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BUSINESS & RESIDENTIAL WHITE PAGES



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ANY DIRECTORY,  
ANY TIME



COMMUNITY MAGAZINE



GOVERNMENT PAGES



INTERNET GUIDE

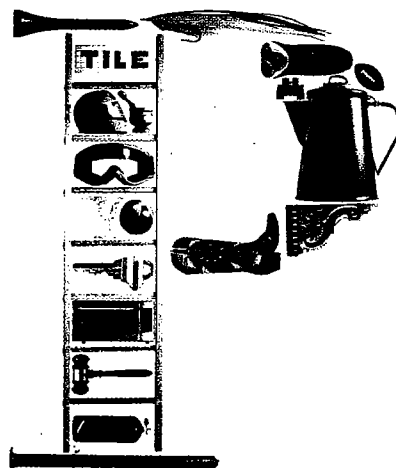
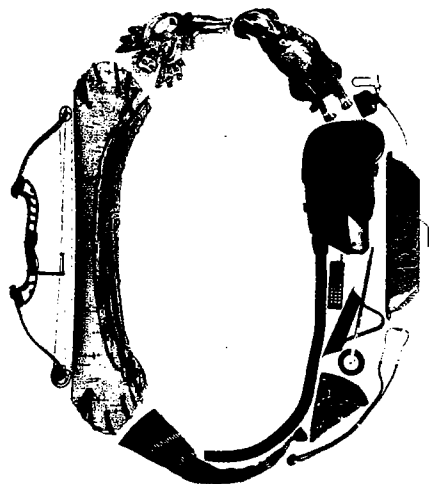
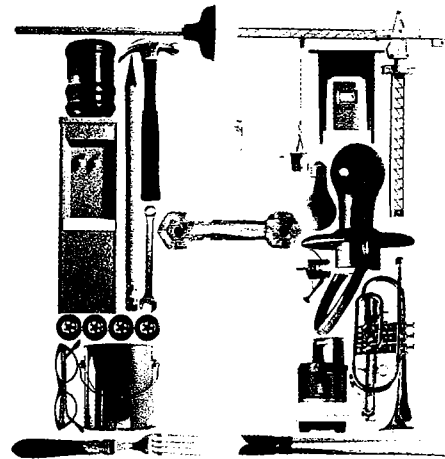
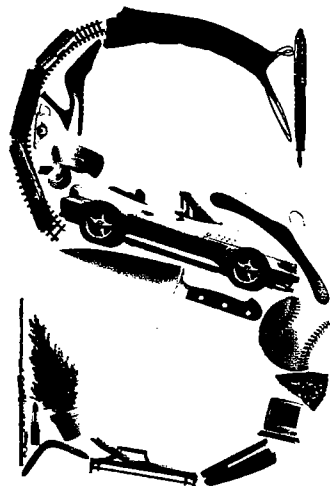


COUPONS

COVERING:

DARRINGTON  
INDEX  
LAKEWOOD  
SILVANA  
SKYKOMISH  
STARTUP  
STEVENS PASS

# THE YELLOW PAGES



## SNOHOMISH COUNTY

ARLINGTON • CAMANO ISLAND • EVERETT • GOLD BAR • GRANITE FALLS • LAKE STEVENS  
MARYSVILLE • MILL CREEK • MONROE • MUKILTEO • SNOHOMISH • STANWOOD • SULTAN

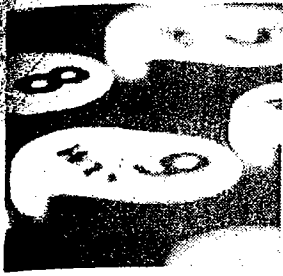
AREA CODES 425 & 360



DECEMBER 1999  
Keep me until Winter 2000

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## LOCAL TELEPHONE COMPANIES

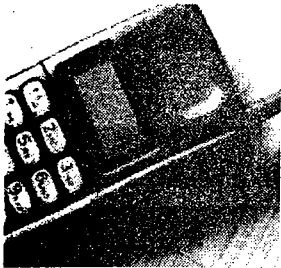


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For assistance finding a number anywhere in the U.S., please call ..... **411**

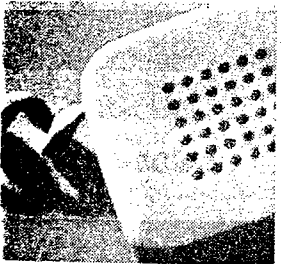
**NOTE:** National Directory Assistance may not be available in all GTE serving areas.

