM Relocating Congress 12:50PM Increase security level 1:00PM Sikorski helicopter landed 20 minutes early, normal GE run at 1228Z to WTC 1:04PM wn Hudson 1:04PM erminated bridge with IAD 1:10PM Coordination with ATSCC - medevac from Harrisburg (MDT) to crash site in PA 1:10PM UAL175 radar data 1:11PM AAL11 requested from ALB 1200 codes from ALB Approach 1130Z to 1330Z AAL11 voice recordings posted on FAA intranet - AEA-505 setting up recordings. 1:13PM No information on the website - reference tapes. M. Cirillo wanted to set up line where AEA can approve medevac flights - need batch of 1:15PM codes Unconfirmed report Korean Air Flight (KAL) 017 inbound to LAX being hijacked. 1:18PM KAL 017 diverting into Vancouver, BC 1:24PM NY Governor N879 code 5601 HPN to Manhattan 1:25PM All information to Hotrs to be via AAT-20 website 1:26PM NORAD will not allow Medevac aircraft airborne 1:31PM Military Helicopter circling nuclear plant 1:33PM N876 Governor Pataki on NY State Police Department/SGT ADAR 1:35PM Helicopter HPN to East 34th street need clearance (5601 beacon code) denied due to unable to coordinate. UAL flight from IAD to PIT all have emergency personnel on board tail number 1:36PM N949UA. KAL85 squawking 7500. 1:38PM UAL requesting to have aircraft fly to PITT for rescue aircraft out of IAD - request 1:40PM Headquarters beacon codes for medevac aircraft provided to Headquarters for approval with 1:45PM military Radar data and WAV file received from ZBW 1:50PM No data to be released even internally per Canoles 1:53PM Principals only TELCON. 1:55PM Comm Center Reports citizens report B747 like aircraft coming down Hudson 2:00PM POU ATCT nothing Kingston Bridge to Beacon Bridge Reported aircraft is thought to be KC135 north of LaGuardia 2:05PM UAL93 SATORI - struggle 1328Z then 12 seconds climbed and descended over PIT and 2:07PM descended and crashed 40 east of PIT. TSD shut off outside FAA 2:10PM CNN is reporting flight paths as displayed on flightexplorer.com 2:15PM N90 reports 1256Z 7 NW ARD beacon code 3321 Fl286 490KTS 2:20PM ROSS 72 N172CV EF5055 HEF-Hilton Head, Deputy FBI Director) Released Beacon 2:25PM Code 07 FBI requests tapes will be confiscated AEA-500 advised S. Carper not to release tapes. 2:26PM New FDC NOTAM issued 2:30PM ANS - New Advisory has been issued Military/Lifeguard, Police can fly with approval of overlying center. ZNY requested CISD 2:35PM Advisory 41 - discrete beacon codes from overlying center

