

Listen for the operator to repeat the details of your call and remain with the receiver at your ear until she indicates that you may hang up the receiver.

**Messenger Calls**—When necessary, a messenger at the distant point will be sent to call the specified person to a telephone. The exact amount paid out for such messenger service will be charged in addition to the charge for the telephone conversation. The messenger service charge must be guaranteed by the calling party and must be paid even if the desired conversation is not held. Messenger calls are not accepted to points to which "Number Service" is furnished exclusively.

**Appointment Calls**—An Appointment Call is a Person-to-Person call on which communication is to be established at a specified time. Appointment calls are not accepted to points to which "Number Service" is furnished exclusively.

**Collect Calls**—Upon request of the calling party, the charges on a Person-to-Person Appointment or Messenger call, including messenger charges, if any, will be collected at the called telephone, if such charges are accepted by the called party. Request to have the charges collected in this way should be made when the call is given to the long distance operator. Collect calls are not accepted in connection with Station-to-Station service.

**Reports**—In case there is delay in completing a Person-to-Person call, the operator will advise the calling party regarding the cause of the delay. If an additional report is desired, it can be secured by calling "Long Distance" and requesting a report. A Report Charge, of approximately one-fourth the initial Station-to-Station rate between the points involved, is made on uncompleted Person-to-Person calls under the conditions outlined hereinafter, in the section headed "Report Charges."

**Request for Charges**—If a person desires to be advised at the conclusion of his conversation of the amount of the charges on his call, time will be saved by so notifying the long distance operator at the time the call is placed. If the request for such information is not made until the completion of conversation, unavoidable delay may result while the operator ascertains the rate and computes the charge.

#### RATES AND CHARGES FOR TOLL SERVICE

Rates for toll service are based in general upon an initial period of three (3) minutes, although in some cases a five (5) minute initial period is used. For all conversations not extending beyond the initial period, the full rate for the initial period will be charged. For conversations extending beyond the initial period, the full charge quoted for the overtime period applicable to that particular rate will be made in addition to the charge for the initial period.

The rates for toll service between certain points are shown on page H of this Directory. The rates between all other points may be obtained by calling "Long Distance."

The rate for a Station-to-Station call is the fundamental rate upon which the rates for other classes of service are based.

The rate for a completed Person-to-Person call is about one-fourth greater than the Station-to-Station rate. The Person-to-Person rate is computed on the Station-to-Station rate between the points involved whether the call is made during the day, evening or night and the minimum charge is 15c.

The rate for a completed Appointment or Messenger call is about one-half greater than the Station-to-Station rate. The rate for Appointment or Messenger calls is computed on the Station-to-Station rate between the points involved whether the call is made during the day, evening or night and the minimum charge is 20c, plus the messenger charges in the case of a Messenger call.

**Report Charges**—A Report Charge will be made on Person-to-Person calls, including Messenger and Appointment calls, which cannot be completed for the following reasons:

1. When the telephone number or address of the called party is unknown and the report is given the calling party within one hour that the called party cannot be located.

2. If the called party refuses to talk.

3. If the called party is not available at the called station and a report to that effect is given the calling station within one hour.

4. If the call cannot be completed due to absence of the calling party from the calling station or failure of the calling station to respond to the efforts of the Company to complete the call provided the connection is ready for completion within one hour.

5. If the calling party refuses to talk when the call is ready for completion.

6. If it is found that the called party is not accessible by telephone at the point where he is located and such a report is given the calling party within one hour.

7. If a Collect call is not completed because the called station or called party refuses to accept the charge.

8. If an Appointment call is not completed after the appointment has been made.

9. If a Messenger call is not completed after arrangements have been made to notify the called party to come to a telephone.

"Within one hour," as herein used means within one hour from the time the call is given to "Long Distance."

The Report Charge is compensation for the operating work performed and is approximately one-fourth the initial Station-to-Station rate between the points involved. The minimum Report Charge is 5c and the maximum \$2. A Report Charge, in addition to the charge for the call, is not made provided the call is completed on the day on which it is filed.

**Evening and Night Rates**—Reduced toll rates, known as Evening Rates and Night Rates, applicable to Station-to-Station service only, are in effect between the hours of 8:30 P. M. and 4:30 A. M. The minimum Evening rate and Night rate is 25c. Day rates apply on calls

made in the evening or at night when the Station-to-Station Day rate between the points involved is less than 25c. Evening and Night rates do not apply to Person-to-Person calls, including Appointment and Messenger calls, nor to Collect calls.