## THE BASICS AND BEYOND



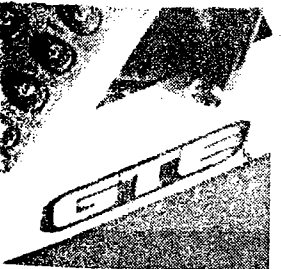
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## THE WORLD OF GTE DIRECTORIES



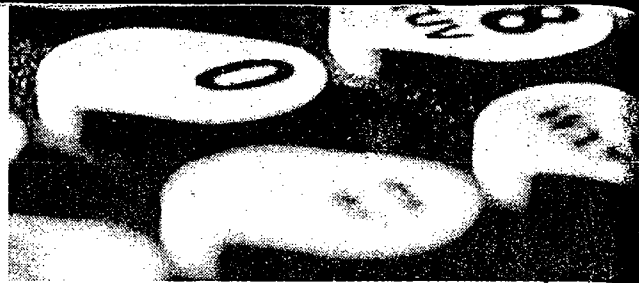
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# Customer Info Guide





LOCAL  
TELEPHONE  
COMPANIES



## How to Reach GTE

CUSTOMER INFO GUIDE

**FOR INSTALLATION/ADDITIONAL SERVICES/CHANGES IN SERVICES, CALL:**

- Residential Customers ..... **1-800-483-4000**
- Business Customers ..... **1-800-483-5100**

**FOR QUESTIONS ABOUT YOUR BILL, CALL:**

- Residential Customers ..... **1-800-483-3000**
- Business Customers ..... **1-800-483-5100**

**FOR PROBLEMS WITH YOUR TELEPHONE SERVICE, CALL:**

- Answered 24 hours a day including holidays
- Residential Customers ..... **1-800-483-1000**
- Single Line Business Customers (two lines or less) ..... **1-800-483-1000**
- Multiline Business Customers (three lines or more) ..... **1-800-483-2000**

**FOR PERSONS WITH HEARING OR SPEECH DISABILITIES, CALL:**

- Washington Relay Service
- Text Telephone (TTY) Customers ..... **1-800-833-6388**

**CENTRO DE SERVICIO – SE HABLA ESPAÑOL**

- Instalación, traslados, cancelaciones, servicios especiales, equipo telefónico, facturación
- Llame gratis al ..... **1-800-743-2483**



LOCAL  
TELEPHONE  
COMPANIES



GTE LONG DISTANCE

- Residential Customers ..... **1-800-483-3737**
- Business Customers ..... **1-800-483-1660**

GTE PREPAID PHONE CARDS

- Please call ..... **1-800-483-5559**

GTE PAGING SERVICES

- Please call ..... **1-800-483-7243**

INTERNET FROM GTE

- Residential and Business Customers ..... **1-877-483-9322**
- Contact us on the Internet at ..... **<http://www.GTE.net>**

BURIED CABLE

- Before you dig or drill, please call
- Washington Customers ..... **1-800-424-5555**

PUBLIC COIN TELEPHONES: FOR QUESTIONS REGARDING PAY PHONES, CALL:

- Public (COIN) Communications Service ..... **1-800-483-2646**
- Customer-Owned Pay Telephone (COPT) Service ..... **1-800-483-2678**

GTE PHONE MART

- 1402 SE Everett Mall Way  
Everett ..... **425-353-1622**
- Alderwood Plaza  
18700 33rd Ave. West, Ste. D  
Lynnwood ..... **425-771-6244**
- 13620 NE 175th St., Ste. 114  
Woodinville ..... **425-398-0630**

LOCAL  
TELEPHONE  
COMPANIES

# How to Reach Other Local Phone Service Providers



GTE COMMUNICATIONS  
CORPORATION

**GTE COMMUNICATIONS CORPORATION**

Customer service advisors available 24 hours a day, 7 days a week

- Residences ..... **1-888-RING-GTE  
(1-888-746-4483)**
- Businesses ..... **1-888-483-7999**



**GST**

**Business Service**

- To order new telephone service for your business call ..... **206-728-0102**  
Monday - Friday 8 a.m. - 5 p.m.
- To change, disconnect or for billing questions for your business call ..... **1-800-877-0399**  
24 Hours a Day - 7 Days a Week
- For repair & customer service for your business call ..... **1-800-877-0399**  
24 Hours a Day - 7 Days a Week

