

Money Saving Tips

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Guarantor instead of deposit

When establishing service for the first time you have the option of providing an acceptable guarantor in lieu of paying a deposit. If you fail to pay your bills, this person or firm would be responsible for your bills up to the amount of the deposit you would otherwise be required to pay.

Look in the book

You can avoid Directory Assistance charges by looking up your own numbers in the directory. Also, jot down frequently called numbers and keep them next to your telephone.



Save money on basic service

Choose home telephone service that is best for you. A plan with unmeasured service is no bargain if you don't make many local calls. Likewise, a measured service plan with a low basic charge but extra charges for calls over your allowance will not save you money if you make many calls. Your Service Representative can help you pick out what best matches your budget and calling needs.

Check your phone bill for accuracy

You should review your phone bill when you receive it. It is your responsibility to report any discrepancies to your Service Representative.

You may find it helpful to keep a record of your calls when you make them to compare with your bill. Remember, calls reaching an answering device are chargeable; timing starts as soon as a connection is made regardless of how the call is answered.

Operator-assisted long distance calls

Collect calls, requests for time and charges, and calls charged to another number require the services of an Operator. So do some Calling Card and coin paid calls. These "Operator-assisted" calls can cost nearly one-and-a-half times more than dial-direct calls.

Person-to-person calls

Person-to-person calls cost the most. Calling person-to-person can cost nearly twice as much as other Operator-assisted calls, and many times more than our lowest dial-direct rate. Compare and save.

Calling Card calls

On calls within California, Calling Card calls cost less than Operator-assisted calls charged to another number.

Ask for Public (Coin) Telephone refund

If one of our Public (Coin) Telephones collects your money and doesn't complete your call, jot down the number and report it to us. Just dial "0" (Operator) from another phone and we will mail you your refund and repair the phone that's out of order.

Ask for credit on poor connection

If you have a poor connection, or are cut off on a long distance call, both parties should hang up. If you made the call, tell the Operator and ask to be reconnected. You will also get an adjustment.

Ask for credit for wrong numbers

When you dial long distance using Pacific Bell service and reach a wrong number, hang up and dial "0" (Operator) right away. Explain what happened so the Operator can arrange for the proper credit. The faster the problem is reported, the easier it will be to give you credit.

If you are billed for a long distance call that you did not make, call your Service Representative.

If you call from a Public (Coin) Telephone, we'll mail you a refund.

Dial direct and save

It costs less when you dial long distance calls yourself to telephone numbers within your Service Area.

Call during bargain times

Rates on dial-direct calls within your Pacific Bell Service Area are lower during evening, night and weekend hours. You can save from 30% to 60% by dialing during these low rate periods.

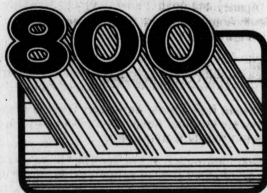
Our night discount rates apply when you dial direct on these legal Holidays: New Year's Day, Washington's Birthday, Independence Day, Labor Day, Thanksgiving, and Christmas Day—and that's all day, not just evenings.

Toll-free numbers

Many businesses have phone numbers preceded by the "Zenith" or "Enterprise" prefixes. They're toll-free, so check the phone book to see if the business you want has such a number.

Special Area Code 800

Some companies have Inward Wide Area Telephone Service (WATS) and they advertise a number which you can dial toll free. These numbers are preceded by the special Area Code 800. To obtain the Inward WATS number for a company which offers this service, dial 1-800 555-1212.



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SURVIVAL GUIDE

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In a major disaster, phone lines to emergency medical services may be overloaded or damaged. These pages will help you know what to do until medical help is available.

A sudden illness or physical injury can strike anyone at any time. More than 100,000 Americans die from accidents each year. 10,000,000 suffer disabling injuries. Medical authorities state that an alarming number of these people die or are disabled needlessly for lack of proper care immediately after the accident or at the start of the illness. They suggest that you carefully read the following pages and also take a first aid course from the American Red Cross.

When a person stops breathing death may occur in 4 to 6 minutes. When a person is bleeding badly, unless the bleeding is stopped within a few minutes the victim may die.

Remember: In an emergency, seconds and minutes can make the difference between life and death. Decisive, quick and proper action by you can save a life!

The Call for Help

1. If an injured person is in distress but is breathing...phone for help at once!
2. If the victim is not breathing...help first, and phone later...or get someone else to phone.

3. What to say:

- A. Give the phone number from which you are calling.
- B. Give the address and any special description of how to get to the victim.
- C. Describe the victim's condition as best you can...burned, bleeding, broken bones...etc.
- D. Give your name.
- E. Do not hang up! Let emergency persons end the conversation. They may have questions to ask you or special information to give you about what you can do until help arrives.

Pacific Bell gratefully acknowledges the cooperation of the following agencies for their assistance in compiling and reviewing the procedures contained in Survival Guide.

American Red Cross, American Trauma Society, California Medical Association, Office of Emergency Services, Seismic Safety Commission

Notice: Information in the Survival Guide was provided by Medical and Emergency service authorities. Pacific Bell presents this material as a public service in cooperation with the State of California. While every reasonable effort has been made to insure its accuracy, Pacific Bell is not responsible and assumes no liability for any action undertaken by any person in utilizing the information contained in these Survival Guide pages. Any person relying upon the Survival Guide does so at his or her own risk.

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