

# NEW DIAL INFORMATION FOR ANDREWS - MURPHY - HAYESVILLE

CHANGES IN NEW DIAL NUMBERS EFFECTIVE 12:01 A. M. SUNDAY, AUGUST 15

## TO OUR CUSTOMERS:

The introduction of dial telephone service in Andrews, scheduled for August 15, 1965 at 12:01 A. M., will furnish to its patrons the latest improvements in the art of telephony. This project, in addition to furnishing modern dial service to Andrews, means a large investment of money in new and additional telephone facilities which will prove of great and lasting value to the City of Andrews and its people.

At the time of the change over to dial service, it is necessary that all telephone numbers be changed. The telephone company is taking advantage of this requirement by, at the same time, establishing the numbering system that will conform with the nation wide toll dialing plan. This will eliminate the necessity for any further general number changes and will permit the Andrews exchange to enter the toll dialing net work.

The accuracy of service over the dial telephone depends upon the proper use of the instrument. It is therefore important that you understand the method of making a call by dialing.

Because we are desirous that you obtain the very best quality of telephone service, we have issued these instructions about the use of the dial telephone.

If there is any feature of the new service which is not entirely clear to you, please call our business office, 837-2101. We shall be glad to make any further explanation you wish, or give you a personal demonstration in use of the dial.

## NEW DIRECTORY TO BE ISSUED

A new telephone directory containing the new numbers for Murphy, Andrews and Hayesville customers will be issued and should be in your hands prior to August 15, 1965. In the event you do not receive your copy by that date, please call our business office 837-2101 and one will be furnished to you. This new directory should not be used prior to the actual cutover of the exchange, but should be used thereafter.

## NOTICE TO HAYESVILLE SUBSCRIBERS

To get Andrews numbers from Hayesville dial 641 and last four digit of number. For example if the Andrews number is 321-2200 dial 641-2200, replacing 321 with 641.

## HOW TO DIAL

Dial each figure of the number you are calling in the order shown in the telephone directory.

## WAIT FOR DIAL TONE

Remove the receiver carefully from the hook and listen for the dial tone which is a steady humming sound indicating that the line is ready for you to dial. If you do not hear the dial tone within a reasonable length of time, hang up, wait a few seconds and try again.

## HOW TO DIAL A NUMBER

Place your finger in the opening associated with the first figure of the number, turn the dial around until your finger strikes the finger stop, then remove your finger and then, without touching the dial, allow it to return to its normal position. Proceed in the same way to dial the other figures in the number.

If your finger slips, or you make a mistake, hang up your receiver, wait a few seconds for dial tone and dial again.

Before dialing a second time, always hang up the receiver for a few seconds to clear the previous connections.

## RINGING AND BUSY SIGNALS

A few seconds after you have completed dialing your number, you should hear the ringing signal, an intermittent burr-rr-ring sound, indicating that the bell of the called telephone is ringing, or you should hear the busy signal, a buzz-buzz-buzz, indicating that the called line is busy.

If the called line is busy, you should hang up your receiver and try your call again later. If you do not hear either the ringing or busy signal within ten to twenty seconds, hang up your receiver and try your call again.

## DIAL "O" FOR ASSISTANCE

If, at any time, you wish further information regarding the procedure for dialing calls of any kind, dial "O" and ask for the information desired.

If you fail to hear the ringing or busy signal after repeated dialing attempts, dial "O" and report the condition to the operator.

## HOW TO CALL FROM PARTY LINE AND EXTENSION TELEPHONES

If there are other telephones on your line, be doubly sure the line is not in use - listen for the dial tone. If it is not heard, ask if the line is being held, if you receive no response, hang up the receiver just a few seconds and then try again. However, should you hear successive clicks in your receiver indicating that the other party on your line is dialing, wait until the dialing stops and then tell him that you have interfered with his call and that it will be necessary for him to dial the complete number again. Then you replace your receiver on the hook.

## TO CALL ANOTHER PARTY ON YOUR LINE

If you are a party line subscriber and wish to call another party on your line, proceed as follows: Dial the code "91", then the listed directory number of the party you are calling. After you have finished dialing, you will hear busy tone, hang up your receiver, the called party's telephone will then ring. After you have waited a sufficient time (about 20 seconds) for the called party to hear the ring, pick up your receiver and wait for the called party to answer. After the called party has answered, the call will proceed as a regular call.

To determine whether an individual subscriber is on your line dial "O".

## NOTICE TO MURPHY SUBSCRIBERS

If you are a party line subscriber and wish to call another party on your line, proceed as follows: Dial the code "779," then the listed directory number of the party you are calling. After you have finished dialing, you will hear busy tone, hang up your receiver, the called party's telephone will then ring. After you have waited a sufficient time (about 20 seconds) for the called party to hear the ring, pick up your receiver and wait for the called party to answer. After the called party has answered, the call will proceed as a regular call.

## LONG DISTANCE CALLS

For long distance calls dial "O". The Long Distance Operator will answer. Give her the necessary information, including your directory listed number, and she will make the connection.

## INFORMATION CALLS

To secure new numbers not yet listed in the directory dial "O" and ask for information.

## REPAIR SERVICE

To report a telephone out of order, dial 837-2101, is no answer, Dial "O"

## DIAL SERVICE ASSISTANCE

If at any time you wish further information regarding procedure to follow in making calls of any kind, dial "O" and ask her for the information desired, or if you have any other difficulty in completing a call, dial "O" and report the condition to her.

## EMERGENCY CALLS - FIRE OR POLICE

Dial the proper number of the Fire Department or Police Department as listed in the telephone directory, or if you need assistance, dial "O". Emergency calls are also listed on inside front cover of directory.

## CALLS TO THE TELEPHONE COMPANY BUSINESS OFFICE

The business office at the corner of Church and Central Streets will be open from 8:00 A. M. To 5:00 P. M. each Monday through Friday and 8:00 A.M. to 12:00 Noon on Saturdays.

Inquiries concerning your statement, requests for changes in your service or installation of new services should be made during office hours at the business office. This telephone number will be 837-2101.

# WESTERN CAROLINA AND WESTCO TELEPHONE COMPANIES