

How to Use the Telephone

OBTAIN CORRECT TELEPHONE NUMBER

ALWAYS obtain the correct telephone number from the current issue of the telephone directory. This will eliminate wrong number calls and unnecessary delay and confusion.

HOW TO PRONOUNCE TELEPHONE NUMBERS

You will find it helpful to pronounce telephone numbers as follows:

Garfield 1273—Say "Garfield One Two (Pause) Seven Three."

Humboldt 4418-J—Say "Humboldt Four Four (Pause) One Eight J."

Main 2100—Say "Main Two One (Pause) Hundred."

HOW TO SPEAK

Speak slowly, clearly, in an even tone of voice and directly into the telephone with the lips just clearing the mouthpiece.

When answering the telephone, do not say "Hello" but give your name; as for example, "Smith and Company, Mr. White speaking."

TO RECALL THE OPERATOR

If necessary to recall the operator for any reason, move the receiver hook slowly up and down until the operator answers; do not move the

hook rapidly. At telephones where the operator is signalled by turning a crank, the operator may be recalled by hanging up the receiver and calling over again.

THE BUSY SIGNAL

The busy signal is a rapid "Buzz-Buzz-Buzz" sound which informs you that the called line is busy. When you hear this signal, hang up the receiver and call again in a few minutes.

At some exchanges, instead of the busy signal, a report will be received from the operator, as, "The line is busy."

THE RINGING SIGNAL

The ringing signal is an intermittent "Burring" sound which informs you that the bell of the called telephone is being rung.

At some exchanges not equipped for giving the ringing signal a report will be received from the operator when the called telephone does not answer, such as "(called number) does not answer."

TO CALL FROM A COIN BOX TELEPHONE

Remove the receiver from the hook, listen to be sure there is no conversation being held over the line, deposit a

coin and call the desired number in the usual manner.

When the call is completed the coin will be automatically collected. If the call is not completed the coin will be returned at the time or after the receiver is hung up. Between successive calls the receiver should be replaced on the receiver hook for at least five seconds.

Any service difficulties or requests for refunds should be reported promptly to the operator. To do this it will be necessary for you to deposit a coin but this coin will be refunded unless a connection is completed for which a charge should be made.

TELEGRAMS BY TELEPHONE

To facilitate sending telegrams or cablegrams you should call telegraph companies as listed in the white section of the directory.

Charges for telegraph messages of The Pacific Telephone And Telegraph Company at all exchanges, and the Western Union Telegraph Company at certain exchanges, placed by telephone, will be billed by the Telephone Company on its bill for telephone service. Only telegrams of The Pacific Telephone And Telegraph Company are accepted from coin box stations.

How to Make Emergency Calls

When calling the police or fire department or the Emergency Hospital, obtain the correct number from this page or the front cover and place your call in the usual manner.

In an emergency, say to the operator who answers "I want a policeman," "I want to report a fire" or "I want the Emergency Hospital."

Fire Department.....Park 8000
Police Department.....Davenport 20
Emergency Hospital...Davenport 20

How to Make Out-of-Town Calls

FIRST—decide whether the lower priced Station-to-Station service can be used or whether the Person-to-Person service is desired. An explanation of these different classes of service is shown below.

SECOND—if you can give the telephone number of the distant subscriber your call can be handled more promptly. When telephone numbers for out-of-town points are desired call "Information."

If you wish to be told the charge on a Long Distance call, time will be saved if you so notify the Long Distance operator when you place the call. When you have finished the conversation and hung up the receiver, the operator will compute the charge and call you back.

Calls by number (i. e., number service) to the points listed in List "A" on page VII may be made by giving the number you want to the operator who first answers.

Remain with the receiver at your ear until the called station answers or until the operator gives you a report on the call. Calls to "Number Ser-

vice" points given to your local operator will be accepted *by called number only*.

If the called number is not known or is not in the directory, it may be obtained by calling "Information." Such telephone numbers should be listed for future reference in the space provided on page I.

Station-to-Station Service

From One Telephone to Another

A Station-to-Station call is one on which you do not specify a particular person to be reached but give only the number of the telephone station desired or the name and address (or name only if address is not known) of

the subscriber under which the telephone is listed. Station-to-Station service is available to all points. Calls asking for a connection with a specific station on a private branch exchange will not be completed as Station-to-

Station calls but can be completed at the Person-to-Person rate. Quicker connections are possible if called number is obtained first and given to the operator at the time of placing the call.

Reduced Evening and Night Rates

Rates on Station-to-Station calls are less than the rates for other classes of service and are the fundamental rates on the basis of which all other rates are computed. Reduced Station-to-Station rates, known as Evening and Night rates, are in effect between 8:30 p. m. and 4:30 a. m. Evening rates are effective from 8:30 p. m. to midnight and are about one-half the

Day rate. Night rates apply from midnight to 4:30 a. m. and are about one-fourth the Day rate. When the Day rate is 25c or less the Evening and Night rates will be the same. Evening and Night rates do not apply on Person-to-Person calls or on collect calls. In applying such rates, the time at the originating point when connection is established shall govern.

To make a Station-to-Station call, if you know the telephone number ask for Long Distance, and, for example, say to the operator, "I want to talk to East 1002, Portland, Oregon." "This is Main 1234, John Smith speaking." If you do not know the telephone number say to the operator, "I want to talk to anyone at Mr. A. B. Brown's telephone, 123 First St., Portland, Oregon."