

TELEPHONE INFORMATION

DIRECTIONS FOR USING THE TELEPHONE

LOCAL TELEPHONE CALLS

Use **Latest Directory** in ascertaining the telephone number of the person to whom you wish to speak.

Call the operator by lifting the receiver from the hook.

(If the number is not listed in the Directory, ask "Information?" for the number, and note it for future reference.)

When the Operator Replies by saying, "Number, please," give your order slowly and distinctly, speaking directly into the transmitter with your lips close to the mouthpiece. First, name the central office desired and then pronounce the number by giving each figure separately. For example: "Douglas 9860" should be pronounced "Douglas nine, eight, six, oh." There is an exception to this rule when the number is an even hundred or an even thousand. For example: 400 should be pronounced "four hundred," and 4000 should be pronounced "four thousand."

When the Operator Repeats, listen carefully and correct her promptly if she has misunderstood the number. If the desired line is found in use, the operator will report "The line is busy." (On calls to party lines, the busy report does not necessarily mean that the particular station called is busy, but that some station on the line is in use.)

If the **Number Called Fails to Answer** within a reasonable time, the operator will report "They don't answer."

When Through Talking, replace the receiver on the hook. Failure to do this will cause your line to be reported out-of-order, and prevent you from receiving incoming calls.

To **attract the Operator's Attention** during a connection, move the hook slowly up and down five or six times, or until the operator answers. Do not move the hook rapidly as this may prevent the operator from receiving the desired signal.

In **Answering a Call** answer as promptly as possible as delay may compel the operator to report "They don't answer" to the person calling and you may miss an important call.

Do not remove the receiver from the hook until the bell has stopped ringing.

Instead of saying "Hello," give your telephone number or name, as "This is Douglas 9860," or "This is Brown & Company," or "This is Smith & Company, Mr. Jones speaking," etc.

When holding the line never replace the receiver on the hook, as this will give the operator a signal to disconnect.

TWO-NUMBER TOLL CALLS

In **Making a Two-Number Call**, ascertain the telephone number of the person desired from this Directory or from the "Information Operator," if it is not listed. Give the number to your local operator. Wait with the receiver at your ear, until some one at the called number answers or the operator reports. A list of points between which two-number service is in effect is given on another

LONG DISTANCE CALLS

To Make a Long Distance Call.—Call the local operator in the regular way and ask for "Long Distance." When the long distance operator answers give her your telephone number and name, followed by the telephone number desired (if known), the city or town and state. If a particular person is desired give the name and initials; also the name of an alternate person with whom you will talk if the particular person desired is not in. If the number of the telephone desired is not known, give the firm name or the name and initials of the person under whose name the telephone is listed, and, if possible, the street address.

Messenger Calls.—If the person desired is not connected by telephone, a messenger will be sent to his address to request him to come to a telephone, provided the party calling guarantees payment for the messenger service. The exact amount disbursed for messenger service will be charged in addition to the Company's tariff rates.

Appointment Calls.—Appointment to talk at a specified time may be made by notifying the long distance operator of the time at which the connection is desired. No extra charge will be made for appointment calls (except for messenger service when such service is involved), but the Company cannot guarantee the completion of the connection at the exact time specified.

Collect Calls.—The charges on a long distance call, including messenger charges, if any, may be made against the telephone called, provided the charges are accepted by the party called, and any messenger charges are guaranteed by the calling party in case the called party cannot be located or refuses to accept the charges. Requests to have the charges collected from the telephone called should be made when the call is given to the long distance operator.

Leave Word Calls.—If the person with whom you wish to talk is not immediately reached at the telephone called, word may be left (without charge) to have him call when ready to talk.

Reports.—In case delay is encountered in completing a call, the long distance operator will advise the person calling, at reasonable intervals, regarding the cause of the delay. If a report is desired, call the long distance operator and ask her for the information desired.

Rates and Charges.—Rates for long distance service are based in general upon an initial period of two (2) minutes, although in some cases a one (1) or three (3) minute initial period is used. The full rate for the initial period will be charged for all connections not exceeding the initial period. For overtime beyond the initial period, charge will be made by the minute for each additional minute or fractional part thereof. The long distance operator will not interrupt conversation to notify subscribers of the expiration of the initial period.

When a particular person is asked for, every reasonable effort will be made to establish the connection with

TELEPHONE INFORMATION—Continued

the person desired. If the person desired is not reached, no charge will be made for the service rendered, except for messenger service, should such service be involved.

