



## How you can help us to improve your *Telephone Service*

### *When you PLACE a call—*

1. "Please speak directly into transmitter, frame words clearly, and speak in an unhurried manner."
2. "Please give the information requested if a call is questioned by an operator or supervisor."
3. "If you do not hear the ringing signal within a reasonable period, please signal

the operator by moving the switchhook *slowly!*"

4. "Please hang up promptly and gently when you are through."

### *And when you are CALLED—*

1. "Please answer promptly."
2. "Please state your number or identity, not just 'Hello.'"
3. "Please hang up promptly and gently when the conversation is over."

*These are the simple rules of telephone procedure which will enable us to give you a more helpful, satisfactory service. For further information please consult the front pages of your telephone directory.*