

How to Use the Telephone

PLEASE BE SURE OF THE NUMBER

You can obtain the desired number from the latest issue of the telephone directory. If the listing is not found, please call "INFORMATION" or dial "411".

PLEASE LISTEN FOR SIGNALS

After placing your call, you will hear the ringing signal, busy signal, or report from the operator. Allow the called line to be rung for a long enough time so that the called party will have time to answer.

When you hear the busy signal, please replace the receiver and try the call again later.

TONES AND SIGNALS

DIAL TONE—A continuous hum, indicating that equipment is ready to receive your call.

RINGING SIGNAL—A "burring" sound repeated at regular intervals, indicating the called telephone is ringing.

BUSY SIGNAL—A steady "buzz-buzz-buzz" sound, indicating the line is in use.

SPEAKING OVER THE TELEPHONE

Please speak slowly and clearly, in an even tone of voice, directly into the transmitter, with the lips just clearing the mouthpiece.

CALLING FROM A COIN BOX TELEPHONE

Instructions are posted on or near each coin box to tell you how to place calls.

Your money will be returned if your call to a number is not completed.

Between successive calls, the receiver should be replaced for at least five seconds.

Please report at once any service difficulties or coin collection error to the operator.

ANSWERING CALLS

Please answer promptly. You will save time when answering if you give your own number or name.



Dialing

TO DIAL A LOCAL NUMBER

Dial the first two letters of the office name and each figure of the number (including the zeros, if any).

For example, to call DOuglas 5997:

1. Remove the receiver and listen for the dial tone (a steady humming sound).
2. Keeping the receiver off the switch-hook, place your finger in the opening where the letter "D" appears.
3. Turn the dial until your finger strikes the stop, then release and without forcing or retarding the return motion allow the wheel to return to normal.
4. Do the same with the black letter "O" and then the figures 5-9-9-7 in that order.



PLEASE OBSERVE THESE DIALING SUGGESTIONS

Be careful not to mistake the black letter "O" for the red figure "0" (zero); nor the black letter "I" for the red figure "1" (one).

If your finger slips while dialing or you realize that a mistake has been made, replace the receiver and after waiting a few seconds, lift the receiver and when you hear the dial tone, try the call again.

Always replace the receiver for a few seconds between calls. Please do not move the dial while talking, as it may break the connection.

In case you have repeated trouble dialing a number, hang

up for a few seconds, then dial the opening where the word "Operator" appears and she will assist you.

OUT-OF-TOWN NUMBERS

Please do not attempt to dial out-of-town numbers, as such calls should be placed either with "Operator" or Long Distance ("211"), as required. Blue Page 9 and following pages contain complete directions for placing out-of-town calls.

DETAILS TO OBSERVE ON PARTY LINES

If, when you begin to place a call, you hear the dialing of another party, excuse the interruption, replace the receiver and make your call later.

If, during or at the end of dialing, you find another party has come on the line, replace the receiver for a moment and then dial the number again.

To call another party on the same line, dial the red figure "0" (zero) for "Operator". Give her the number you wish to call and tell her that it is a number of another party on your line. The operator will then ask you to hang up while she rings the number. Allow the operator to ring long enough for the called party to answer, then lift the receiver and start conversation.

TO MAKE AN EMERGENCY CALL IN THE DARK

Lift the receiver, listen for the dial tone and then place your finger in the first opening below the finger stop. Dial the figure "0" (zero) to reach an operator. When the operator answers explain the situation, giving her your number and the details of your call, and she will be glad to assist you.

Business Transactions with the Company

Business transactions are handled at the Business Office located at 444 Bush Street. The Telephone Number is GA rfield 9000. Business Office hours are from 8:30 a.m. to 5:00 p.m.

We realize that difficulties sometimes occur in spite of our best efforts to avoid them. When they do, we are anxious to correct them promptly and to take steps which



will prevent them from happening again. The directions given on the preceding page for reporting service difficulties and obtaining assistance will care for most cases. If any matter is not handled to your satisfaction after you have brought it to the Telephone Company's attention through the usual channels, please call the Business Office and ask for the Manager.

Orders for Service

To arrange for new or additional service, or if you wish telephone instruments moved or changed, service discontinued, or other service arrangements made, please get in touch with our Business Office, or ask any Telephone Company employee, who will be glad to assist in placing your order.

Bills and Payments

Bills for service are usually issued monthly in groups on various dates throughout the month and are due and payable upon presentation.

When paying in person at the Business Office, it will save your time if you will have your bill with you.

When paying by mail, please enclose the bill stub with your



check. If the stub has been mislaid, you can make certain that your account will be promptly credited by writing your telephone number on the check.

If you should desire any additional assistance or explanation regarding your bill, the Business Office will be glad to help you.

BRANCH PAYMENT OFFICES

In addition to the Business Office at 444 Bush Street, bills may be paid at these branch payment offices on the days shown:

MONDAYS (from 8:30 a.m. to 4:30 p.m.).....1045 Capp St.	THURSDAYS (from 8:30 a.m. to 4:30 p.m.).....389-9th Ave.
TUESDAYS (from 8:30 a.m. to 4:30 p.m.).....35 Russia Ave.	FRIDAYS (from 8:30 a.m. to 4:30 p.m.).....1545-19th Ave.
WEDNESDAYS (from 9:00 a.m. to 4:30 p.m.).....6301 Mission St. (Daly City)	

If the scheduled day is a holiday the office involved will be open the following business day.

Other Matters

RATES

Rates and practices included in this directory are based upon those in effect at the time this directory was closed for printing and are subject to such changes as may be made from time to time.

Copies of our rules and regulations and schedules of rates are on file at our Business Office and are open to public inspection. We shall be glad to show them to you.

IDENTIFICATION OF EMPLOYEES

Employees of the Company, whose duties require them to enter the prem-

ises of customers, are supplied with identification cards. If you have any doubt as to the right of a person to represent himself as an employee of this Company, you should request him to present his identification card.



Please call or dial GA rfield 9000, and ask for Business Office, if any unauthorized person requests access to, or tampers with telephones or other equipment.

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USE OF COINS IN COIN BOXES

It is unlawful to use tokens or any coins other than the lawful coins of the U.S.A. in any telephone coin box.

(Section 640-a Calif. Penal Code)

ATTACHMENTS TO TELEPHONES

In the interest of good service, please do not use any devices on telephone equipment except those furnished by the Company. The devices claimed by agents to eliminate noise, to destroy germs, etc., are usually detrimental and interfere with good service.