

## local calls

The closing date for listings in this directory was May 3, 1974.

### business office:

3331 Broadway, Everett

from Arlington, Camano Island, Darrington,  
Everett, Granite Falls, Marysville,  
Monroe, Skykomish, Snohomish,  
Stanwood, Stevens Pass,  
Sultan telephones ..... dial 118

Your service representative will help you with orders for new or additional service, billing matters, rates, credit cards, or any other information about telephone service you may desire.

hours:—8:30 am to 5:00 pm  
Monday through Friday  
(Closed Saturdays, Sundays and holidays)

### bills may also be paid at:

**ARLINGTON**  
Electronics Unlimited ..... 231 N. Olympic

**DARRINGTON**  
Darrington Pharmacy

**EVERETT**  
Bank of Everett ..... California at Wetmore  
Brashler Pharmacy ..... 1613 Broadway  
Larry's Pharmacy ..... 714-2nd, Mukilteo  
Mary Bridges, B & M Shopping Center ..... 5000 Evergreen Way  
Mitchell's Pharmacy, Frontier Village ..... Lake Stevens  
Pay Little Drug Store ..... 9031 Evergreen Way  
Sears Roebuck ..... 1302 Diagonal Way  
Silver Lake Pharmacy ..... 2 Silver Lake Village

**GOLD BAR**  
Food Haven Grocery

**GRANITE FALLS**  
Granite Falls Sundries

**MARYSVILLE**  
Davis Stationery ..... 3rd & State

**MONROE**  
Seattle-First Nat'l Bank ..... Blakely & W. Main  
Tri-Valley Pharmacy ..... Monroe Shopping Area

**SKYKOMISH**  
Maloneys Store

**SNOHOMISH**  
Ely Hardware Store ..... 2nd & Maple

**STANWOOD**  
First Nat'l. Bank of Stanwood ..... 304 Market  
Seattle-First Nat'l. Bank ..... State & Union

**SULTAN**  
Sultan Variety Store ..... 517 Main

For Your Convenience remittance envelopes are enclosed with your monthly statement, if you wish to pay by mail.

### service and other calls:

directory assistance ..... 11:  
(for numbers not listed in this book)

repair service ..... 11-

time ..... 117

yellow pages service ..... 353-8131

assistance in calling ..... "Operator"

buried telephone cable locating assistance ..... 252-1011

### party line

(how to dial another party on your line)

252, 258, 259, 334, 435, 568, 629, 652, 659, 677, 691 or 973 Customers — if you always encounter a busy signal when calling a particular number, it is possible the other party is on your line. Under a condition of this kind, dial the Operator and she will determine if the party is on your line. If the party is on your line, proceed as follows:

252, 258 or 259 customers — dial 119

334, 435, 568, 652, 659, 677, 691 or 973 customers — dial 8

629 customers — dial 88

then the listed directory number. You will then hear the busy tone. Hang up for 10 to 20 seconds to allow time for the other party to answer (your telephone may or may not ring). Then lift your receiver and commence conversation.

387 or 793 Customers — customers whose telephone numbers are the same except for the last figure, are on the same line. To call another party on your line:

387 customers — dial 78

793 customers — dial 39

then the last digit of your number and the last digit of the called number. Hang up for 10 to 20 seconds. When your telephone stops ringing, the called party has answered. Lift your receiver and commence conversation. If the called party does not answer the ringing, lift your receiver to disconnect the call.

337, 353 or 355 Customers — if you encounter a steady tone after dialing a particular number, the other party is on your line. Dial the listed directory number. When you hear the tone, dial the single number that is printed on your telephone number plate. Hang up for 10 to 20 seconds to allow time for the other party to answer. Your telephone will ring until the called party answers. When the ringing stops, lift your receiver and commence conversation.

794 and 436 Customers — dial the listed directory number. A recorded message will advise you to hang up to permit the called party's telephone to ring. After waiting 10 to 20 seconds, lift your receiver (if your telephone rings, wait until the ring stops) and commence conversation.