Administrative Offices  
2001 Sixth Ave Ste 500  
Seattle, WA 98121

LOCAL  
TELEPHONE  
COMPANIES



**MCI WORLD<sup>SM</sup>COM**

**MCI WORLD<sup>SM</sup>COM**

Customer Service Information

Business Customers

Local Sales, Service, Billing, and Repair ..... **1-800-374-6400**

Residential Customers

Local Sales, Service, Billing, and Repair ..... **1-800-950-5555**

**1-800-RECONEX**  
*Because Everybody Needs A Phone.*

**1-800-RECONEX**

New Sales

Hours: 6:00 a.m. - 5:00 p.m. (Pacific Time) ..... **1-800-732-6639**

Customer Service

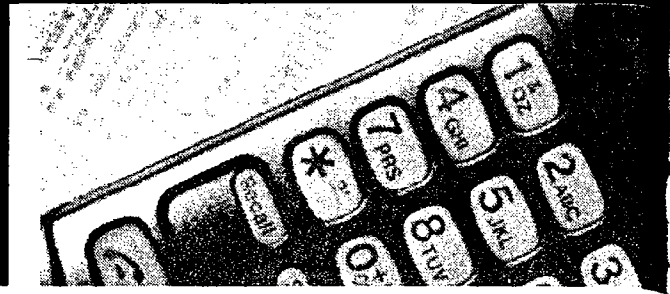
Hours: 6:00 a.m. - 5:00 p.m. (Pacific Time) ..... **1-800-275-8223**

How to Pay Your Bill

Locations of payment facilities may be obtained by calling  
our customer service center ..... **1-800-275-8223**



THE BASICS  
AND BEYOND



## Doing Business with GTE



### Setting Up or Changing Your Phone Service

If you've just moved into a new home or established a new business, we will be happy to connect your phone service. We can also make any changes needed to your current service. Please call GTE's Customer Contact Center at one of these toll-free numbers:

Residential customers ..... **1-800-483-4000**  
Business customers ..... **1-800-483-5100**

For changes or additions to your service, you can also contact or visit the **GTE Phone Mart**. Please see pages 13-14 for the location nearest you.

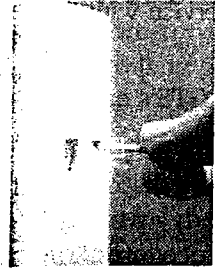
All customers with Text Telephones (TTYs—special equipment for people with hearing and/or speech disabilities) call GTE through the Washington Relay Service. (Please see page 30 for calling instructions.)

To speed service, please provide the following information when applying for new telephone service:

1. Your street address
2. How you want your name to appear in the directory
3. The type of local service you want
4. The other services you want to order — i.e., Call Waiting, etc.
5. Credit information — If you have not had an opportunity to establish a credit history with GTE or another telephone company, a deposit may be required. After a year of timely payments, your deposit will be refunded with interest.
6. Information about previous telephone service

Residential phones are installed for normal domestic use. Residential telephone service will be changed to business service if the phone is used primarily for business or is advertised for business purposes. If you are a business customer who wants to change from business to residential telephone service, you will be required to change your telephone number, unless the downgrade is coincident with the new directory publication.

**Please Note:** To ensure your white page listing is correct for the next directory, please call the appropriate 1-800 number at least three months prior to the publication date to make any additions, changes, or deletions.



**Installation Charges**

There is a charge to start your new telephone service. Please talk to GTE's Customer Contact Center to find out the charges in your area. Installation charges generally appear on your first telephone bill.

**Billing**

If you have billing questions, please contact us at one of these toll-free numbers:

- Residential customers ..... **1-800-483-3000**
- Business customers ..... **1-800-483-5100**

Text Telephone (TTY) customers call GTE through the Washington Relay Service. (Please see page 30 for calling instructions.)

For your convenience, you can also use GTE's new automated system to check the status of your bill; find the payment location nearest you; and make payment arrangements. Before you call, please locate your customer ID number. You'll find it on

the first page of your bill next to your telephone number. The automated system is accessed by calling the telephone number (listed in the previous column) for residential customers. (This service is only available to residential customers.)

You are billed monthly. Look for standard charges, including local service (billed one month in advance), long-distance calls (if applicable), optional services, and any past due amount. Your first bill will also include charges for installation costs and prorated local service. You are responsible for all long-distance calls made from a telephone number for which you have billing responsibility. You are also responsible for all authorized charges made to your calling card. The due date for your payment is shown on the bottom of your bill. (Payment not received by the due date is considered late, and a penalty charge may apply.)

**Deferred Payment Plan**

If you cannot pay your bill by the due date, we may be able to offer you a deferred payment plan. Please call GTE's Customer Contact Center, at one of the following toll-free numbers, for more information:

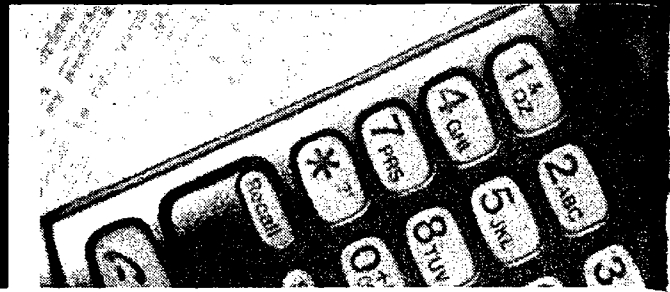
- Residential customers ..... **1-800-483-3000**
- Business customers ..... **1-800-483-5100**

Text Telephone (TTY) customers call GTE through the Washington Relay Service. (Please see page 30 for calling instructions.)





