

CUSTOMER GUIDE

A2

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Index

- Area Codes and Time Zones A28
- Billing & payment A10
- Business Office, how to reach us
 - Home phone customers A3
 - Business customers A3
- Calling Card service A25
- Community services numbers A36
- Consumer rights and responsibilities A34
- Custom Calling instructions A8
- Directory Assistance A12
- Doing business with us A4
- First Aid/Survival Guide A39
- Hearing impaired services A4
- International calling A32
- Liability and responsibility A48
- Local, nearby calling area, and rates A13
- Long distance calling and rates
 - Within your Service Area A22
 - Outside your Service Area A23
- New service information (Establishing Service) A4
- Obscene or harassing calls, what to do A35
- Prefix locations - Service Areas A21
- Rates for telephone service A7
- Repair Service A7
- Service Areas A20
- Survival Guide/First Aid A39
- Types of telephone service A6
- Yellow Page Advertising A3

Government listings (City, County, State and Federal) see pages in front of the alphabetical section.

Indice

Oficina de servicios
residenciales A3
Servicio de reparación marque 611

NOTICE CONCERNING MONITORING

For training and quality control purposes, samplings of telephone calls (one percent or less of Operator-assisted or Directory Assistance calls) between Telephone Company employees and customers are monitored, without notice to the customer or the employee, by supervisory or management personnel. No recording of the call is made. **CALLS BETWEEN CUSTOMERS ARE NOT MONITORED FOR THIS PURPOSE,** or for any purpose, without the use of an automatic tone warning, except when required by law enforcement and national defense agencies, pursuant to law and under legal safeguards. If you have any questions concerning monitoring, please contact your Service Representative.

HOW
TO
REACH
US

PACIFIC BELL

Pacific Bell
Administrative Offices
442-1738
Corporate Headquarters
140 New Montgomery Street
San Francisco, CA 94105

A3

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Home phone customers

Telephone Business Office
Hours 8:30 A.M.—5:00 P.M., Mon.—Fri.

For the following prefixes:
331 332 334 338 344 348 351 355 361
362 363 364 366 369 481 482 483 484
485 486 487 488 489 635 636 638 648
655 656 920 921 922 924 925 927 929
933 944 961 962 965 966 967 969 971
972 973 985 988 989 991

Billing inquiries 364-6411
New service, orders & order inquiries
972-2525

For the following prefixes:
371 372 381 383 386 388 391 392 393
395 421 422 424 427 428 440 441 442
443 444 446 447 448 451 452 453 454
455 456 457 731 732 736 739 786

Billing inquiries 972-3111
New service, orders & order inquiries
972-3232

For the following prefix:
354
Billing inquiries *1-364-6411
New service, orders & order inquiries
*1-972-2525

*No charge to calling party

Servicios residenciales

Oficina de servicios residenciales
para personas de habla hispana
972-5535 Sin cargo para al llamado

Business customers

Telephone Business Office
Hours 9:00 A.M.—5:00 P.M., Mon.—Fri.

Billing inquiries *648-4121†
New services, orders & order inquiries
*648-4224†

Intermediary Marketing
For connection of customer-provided
systems 648-4321, collect

**Public and Semipublic Telephone
Service**
Billing and orders 1+800 642-4646

**Special Services Business Service
Center**
DATA Facility Orders
Private Line-Interexchange-orders
WATS-Wide Area Telephone Service-orders
*648-4224†

Yellow Page Advertising
Advertising order placement 1+800 852-7624
Customer service 1+800 228-7102
Request for directories 1+800 551-4400
Street Address Telephone Directory leasing
1+800 882-8606

*No charge to calling party

†Michigan Bar customers
dial 1 + the number

Hearing impaired customers

Service Office
TDD and voice users 1+800 772-3140

Operator Assistance
TDD users only 1+800 855-1155

Repair Service
TDD users only 1+800 422-4418

Doing
Business
With Us

All customers

Repair Service 611

Directory Assistance 411
Outside the 916 Area Code
1+Area Code+555-1212

800 (WATS) Directory Assistance
1+800 555-1212

Building Industry Consulting Service
10971 Sun Center Dr., Rancho Cordova
638-6030

Cable Locating Service
1+800 642-2444

Employment Office
2135 Butano Dr., Sacramento
482-3491†

**Marine Identification Air to Ground
and Mobile Orders**
1+800 252-9015

**Minority/Women's Business
Enterprise Coordinator**
Purchasing, inquiries and appeals
2600 Camino Ramon, Room 1E400
San Ramon, CA 94583
1+415 823-0414

**Small Business Administration
Coordinator**
Purchasing, inquiries and appeals
2600 Camino Ramon, Room 1E400
San Ramon, CA 94583
1+415 823-0414

Telephone Directories
1+800 551-4400

†Michigan Bar customers
dial 1 + the number