Party line tone: If the called party answers his telephone before you lift your receiver he will hear a tone. This indicates that he is being called by someone on his line. The tone will stop when you lift your receiver.

IF THE CALLED PARTY DOES NOT ANSWER, lift your receiver to stop the ringing and then hang up. This disconnects the call.

If you need assistance the Operator will be glad to help you.

**types of calls:**

**station to station**

Call station-to-station if you wish to talk with anyone who answers. If you dial the call yourself, the rate will be lower in most cases than if the call is dialed by the Operator.

**person to person**

Call person-to-person when you wish to talk to a particular person or extension phone. Tell the "OPERATOR" you wish to make a "person-to-person" call. Rates are higher than station-to-station calls. Charges begin when the conversation starts.

**conference**

You can talk to several people in different places at the same time. Tell the "OPERATOR" you wish to make a "conference" call.

**collect**

You can call "collect" if the person or firm you are calling agrees to pay the charge. If you want to make a "collect" call, please be sure to tell the "OPERATOR" when you place the call.

**mobile and marine**

You can make local and long distance calls to automobiles, trucks, boats, aircraft, and ships. Ask the "OPERATOR" for the Mobile, Marine, or High Seas Operator. For information on other communications common carriers, consult the Yellow Pages or other business guides.

**overseas countries**

You can call practically every telephone in the world from your telephone. To call other countries or to inquire about rates call the "OPERATOR".

**wide area telecommunications service (inward WATS)**

Station-to-station long distance calls may be made, without charge to you, if you are calling customers who have wide area telecommunications service. This service is offered to customers calling from specific locations. Dial your Direct Distance Dialing access code plus Area Code "800" plus the special numbers for this service.

**long distance rates from Everett to Washington points**

|              | CUSTOMER DIALED — STATION - TO - STATION |            |            |           |            |                           |
|--------------|--|------------|------------|-----------|------------|---------------------------|
|              | MON - FRI                                |            | SATURDAY   | SUNDAY    |            | EVERY DAY                 |
|              | 8am - 5pm                                | 5pm - 11pm | 8am - 11pm | 8am - 5pm | 5pm - 11pm | 11pm - 8am<br>1 min. rate |
| BELLINGHAM   | .50                                      | .40        | .37        | .37       | .40        | .17                       |
| PORT ANGELES | .56                                      | .43        | .37        | .37       | .43        | .18                       |
| PULLMAN      | .90                                      | .65        | .65        | .65       | .65        | .23                       |
| SEATTLE      | .38                                      | .30        | .27        | .27       | .30        | .13                       |
| SPOKANE      | .83                                      | .60        | .60        | .60       | .60        | .23                       |
| VANCOUVER    | .83                                      | .58        | .55        | .55       | .58        | .23                       |
| YAKIMA       | .73                                      | .48        | .45        | .45       | .48        | .18                       |

|              | OPERATOR ASSISTED             |                              |
|--------------|-------------------------------|------------------------------|
|              | STATION<br>ALL DAYS/ALL HOURS | PERSON<br>ALL DAYS/ALL HOURS |
|              | BELLINGHAM                    | .65                          |
| PORT ANGELES | .70                           | 1.15                         |
| PULLMAN      | 1.10                          | 2.20                         |
| SEATTLE      | .50                           | .90                          |
| SPOKANE      | 1.00                          | 2.00                         |
| VANCOUVER    | .95                           | 1.75                         |
| YAKIMA       | .85                           | 1.45                         |

- Customer dialed Station to Station calls may be placed at rates not exceeding "10 minutes for \$1.00" from 10 pm to, but not including, 8 am on all days to any point in Washington.
- Certain reduced rates are in effect on customer dialed calls to Washington points on Thanksgiving Day, Christmas Day, New Years Day, Labor Day and Independence Day. Call your operator for details.