2:40PM

2:50PM	Tony Mello NTAP/SATORI from ZNY/ZDC CDR IAD BWI DCA to RAPTOR format
2:55PM	Upload data on AAT site per Canoles - keep originals in facility.
3:00PM	USA930 hijack from Madrid not verified with PHL or DCA
3:05PM	McCormick advised to release SATORI on AAT web
3:06PM	N2 going to DCA
3:07PM	Ross72 beacon code 0573 IAD to HEF is approved.
3:15PM	Radar data requested from IAD/DCA
3:16PM	LAX ATCT evacuated due to bomb in parking Lot 2 per Tom Davidson
3:25PM	Additional explosive at LAX found in old terminal
3:40PM	All Towers with active military will stay open per Rick
3:40PM	LGA personnel returning to Tower from emergency site.
3:55PM	Coordinate Arrival of PAT108 at ADW with military
4:00PM	Coordinate transport of passengers of N2 from DCA to FAA headquarters N2 ETA DCA
4:07PM	Coordinate escort of N2 in to DCA
4:20PM	N7601C Sikorsky out of POU – normal operation
4:22PM	UAL175 data forwarded into Hdqtrs.
4:25PM	Discussion with HQ on medevac discrete beacon code and we can allow to let them go
4:28PM	LTC Mahoney will be called to make sure that
	NATCA meeting in New Orleans people being trained in CISD 153 165 165 165 165 165 165 165 165 165 165
4:30PM 4:32PM	Change Advisory 41 (Amendment): After law enforcement and Emergency evacuation
4:32PM	flight in NAS
4:32PM	"WILD" flight to intercept N2
4:33PM	UAL175 data received by Hdqtrs
	N2 ETA 27 minutes at DCA given to Hdqtrs from ASDE
4:34PM	Effective immediately USA Flights Civil and foreign Civil in NAS prohibited except
	IAW Advisory 041 as amended
4:35PM	BWI advised to call on radar data request
4:35PM	POU N
	AAL11 #2
	UAL 175 #3
	Per McCormick ELT first heard before AAL11 hit
4:38PM	Request JFK UAL175 off and UAL176 and off times; UAL175 1215Z out of BOS
4:38PM	Request JFK to review strips for UAL flights from JFK to BOS
4:39PM	ZNY AAL11 #2 Aircraft
	UAL175 #3 Aircraft
	Reports will have all information in 30 minutes
4:45PM	Mayor YYZ called for 2 medevac helicopters from YYZ to NYC for help.
	Need call signs for Medevac aircraft – approval from Canoles (5) (6)
4:46PM	2 Helicopters from Toronto to NYC - Mayor's Office
	Call Rick Hostelte
4:54PM	ZNY upload AAL11 done
	UAL175 north 35 miles out
4:55PM	NORAD will request flight tracks from Origin to impacts.
	N2 on deck DCA
4:55PM	UAL175 into WTC per McCormick ZNY
5:05PM	POU N7601S departed at 1203Z went to Wall Street left Wall St. at about same time of
	incidents at WTC wnt to BOS; at this time is on the ground in BOS.
5:10PM	Millville AFSS and ACY ATCT tapes - screaming at 1228Z Millville and 1215Z ACY.
5:11PM	ETMS Data will be stopped per Salim Haber AEA-401
5:18PM	UAL93 N591UA B757-200
	AAL77 N644AA B757
	AAL11 N334AA B767-200
	UAL175 N612UA B767-200

UAL93 EWR-SFO confirmed changed DCA as destination in ZOB information passed to Sprague to Canoles

