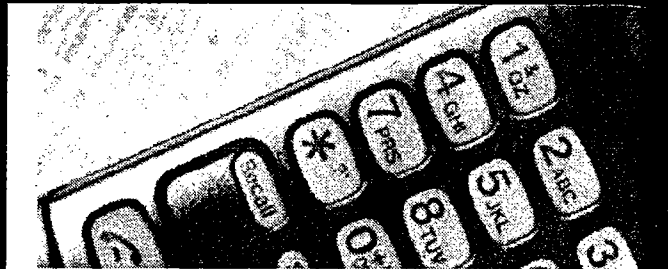




THE BASICS
AND BEYOND



Inside Line: Generally, phone lines inside your home are yours to maintain and repair. For worry-free inside line maintenance, GTE offers an optional Inside Wire Maintenance Service (previously called Lineskeeper® Service), at a low monthly fee. (Please see pages 11-13 for more information.) If you subscribe to Inside Wire Maintenance Service, GTE will repair your inside wires at no additional charge. Call toll-free **1-800-483-4000** for more information about Inside Wire Maintenance Service.

Telephone: If you rent from GTE, repair is included in your monthly fee. If you own your telephones, you are responsible for their repair and should follow the warranty instructions.

For your protection, GTE employees are required to carry official employee identification cards when working in your home. This card includes the employee's name and photograph. We suggest you ask to see this ID card before allowing any repair person to enter your home. If you have any questions, call **1-800-483-1000**.

Customer Service

We hope it won't happen, but if you have a complaint about your telephone service, please discuss the problem with a GTE customer service representative. Our representatives are specially trained to solve your telephone problems.

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

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

If your GTE customer service representative cannot solve your problem, ask to speak with a supervisor or manager. If you have not resolved your complaint, call **1-800-483-7988**.

You may also contact the Washington Utilities and Transportation Commission for further review of the complaint or dispute. To reach the commission, call 1-800-562-6150.





THE BASICS AND BEYOND



Inside Wiring

If your home or business requires wiring, GTE can provide quality inside wiring service. Also, during construction or remodeling, GTE can prewire structures to eliminate exposed wiring. Check to see if your home or place of business is already wired for telephone service. If so, GTE can activate your phone line for both local and long-distance calls.

Independent contractors and residential customers can also wire buildings for telephone service. GTE will provide the necessary telephone interface to the building. Please remember that all inside wiring must meet the regulated standards.

Inside Wire Maintenance Service Plan

About the Plan

GTE's Inside Wire Maintenance Plan (previously called Lineskeeper Service) is an optional monthly service for residential and small business customers that provides repair protection for the telephone jacks and wires inside your home or office.

Telephone lines connect to a Network Interface Device on your property. This interface device is often located on the outside wall of your home or another building on the property, such as a garage. From this interface connection point, telephone lines extend into the building, through the jacks where you plug in your phones. This wiring, from the Network Interface Device to the jacks, is called "inside wire." GTE's Inside Wire Maintenance Plan covers repairs to the inside wire and the jacks.

With GTE's Inside Wire Maintenance Plan, GTE will repair faulty jacks and inside wire at no additional charge.

You do not need to purchase inside wire maintenance service in order to obtain basic telephone service. If you purchase inside wire maintenance service, you may cancel it at any time without penalty.

Possible Problems with Telephone Wire and Jacks

Telephone wire and jacks have a long life. They last for many years and do not normally go bad just because of age. But many things, including everyday wear and tear, can damage the telephone wire or jacks inside your home. Damage can occur from activities such as home repair, someone accidentally cutting the wire, an animal scratching through the wire, something knocking a jack loose, or other unforeseen events. It is not possible to predict when or how frequently this type of damage occurs. The charge you pay for basic GTE residential telephone service does not cover these types of repairs. It is your responsibility to get your wire or jacks fixed if something does go wrong. With GTE's Inside Wire Maintenance Plan, you'll never again pay for unexpected or expensive repairs to your jacks or inside wire. First, we take care of the problem. Then, we take care of the repair bill.