**long distance rates from Everett to other states**

|               | CUSTOMER DIALED — STATION - TO - STATION |            |            |           |            |                           |
|---------------|--|------------|------------|-----------|------------|---------------------------|
|               | MON - FRI                                |            | SATURDAY   | SUNDAY    |            | EVERY DAY                 |
|               | 8am - 5pm                                | 5pm - 11pm | 8am - 11pm | 8am - 5pm | 5pm - 11pm | 11pm - 8am<br>1 min. rate |
| CHICAGO       | 1.35                                     | .75        | .65        | .65       | .75        | .25                       |
| DENVER        | 1.25                                     | .70        | .65        | .65       | .70        | .25                       |
| HOUSTON       | 1.35                                     | .75        | .65        | .65       | .75        | .25                       |
| LOS ANGELES   | 1.25                                     | .70        | .65        | .65       | .70        | .25                       |
| MIAMI         | 1.45                                     | .85        | .70        | .70       | .85        | .35                       |
| NEW YORK CITY | 1.45                                     | .85        | .70        | .70       | .85        | .35                       |
| SAN FRANCISCO | 1.15                                     | .65        | .50        | .50       | .65        | .20                       |

|               | OPERATOR ASSISTED      |  |                        |  |
|---------------|------------------------|--|------------------------|--|
|               | STATION                |  | PERSON                 |  |
|               | MON - FRI<br>8am - 5pm | MON - FRI 5pm - 8am<br>SAT - SUN / ALL HOURS | MON - FRI<br>8am - 5pm | MON - FRI 5pm - 8am<br>SAT - SUN / ALL HOURS |
| CHICAGO       | 1.70                   | 1.30   | 3.10                   | 3.10   |
| DENVER        | 1.55                   | 1.20   | 2.65                   | 2.65   |
| HOUSTON       | 1.70                   | 1.30   | 3.10                   | 3.10   |
| LOS ANGELES   | 1.55                   | 1.20   | 2.65                   | 2.65   |
| MIAMI         | 1.85                   | 1.40   | 3.55                   | 3.55   |
| NEW YORK CITY | 1.85                   | 1.40   | 3.55                   | 3.55   |
| SAN FRANCISCO | 1.45                   | 1.10   | 2.40                   | 2.40   |

- Reduced rates apply during certain hours and on certain holidays for calls to Alaska, Hawaii, Canada, Mexico, Puerto Rico and the Virgin Islands.
- A minimum 1 minute initial period charge applies on most CUSTOMER DIALED calls from 11 pm to, but not including, 8 am.
  - these typical rates do not include Federal Excise Tax
  - the time at the calling point governs the application of all rates
- certain reduced rates are in effect for — Thanksgiving Day, Christmas Day, New Years Day, Labor Day and Independence Day
- a minimum 3 minute initial period charge applies for all calls unless otherwise designated
- All rates shown above are those in effect in January, 1974.

**place area**

**ALABAMA**  
all locations

**ALASKA**  
all locations

**ARIZONA**  
all locations

**ARKANSAS**  
all locations

**CALIFORNIA**  
Alhambra  
Anaheim  
Bakersfield  
Berkeley  
Beverly Hills  
Chico  
Crescent City  
Eureka  
Fairfield-Suisun  
Fresno  
Gardena  
Laguna Beach  
Long Beach  
Los Angeles  
Monterey  
Newport Beach  
Oakland  
Palm Springs  
Palo Alto  
Pasadena  
Sacramento  
San Bernardino  
San Diego  
San Francisco  
San Jose  
San Pedro  
Santa Ana  
Santa Barbara  
Santa Rosa  
Stockton  
Ventura  
Yreka

**COLORADO**  
all locations

long



# Everett And Vicinity

Including  
Arlington/Camano Island/Darrington/Gold Bar/Granite Falls  
Index/Lake Stevens/Lakewood/Marysville/Mill Creek  
Monroe/Mukilteo/Silvana/Skykomish/Snohomish  
Stanwood/Startup/Stevens Pass/Sultan



This directory is provided to  
you pursuant to the filed  
tariffs of General Telephone  
Company of the Northwest, Inc.

