

Charges to install your home service

The one-time charges to install your service may vary, depending on the type of work that is done. Here is a list of some of the charges:

| Service Charges | |
|--------------------------|---------|
| Basic Service connection | \$34.50 |
| Touch-tone Calling | 3.00 |
| Custom Calling | 5.00 |
| Optional Calling Plans | 5.00 |
| Jack (Standard Modular) | 3.00 |

Labor Charges for home wiring.

This charge is billed in 15 minute increments for customer requested wiring additions, changes or rearrangements as shown in the following schedule.

| | Initial ¼ Hour | Additional ¼ Hour |
|---|-------------------|----------------------|
| Schedule 1 (Mon.-Fri. 8-5) | \$35.00 | \$12.00 |
| Schedule 2 (Overtime & all day Sat.) | \$40.00 | \$14.00 |
| Schedule 3 (Sunday/Holiday) | \$45.00 | \$16.00 |

Installation billing

Installation billing is available on certain charges. Your Service Representative will be glad to answer your questions about this billing option.

No charge to disconnect service

There is no charge to disconnect service. Call your Service Representative to disconnect your phone. If you wish, charges can be stopped the day you call.

Nonpublished service

With this service, your telephone number is not printed in the directory for the calling public, nor will it appear in the records held by directory Assistance Operators. This service costs 30¢ a month.

Coin phone service

Coins are deposited in the phone to pay for calls when they are made.

Wiring Options

With most residence or non-complex business phones you have two options for installing the telephone wiring inside your home or business.

1. You can arrange to install your own wiring by doing the work yourself or hiring an outside contractor.
2. You can have Pacific Bell do the work for you at the rates shown in this section.

Pre-wiring

If you are building a new home or remodeling, telephone wires can be installed by a contractor of your choice or by Pacific Bell before the wall is put up. Often this means your telephone can be installed more neatly. For more information, call our Wiring Specialist at 484-6561.

Street Address Telephone Directories

These directories list street address, name and telephone numbers, and are available in some areas. If you do not want your name, telephone number, and address to appear in the Street Address Telephone Directory, call your Business Office and request that your listing be omitted from the publication at no charge.

Telegrams

Western Union will accept telegrams, mailgrams, cablegrams, or radiograms from your business or home telephone. Dial the number listed in this directory for Western Union to send the message. The telegraph charges will appear on your telephone bill.

Public (Coin) Telephones

Public (Coin) Telephones are maintained for customer convenience and necessity in making local and long distance calls. Before attempting to place a call consult specific dialing instructions posted on each Public phone.

976 Information Access Service

976 is a special prefix reserved for Information Access Service. Providers of recorded announcements and interactive programs may subscribe to 976 service from Pacific Bell. Announcement providers, and not Pacific Bell, are solely responsible for message content.

Callers to 976 numbers will be charged a fee determined by the service provider plus any toll charges if applicable.

Telephone directories

Additional directories or directories for other areas may be obtained by dialing 1-800 551-4400 (no charge to calling party). 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.

Optional services at additional charge

Current rates and charges are available from your Service Representative. Call your local Business Office.

The people of Pacific Bell want to provide you with telephone service that fills your needs. So we are highlighting some of our most significant Optional Services that may be available in your area:

Touch-tone Service (where available)
Push-button calling.

Nonpublished number

Your number is not in the directory and is not available through Directory Assistance.

Additional listings

A separate and distinct additional item in the telephone directory.

Premiere 2/6 Communications System

Premiere 2/6 is a special communications system designed for residence and small business customers with more than one line. The basic system which works with touch-tone service has the following features: it allows you to answer incoming calls from any phone in the system, hold a call while answering another, make intercom calls, transfer calls from one line to another, and three-way conference. Optional features available include: Call Forwarding, Call Waiting, Alternate Answer, Convenience Dialing, and Distinctive Ringing.

Optional Residence Telephone Service (ORTS)

ORTS is designed for residence customers with one party service (excluding Lifeline) who call neighboring communities frequently (and pay more toll charges than they'd like to). ORTS offers two plans that provide discounted calling either to individual nearby communities or to all communities within 40 miles. ORTS is available in many locations near San Francisco, Los Angeles, and in Orange County.

Optional Calling Measured Service (OCMS)

OCMS is offered in some locations where OCMS is not available. It's designed for residence customers with one party service (excluding Lifeline) who call neighboring communities frequently (and pay more toll charges than they'd like to). OCMS provides service to certain communities within 40 miles that includes unmeasured calling during weeknights (8:00 P.M. to 8:00 A.M.) and weekends, and either one, two, or three hours of cumulative calling each month during weekdays (8:00 A.M. to 8:00 P.M.).

Foreign Exchange Service (FEX)

This service arrangement permits you to have a telephone number from an exchange other than the one designated for the location where you reside or have a business. FEX service allows you to place or receive calls as if you were physically located in the area normally served by the FEX telephone number.

Foreign Prefix Service (FPS)

FPS enables you to retain a telephone number with a local move or to have services, such as Custom Calling, not provided by the central office which serves you.

Custom Calling Services:

Check with your Business Office to see if Custom Calling is available in your area.

1. Call Waiting

When you are talking on the phone, a special tone tells you that another party is calling. By depressing the switchhook, you can "hold" the first call while answering the second. This provides the benefit of a second line at less cost.

2. Call Forwarding

You can transfer your incoming calls to any telephone number.

3. Three-Way Calling

You can add a third party to your conversation. This service can save the expense of some conference calls.

4. Speed Calling

You can program your phone to dial frequently called numbers using only a one- or two-digit code.

Remember

Reliable, efficient communications is our business. We want to provide you with telephone services that fill your needs. If you think one of the preceding Optional Services can help fill that need, or if you have a question about your services, please call us and ask for a Service Representative. We're here to help.

Special Assistance for the Hearing Impaired

To meet the special needs of hearing impaired customers we have a service office staffed by specially trained contact people.

Our special service office, our Repair department and Operator services are all equipped with Telecommunication Devices for the Deaf (TDD's) to enable the deaf impaired community to communicate with the Telephone Company.



We'll be happy to consult with you by telephone, TDD or visit you in person regarding your special service needs. Our field representatives can visit your home or office to talk with you and demonstrate equipment that can meet your particular needs. The telephone and TDD numbers for these special services are listed in the Customer Guide at the front of this directory under Hearing Impaired customers and in the How To Reach Us section.

NOTE: TDD service allows hearing or speech impaired customers to use regular telephone lines to communicate with other TDD users. If the hearing person dials a TDD user, the answer will be a beeping tone instead of a voice. Voice and TDD users may use the same telephone lines but calls must be placed "Voice to Voice" or "TDD to TDD". TDD customers may choose to include "TDD" as a part of their listing in the directory but it is not required.

*Used with permission of the National Association of the Deaf.