

Business Transactions with the Company

Business transactions are handled at the Business Office located at 444 Bush Street. The Telephone Number is GARfield 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 take steps which will prevent them from happening again.

We shall appreciate your cooperation in calling Business Office on any matter not handled to satisfaction.

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 the Business Office.

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



certain that your account will be promptly credited by writing your telephone number on the check.

If you should desire any additional assistance, 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

TUESDAYS (from 8:30 a.m. to 4:30 p.m.).....1045 Capp St. FRIDAYS (from 8:30 a.m. to 4:30 p.m.).....1545-19th

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

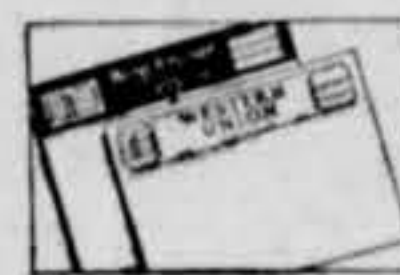
Rates and practices included in this directory are based upon those in effect at the time this directory was closed for printing and are subject to such changes as may be made from time to time.

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

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.

TELEGRAMS BY TELEPHONE



To facilitate sending telegrams, cablegrams, or radiograms, please call or dial telegraph

companies as listed in this directory. Charges for telegraph messages of The Pacific Telephone and Telegraph Company at all exchanges and for telegraph messages of the Postal Telegraph-Cable Company and Western Union Telegraph Company at certain exchanges, placed by telephone, will be billed by the Telephone Company on its bill for service, or if sent from a public coin telephone, the charges will be collected at the time the message is sent.

IDENTIFICATION OF EMPLOYEES

Employees of the Company, duties require them to enter the names of customers, are supplied identification cards. If you have doubt as to the right of a person to represent himself as an employee of this Company, you should request to present his identification card. Please call or dial GARfield 9000 ask for Business Office, if any unauthorized person requests access or tampers with telephones or equipment.

USE OF COINS IN COIN TELEPHONES

It is unlawful to use tokens or coins other than the lawful coin of the U.S.A. in any coin telephone (Section 640-a Calif. Penal Code)

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".

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 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.

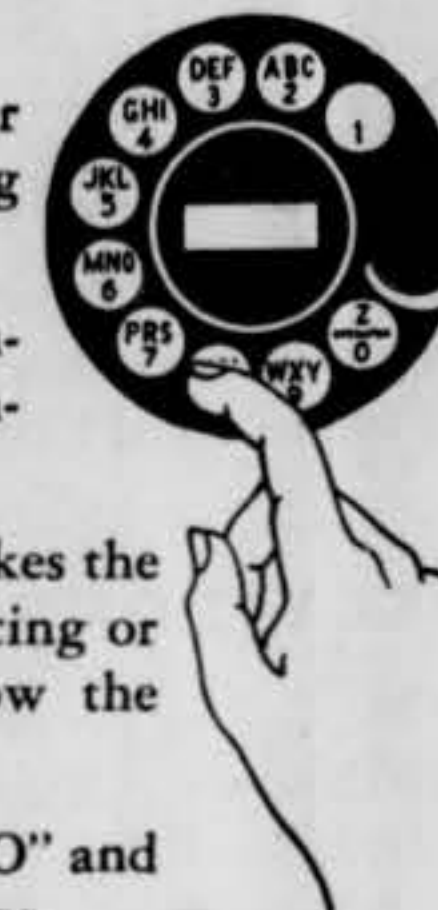
Dialing From San Francisco Zone Telephones

TO DIAL A 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, replace the receiver for a few seconds, then dial the red figure "0" (zero) to reach the operator and she will assist you.

TELEPHONE NUMBERS TO BE DIALED

From dial telephones, dial the telephone number on all calls within the San Francisco Zone (see page IV).

From dial message rate business telephones, also dial the telephone number on calls to telephones in the East Bay Zone (see page IV). From all other telephones, such calls should be placed by number with the local "Operator".

Do not attempt to dial the number on calls to other points. Such calls should be placed either with your local "Operator" or Long Distance ("211"), as provided on page VI. Page VI contains complete directions for placing long distance 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.