



Contactability: Reserve, RON, and Off Duty

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This flow-chart explains how and when a Flight Attendant must call Crew Scheduling, answer a phone call, or return a phone call **during Reserve Assignment Period (RAP), on layover (RON), and off duty**. Reference sections 8.Q., 10.R.3., 11.B., 11.D., and 32.C.

Positive Contact is answering a call from a company employee or being verbally told by a company employee (or contract station personnel) in person to call CS.