CGIMT Toronto Medivac out of YYZ

	Commit fortune incurred out of 112
5:23PM	Controller input to change to DCA from SFO at ZOB
5:30PM	UAL175 changes beacon code
3.30FW	1470-3020-3321 Sector 42
	SATORI = ZNY 01 S11 8 R42
5.05D) 6	Information per McCormick to Sprague
5:35PM	UAL93 Request from VP for data on Aircraft
	Short Summary UA93 JST
	Point of Departure
	Hijack FAX
5 45D) 6	
5:45PM	Chronology sent to Canoles and Sprague by Ron Ruggeri; receipt verified
5:53PM	12:46:05Z AA11 radar lost
5:57PM	FDC 1/19760 issued NOTAM
	UAL93 1247Z depart EWR Beacon Code 1527
6:10PM	Crash reported into VA Hospital in Dayton Ohio
	VA hospital explosion if VA Hospital in Dayton, possible sonic boom
6:25PM	ATCT's open through night, 11 total
	HPN CHO ILG PNE MMU CXY
-9	POU BGM RDG ISP SBY (unable to remain open due to personnel)
6:28PM	House fire in Dayton, Ohio
6:29PM	4 aircraft released by Hqtrs SE to NE:
	N241LA C500 FAY-ADW Multiple trips
	N242LA C500 FAY-ADW Multiple trips
	N160AR BE350 ORF (Oceana) - ADW Multiple trips
	N208DG C208 ORF (Oceana) - ADW Multiple trips
	Beacon Codes assigned by Sector
6:30PM	N1NA off DCA destination IST (GO TEAM)
6:38PM	Reporters call in line (16) (6) (reporters only)
6:50PM	ROC (T. Trubiano) distributed Situation Report #1 signed by Dan Noel, Manager,
5 52355	Emergency Operations Staff
6:53PM	CDR on AAL77 being run by IAD
6:55PM	Light Twin prop heading toward Los Angeles
7:00PM	Steve Alagna United Airlines GO TEAM drove to JST
7:02PM	AWP update Light Twin out of Orange County 2,000' 3,000' AWACS and F16,
	watching and LA Approach watching (information from concerned citizen)
7:08PM	ZDC advised ENTAP on AAL77 being compiled
7:10PM	ZNY update voice on SATORI #8 sent for Hqtrs and AEA
7:10PM	AAL9014 FEMA DAL to JFK ETA 82 mins. Coordination complete
8:13PM	Headquarters requesting a PIT contact for FBI to review recordings. Drug Enforcement
	Administration (DEA) not authorized; however, DEA agent Simone is working for FBI.
8:15PM	AAL77 radar plot faxed to Canoles.
8:22PM	ZNY NTAPs on ccmail for Doug Gould, Tony Mello, & Ron Ruggeri.
8:24PM	Headquarters inquires whether PIT has radar coverage over Indian Head (IHD) VOR.
	AEA-505 requesting information, PIT is unable to see over IHD.
8:26PM	Marines requesting approval to enter New York City via air. This request was forwarded
	to Headquarters.
8:29PM	AEA-505 requesting CDR plot from Clarksburg (CKB) ATCT for UAL93, at the request
	of AAT-201 (Mello).

0.25014	AAL9014 landed JFK. FEMA on board.	
8:35PM	ZDC reporting a problem with discrete codes from PHL and ORF approach controls. We	
8:46PM	advised Headquarters. LTC Atkins looking into situation. LTC Atkins to call ZDC direct.	
9:00PM	FDC Advisory 45 recovery for 9/12/01.	
9:09PM	AEA-505 reported that CKB Airway Facilities (AF) coming in to pull tapes. AEA-401 advised; MCC calling technician.	
9:35PM	AEA-401 (Haber) reported that AF technician will report to CKB at 9:45PM.	
9:36PM	Dan Diggins, AAT-201, assumes watch, for AAT-20.	
9:58PM	Tony Mello requesting Primary off PIT Plot, RAPTOR shows UA93 SE to Boundary; for	
	FBI. PIT Advised.	
10:20PM	ZNY faxing rough transcripts on UAL and AAL	
11:00PM	AEA-1 decided that the Regional Office will be closed 9/12, AAT-20 advised.	
11:15PM	CKB Data unable to transmit, disk being driven to PIT ETA approximately 9/12/01	
	12:45AM. Pelkowski notified of disk coming. AAT-20 Jeff Logue advised.	
11:26PM	Bill Buck asked about planes in P56, Jim Slate said Secret Service aware, military fighter without transponder. Relayed back to Bill Buck.	
11.20DM	ZNY McCormick advised that local police are at Long Island radar sites.	
11:30PM		
11:32PM	No data to be released to anyone but Dave Canoles per AAT-20	
00:01AM	12 September 2001	
00:07AM	Aircraft over Fredericksburg, VA? (inquiry). RIC, IAD, DCA show nothing	
00:32AM	HDQ CMD Center - 253 flights landed in Canada	
	requesting US Airports, JFK, EWR, ATL, CHI, SFC, DET, DAL, MIA	
00:38AM	From Rick inquiry to Bob Napurano - 253 flights in Canada - when does PONYA	
	anticipate to be open for operations?	
00:56AM	HDQ CMC inquiry. How many flights have been authorized outside of those specifically identified, DOT, DOD, LAW, LIFE i.e. response teams using other than Lifeguard Callsigns. AEA has none, so far.	
	The state of the s	
01:17AM	Inquiry to HDQ CMC from FEMA. Any priority being considered for FEMA Response	
	Personnel on Airlines when they start to fly tomorrow? CMC advised FEMA to make	
	inquiry direct to the Airlines.	
01:33AM	Inquiry from SYR - Local LAW Potest - Air 01 - need Code from ZBW Coordinating number for ZBW	
01:47AM	Active Air Defense Scramble off Langley	
01:53AM	HDQ CMC needed assistance of FBI Agent - AEA CMC had one sitting in - problem	
	was requests coming in for FAA Tape info from Local FBI Offices.	
01:56AM	AEA FBL Agent informed Local FBI Office of procedure to put all requests through AAT-20	
02:01AM	Request from Linden NJ Airport to land Airforce Flight from Dobbins AFB, also	
	requesting ground support, transportation etc. Mike Sammartino advised unable to	
	validate time or flight, we have no knowledge of active flight at this time.	
02:13AM	Request coordinated through HDQ CMC from NY FBI Office for copy of All voice tapes of ATC Communications on all four Aircraft AA 11 BOS (T), ZBW UA 175 BOS	
	(T), ZBW, ZNY UA 93 EWR (T), N90, ZNY; ZOB AA 77 IAD, DCA, ZDC, ZID	
02:25AM	All Facilities notified of above request	
02:27AM	DCA advised a REACH FLT over Ohio requesting to land ADW is being diverted to	
	DOV - Info is one of the Cabinet Sect is aboard.	
02:32AM	PONYA advised that no estimate of opening times can be given until after morning	
Comment of the S	coordination meeting at 6 AM local.	
02:40AM	Rick advised IAD call in someone on OT to assist with above Tape request. One problem is tape is locked up in secure cabinet.	