THE BASICS  
AND BEYOND



### Payment Locations

You can pay by mail, in person, or by automatic bank payment. Please use the return envelope enclosed with your bill for mailed payments. Do not send cash. Payments for local service go to GTE Northwest, Payment Processing Center, Inglewood, CA 90313-0002. Payments for equipment rental and maintenance bills go to: GTE, Post Office Box 660652, Dallas, TX 75266-0652. In person, visit the **GTE Phone Mart**. Please see pages 13-14 for location nearest you.

For automatic bank payments from your account, contact your service representative for more information.

### Disconnect Service

Telephone service can be disconnected if you don't pay your telephone bill. If this occurs, a "Notice of Account Past Due" for late payment will be sent, and service will be disconnected if payment is not received within five days. (Required payment following disconnection will include all late charges, reconnection charges, and a deposit to re-establish your credit.)

Other reasons telephone service could be disconnected are:

1. Failure to comply with the terms of a deferred payment agreement
2. Failure to comply with deposit or credit arrangements
3. Failure to remove unauthorized attachments from GTE lines, after receiving written notice
4. Failure to stop abuse or misuse of telephone service, such as calls made in a profane, obscene, or frightening manner, after receiving written notice

5. Abandonment of telephone service without notice to GTE
6. Tampering with or bypassing GTE's equipment

**Please Note:** Your service won't be disconnected if you fail to pay an amount currently involved in payment dispute and resolution procedures. You must, however, pay the entire amount of your bill(s) that is not in dispute. Settlement of the disputed amount should take place once the dispute is resolved. Settlement of disputed amounts should not exceed 60 days under any circumstances.

### Directory Assistance Charges

You can locate a **local** or **long-distance** telephone number anywhere in the U.S. simply by calling **411**.

Within the United States, you can locate a **long-distance** number by calling 411. (You do not need to know the area code.) For 95¢ per call you can request up to two listings - at the start of your call, please tell the operator that you will be requesting more than one listing. **Note:** National Directory Assistance is not available in all GTE serving areas. Prices are subject to change.





THE BASICS  
AND BEYOND



Within your **local** calling area, you can make up to four Directory Assistance calls during each monthly billing period at no cost. Extra calls are billed at 25¢ each. You may request two numbers at a time — at the start of your call, please tell the operator that you will be requesting two listings. (Charges do not apply to local Directory Assistance calls from motels and hotels, hospitals, or from customers who are unable to use the phone book because of a permanent disability.)

Can't find pen and paper to write down the number? Simply press 1, and the number you requested from Directory Assistance is automatically dialed for you. Completed Directory Connect Plus calls cost 35¢ and will be charged to your phone bill in addition to any other applicable Directory Assistance charges. (Charges will also apply to calls placed by disabled customers.) This service is not applicable to non-published numbers nor will the service be provided to "800/877/888," "900," or "976" service numbers. (Please see page 28 for Directory Assistance calling instructions.)

**Repair**

For repair service, please contact GTE's Customer Care Center at one of these toll-free numbers:

- Residential customers and single line business customers (two lines or less) ..... **1-800-483-1000**
- Business customers with multiple lines (three lines or more) ..... **1-800-483-2000**

Text Telephone (TTY) customers call GTE through the Washington Relay Service. (Please see page 30 for calling instructions.)

Before calling, please read the following information. It will help you and your GTE customer service representative identify what is wrong with your phone.

The following situations usually indicate a problem with the outside line:

- No dial tone on all phones
- Can't call in or out on all phones
- Get cut off when talking on all phones
- Noise or static on all phones

The following situations usually indicate a problem with the inside lines:

- A phone works in one jack but not in another
- Loose or broken phone jack

The following situations usually indicate a problem with the telephone:

- Stuck push buttons
- Worn cords
- Broken clips or plugs
- Stuck receiver buttons

When you have a service problem, we'll do our best to quickly locate and clear up the trouble. Depending on the source of the problem, the following guidelines will apply:

**Outside Line:** All too often, private homeowners and construction crews unintentionally dig up land where telephone lines and cables are buried. This sometimes results in costly damage or destruction. Before you do any extensive digging or construction on your property or public lands, please dial 1-800-424-5555. Flags will be placed indicating buried cables. This is an absolutely free service. **So please call before you dig!** In instances of telephone cable damage or severance, charges will be assessed to the offending party.