

Doing Business With Us

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Establishing service at your home

If your home is already wired for telephone service, contact Pacific Bell. We will arrange to activate your phone line for local and long distance telephone calls.

If your home is not wired for phone service, Pacific Bell will install and maintain your wiring for a charge, or you can arrange to have the wiring installed yourself.

If you don't have your own telephone sets, you can complete your phone service by ordering telephones from a retail store or other supplier.

Information needed for your order

1. Complete street address (apartment number if applicable).
2. The type of home telephone service you want.
3. How you would like your directory listing to appear. Two people with the same last name living at the same address can have their first names listed at no charge.
4. Whether or not you want your listing omitted from the Street Address Telephone Directory.
5. Information about previous telephone service.
6. Other credit information, including employment.

To establish credit

When you apply for new telephone service with Pacific Bell Company, you will be required to establish credit prior to obtaining service. Credit may be established in any one of the following four ways:

1. You or your spouse (a) have been a residence telephone customer for 12 consecutive months in the last two years and (b) have not had your service temporarily or completely disconnected in the last year for failure to pay and (c) have no unpaid final bill over 45 days old.

Establishing Pacific Bell service

Today's Pacific Bell looks forward to serving you. In recent months, significant changes have altered the way we traditionally have served you. In this Customer Guide, we've outlined the services we now provide and have given you information on how to do business with us.

You can always call your Service Representative if you have questions. The number is on your bill and in the How To Reach Us section of this Customer Guide.

2. You qualify for three of the nine credit criteria on our credit application form. It helps to have credit and banking information available to give to the Service Representative.
3. You may furnish a guaranty of payment by providing a guarantor satisfactory to Pacific Bell, generally someone who is a Pacific Bell residence customer with more than one year of service without a disconnection of service for nonpayment in the last 12 months. Your guarantor must complete and sign a form agreeing to guarantee your account in the amount that would have otherwise been required as a deposit.
4. You pay a deposit. The amount of the deposit required to establish credit for new service is determined by the Telephone Company, and is equal to twice the average monthly billing of other residence accounts. Generally, your deposit is returned after 12 months with 7% interest. A deposit is also required if your previous service with us was disconnected for failure to pay the bill.

Account classification

Your account classification is determined by the length of time you have service and whether your service has been disconnected for nonpayment. All residence accounts are placed in one of four account groups.

Group

- 1 0-12 months' service
- 2 13-24 months' service
- 3 Over 2 years' service
- 4 Over 12 months' service and have (a) had disconnection of service for nonpayment within the last 12 months or (b) any unpaid residence final bill over 45 days old

Changes bring about new ways of doing business with us

Many changes are taking place as a result of the separation of Pacific Telephone from American Telephone and Telegraph (AT&T).

For example, Pacific Bell will continue to provide telephone service to your home or business, but you will be responsible for providing your own telephone sets. You are also responsible for making arrangements to have your telephones repaired if they ever need to be fixed.

Ownership of phones leased from Pacific Telephone during 1983 was transferred to a subsidiary of AT&T, effective January 1, 1984. This organization handles repair of these telephones. If you haven't purchased your telephones, monthly leasing charges from the subsidiary will be separately billed by AT&T.

Most homes and offices are equipped with modular plug-in telephone outlets. If you don't already have this plug-in convenience, you can buy the supplies and make the conversion yourself. Or if you'd like Pacific Bell to re-wire your phone connections, call your Service Representative for details.

A4

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Repair Service

Trouble with your telephone service may come from any of three sources:

1. The telephone set
2. Wiring inside your home or business
3. The telephone line outside

Call our Repair service for any of the following problems:

- Inside wiring maintained by Pacific Bell.
 - Outside telephone line.
- (See the How To Reach Us section.)

Here are a few steps you can use to find the source of the problem.

Modular "plug-in" phones are easy to check

If you have more than one phone, unplug the one from which you first detected the problem. Plug another phone into the jack and see if the problem still exists. If it doesn't, chances are the trouble is in the first phone.

If the problem is in the phone

Return the phone to the supplier from whom you got it, or follow the repair instructions on the warranty.

Ownership of phones previously leased from Pacific Telephone was transferred to a subsidiary of AT&T, effective January 1, 1984. This organization handles repair of these phones.

A Maintenance of Service Charge may apply

If you ask for a Pacific Bell Repairperson to be dispatched to your home or business and the problem is found to be in equipment you own, or lease from another company, you will be charged for the visit.

Repair Service and other service information

A5

Types of telephone service

The following are basic phone services in your area:

Unmeasured service

The monthly rate provides for an unlimited number of calls of any duration in zone 1.

Measured service

The monthly rate provides for an allowance of \$3.00 for residence service. The monthly allowance is applied to ZUM calls in any of the three zones. The amount charged for each telephone call depends on the locality called, length of conversation and time of day the call is placed.

Universal Lifeline service

Universal Lifeline service is a discounted telephone service available only to qualified residence customers. It is a measured service with a 30 untimed call allowance in zone 1. You qualify for this service if:

1. Your total household income is no greater than \$11,000 per year.
2. You have only one phone line to your home and you receive the reduced-rate service only at your principal place of residence.

For Certification forms and details please call your local Business Office.

Zone usa, a measurement calling

The charge for calls to the three zones are determined as follows:

Zone 1... (local) 0 to 8 miles

Unmeasured service - Unlimited calling without additional charge.

Measured service - Calls placed between 8 A.M. and 5 P.M., Monday through Friday are charged 4¢ for the first minute and 1¢ for each additional minute.

Universal Lifeline service - Calls in excess of the 30 call allowance are charged 10¢ each for the 31st to 40th call and 15¢ each for the 41st and over calls.

Zone 2... 9 to 12 miles

All types of service
A charge of 8¢ for the first minute and 3¢ for each additional minute.

Zone 3... 13 to 16 miles

All types of service
A charge of 10¢ for the first minute and 5¢ for each additional minute.

A discount of 30% applies to calls placed from 5 P.M. to 11 P.M. and a 60% discount from 11 P.M. to 8 A.M. and on weekends and certain Holidays in all zones.

Rates

The rates are for basic telephone service. Surcharges, and in certain instances other charges, are applicable. All services may not be available at all locations. Rates are those in effect on October 11, 1984, when this directory closed for printing. They are subject to change if authorized by the California Public Utilities Commission.

Rio Linda Sacramento

Residence service

One party unmeasured...\$8.25
One party measured 60 units...\$4.45

Business service

One party measured...\$8.25
Public (Coin) Telephone...\$20.00

Access Line charges

In addition to the charges shown above, a monthly access line charge may be applied to each main telephone line. The access line permanently connects your home or business with our local switching office. The cost of this permanent connection and its maintenance is covered in part by the access charge.