

**TELEPHONE INFORMATION—(Continued)**

sult while the operator obtains the rate and computes the charges.

**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 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.

**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 long-distance connections by private branch exchange operators interferes with transmission and therefore attendants should not listen on the line after the connection has been established.

**COMPLAINTS**

The Company appreciates prompt reports of specific instances of unsatisfactory service. Such criticisms should always be made by telephone, as soon after the trouble is experienced as possible, so that they may receive prompt attention. Ask for "Complaint Department" when it is necessary to report telephone out-of-order

or other unsatisfactory service. Operators are required to be courteous in their dealings with subscribers, but are not permitted to engage in conversation beyond that necessary to complete connections.

**COINS REFUNDED FROM PRE-PAYMENT COIN BOX STATIONS**

At Prepayment Coin Box Stations coins 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, the party does not answer or the call is not completed for some other reason. 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 an adjustment by the collector.

**TELEGRAMS BY TELEPHONE**

To facilitate sending telegrams and cablegrams patrons should call by name for The Pacific Telephone And Telegraph Company, Postal Telegraph Cable Company or Western Union Telegraph Company.

For The Pacific Telephone And Telegraph Company call "Pacific Telegraph."

For Postal Telegraph Cable Company call "Postal."

For Western Union Telegraph Company call "Western Union."

The charges for telegraph messages of The Pacific Telephone And Telegraph Company and the Western Union Telegraph Company filed by telephone, will be billed by the Telephone Company on its bill for telephone service.

Patrons calling telegraph companies for any other purpose than to send a telegram or cablegram should call by number in the usual manner.

**ORDERS FOR TELEPHONE SERVICE**

For orders for new service, changes in existing service, changes in directory listings, etc., call Telephone Com-

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pany and ask for "Sales Department."

**NOTICE TO MOVE A TELEPHONE**

Subscribers are requested to notify the Company at least seven days in advance when the location of a telephone is to be changed.

When vacating premises be sure to advise the Company in order that your account may be closed promptly.

In notifying please call Telephone Company and ask for "Sales Department."

**INFORMATION REGARDING ACCOUNTS**

For information relative to Bills Rendered call Telephone Company and ask for "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 obliged to change your number to meet service requirements.

**ATTACHMENTS TO TELEPHONES**

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. Any subscriber having the

slightest doubt as to the identity or the right of the person to represent himself as 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 Telephone Company, "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 Telephone Company 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.

Other directories issued by this Company and directories issued by other Bell Telephone Companies may be obtained upon application at nominal cost.

**SURRENDER OF OLD DIRECTORIES**

Many telephone numbers are changed and new numbers listed in every issue of the directory. It is for subscribers' own interest as well as that of the Telephone Company that all old directories be collected, as the use of obsolete telephone books results in wrong number calls which are an annoyance to both subscribers and the Company.