**October 1985/86**  
**Area Code 206**

For Emergency Calls See Inside Front Cover

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Everett, Washington



# Where To Reach Us

## Telephone inquiries

8:30 am to 5:00 pm Monday through Friday  
Closed Saturdays, Sundays, and Holidays

### Billing Inquiries (Business and Residential)

Your Billing Representative will assist you with questions on your bill, such as: Long distance charges, charges for installation/service, etc.

Billing Representative ..... 1 + 823-8616\*  
To discuss payment of your bill ..... See below

### Residential, Single-Line Business, Coin

Your Service Representative will help you with questions about or requests for new or additional service, calling cards, directory listings, rates, or information about other telephone services.

Service Representative ..... 258-9511  
Outside local calling area ..... 1 + 258-9511\*

### Multi-Line Business (Commercial & Special Circuits)

Your Business Representative will help you with any questions about or requests for complex (multi-line) business service, special circuits (i.e., inter-exchange service, private lines, or data circuits), directory listings, mobile telephone service, answering service, or any other telephone services.

Business Representative ..... 347-6400  
Outside local calling area ..... 1 + 347-6400\*

SEE PAGE 7 FOR MORE INFORMATION WHEN ORDERING NEW SERVICE

## Bill payments

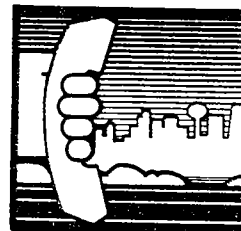
To discuss payment of your General Telephone bill:

Residential and Business ..... 1 + 823-8655\*

For your convenience, a self-addressed envelope is enclosed with your telephone bill to make it easy to pay by mail.

Mail payments to:

General Telephone Co. of the Northwest, Inc.  
P.O. Box 1068  
Everett, WA 98207



\*No charge to calling party when calling from GTNW serving area.

Everett, Washington

Everett, Washington

For in

## Where To Reach Us



### Repair

Camano Island & Stanwood customers

- Residential repair service ..... 1 - 347-8770\*
- Business repair service ..... 1 - 347-8870\*

Darrington, Monroe, Skykomish, Stevens Pass, & Sultan customers

- Residential repair service ..... 1 - 347-8611\*
- Business repair service ..... 1 - 347-8845\*

Arlington, Everett, Granite Falls, Marysville, & Snohomish customers

- Residential repair service ..... 347-8611
- Business repair service ..... 347-8845

In the event of an interruption to the telephone service, which is not due to the negligence of the customer, and the interruption continues for more than 24 hours from the time it is reported to the Company, a credit allowance will be made when requested. A service charge may apply if the telephone company visits the premises and determines that the trouble was caused by the telephone instrument.

### Services

Assistance in calling ..... OPERATOR

Buried cable information  
Toll Free - Dial 1 & Then ..... 800 424-5555

#### Directory Assistance

For local numbers not found in this directory or for numbers in the Bellevue, Coupeville-Oak Harbor, Eastside, South Snohomish and North King Counties, and Seattle directory areas ..... 1 + 555-1212

For other numbers in your area code (206) and for numbers in different area codes ..... 1 - area code + 555-1212

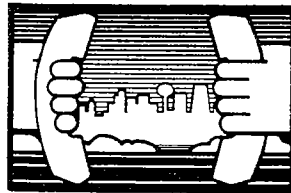
Please give the Operator your number if requested.

Time of Day ..... 1 + 844-1111

### TTY for hearing and speech impaired persons

- (TDD/TTY transmission only)
- Billing Representative ..... 1 - 823-3283\*
- Service Representative ..... 252-6704
- Outside local calling area ..... 1 - 252-6704\*
- Repair Service Toll Free-Dial 1 & Then ..... 800 542-8929

\* No charge to calling party when calling from GTNW serving area.



Everett, Washington

Everett, Washington

For information about your GTE Phone Mart and Catalog Sales, See page 4.



# Where To Reach Us

## GTE Phone Mart

A Communications Professional will assist you in the selection of telephone equipment for your home or small business.

