

## How to Transact Business with the Company



**O**UR aim is to render a service that will give complete satisfaction to our customers. We realize that difficulties will sometimes occur despite all our efforts to avoid them. The telephone service calls which should be made to report service difficulties are shown on this page.

If at any time difficulties are not promptly corrected or unsatisfactory conditions continue, we shall appreciate your communicating the facts direct to the Manager.

Office hours are 8:30 A. M. to 5:30 P. M. The office is closed on Sundays, and on generally observed legal holidays.



## Telephone Service Calls

For numbers not listed in this directory . . . . .	CALL Information
For placing Out-of-Town calls:	
Station-to-Station calls to Number Service (nearby) points (For points reached by Number Service see pages X to XII)	Telephone Number
Other Out-of-Town calls . . . . .	Long Distance
To report telephones out of order . . . . .	Repair Service
To obtain assistance on calls . . . . .	Supervisor
For business transactions . . . . .	Business Office
(orders for service, moving telephones, bills, directory listings, emergency conditions, etc.)	

If, after any matter has been reported, an unsatisfactory condition continues, please call the MANAGER.

Between the hours of 5:30 P. M. and 8:30 A. M. and on Sundays and holidays, to arrange for the immediate restoration of service, or for other similar matters, because of emergent conditions, call Business Office.

If you do not find it convenient to call our Business Office by telephone, or to make a personal call at our office during office hours, a letter addressed to the Business Office will receive the same courteous and prompt attention as a telephone call or personal visit.

When you come to our Business Office we will be glad to serve you and you will find that our employees are qualified by training and experience to give prompt and courteous attention to your telephone requirements.

## Visitors Welcome

Our subscribers and patrons are invited to call at any of our central office buildings between the hours of 9 A. M. and 4 P. M. to visit the operating rooms.

Organizations may arrange to visit an office in a group. Arrangements should be made by calling our Business Office or through the Chief Operator.

## How to Transact Business with the Company (Continued)

### ORDERS FOR SERVICE

To arrange for the installation of new service, you may give your order to our Business Office or to any Telephone Company employee. If this is not convenient, we shall be glad to forward a service application for signature.

If you wish telephone instruments moved from one location or address to another location or address, service discontinued, additional listings placed in the direct-

ory, etc., the Business Office should be notified by telephone or letter in advance.

There is no charge for local telephone calls to the Business Office.

### BILLS AND PAYMENTS

Bills for service are rendered at regular intervals and are due upon presentation. Payments should be made either by mail or at the Business Office. Information regarding bills or an explanation thereof may be obtained from the Business Office.

## General Information for Customers

### PARTY LINE COOPERATION

Satisfactory service on party lines depends to a great extent upon the willingness of the individuals on the line to cooperate in their use of the telephone service. Accordingly, party line customers, in fairness to others, should refrain from using the line for excessive periods of time, and allow immediate clearance for emergency calls.

### IDENTIFICATION OF EMPLOYEES

Employees of the Company, whose duties require them to enter the premises of subscribers, are supplied with badges or identification cards. If you have any doubt as to the right of a person to represent himself as an employee of this Company, you should request him to present his badge or identification card.

Subscribers, or agents, should call the Business Office in connection with unauthorized persons requesting access to, or tampering with telephones or other equipment.

### RULES AND REGULATIONS AND TARIFFS

Copies of our rules and regulations and schedules of rates are on file at our Business Office and are open to public inspection.

### VACATION RATE SERVICE

If you are leaving the city for a month or more, you will benefit by having your residence telephone service on a vacation rate. Further information and reduced rates for this service may be obtained by calling the Business Office.

### ATTACHMENTS TO TELEPHONES

In the interest of good service, it is requested that you do not permit appliances not authorized by this

Company to be attached to our equipment. Many devices claimed by agents to eliminate noise, destroy germs, supplant the directory, etc., are unnecessary and impair the service.

### NUMBER CHANGES

Telephone equipment must at all times keep pace with the growth of the community in order to adequately meet the requirements of new and existing customers. To accomplish this, rearrangements must sometimes be made, which necessitate changing of telephone numbers.

Your cooperation will be greatly appreciated whenever such rearrangements are necessary. If your telephone number appears on stationery, advertising material or on vehicles, care should be taken that it is correct at all times.

As an additional safeguard to the quality of your service and to avoid delays on incoming calls, the central office name should be spelled in full or, if abbreviated, the form should be the same as that shown in the directory.

### TELEGRAMS BY TELEPHONE

To facilitate sending telegrams or cablegrams, you should call telegraph companies as listed in the alphabetical 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, or, if sent from a public coin box telephone, the charges will be collected at the time the message is sent.

## Time Service

The time may be obtained upon request from the local operator. The charge for this service will be the same as the charge at your regular rate for any other local call.