

HOW TO USE YOUR TELEPHONE

TO DIAL A CALL

Be sure the number is correct and that it may be dialed direct from your telephone.

Listen for dial tone before dialing.

Dial the first 2 capitalized letters and the numeral in the prefix, then the remaining figures in the number. Let the dial return freely after each letter or figure is dialed. Forcing or retarding the return motion may result in a wrong number.

OTHER SUGGESTIONS ON DIALING

Be careful not to mistake the letter "O" for the figure "0" (zero); or the letter "I" for the figure "1" (one).

If you realize a mistake in dialing has been made, hang up for a moment. After listening for the dial tone again, redial the complete number.

From an extension or party line telephone, if you hear someone else dialing when you lift the receiver, tell him you have

interfered with his call. Then hang up and make your call later.

If while dialing you hear another person come on the line, tell him the line is in use. When he hangs up, replace the receiver for a moment. Then, after hearing the dial tone again, redial the complete number. Otherwise, a wrong number may result.

TO CALL ANOTHER TELEPHONE ON YOUR PARTY LINE

To ascertain the telephone number of a party on your line call "REPAIR SERVICE".

To call a party on your line, dial a special number which you may obtain from Repair Service. When dialing is completed replace the receiver. Your telephone and the called telephone will ring at regular intervals until the called party answers. When ringing stops, lift the receiver and begin conversation. If ringing is not stopped after a reasonable period, stop the ringing by momentarily lifting the receiver.

COIN TELEPHONES

Instructions on placing calls from a coin telephone are posted on the telephone instrument. Sacramento coin telephones require the deposit of a coin in order to signal the operator or to dial a call. On calls to Operator, Information, Repair Service, the Business Office, or if the called party does

not answer there will be no charge. On calls to toll points the operator will inform you of the exact amount of the money to be deposited for the initial period of conversation. Please report any service difficulties or coin collection errors to the operator.

TONES AND SIGNALS

DIAL TONE—A continuous steady "hum," the signal to start dialing.

RINGING SIGNAL—A "burring" tone repeated at regular intervals.

BUSY SIGNAL—A steady "buzz-buzz" tone.

DIAL AGAIN SIGNAL—A "siren-like" sound rising and falling in pitch indicating some mistake has occurred on the call.

IF NO SIGNAL IS HEARD WITHIN A REASONABLE TIME AFTER DIALING—Hang up. Look up the number to be sure it is correct. Then, after waiting for the dial tone, dial the complete number again. If again, no signal is heard, dial Operator and report the condition to her.

VOICE RECORDING SIGNAL—A short high "beep" tone heard on the telephone line about every 15 seconds means that the person with whom you are talking is recording your conversation by means of his electrical recording machine connected to the telephone line.

This signal is provided by the Telephone Company for your protection. If you do not want a record made of what you are saying, ask the person with whom you are talking to disconnect the recording machine. When he disconnects his recorder the signal is no longer heard.

The "beep" is produced automatically by the device used to connect the recorder to the telephone line. It stops when the recorder is disconnected. Use of a recorder without this signal is unlawful.

OTHER MATTERS

ATTACHMENTS TO TELEPHONES—In the interest of good service, please do not use any devices on telephone equipment except those furnished by the Company. The devices claimed by agents to eliminate noise, to destroy germs, etc., are usually detrimental and interfere with good service.

TELEGRAMS—To send a telegram follow directions under the alphabetical directory listing for Western Union for your local service area. (If there is no Western Union listing for your local service area, call or dial Operator and ask for Western Union.)

BUSINESS TRANSACTIONS

Your telephone account is the responsibility of a service representative in our business office, whose job is to make sure that your telephone service is at all times as satisfactory as it can be. Whether you're moving to a new location, have a question about your bill, or about your telephone service, she'll be glad to help you. You may call either by telephone or in person.

BUSINESS BY TELEPHONE—Our Business Office telephone number is GI lbert 3-0641. When you call, give your telephone number to the attendant who answers and ask for your Service Representative. There is no charge for these calls.

IF YOU PREFER TO CALL IN PERSON—the Business Office at 1414 K Street will be happy to serve you. The office is open from 8:30 A.M. to 5:00 P.M., Monday through Friday inclusive, except on certain holidays.

YOUR TELEPHONE BILL—You may pay your telephone bill by mail, or in person, at the Business Office—1414 K Street—Monday through Friday except on certain holidays. For your convenience, you may also pay your bill at any branch of the Bank of America in Sacramento Area during regular banking hours. In addition, bills may also be paid at the following locations:

East Sacramento

Zarett's Pharmacy, 4816 Folsom Blvd.

Mather Air Force Base

Bank of America

North Sacramento

Del Paso Heights—Grant Union 5 & 10,
3742 Rio Linda Blvd.

North Highlands—Highlands Hardware,
5634 Watt Av.

Northeast Sacramento

Arden Town—Arden Variety Store,
3511 La Brea Way

Carmichael—Carmichael Supply,
Marconi & Fair Oaks Blvd.
Del Paso Manor—Bonnie B. Hardware Sport Store,
2458 Avalon Dr.

Riverside Area

Stop-N-Shop
3200 Riverside Blvd.

South Sacramento

Fruitridge Shopping Center,
5651 Stockton Blvd.
Peterson's 5 & 10, 2996-65th St.
South Sacramento Pharmacy,
4720 Franklin Blvd.

West Sacramento

Washington Water & Light,
834 Jefferson Blvd.
Broderick—Beale Hardware, 231 D St.

When making a payment at the Bank, or other agency, please be sure to present your bill and bill stub. Otherwise, the agency will be unable to accept your payment. To find the branch bank nearest you, please look up "Bank of America" in the Alphabetical Section of this directory.

Payment by Mail—Please use the return envelope enclosed with your bill, and send us the stub of your bill with your check. If you've mislaid your bill stub, please write your telephone number on your check so we may quickly and accurately credit the payment to your account.

Rates and practices included in this directory are those in effect at the time this directory was closed for printing and are subject to such changes as may be made from time to time.

IDENTIFICATION OF EMPLOYEES—Each employee of this Company who regularly visits the public is provided with a photographic identification card. This card, which is properly countersigned, shows the employee's name, signature and photograph. If you doubt the right of a person to represent himself as an employee of this Company, and he cannot furnish an identification card, please call the Business Office.

OTHER SERVICES

ARCHITECTS AND BUILDERS SERVICE

A free advisory service on advance planning of telephone service arrangements in new homes, and other building construction is available to architects, owners and builders. Extensive and costly alterations after the completion of the building are frequently avoided through proper advance planning for telephone outlets. Call the Telephone Company Business Office and ask for "Architects and Builders Service."

MOTION PICTURE FILM SUBJECTS

The Telephone Company maintains a film library of sound motion pictures on telephone subjects suitable for showing before clubs, lodges, schools and other groups. Arrangements for showing may be made by calling your local Business Office.

ADDITIONAL DIRECTORY LISTINGS

Following are some of the additional directory listings that are sometimes needed and which are available at a nominal charge:

Additional Residence Listing—For other members of the customer's household, especially those with different surnames.

Additional Business Listing—For the man who needs his own name in the directory, in addition to his firm's name.

Alternate Call Listing—For people who desire to have their calls answered at another telephone while they are away.

After Hour Listing—To give information where to call after hours and on Sundays and holidays.

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