Everett Mall Shopping Center, Everett

### Telephone Sales

10:00 am to 7:00 pm Monday through Friday

10:00 am to 6:00 pm Saturday ..... 353-1334

### New Service-Service Changes-Disconnects

10:00 am to 6:00 pm Monday through Friday

### Telephone Instrument Repair

10:00 am to 6:00 pm Monday through Saturday

For additional product information Toll Free - Dial 1 & Then ..... 800 722-3663

Try our Installment Billing Plan for telephone purchases.

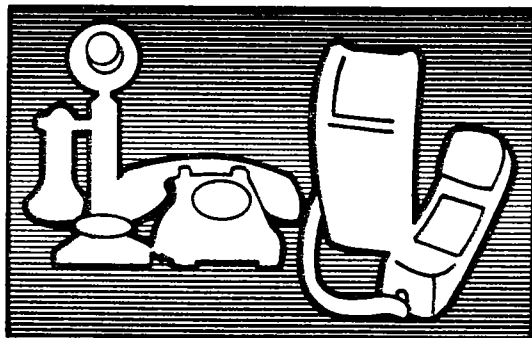
FOR QUALITY YOU CAN TRUST, visit your GTE Phone Mart for telephone purchases and rental phones, to arrange for new service, and rental instrument repair.

## GTE Catalog Sales

Shop by Phone!

Your Catalog Sales Representative can help you select the phones and accessories just right for your home. Many styles to choose from — rental phones available, too.

Toll Free-Dial 1 & Then ..... 800 722-3663



This telephone directory is different from directories you have received from us in the past and there's a good reason. As a result of deregulation, the telephone industry is undergoing dramatic change — change which will affect us as a company and you as our customer. With it comes an exciting array of new pricing, services, products, options — and maybe even some confusion. We think it's important that we at General Telephone continue to help you use your phone more efficiently and conveniently. That's why we've redesigned our introductory pages so you can quickly find information about your telephone service when you need it, along with other helpful hints to make you a smart phone user.

Our industry is changing — and we, along with our directories, are changing with it. This new directory contains information to help you understand some of the changes.

Everett, Washington

## Your local calling inc: numbers listed for yo

### Arlington (435)

252 334 338 347  
258 335 339 348  
259 337 342 353

### Camano Island (387)

387 652 629

### Darrington (436)

436

### Everett (252, 258, 259, 338, 339, 342, 347, 348, 353,

252 337 348 568  
258 338 353 652  
259 339 355 653  
334 342 356 659  
335 347 435 668

### Granite Falls (691)

252 334 338 347  
258 335 339 348  
259 337 342 353

### Marysville (652)

252 335 342 355  
258 337 347 356  
259 338 348 387  
334 339 353 435

### Marysville (653, 659)

252 335 339 348  
258 337 342 353  
259 338 347 355  
334

### Monroe (794)

794

### Skykomish (677)

677

### Snohomish (568, 668)

252 334 338 347  
258 335 339 348  
259 337 342 353

### Stanwood (629)

387 629 652

### Stevens Pass (973)

973

### Sultan (793)

793

Everett, Washington



## Our Special Services

### Custom Calling

Your telephone can perform four advanced services for you without requiring any additional equipment or adjustments.

Custom Calling is available only in those areas served by electronic switching equipment and is furnished only in connection with single-line, one-party telephone equipment. Please contact your Service Representative to determine if these services are available to you.

- **call waiting**

Calling Waiting is a must for individuals and families who are on the phone a lot! You'll never miss a call because of a busy line. Callers won't get busy signals. It's like having a second phone number — but costs much less. With Call Waiting, a tone tells you that another call is waiting. Just depress the receiver button to put the first call on hold and answer the second. You can even go back and forth between them.

- **three-way calling**

Now you can connect with two different numbers at the same time! With Three-way Calling, you can actually have a three-way reunion with friends or relatives. Hold telephone meetings with people you work with on community, church, or school projects. With Three-way Calling, you just call the first number, press your receiver button, then call the second number, press again — and your three-way conversation can begin.