When no particular person is asked for at the time the call is given to the long distance operator, charge will be made if connection with the proper telephone is established.

Requests for Charges.—If a patron desires notification of the amount of the charge on his message, he will save time by so advising the operator at the time he gives his call. If the request for such information is not made until the completion of the conversation, unavoidable delay results while the operator obtains the rate and computes the charge.

Supervision by Private Branch Exchange Operators.—The long distance operator is held responsible for the supervision and timing of all messages and for the character of the service furnished. Supervision of connections by Private Branch Exchange operators interferes with satisfactory service, and such operators should not remain "cut in" on the line after the connection has been established.

Report all complaints of long distance service to the "Long Distance Chief Operator."

For information not given above, concerning long distance service, call "Long Distance Chief Operator."

COMPLAINTS

The Company appreciates prompt reports of specific instances of unsatisfactory service. Always telephone such reports so as to permit of their receiving immediate attention. Ask your operator for "Complaint Department" when it is desired to report telephone out-of-order, or other unsatisfactory service.

NICKELS REFUNDED FROM PREPAYMENT COIN BOX STATIONS

At **Prepayment Coin Box Stations** nickels will be refunded by the operator on local calls to "Long Distance," to any department of the Telephone Company, and on all calls where the called line is busy or the party does not answer. Failure to refund should be reported to the Operator in order that proper allowance may be made in the form of a free connection or a cash refund by the collector.

TELEGRAMS AND CABLEGRAMS

Subscribers of this Company may transmit by telephone to telegraph offices, telegrams and cablegrams destined to any part of the world, but this Company does not assume any responsibility for failure to transmit or for errors in transmission or delivery.

By special arrangement for the convenience of our subscribers the Western Union telegraph charges will be included in monthly telephone bills and may be paid to this Company. To facilitate the delivery of telegrams the Western Union Telegraph Company suggests that the telephone number of the person to whom your telegram is addressed be given, when known, in addition to the street address. This will permit the Telegraph Company to deliver such telegrams by telephone at the office of destination, with a saving of time.

ORDERS FOR TELEPHONE SERVICE

To have telephones installed, changes made in Directory listings, etc., call Garfield 12000 and ask for the "Sales Department."

SEVEN DAYS' NOTICE TO MOVE A TELEPHONE

Seven days' written notice is required in all cases where the location of a telephone is to be changed.

When vacating premises be sure to notify the Company in person or in writing in order to avoid unnecessary charges.

INFORMATION REGARDING ACCOUNTS.

For information relative to Bills Rendered, call Garfield 12000, Collection Department.

PUBLISHING OF TELEPHONE NUMBERS

We advise the use of the expression "Telephone Connection" rather than the telephone number, on stationery, wagons, and in advertising, as we may be forced to change your number to meet service requirements.

ATTACHMENTS TO TELEPHONES

Subscribers' contracts provide that no instruments or appliances not authorized by this Company shall be attached to or used in connection with its instruments or lines. Various unauthorized devices, claimed by their agents to eliminate noise, to destroy germs, supplant the telephone directory, etc., are entirely unnecessary and interfere with the service. Subscribers are requested not to permit the use of such devices in connection with their telephones.

IDENTIFICATION OF EMPLOYEES

All employees of the Company whose duties require them to enter the premises of its subscribers for any purpose whatever are supplied with badges; and any subscriber having the slightest doubt as to the identity or the right of the person representing himself to be an employee of the Company should request such person to show his badge.

Information relative to suspicious characters requesting access to, or tampering with, telephones having coin box attachments, should be telephoned immediately to Garfield 12000, Collection Department.

Subscribers having Coin Boxes connected with their telephones are requested to be present at the time the box is emptied and to verify the contents before signing the certificate.

DIRECTORY ADVERTISING

For information regarding space in this Directory, call Garfield 12000 and ask for "Advertising Department."

TELEPHONE DIRECTORIES

This Directory is the property of The Pacific Telephone and Telegraph Company and is provided for the sole and exclusive use of its patrons, who are requested to maintain it in its original condition, usual wear and tear excepted. The Company assumes no liability because of errors or omissions. All requests for changes must be made to the Company in writing. The lists of subscribers and telephone numbers herein are copyrighted, and all persons are cautioned against reproducing them.

SURRENDER OF OLD DIRECTORIES

Subscribers are requested to surrender their old directories at the time the new book, which contains many new and changed numbers, is delivered. New directories will be furnished to meet all service requirements so that there will be no reason for using obsolete books, the use of which interfere with good service.