

## HOW TO GET TELEPHONE NUMBER INFORMATION

Dial **411** for local numbers not listed in this directory and for numbers in East Bay Zone, Hayward, Richmond, San Mateo, San Rafael, Sharp Park and South San Francisco.

For all other numbers, dial **211 (Long Distance)** then ask for Information in the place you want to call. For example, "I want Palo Alto Information".

## HOW TO USE YOUR TELEPHONE

### HOW TO DIAL A CALL

Lift the receiver. Listen for a steady "humming" sound, the **dial tone**. Then dial.

Be sure to dial the first two capitalized letters and numeral in the prefix, then the remaining numerals.

### WHAT THE SIGNALS MEAN

You will know when the telephone you have called begins to ring, by the **ringing signal**, a "burring" tone repeated at regular intervals. Let it go on at least a minute before you hang up. That will give the person you are calling time to answer.

The **busy signal** is a steady "buzz-buzz" tone. When you hear it, hang up and wait a few minutes before dialing again.

A siren-like sound that rises and falls is the **dial-again signal**. It means there has been a mistake on the call. **No signal** after you dial may also mean a mistake. Hang up. Check the number you called to see if it was right. Then dial again—making sure you wait for the dial tone first and then dial the whole number. If there is still no signal, dial Operator and report the condition.

If you are talking to someone on the telephone and you hear a short high "beep" tone every 15 seconds or so, it is a **voice-recording signal**. This means the person you are talking to is recording your conversation. It is against the law to use a recorder without this signal.

### IF YOU GET THE WRONG NUMBER

If you reach a wrong number, you can get the charge for the call adjusted. Dial **Operator** and tell her the prefix you accidentally reached—and the place, if possible.

If someone calls you accidentally, please tell him what city you live in and the prefix of your telephone number. Then he can get the charge for his call adjusted.

### HOW TO CALL SOMEONE ON YOUR PARTY LINE

To find out the number of a telephone on your party line, call **Repair Service** by dialing **611**. Then dial **Operator**, give her the number, tell her it is on your line, and she will help you make the call.

## CALLS YOU CAN DIAL YOURSELF

### From Pay Telephones

You can dial direct all San Francisco numbers and the other numbers shown on the card at the telephone.

### From All Other Telephones

You can dial direct most numbers in the San Francisco Bay area that have 2 capitalized letters and 5 numerals. For example, numbers like **Glenwood 3-0709** (in San Rafael) and **CYpress 2-0712** (in San Jose) can be dialed direct.

If you have any questions, dial your Long Distance Operator and ask her.

## CALLS YOU PLACE THROUGH OPERATOR

There are certain calls you place through an operator:

- all Station-to-Station calls you cannot dial direct
- all Person-to-Person calls
- all ENTERprise calls
- all Collect calls

### Station-to-Station Calls

When you will talk with anyone who answers the called telephone, you make the call "station-to-station".

Calls you dial yourself are station-to-station calls. To make a station-to-station call to a telephone you cannot dial yourself do this:

To call Corte Madera, Larkspur, or Sausalito—Dial **Operator**, give her the number you want. To call other places, dial **211 (Long Distance)**. From pay phones dial **"0"** or **211** as instructed on the instrument.

Tell the **Operator** the name of the city and the telephone number you want. If you do not know the number, give the Operator the name and address the telephone is listed under and tell her you will talk with anyone who answers.

### Person-to-Person Calls

When you want to talk to a particular person, department or extension, you can make the call "person-to-person". The charge for this kind of call is slightly more than for a "station-to-station" call.

To do so, dial **211**.

Tell the Operator the name of the city . . . the telephone number (or the name and address the telephone is listed under) . . . and what person, department or extension you want.

### Collect Calls

When you want your call billed to the number you are calling, you can make the call "collect".

To do so, dial **211**.

Tell the Operator when you place the call—not afterwards—that you want it made "collect".

The minimum charge for a "collect" call is 30c. Otherwise, collect calls cost the same as other calls.

### Other Long Distance Calls

It will help also if you ask for:

- Overseas Operator . . . . . on calls overseas or to Alaska
- Marine Operator . . . . . on calls to ships and planes
- Mobile Service Operator . . . . . on calls to autos, trucks, trains

Upon request, the Operator will notify you at the end of a stated period of time on long distance calls.