- **call forwarding**

Imagine having your calls follow you wherever you go. What a great convenience — and a great way to help keep your home secure. With Call Forwarding, you can transfer your calls electronically to wherever you're going! You can have your calls answered by a friend or neighbor, whether you go to the store for an hour or take a two-month cruise! You just enter a two-digit code plus the phone number to which you want your calls transferred.

- **speed calling**

Speed Calling lets you store frequently-called or emergency phone numbers. Then you can reach them by entering one of two numbers. The computer in GTE's Central Office does the rest. It's a real time saver if you call the same numbers a lot or if you forget numbers easily. And in an emergency, it could save even more. You'll receive a handy directory card to list your speed calling numbers.

### Touch Calling

To make your calling even faster and more convenient, we offer Touch Calling service for your electronic tone push button telephone.

### Conference

You can talk with several people in different places at the same time. Tell the Operator you wish to make a conference call. A special charge is made for this type of call.

### Mobile calls — air-land-marine

You can make local and long distance calls to automobiles, trucks, aircraft, boats and ships equipped for mobile telephone service. Some calls can be dialed direct while others must be completed by the Operator. For assistance ask the Operator for the Mobile or Marine Operator. For information on other Communications Common Carriers, consult the Yellow Pages under PAGING & SIGNALING, and RADIOTELEPHONE COMMUNICATIONS headings.

### Ordering service

To help speed the ordering process, please have the following information available:

1. Complete street address, apartment or space number, if applicable.
2. How you would like your name to appear in the directory.
3. How you would like your name to appear on the billing statement. Couples may have account in the name of one or both spouses.
4. Employment status.
5. Information about your present telephone service.
6. An estimate of your monthly distance charge.

### Disconnecting service

It is your responsibility, when you disconnect your telephone service, to return all rented telephones and designated Company location charge you for them as a sale to your Service Representative. For telephone service; refer to page 10 for instrument removal instructions.

Custom Calling features are available individually or in two money saving packages.

#### Deluxe Package

Call Waiting  
Three Way Calling  
Call Forwarding  
30 number Speed Calling

#### Custom Package

Call Waiting  
Three Way Calling  
Call Forwarding

Everett, Washington

Everett, Washington



# Doing Business With Us



## Ordering service

To help speed the ordering of your service, please have the following information available:

1. Complete street address, with apartment or space number if applicable.
2. How you would like your name to appear in the directory.
3. How you would like your name(s) to appear on the billing statement. Married couples may have accounts and bills in the name of one or both spouses.
4. Employment status.
5. Information about your previous telephone service.
6. An estimate of your monthly long distance charge.

## Disconnecting service

It is your responsibility, when you disconnect your telephone service, to return all rented telephones promptly to a designated Company location or we will charge you for them as a sale. Please call your Service Representative to disconnect telephone service; refer to page 12 for instrument removal instructions.

## Customer billing information

Customer bills are prepared and mailed on different dates throughout the month. The billing date is determined by your telephone number. The billing date is shown on your bill and you should receive the bill approximately one day after your bill date.

The monthly charges for telephone services are billed one month in advance, and long distance calls are billed after you make them.

The payment due date is printed on your bill. If your payment will not reach us by that date, call your Billing Representative to discuss payment alternatives.

Whenever you exceed the long distance charge limit established for your account, immediate payment or a new or additional deposit may be required.

General Telephone Company of the Northwest, Inc. levies a charge for all checks returned by the bank.

## Establishing credit

We do not request deposits if the customer has demonstrated good payment habits on a recent telephone service account for at least twelve months.

Any residential customer who passes a credit screen or furnishes a guarantor is not required to pay a deposit. Any residential customer of the GTE utility with twelve months' good credit qualifies as a guarantor.

Customers requesting business telephone service may be requested to demonstrate satisfactory credit that is appropriate for the service requested.

A deposit may be required for installation or continuation of service to a residence where a prior subscriber still resides and where any balance for such service to that prior subscriber is past due or owing.

When a deposit is required, it will not exceed two months' customary utilization for customers with previous service. For customers without previous service, when a deposit is required, it will not exceed two months' average new line billings for all residential subscribers, as established in Company tariffs. When necessary, arrangements are available for payment of deposit.