Between 8:30 P. M. and 12 Midnight, the Station-to-Station rates are approximately one-half of the day rates and are known as "Evening Rates."

Between 12 Midnight and 4:30 A. M., the Station-to-Station rates are approximately one-fourth of the day rates and are known as "Night Rates."

In applying Evening rates or Night rates the time at the originating point, when connection is established, shall govern.

#### TELEGRAMS BY TELEPHONE

To facilitate sending telegrams and cablegrams, patrons should call by name:—

For The Pacific Telephone & Telegraph Company, .....call "Pacific Telegraph."

For Postal Telegraph Cable Co. ....call "Postal"

For Western Union Telegraph Co. ....call "Western Union."

The charges for telegraph messages of The Pacific Telephone and Telegraph Company and the Western Union Telegraph Company, filed by telephone, will be billed by the Telephone Company on its bill for telephone service.

Patrons calling telegraph companies for any other purpose than to send a telegram or cablegram should call by number in the usual manner.

#### REFUNDS FROM COIN BOX STATIONS

At prepayment coin box stations, coins will be refunded by the operator on all local calls where the called line is busy, the party does not answer or the call is not completed for some other reason, and on local calls for toll service or to any department of the Telephone Company. Failure to refund should be reported promptly to the operator in order that the proper adjustment may be arranged either by completing a local call at the time or subsequently, the charges for which will be covered by the amount collected in error, or by refund at the time of the next box opening or by mail.

#### COMPLAINTS

The Company appreciates prompt reports of specific instances of unsatisfactory service. Such reports should be made promptly by telephone, so that they may receive immediate attention. Call "Complaint Department" when it is necessary to report telephone out-of-order or other unsatisfactory service. Operators are required to be courteous in their dealings with subscribers, but are not permitted to engage in conversation beyond that necessary to complete connections.

#### ORDERS FOR TELEPHONE SERVICE

Whenever any change in telephone service is desired, the Company should be notified at least seven days in advance. For orders for new service, changes in service, changes in directory listings, etc., call telephone number of Telephone Company, and ask for "Sales Department."

When vacating premises be sure to advise the Company sufficiently in advance to permit of your account being closed promptly.

#### INFORMATION REGARDING ACCOUNTS

For information regarding Bills Rendered, call telephone number of Telephone Company, and ask for "Collection Department."

#### PUBLISHING OF TELEPHONE NUMBERS

We advise the use of the expression, "Telephone Connection," rather than the telephone number, on vehicles, stationery and in advertising, as service requirements may necessitate a change in telephone number.

#### ATTACHMENTS TO TELEPHONES

Various devices, claimed by their agents to eliminate noise, to destroy germs, supplant the telephone directory, etc., are entirely unnecessary and interfere with the service. Subscribers are, therefore, requested not to permit instruments or appliances not authorized by this Company to be attached to or used in connection with its instruments or lines.

#### IDENTIFICATION OF EMPLOYEES

All employees of the Company whose duties require them to enter the premises of its subscribers, for any purpose whatever, are supplied with badges. Any subscriber having any doubt as to the right of a person to represent himself as an employee of the Company should request such person to show his badge.

Information relative to unauthorized persons requesting access to, or tampering with telephones, should be transmitted immediately to the Company; call telephone number of Telephone Company and ask for "Collection Department."

Subscribers having coin box telephones are requested to be present at the time of the box opening and to verify the contents before signing the certificate.

#### DIRECTORY ADVERTISING

For information regarding advertising space in this Directory and rates for such service, call telephone number of Telephone Company, and ask for "Advertising Department."

#### TELEPHONE DIRECTORIES

This Directory is the property of The Pacific Telephone and Telegraph Company and is provided for the sole and exclusive use of its patrons, who are requested to maintain it in its original condition, reasonable wear and tear excepted. The Company assumes no liability because of errors or omissions in its Directory.

Other directories issued by this Company and directories issued by other Bell Telephone Companies may be obtained at nominal cost upon application to this Company.

Old telephone directories must be surrendered to the carrier who delivers the subsequent issue. Inasmuch as many telephone numbers are changed and new numbers listed in every issue of the directory, it is in the subscriber's interest as well as that of the Company that all old directories be collected as the use of obsolete directories results in wrong number calls, which are an annoyance both to the calling and called parties and are an unnecessary expense to the Company.