# General Information

## For the Guidance of Telephone Users

Good Service depends largely upon the measure of co-operation afforded the Telephone Company by the public. The observance of the following suggestions and instructions will greatly facilitate the successful operation of the service from all standpoints.

### USE OF THE TELEPHONE

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

Speak slowly and distinctly in your ordinary tone of voice.

Consult the telephone directory to obtain the number with which you desire to be connected.

If the number is not found in the directory, ask for "Information" and when obtained make a memorandum of the number for future reference on the page of the directory provided for that purpose.

Telephone numbers should be given to the operator as shown in the following examples:

1273—say "One Two (pause) Seven Three."
4418-J—say "Four Four (pause) One Eight J."
2100—say "Two One (pause) Hundred."
3000—say "Three Thousand."

Listen to the operator's repetition of the number and acknowledge it, or if the operator does not repeat the number correctly, give the number again.

After calling a number, remain with the receiver at your ear until the called number answers or until a report is received from the operator, as "(called number) does not answer" or "The line is busy," etc. At some exchanges the Audible Busy Signal takes the place of the operator saying "The line is busy". Reports indicating that the line is busy do not necessarily mean that the particular telephone called is busy, but may indicate that some telephone on the same line is in use.

If necessary to recall the operator for any reason, move the receiver hook slowly up and down until the operator answers. Do not move the hook rapidly.

When your bell rings, answer it promptly for if a number called does not answer within a reasonable time the operator will report, "(called number) does not answer." Do not remove the receiver from the hook until the bell has stopped ringing. When answering, do not say "Hello," but give your name, as for example, "Smith & Company, Mr. White speaking."

When you are through talking, say "Good-bye," so that the other party may know the conversation is finished, then replace the receiver on the hook.

### LONG DISTANCE SERVICE

**Station-to-Station Calls**—A Station-to-Station call is one on which the calling party DOES NOT SPECIFY A PARTICULAR PERSON to be reached but gives only the number of the telephone station desired or the name and address (or the name only, if the address is not known) of the subscriber under which the telephone is listed. Station-to-Station service is available to all points. A charge is made if connection is completed to the called number.

The charges for Station-to-Station calls cannot be reversed, that is, collected from the called station. Calls asking for connection with a specific station on a private branch exchange will not be completed as Station-to-Station calls but can be completed at the Person-to-Person rate.

To make a Station-to-Station call to a point to which "Number Service" is available (such points are indicated on page ii), give the name of the exchange and telephone number desired to the first operator who answers and remain with the receiver at your ear until the called station answers or until the operator reports. Such calls will be accepted by called number only and if the called number is not in the directory, it may be obtained by calling "Information."

To make a Station-to-Station call to a point to which "Number Service" is not given, ask for "Long Distance" and when "Long Distance" answers say: "This is a Station-to-Station call" and then give your telephone number and name, followed by the name of the exchange and telephone number desired, and remain with the receiver at your ear until the operator indicates that you may hang up the receiver.

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**Person-to-Person Calls**—A Person-to-Person call is one on which the calling party specifies a particular person to be reached at the called place, or a particular station on a private branch exchange. Person-to-Person service is available to all points, excepting those to which "Number Service" is furnished exclusively. Under certain conditions, described hereinafter under "Report Charges," a partial charge will be made where it is impossible to establish communication on a Person-to-Person call.

To make a Person-to-Person call, ask for "Long Distance," and when the long distance operator answers say: "This is a Person-to-Person call" and then give the details of your call in the following order:

1. The telephone number from which the call is made and the name of the person desiring to talk.

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

3. The telephone number desired, if known; if the telephone number is not known, name and address (or the name only, if the address is not known) of the subscriber under which the telephone is listed.

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Station-to-Station calls to points other than "Number Service" points, will also be accepted if you do not know the number wanted but will give the name and address (or the name only if the address is not known) of the subscriber under which the telephone is listed to the Long Distance operator and tell her you will talk to ANYONE there.

4. The name of the person with whom you wish to speak and the name of the alternate person, if you are willing to talk with anyone else in case the person desired cannot be reached.

Remain with the receiver at your ear until the operator indicates that you may hang up the receiver.

