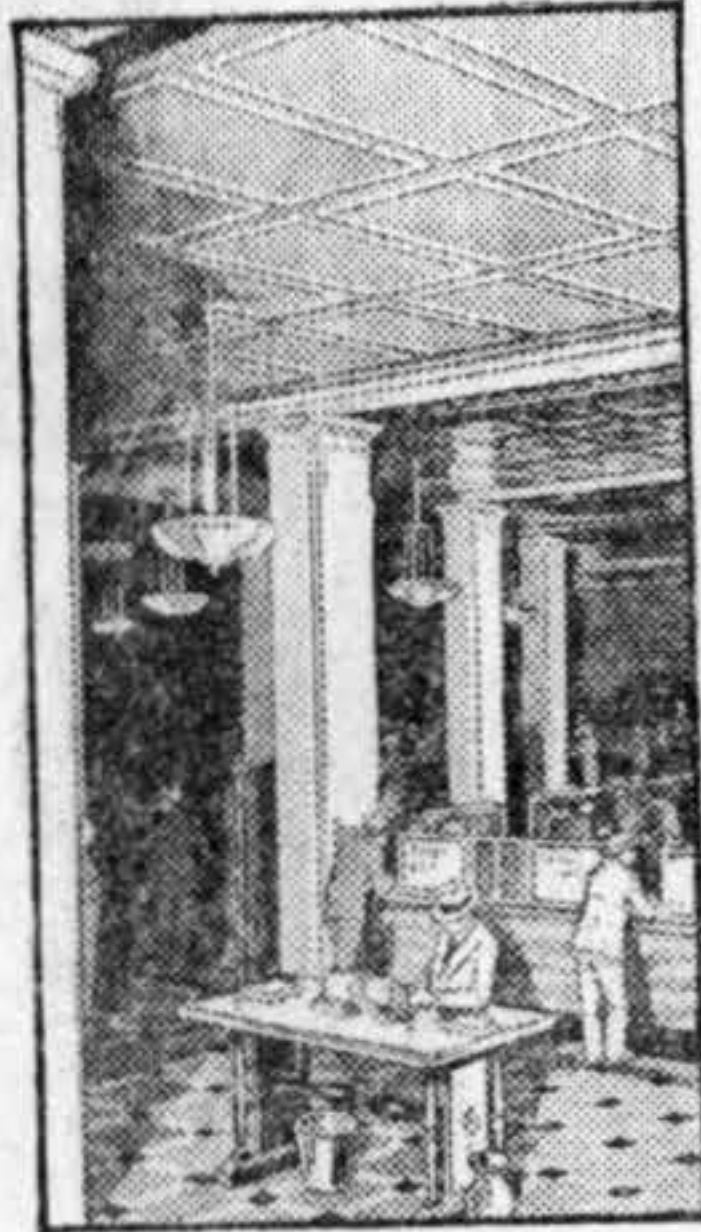


How to Transact Business with the Company



OUR aim is to render a service that will give complete satisfaction to our customers. We realize that difficulties will sometimes occur despite all our efforts to avoid them. The telephone service calls which should be made to report service difficulties are shown on this page.

If at any time difficulties are not promptly corrected or unsatisfactory conditions continue, we shall appreciate your communicating the facts directly to the Manager.

The address of the Business Office at which the Manager is located is:
444 Bush Street, Telephone DA vnprt 9000.

Office hours are 8:30 A. M., to 5:30 P. M. The office is closed on Sundays, and on generally observed legal holidays.



Telephone Service Calls

	FROM MANUAL TELEPHONES CALL	FROM DIAL TELEPHONES DIAL
For numbers not listed in this directory	Information	411
For placing Inter-City calls: Station-to-Station calls to Number Service (nearby) points (For points reached by Number Service see page XII)	Telephone Number	OPERATOR
Other Inter-City Calls	Long Distance	211
To report telephones out of order	Repair Service	611
To obtain assistance on calls	Supervisor	OPERATOR
For business transactions (orders for service, moving telephones, bills, directory listings, emergency conditions, etc.)	Business Office	DA vnprt 9000

If, after any matter has been reported as provided above, an unsatisfactory condition continues, please call the MANAGER.

In case of an emergency or other urgent condition between the hours of 5:30 P.M. and 8:30 A.M. and on Sundays and holidays, arrangements may be made for the immediate restoration of service or for similar matters by calling the Business Office or dialing DAvenport 9000.

If you do not find it convenient to call our Business Office by telephone, or to make a personal call to our office during office hours, a letter addressed to the Business Office, 444 Bush Street, will receive the same courteous and prompt attention as a telephone call or personal visit.

When you come to our Business Office we will be glad to serve you and you will find that our employees are qualified by training and experience to give prompt and courteous attention to your telephone requirements.

How to Transact Business with the Company (Continued)

ORDERS FOR SERVICE

To arrange for the installation of new service you may give your order to our Business Office or any Telephone Company employee. If this is not convenient, we shall be glad to forward a service application to you for signature.

If you wish telephone instruments moved from one location or address to another location or address, service discontinued, additional listings placed in the directory, etc., the Business Office

should be notified by telephone or letter in advance.

There is no charge for local telephone calls to the Business Office.

BILLS AND PAYMENTS

Bills for service are rendered at regular intervals and are due upon presentation. Payments should be made either by mail or at the Business Office. Information regarding bills or an explanation thereof may be obtained from the Business Office.

General Information for Customers

PARTY LINE COOPERATION

Satisfactory service on party lines depends to a great extent upon the willingness of the individuals on the line to cooperate in their use of the telephone service. Accordingly, party line customers, in fairness to others, should refrain from using the line for excessive periods of time, and allow immediate clearance for emergency calls.

IDENTIFICATION OF EMPLOYEES

Employees of the Company, whose duties require them to enter the premises of subscribers, are supplied with identification cards. If you have any doubt as to the right of a person to represent himself as an employee of this Company, you should request him to present his identification card. Subscribers, or agents, should call or dial DA vnprt 9000, and ask for Chief Special Agent, in connection with unauthorized persons requesting access to, or tampering with telephones or other equipment.

RULES AND REGULATIONS AND TARIFFS

Copies of our rules and regulations and schedules of rates are on file at our Business Office and are open to public inspection.

VACATION RATE SERVICE

If you are leaving the city for a month or more, you will benefit by having your residence telephone service on a vacation rate. Further information and reduced rates for this service may be obtained by calling the Business Office, DA vnprt 9000.

ATTACHMENTS TO TELEPHONES

In the interest of good service, it is requested that you do not permit appliances not authorized by this Company to be attached to our equipment.

Time Service

To obtain the time:

San Francisco and Oakland, Alameda, Berkeley and San Leandro subscribers.. Call or dial ROchester 8900.
Subscribers in Other ExchangesRequest the time from the local operator.
The charge for this service will be the same as the charge at your regular rate for any other local call.