

## Doing Business With Us

### Establishing Pacific Bell telephone service

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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.

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, 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.

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 Pacific Bell, 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

#### 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 community to communicate with Pacific Bell.



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 under Hearing Impaired customers in the How To Reach Us section.

NOTE: TDD service allows hearing 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 part of their listing in the directory but it is not required.

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#### Optional services

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.

#### Additional listings

A separate and distinct additional item in the telephone directory.

#### Unpublished number

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.

#### Custom Calling Services:

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

1. Call Waiting
2. Call Forwarding
3. Three-Way Calling
4. Speed Calling
5. Delayed Call Forwarding
6. Busy Call Forwarding

Information and instructions on these features are located in this section under Instructions for Custom Calling.

#### Call Bonus - Community and wide area plans

Formerly known as Optional Residence Telephone Service (ORTS), Call Bonus is designed for residence customers with one party service who call neighboring communities frequently (and pay more toll charges than they'd like to). Call Bonus offers two plans that provide discounted calling either to individual nearby communities or to all communities within 40 miles. Call Bonus 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 Call Bonus is not available. It's designed for residence customers with one party service 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 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.

#### 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.

#### 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.

#### 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.

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