## Deposit refunds

The deposit, with interest, will be returned within twelve months, if payments have been made when due.

## Application of business rates

The use of telephone service for business purposes automatically subjects that service to business rates regardless of the type of premises on which the telephone is installed.

## Rates, rules, and regulations

The Company's rates, rules, and regulations that apply to its services are available in our GTE Phone Marts for public inspection. These tariffs are regulated by the Washington Utilities and Transportation Commission.





## Doing Business With Us

### Past due accounts

You will be advised of the past due account by a written notice. We will make two attempts to reach you by telephone prior to disconnection of service.

We will not disconnect your service for non payment of bill on a Saturday, Sunday, or legal holiday or any other day on which we cannot reestablish service on the same or following day.

If an employee goes to the premises to discontinue service, cash payment may be made, however cash in excess of the amount due will be credited to your account.

If you are disputing any charges on your bill, contact your Billing Representative. Service will not be totally disconnected while you are pursuing any remedy or appeal, provided that any amounts not in dispute are paid when due.

Payment of a past due amount to a designated payment agency shall constitute payment to our Company if you inform your Billing Representative of the payment.

In cases when service is provided to other than the customer of record, we will make every effort to inform the occupant at the address of the impending disconnection. Upon request, we will allow five days for the occupant to arrange for continued service.

### Directory use

The primary purpose of this directory is to furnish a means of obtaining telephone numbers of subscribers in this area. Addresses are included in the listing to assist in identifying subscribers. It is not intended that this directory be used as a mailing guide.

### Directory listings

Every subscriber may be listed once in the alphabetical section of the directory without charge. Additional directory listings are available at an additional charge.

Residential customers may list their surnames, given names, or initials or combination thereof and any of the following without charge:

1. One other person with the same surname who resides at the same address.
2. The customer's nickname.
3. The married name of a woman whose husband is deceased.

These arrangements also apply to an additional listing for which a charge is made.

### Out-of-town directories

Directories for other cities may be obtained by calling your Service Representative. There is a fee charged for these directories.

### Directory listing liability

Every effort is made to make the directory as accurate as possible. If an error occurs in your listing or advertising, please call your Service Representative. The Company's liability for damages arising from errors or omissions in listings is limited in accordance with its tariffs.

### Your telephone number is important

When your telephone number is preceded by your area code, it is the only one like it in the United States or Canada. Show your area code and telephone number on your stationery, statements, and advertising items; this makes it easier to reach you.

### Customer complaints and disputes

When you have a complaint about your telephone service, call your Service Representative. For billing disputes, call your Billing Representative. Our representatives are specially trained to solve your telephone problems. However, when you are not satisfied with the explanation that is provided, feel free to ask for the supervisor. When your problem cannot be solved by the supervisor, higher levels of management are available to help you.

A customer may make a formal or informal complaint to the Washington Utilities and Transportation Commission for further review of the complaint or dispute when satisfaction is not received.

### Employee identification cards

For your protection, our employees who visit customer premises carry an official identification card showing name, photograph, and signature. If you have any doubt about the person who says "I am from the telephone company," please ask to see their identification card.



### Troubleshooting

You should make an attempt to troubleshoot a telephone instrument before calling Repair Service. Scheduling and waiting for a technician to visit may be avoided. Having the instrument repaired at Phone Mart. New house wiring may also be purchased at a Phone Mart.

The following check list is provided to assist in the isolation process.

1. Perform a visual inspection of exposed wiring and connections for damage or loose connections.
2. When there is more than one outlet, check each instrument at the outlet to determine if proper operation is obtained from any outlet. If operation is obtained from the trouble has been isolated to the instrument or house wiring.
3. In order to isolate jack or outlet problems, simply move a working telephone to each outlet in order to determine which location is causing the trouble.
4. If a demarcation isolation point has been placed in the interior of the premises, plug a working telephone into the line. If you receive dial tone, the trouble is located in the premises equipment.