

TELEPHONE INFORMATION

HOW TO USE THE TELEPHONE

Speak **directly** into the mouthpiece of your telephone with your lips close to it.

Speak **slowly** and **distinctly**.

Obtain telephone numbers from the **latest Telephone Directory**. Calling numbers from memory, or taking them from cards, letterheads, etc., may result in delays or wrong number connections.

If the number is not found in the Directory, call "Information" and when the number is obtained make a memorandum of it for future reference.

When giving a number to the operator, state—(1) the name of the central office wanted, (2) each figure of the telephone number desired and (3) the party line letter, if there is one. Numbers which are even hundreds or even thousands should be given as such, instead of each figure separately.

Examples for giving orders:

Main 1273—"Main, One Two—Seven Three."

Main 4418-J—"Main, Four Four—One Eight J."

Main 2100—"Main, Two One—Hundred."

Main 3000—"Main, Three Thousand."

After giving the number **listen to the operator** as she repeats it. If she repeats it correctly, say, "Yes" or "Right." If she does not repeat it correctly, say, "No" and give the number again, more clearly if possible.

After calling a number, **remain with the receiver at your ear** until the called number answers or until a definite report is received from the operator. If the called 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 telephone called is busy, but that some telephone on the line is in use.) If the number called

fails to answer within a reasonable time the operator will report "(called number) does not answer."

Answer calls promptly in order to avoid a report of "does not answer" being given to the party calling.

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

When answering a call instead of saying "Hello," give your telephone number or name as "This is Main 9860," or "This is Brown & Company," or "This is Smith & Company, Mr. Jones speaking," etc.

To recall the operator during a connection move the receiver **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.

Do not hang up the receiver until you are ready for the operator to take down the connection.

When you are not using the telephone see that the receiver is **on the hook**, large end down.

TWO-NUMBER TOLL CALLS

Two-Number Toll Calls must be made **by number** in the same manner as local calls. If the telephone number is not in this directory it may be obtained from the Information Operator. Charge is made if connection is completed with the number called, the time for which the charge is made beginning when the number called first answers.

When a two-number toll connection is desired, give the number (preceded by the name of the exchange) to the first operator who answers and remain with the receiver at the ear until the called number answers or until the operator reports.

Collect Calls—The charges on two-number toll calls may be made against the telephone called, provided that the charges are accepted at that telephone. Requests to have the charges collected at the called telephone

TELEPHONE INFORMATION—(Continued)

should be made when the call is given to the operator.

LONG-DISTANCE CALLS

To make a long-distance (particular-person) toll call signal the local operator in the regular way and ask for "Long-Distance." When the long-distance operator answers, give her your call, furnishing the necessary details in the following order:

1. The telephone number from which the call is made and your name.

2. The number of the telephone desired, if known.

3. The firm name or the name and initials of the person under whose name the telephone is listed and the street address, if the telephone number is not known.

4. The name of the person with whom you wish to speak.

5. The name of the alternate person, if you are willing to talk with anyone else in case the person desired cannot be reached.

6. The name of the city or town and state in which the desired person is located.

Listen for the operator to repeat the details of your call and remain at the telephone until she indicates that you may hang up the receiver.

Messenger Calls—When necessary a messenger will be sent to the address of the person desired requesting him to come to a telephone, provided the calling party guarantees payment for the messenger service. The exact amount disbursed for messenger service will be charged in addition to the Company's charge for the telephone connection.

Collect Calls—Upon request of the calling party, the charges on a particular-person toll call, including messenger charges, if any, will be collected from the called telephone, if such charges are accepted by the party called. Messenger charges must be 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

in this way should be made when the call is given to the long-distance operator.

Appointment Calls—An 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 call at the exact time specified.

Leave Word Calls—If the person desired is not immediately reached at the telephone called, the operator will, at the request of the calling party, leave word (without charge) to have him call when ready to talk. On "leave word" calls a message will be left at the called telephone for the person desired to call a particular long-distance operator. When the person receiving such a message is ready to talk, he should ask the first operator who answers to connect him with "Long-Distance." When the long-distance operator answers he should give her the name of the city or town calling him, saying, "(point calling) is calling me," and then **upon request of the operator** give his own name and telephone number.

Reports—In case there is delay in completing a call the long-distance operator will advise the person calling, at suitable intervals, regarding the cause of the delay. If an additional report is desired call "Long-Distance" and ask for the information desired by **first saying**, "Will you please give me a report on my call to (point called)" and then **upon request of the operator** give your own name and telephone number.

Requests for Charges—If a patron wishes to be notified of the amount of the charges on his call he will save time by so advising the long-distance operator at the time of giving the call. If the request for such information is not made until the completion of conversation, unavoidable delay may re-