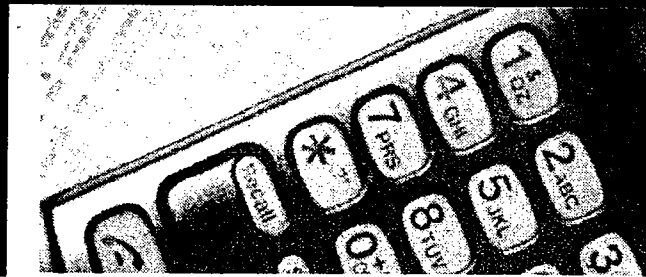
Repairs Covered by the Plan

With an Inside Wire Maintenance Plan, GTE will repair faulty telephone jacks or wire inside your home. GTE's Inside Wire Maintenance Plan also includes these valuable benefits:

- Diagnostic work to determine where the problem is. GTE's Inside Wire Maintenance Plan does not include repair of the phone or other equipment, such as answering machines and computer modems, connected to the jacks, but does include letting you know if the problem is in the equipment so that you can have the equipment repaired.
- Coverage on all newly installed or relocated standard telephone inside wire and jacks
- Discounted labor rates on service to add new wiring and jacks or to replace nonstandard wiring



THE BASICS AND BEYOND



Repairs Not Covered By the Plan

GTE's Inside Wire Maintenance Plan coverage does not cover:

- Repair of telephone instruments and other devices, such as computer modems and answering machines, connected to the inside wiring and jacks
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or moveable structures
- Damage due to natural disasters, floods, or acts of God, other than lightning
- Nonstandard wiring. This is wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. Nonstandard wiring may work in some situations, such as for single line service, but may not work properly in other situations, such as for two line service where you may get crosstalk. GTE's Inside Wire Maintenance Plan will cover the repair of breaks to nonstandard wire, but only to restore the wire to its original condition. GTE's Inside Wire Maintenance Plan does not cover replacement of nonstandard wire. However, GTE's Inside Wire Maintenance Plan does include a 50% discount on GTE parts and labor rates to replace nonstandard wire with wiring that does meet appropriate standards for telephone service. This discount is not available if you do not have GTE's Inside Wire Maintenance Plan, and GTE's normal rates would apply.
- Repair of damage due to malicious activity, vandalism, riot, or civil disturbance



GTE Inside Wire Maintenance Plan Keeps You Talking

When you report a problem with your telephone wire or jacks inside your home, we know you'll want it fixed as soon as possible. With GTE's Inside Wire Maintenance Plan we'll dispatch an experienced GTE technician to your home or office to fix the problem at no cost to you beyond the monthly charge for inside wire maintenance service.

Hassle-Free Service

GTE's Inside Wire Maintenance Plan provides you reliable protection for only pennies a day. This charge applies for each telephone line in your residence or office. If you do not have GTE's Inside Wire Maintenance Plan, and you call GTE to make the repairs, you will be billed at GTE's normal repair rate. Currently this normal repair rate is approximately \$85 per hour, and you will be billed for a minimum of one hour. All time beyond this one hour minimum is charged at 15 minute intervals. Currently the rate per 15 minute interval is approximately \$21. Repairs can often be completed within one hour, but some repairs take longer, depending on what the conditions are at your home or office.

THE BASICS AND BEYOND



GTE's Inside Wire Maintenance Plan is an unregulated monthly service that can be canceled at any time without penalty. If you choose not to subscribe to GTE's Inside Wire Maintenance Plan and your inside wiring or jacks break, you can still call GTE to do the repairs at an hourly rate. You can also get inside wire maintenance and repair service from companies other than GTE. Or, if you prefer, you can do the work yourself.

Additional Service Information

- If you are currently renting your phone from GTE, GTE's Inside Wire Maintenance Plan charge is in addition to your monthly telephone rental charge.
- If you rent your home, you should be aware that residential landlords may be responsible for repairs and maintenance of inside telephone wire. Check with your landlord or your lease to determine who is responsible for inside wire maintenance and repair.
- GTE's Inside Wire Maintenance Plan is available to residential and single line business customers. The business rate may be different from the residential rate. GTE's Inside Wire Maintenance Plan is not available to business customers who use Key/PBX Systems. ISDN and other specialty lines are not eligible for coverage.

For GTE's complete service package, choose **TELEPHONE AND LINE CARE**. It gives you both a GTE rental phone and Inside Wire Maintenance Service. For details call **1-800-483-4852**.

