

Operator-assisted calls

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Operator-assisted calls

Long distance calls requiring an Operator are the most expensive. Calls placed from Public (Coin) Telephones and certain calls from hotels, as well as most types of calls listed below and in the next columns are Operator-assisted calls.

To place an Operator-assisted call:

within your Area Code, dial:

0 + phone number

outside your Area Code, dial:

**0 + Area Code
+ phone number**



Examples of Operator-assisted calls

Collect calls

You may call collect if the person or firm you are calling agrees to pay the charges. Dial the call, and when the Operator answers, say you're placing a collect call and give your name. The Operator will leave the line when the person you've called accepts the charges.

Conference calls

You can talk with several people in different places at the same time by dialing the Operator and saying you wish to make a conference call. Give the Operator the names and telephone numbers of the people you want to talk to. You may want to arrange a calling time in advance. Conference calls may be local or long distance calls. Charges are added for the number of places connected, mileage, and the length of conversation. Before placing a call ask the Conference Operator to define the charge for your call.

Enterprise calls

Enterprise service permits business customers to offer their out of town customers the privilege of calling them without charge. If a number you are calling is an Enterprise number, dial the Operator and give the Enterprise number. The Operator will place the call for you.

International calls

You can call practically anywhere in the world by dialing the Operator. However, some customers can dial overseas calls directly to many countries. See the International Calling section for more information.



Mobile and marine calls

You can make local and long distance calls to automobiles, trucks, aircraft, boats, and ships which have phones. Calls can be completed by dialing direct or calling the Operator.



Person-to-person calls

This is the most expensive type of long distance call. Call person-to-person when you wish to reach a particular person or extension number. Dial the call, and when the Operator answers, say you are making a person-to-person call and give the name of the person you want to talk to. The Operator will leave the line when the person you're calling has answered the telephone.

Third-number calls

You may have long distance charges billed to an authorized third telephone number. Dial the call, and when the Operator answers, say you'd like to charge your call to a third number and give the Operator that number including the Area Code. The Operator may attempt to verify the third number charge before advancing your call. If you are calling from a public telephone, the Operator must receive verbal acceptance of the charge from someone at the third number before completing your call.

Time and charges

When placing a long distance call you may ask the Operator to tell you the length of time you talked and how much it cost. Dial the call, and when the Operator answers, say that you will want time and charges when the call is completed.

Pacific Bell Calling Card service

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Pacific Bell now offers enhanced Calling Card services which are convenient money and time savers.

You may obtain a Pacific Bell Calling Card from your Business Office at no extra charge.

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Calling Card calls

If you have a Pacific Bell Calling Card, you can place long distance calls and have them charged to your regular monthly bill.

The use of a special tone and/or announcement is explained at the top of the next column.

To place a Pacific Bell Calling Card call from touch-tone phones with touch-tone service only:

within your Area Code, dial:

**0 + phone number
(wait for tone and/or
an announcement)
+ Calling Card
number**

outside your Area Code, dial:

**0 + Area Code
+ phone number
(wait for tone and/or
an announcement)
+ Calling Card
number**

Sequence Calls:

- dial the Calling Card number for the first call as shown above.
- after the called party hangs up press the "#" button.
- dial the number of your next call, (if the number is busy press the "#" button and redial or try your next number.)

Special Tone

Residence or business touch-tone service - after you hear the special tone dial your full Calling Card number.

Public or Coin touch-tone service - after you hear the special tone a recorded announcement will ask you to dial your full Calling Card number.

Money Saver

Calling Card rates are less expensive than rates for collect calls. See Index - Long Distance Calling and rates for examples of service charges.

Time Saver

If the number you are calling is the same as the number on your Pacific Bell Calling Card, wait for the tone or announcement and dial the last four digits of your Calling Card number.

Pacific Bell Calling Card service

To report lost or stolen Calling Cards - 24 hour service:

- Within the Continental United States
1-800 621-0430
- Outside the Continental United States call collect 714 740-5106

Calling Card calls

From rotary dial phones:

within your Area Code, dial:

0 + phone number

outside your Area Code, dial:

**0 + Area Code
+ phone number**

When the Operator answers say "this is a Calling Card call" and give your card number.

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