

CUSTOMER GUIDE

For emergency first aid information see the Survival Guide on page A39.

A2

© Pacific Bell 1984.

Index

- Area Codes and Time Zones A28
- Billing & payment A10
- Business Office, how to reach us
 - Home phone customers A3
 - Business customers A3
- Community services numbers A36
- Consumer rights and responsibilities A34
- Custom Calling instructions A8
- Directory Assistance A12
- Doing business with us A4
- First Aid/Survival Guide A39
- Hearing impaired services A7
- How to reach us A3
- International calling A32
- Liability and responsibility A48
- Local, nearby calling area, and rates A13
- Long distance calling and rates
 - Within and outside your Service Area A22
- Money saving tips A38
- New service information (Establishing Service) A4
- Obscene or harassing calls, what to do A35
- Pacific Bell, how to reach us A3
- Prefix locations - Service Areas A21
- Rates for telephone service A5
- Repair Service A5
 - Service Areas A20
- Service Representative
 - Home phone customers A3
 - Business customers A3
- Survival Guide/First Aid A39
- Types of telephone service A5
- Yellow Page Advertising A3

Government listings (City, County, State and Federal) see pages in front of the alphabetical section.

Directory for Sacramento Area including:

Broderick
Bryle
Carmichael
Citrus Heights
El Dorado Hills
Elverta
Fair Oaks
Florin
Folsom
Mather Air Force Base
McClellan Air Force Base
Michigan Bar
North Highlands
North Sacramento
Orangevale
Rancho Cordova
Rancho Murietta
Reprea
Rio Linda
Sacramento
Sloughhouse
West Sacramento

NOTICE CONCERNING MONITORING

For training and quality control purposes, samplings of telephone calls (one percent or less of Operator-assisted or Directory Assistance calls) between Telephone Company employees and customers are monitored, without notice to the customer or the employee, by supervisory or management personnel. No recording of the call is made. **CALLS BETWEEN CUSTOMERS ARE NOT MONITORED FOR THIS PURPOSE, or for any purpose, without the use of an automatic tone warning, except when required by law enforcement and national defense agencies, pursuant to law and under legal safeguards. If you have any questions concerning monitoring, please contact your Service Representative.**

HOW
TO
REACH
US

© Pacific Bell 1984.

Home phone customers

Telephone Business Office
Hours 8:30 A.M.—5:00 P.M., Mon.—Fri.

For the following prefixes:

331 332 334 338 344 348 351 355 361
362 363 364 366 369 481 482 483 484
485 486 487 488 489 635 636 638 648
655 656 920 921 922 924 925 927 929
933 944 961 962 965 966 967 969 971
972 973 985 988 989 991

Billing inquiries 364-6411
New service, orders & order inquiries 972-2525

For the following prefixes:

371 372 381 383 386 388 391 392 393
395 421 422 424 427 428 440 441 442
443 444 446 447 448 451 452 453 454
455 456 457 731 732 736 739 766

Billing inquiries 972-3111
New service, orders & order inquiries 972-3232

For the following prefix:

354
Billing inquiries Toll Free 1-364-6411
New service, orders & order inquiries Toll Free 1-972-2525

Hearing impaired customers

Service Office
TDD and voice users 1-800* 772-3140
All others 1-800* 772-3240

Operator Assistance
TDD users only 1-800* 855-1155

Repair Service
TDD users only 1-800* 422-4418

*No charge to calling party

PACIFIC BELL

A3

Business customers

Telephone Business Office
Hours 9:00 A.M.—5:00 P.M., Mon.—Fri.

All prefixes except 354 (Michigan Bar):

Billing inquiries 648-4121
New service, orders & order inquiries 648-4224

Prefix 354 (Michigan Bar):

Billing inquiries Toll Free 1-648-4121
New service, orders & order inquiries Toll Free 1-648-4224

Public and Semipublic Telephone Service
Billing and orders 1-800* 642-4646

Small Business Administration Coordinator
Purchasing, inquiries and appeals
101 Market Street, Room 828
San Francisco, CA 94105
1-415 542-7000

Special Services Business Service Center
DATA Facility Orders
Private Line-Interexchange-orders
WATS-Wide Area Telephone Service-orders
1-800* 421-5267

Vendor Consultant
Call collect 648-4321

Yellow Page Advertising
Advertising order placement
1-800* 882-1000
Customer service 1-800* 882-1079
Request for directories 1-800* 551-4400
Street Address Telephone Directory leasing
1-800* 882-8606

*No charge to calling party

All customers

Repair Service 611

Directory Assistance 411
Outside the 916 Area Code
1+Area Code+555-1212

Building Industry Consulting Service
10971 Sun Center Dr., Rancho Cordova
384-6502

Cable Locating Service
1-800* 642-2444

Employment Office
2135 Butano Dr., Sacramento
482-3491

Marine Identification Air to Ground and Mobile Orders
1-800* 252-9015

Minority/Women's Business Enterprise Coordinator - Purchasing,
inquiries and appeals
101 Market Street, Room 828
San Francisco, CA 94105
1-415 542-5147

Pacific Bell Administrative Offices
442-1738
Corporate Headquarters
140 New Montgomery Street
San Francisco, CA 94105

Telephone Directories
1-800* 551-4400
Charges are applicable for out-of-state directories. Telephone directories of principal United States cities are available for your use at certain Chambers of Commerce and most public libraries.

*No charge to calling party