GTE Discount Calling Plans

If you subscribe to one of our new GTE Plans, you can save money on every GTE long-distance call you make. For no monthly fee, you'll receive a significant discount on GTE long-distance calls. Your calling volume will determine the plan that's best for you.

For more information or to order, 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**

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

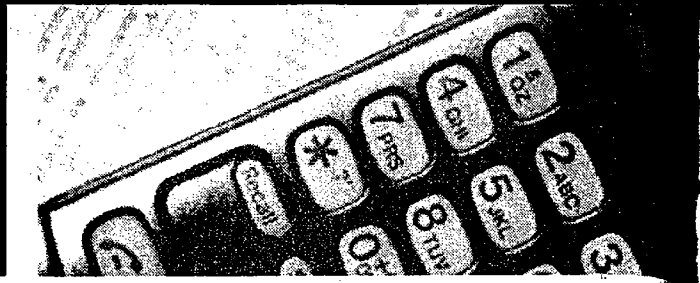
GTE Phone Mart

Contact or visit the **GTE Phone Mart**, a special retail store that sells GTE's complete line of products and services for your home or business. Please see the next page for the location nearest you.

Our knowledgeable Phone Mart staff is ready to help you select the services that best suit your needs. They'll be happy to answer any questions you have about our products and services. At the **GTE Phone Mart**, you'll also find an extensive collection of telephones - **from basic models to phones with high-tech display screens, fax machines, and Caller ID display units**. Rental telephones are also available at the **GTE Phone Mart**. Our **GTE Phone Mart** representatives can give you all the details, including maintenance on rental equipment.



THE BASICS AND BEYOND



The **GTE Phone Mart** also is another way to reach GTE customer service departments. At the **GTE Phone Mart**, you can order new services, change your existing service, discuss billing questions, or report repair problems. And you can pay your telephone bill at the **GTE Phone Mart**.

GTE Phone Marts

1402 SE Everett Mall Way
Everett
425-353-1622

Store Hours:
Mon – Sat, 10am – 9pm
Sun, 11am - 6pm

Alderwood Plaza
18700 33rd Ave. West, Ste. D
Lynnwood
425-771-6244

Store Hours:
Mon – Fri, 9am – 7pm
Sat, 9am - 6pm
Sun, 11am - 6pm

13620 NE 175th St., Ste. 114
Woodinville
425-398-0630

Store Hours:
Mon – Fri, 10am – 7pm
Sat, 10am - 6pm
Sun, Closed



Rental Phones

Contact or visit the **GTE Phone Mart** for information on the wide range of telephones and telephone equipment GTE offers for purchase or rental. (Deposits may be required on rental equipment.)

Our **GTE Phone Mart** representatives will be happy to give you details about how our products can satisfy your telecommunication needs.

Equipment available for purchase includes the latest technology in:

- cordless phones
- digital answering machines
- cordless phones with answering machines
- products that make GTE calling services easy to use

Our optional rental services offer:

- high-quality telephone products
- instant repair or replacement
- lifetime guarantee
- free shipping
- great value at low cost

Call our Customer Contact Center at one of these toll-free numbers for more information on the rental options:

Residential customers **1-800-483-4000**
Business customers\$ **1-800-483-5100**

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

GTE Phone Mart is a registered service mark of GTE Corporation.



Easy-to-Use Products and Services from GTE

GTE offers many services that can make your telephone work harder and smarter for you. Many of these services are "GTE calling services." You'll learn all about our special services and how to use them. You can also get acquainted with some other helpful services we offer for your home and business. 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**

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

GTE Calling Services Requirements

GTE calling services will work with touch call or rotary dial telephones. (**Note:** In addition to your regular phone, you'll need a special display device to use Caller ID services.) The instructions in this section are for touch call phones — phones with a push-button pad, which is called "the touch pad."

(Modifying these instructions for rotary phones is explained in this section.)

Using your GTE calling services is even easier with a GTE screen-display phone. **Please Note:** Not all services are available in all areas.

Basic Terms Associated with GTE Calling Services

Star and Pound Keys— When using some of your GTE calling features, you will be instructed to press either the "star" * or the "pound" # key. These keys are located to the left and to the right of the 0 on the touch pad.