02:40AM	HDQ CMC advised National Alert from FBI in Miami for two vehicles – a 1989 Red Pontiac 2 Door and a 2001 Olds Tan 4 door.
02:43AM	HDQ CMC Expecting National Security Plan for Aviation by 4 AM. Administrator and Staff to meet at 8 AM on Plan. Operational brief to follow at 9 AM.
02:55AM	Police Sgt from NY reported Cell Phone report of Commercial A/C heading east toward the Hudson River.
03:00AM	ALB (T) states a C 17 arrived.
03:01AM	M. Grant saved info Sept 11 Chronological (Log) to new disk 911 Disk 2 and also to "C" Drive.
03:30AM	RIC reported fast moving primary target in their airspace.
03:32AM	Target later Identified as a Tanker aircraft which had lost transponder
03:56AM	IAD reported slow moving primary target vicinity of Casanova.
04:13AM	Per TV News Polease two numbers for checking on or reporting casualty in NYC, IY Autotorium, NYPD
04:20AM	IAD reports attempt to provide requested voice tape failed - recorder OTS. EWR reports requested tape is locked up in safe.
04:31AM	HDQ CMC requested what facility manning we expected this morning. Rick advised approaching normal. AEA would update after morning roundup approx. 5:30 AM.
04:40AM	Mike Sammartino gave all facilities on Conference phone heads up that a Facility Manning roundup would start approx. 5 AM.

P. 1

* * TRANSMISSION RESULT REPORT (IMMEDIATE TX) (SEP. 12. 2001 7:13AM) * *

TTI

DATE	TIME	ADDRESS	MODE	TIME	PAGE	RESULT	PERSONAL NAME	FILE
SEP. 12.	7:11AM	(b) (6)	G3ES	1'46"	P. 9	ок		3999

:BATCH
M :MEMORY TX
S :STANDARD
!\$:RAMOTE TRANSFER
+ :ROUTING

C :CONFIDENTIAL
L :SEND LATER
D :DETAIL
B :FAX ON DEMAND

S :TRANSFER
 :FORWARDING
F :FINE
 :PC

P : POLLING E : ECM) : REDUCTION % : PC DIRECT