**Messenger Calls**—When necessary, a messenger at the distant point will be sent to call the specified person to a telephone. The exact amount paid out for such messenger service will be charged in addition to the charge for the telephone conversation. The messenger service charge must be guaranteed by the calling party and must be paid even if the desired conversation is not held. Messenger calls are not accepted to points to which "Number Service" is furnished exclusively.

**Appointment Calls**—An Appointment Call is a Person-to-Person call on which communication is to be established at a specified time. Appointment Calls are not accepted to points to which "Number Service" is furnished exclusively.

**Collect Calls**—Upon request of the calling party, the charges on a Person-to-Person, Appointment or Messenger call, including messenger charges, if any, will be collected at the called station, if such charges are accepted by the called party. Request to have the charges collected in this way should be made when the call is given to the long distance operator. Collect calls are not accepted in connection with Station-to-Station service.

**Reports**—In case there is delay in completing a Person-to-Person call, the operator will advise the calling party regarding the cause of the delay. If an additional report is desired, it can be secured by calling "Long Distance" and requesting a report. A Report Charge, of approximately one-fourth the initial Station-to-Station rate between the points involved, is made on uncompleted Person-to-Person calls under the conditions outlined hereinafter in the section headed "Report Charges."

**Requests for Charges**—If a person desires to be advised at the conclusion of his conversation of the amount of the charge on his call, time will be saved by so notifying the long distance operator at the time the call is placed. If the request for such information is not made until the completion of conversation, unavoidable delay may result while the operator ascertains the rate and computes the charge.

### RATES AND CHARGES FOR LONG DISTANCE SERVICE

Rates for long distance service are based in general upon an initial period of three (3) minutes, although in some cases a five (5) minute initial period is used. For all conversations not extending beyond the initial period, the full rate for the initial period will be charged. For conversations extending beyond the initial period, the full charge quoted for the overtime period applicable to that particular rate will be made in addition to the charge for the initial period.

The rates for long distance service between certain points are shown on page ii of this Directory. The rates between all other points may be obtained by calling "Long Distance."

The rate for a Station-to-Station call is the fundamental rate upon which the rates for other classes of service are based.

The rate for a completed Person-to-Person call is about one-fourth greater than the Station-to-Station rate. The Person-to-Person rate is computed on the Station-to-Station rate between the points involved whether the call is made during the day, evening or night and the minimum charge is 15 cents.

The rate for a completed Appointment or Messenger call is about one-half greater than the Station-to-Station rate. The rate for Appointment or Messenger calls is computed on the Station-to-Station rate between the points involved whether the call is made during the day, evening or night and the minimum charge is 20 cents, plus the messenger charges in the case of a Messenger call.

**Report Charges**—A Report Charge will be made on Person-to-Person calls, including Messenger and Appointment calls, which cannot be completed for the following reasons:

1. The called party is not available at the called station, or refuses to talk, or to accept the charge on a collect call, and a report to this effect is given the calling telephone within one hour from the time the call is given to "Long Distance."

2. When the call is ready for completion, the calling party is not available or refuses to talk, or no answer can be obtained from the calling station, provided this report is obtained within one hour from the time the call is given to "Long Distance."

3. If an Appointment call is not completed after the appointment has been definitely arranged with the called telephone.

4. If a Messenger call is not completed after arrangements have been made to notify the called party to come to a telephone.

The Report Charge is compensation for the operating work performed and is approximately one-fourth the initial Station-to-Station rate between the points involved. The minimum Report Charge is 5 cents and the maximum $2. A Report Charge, in addition to the charge for the call, is not made provided the call is completed on the day on which it is filed.

**Evening and Night Rates**—Reduced long distance rates, known as Evening Rates and Night Rates, applicable to Station-to-Station service only, are in effect between the hours of 8:30 P.M. and 4:30 A.M. The minimum Evening rate and Night rate is 25 cents. Day rates apply on the calls made in the evening or at night when the Station-to-Station Day rate between the points involved is less than 25c. Evening and Night rates do not apply to Person-to-Person calls, including Appointment and Messenger calls, nor to Collect calls.