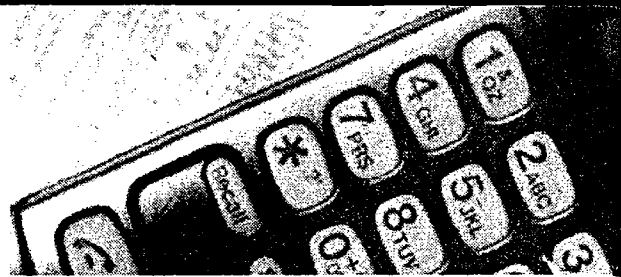
Hookswitch— The button that disconnects your call when you hang up the telephone is the hookswitch. When the instructions read, "press and release the hookswitch," hold the hookswitch down for only a second — about the time it takes to say "one thousand and one." If your phone has a "FLASH" button, you can use it instead of the hookswitch.

Pulse/Tone Switch— Some touch call telephones have a switch that allows them to be used with either Touch Call or rotary service. Place the switch on "tone."

Many of the services provide recorded instructions that guide you through using the services. You may interrupt the voice recording at any time by entering the required code or telephone number.

If you are using a rotary phone with your GTE calling services, you will need to modify the instructions as follows:

Dial **1 1** instead of pressing *. Wait four seconds instead of pressing #. For example, if the instructions read "press * 7 0" dial **1 1 7 0**. When the instructions read "press 7 0 #," dial **7 0** and wait four seconds.

GTETHE BASICS
AND BEYOND

For more information or to order special services, call **1-800-483-4000** (residential customers) or **1-800-483-5100** (business customers). Not all services are available in all areas. Ask about personalizing your own package of GTE calling services at a discount.

CentraNet is a registered service mark of GTE Service Corporation.

FEATURE	DESCRIPTION	INSTRUCTIONS
Anonymous Call Block	Blocks calls from people who have activated either the Selective Blocking or Complete Blocking feature, which prevents their name and/or phone number from being displayed on a Caller ID device.	Press * 7 7 to activate this service. Blocked callers will hear a message instructing them to hang up, remove their blocking and call again. Press * 8 7 to deactivate this feature.
*66 Busy Redial	Monitors busy phone numbers for 30 minutes, alerting you with a special ring when your call is ready.	Press * 6 6 to activate. This service is available for 75¢ per use in some areas, or for a low monthly charge.
*69 Call Return	Dials the phone number of the last call you received. If the number is busy, this feature will place your call next in line and will alert you by ringing you back when the number is no longer busy.	Press * 6 9 to activate. This service is available for 75¢ per use in some areas, or for a low monthly charge.
Call Block	Blocks incoming calls from phone numbers on the Call Block list you create. You may block up to 12 phone numbers. Blocked callers will hear a recording saying you are presently not taking calls.	Press * 6 0 and follow the voice prompts. Calls made to you from outside your local calling area or through the operator cannot be blocked. This is for your protection in case of an emergency.
Call Forwarding	Forwards all of your incoming calls to another telephone number that you have specified.	Press 7 2 # and enter the phone number where you want your calls forwarded. Two short tones verify Call Forwarding is activated. Press 7 3 # to deactivate.
Call Forwarding - Busy	Allows you to forward incoming calls to a fixed number of your choice. Calls will forward when you are on the telephone.	Press 5 4 # to activate, and listen for two brief tones to confirm your selection is on. Press 5 5 # to deactivate.

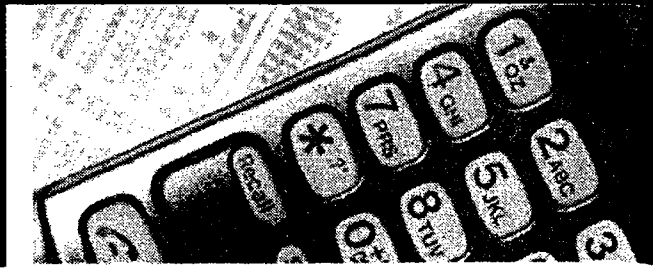


FEATURE	DESCRIPTION	INSTRUCTIONS
Call Forwarding - No Answer	Allows you to forward incoming calls to a fixed number of your choice. Calls will forward when you are not available.	Press 5 2 # to activate , and listen for two brief tones to confirm your selection is on. Press 5 3 # to deactivate .
Special Call Forwarding	Forwards specific incoming calls to another telephone number.	Press * 6 3 . Follow the voice prompts.
Call Tracing Service	Allows you to automatically trace threatening or harassing phone calls from within your defined calling area.	Press * 5 7 . To take legal action, record the exact date and time of the call and contact GTE within 10 days at the number provided by the recording.
Call Waiting	Alerts you to another incoming call when you are on the phone and lets you alternate between callers.	Upon hearing the Call Waiting tone, press and release the hookswitch to answer the incoming call.
Cancel Call Waiting	Turns your Call Waiting feature off for the length of an individual call. Call Waiting automatically returns to your phone at the end of your call.	Press * 7 0 , listen for three tones followed by a normal dial tone. Enter the phone number you are calling. (Cancel Call Waiting can be used during a call in some areas. Press and release the hookswitch and press * 7 0 , you will reconnect automatically to your call.)
Caller ID - Number	Displays the telephone number of an incoming call.	The date and time of day each call was received is also displayed. Caller ID service requires a compatible display device that can be rented or purchased from GTE.
Caller ID - Name and Number	Displays the name and telephone number of an incoming call.	The date and time of day each call was received is also displayed. Caller ID service requires a name and number compatible display device that can be rented or purchased from GTE.

Not all services are available in all areas.



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FEATURE	DESCRIPTION	INSTRUCTIONS
Call Waiting ID	When you hear the Call Waiting signal, your Call Waiting ID compatible display unit will show the name and telephone number of the incoming call. You may decide whether to interrupt your call to talk to the caller or call back.	The date and time of day each call was received is also displayed. Call Waiting ID service requires a Call Waiting ID compatible display device or phone that can be purchased from GTE. NOTE: This equipment is different from a standard Caller ID device. Moreover, this service is only available in certain GTE areas at this time.
Distinctive Ring	Gives you two phone numbers for one phone line. Each number has its own special ring.	Great for teenagers or for working at home. Call Waiting will work the same with both numbers, but will use one tone for your primary phone number and two short tones for the second number, so you will always know which phone number incoming calls are for.
Selective Blocking	Prevents your name and telephone number from being displayed on Caller ID devices, one call at a time.	Press * 6 7. Listen for the one confirmation tone, then place your call. This service works on an individual call basis. Once you hang up, the blocking is no longer in effect.
Complete Blocking	Prevents your name and telephone number from being displayed on Caller ID devices, each time you make a call. Your number will be displayed as "Private" or "Anonymous."	Press * 8 2 to turn off Complete Blocking. You can place your call even though you will not hear a dial tone. Your name and number will be available for this call only. When you hang up, your Complete Blocking service will be automatically restored.
Special Call Acceptance	Allows you to receive calls only from the numbers on your Special Call Acceptance list, up to 12 phone numbers.	Press * 6 4. Follow the voice prompts.

Not all services are available in all areas.



FEATURE	DESCRIPTION	INSTRUCTIONS
Speed Calling 8	Creates a list of up to 8 phone numbers that you can call using a one-digit code.	To assign a code, press 7 4 #. Enter the one-digit code you want to assign, using numbers 2 - 9, and the complete telephone number you want the code to represent. To call a Speed Calling number, enter the assigned code and press #.
Speed Calling 30	Creates a list of up to 30 phone numbers that you can call using a two-digit code.	To assign a code, press 7 5 #. Enter the two-digit code you want to assign, using numbers 20 - 49, and the complete telephone number you want the code to represent. To call a Speed Calling number, enter the assigned code and press #.
Three-Way Calling	Allows three people at different phone numbers to talk together at the same time, no matter who placed the call.	Press and release the hook-switch to put the first caller on hold. Listen for three tones followed by a dial tone. Call the third telephone number. To reconnect with the other caller when the third person answers, press the hookswitch.
VIP Alert	Assigns a special ring to the phone numbers on your VIP Alert screening list, up to 12 phone numbers.	Press * 6 1. Follow the voice prompts.

Not all services are available in all areas.