

Telephone companion

A guide to telephone facilities and services for the STD customer
Refer to this book whenever you need help in making a call



Emergency services

Fire

Police

Ambulance

Follow the instructions on the dial label

Tell the operator which service you want.

Give your telephone number in full (this information is necessary in case you have to leave the telephone before speaking to the emergency service).

Wait until the emergency service answers.

Give the address where help is needed, and other necessary information.

Please - do not call an emergency service on a non-urgent matter as this may delay a genuine emergency call.

Your telephone companion

Welcome to the Telephone Service

This may be the first time that you've had a telephone with STD facilities. We want to be quite sure that you know about the services available, how to use them to full advantage, and how to get the best value for your money.

Firstly, we want to safeguard your family and home, and enable you to get help if needed. On the facing page we tell you how to contact the emergency services. The whole family should memorise the details, as knowing exactly what to do in a crisis will save precious seconds.

Next, study the information on cheap-rate and peak-rate periods. Make as many calls as possible in the cheap-rate periods to keep your telephone charges low. Moreover, when the lines are not so busy you can get through more often first time.

We hope that you will take time to read this book from cover to cover, to learn about the host of services available to you and other information that will be of interest.

Towards the end of the book you will find details of some inexpensive additions to your telephone that will make it even easier and more convenient to use.

Should someone in your household suffer from a physical handicap we will do our best to enable that person to make full use of the telephone. In case of difficulty, do not hesitate to ask us what we can do to help.

Keep this book near your telephone and refer to it constantly. Its sole purpose is to help you to get best results from your telephone.

Remember – things can alter. These pages cover some of the more important

features of our services and equipment available at the date of issue (shown on the back cover), also the terms and conditions on which they are provided. But it should not be regarded as containing all relevant information.

Because of constant developments in telecommunications, services and equipment may be improved, modified, replaced or withdrawn; also, new introductions may be made. Therefore, we may not at all times be able to provide the exact services or apparatus described here. You can be sure that we shall always do our utmost to meet your requirements, and if you want to be sure that you have up-to-date information, or would like further details, just ask your Telephone Manager's Office, who will be glad to help and advise.



Take advantage of the cheap-rate periods

Keep down the cost of calls by making full use of the cheap-rate periods. If you make trunk calls during business

hours, avoid the peak periods – when call charges are higher.

The following table shows the best

times to dial trunk calls and the times to avoid.

Details of call charges and times are given in your telephone directory.

Cheap-rate and peak-rate periods for directly-dialled trunk calls.

	Midnight	1	2	3	4	5	6	a.m.	7	8	9	10	11	Noon	12	1	2	3	4	p.m.	5	6	7	8	9	10	11	Midnight	12
Monday	Cheap rate							Peak rate							Cheap rate														
Tuesday	Cheap rate							Peak rate							Cheap rate														
Wednesday	Cheap rate							Peak rate							Cheap rate														
Thursday	Cheap rate							Peak rate							Cheap rate														
Friday	Cheap rate							Peak rate							Cheap rate														
Saturday	Cheap rate																												
Sunday	Cheap rate																												

(Calls in the periods shown by the unmarked areas of the table are made at the standard rate)

Contents

Page

4	How to use your telephone
7	How calls are recorded and charged
8	Telephone directories
10	Special service telephone calls
11	Information services
12	Other useful services
13	Telegrams
14	International telephone services
16	Services to ships at sea
17	Other aspects of your telephone service
19	Additional equipment for the home
21	Aids for the handicapped

How to use your telephone

Speaking on the telephone

Keep the earpiece close to your ear and speak direct into the mouthpiece – clearly, without haste and not too loudly. If there is a noisy background, you may have to raise your voice, but if you speak too loudly it will sound distorted to the listener. Certain words tend to be indistinct over the telephone. For instance, words with the same vowel sound – such as ‘five’ and ‘nine’ – may sound alike. Therefore, stress consonants, and speak carefully when using figures, names and unusual words.

People who know you only through a telephone conversation will judge you by what you say and the way you

say it. They will be more helpful if you sound friendly and direct.

Telephone numbers

Telephones in Birmingham, Edinburgh, Glasgow, Liverpool, London and Manchester have all figure numbers, for example, 061-834 9898. Elsewhere telephones have exchange names and numbers such as Shrewsbury 15229.

Tones and ‘line-engaged’ announcement

You will need to know and understand the various tones you will hear on the United Kingdom telephone system. If in doubt, ask your Enquiry Operator for a free demonstration of the tones.

Dialling tone – a steady purring sound

The equipment is ready for you to dial.

Ringling tone – ‘burr-burr’ regularly repeated

The number called is being rung.

Engaged tone – a single high-pitched note, regularly repeated

Usually means that the number dialled is engaged on a call, or that every line, or the exchange equipment, is busy. (This is a good reason for using the cheap-rate periods).

Number unobtainable tone – a steady sustained note

The number called is out of service. Check the number and try again, in case you may have misdialled.

Pay tone – rapid pips

You are being called from a pay-on-answer telephone. The pips, also heard



by the caller, stop when money is placed in the coin box to pay for the call.

'Lines-engaged' announcement – a voice saying "Lines from . . . are engaged ; please try later"'

Indicates that trunk lines from the town mentioned are all in use. Replace the handset and wait a few minutes before re-dialling your number.

Making a call

Make sure you know the number you wish to ring ; it helps if you jot it down before making the call, together with brief notes on what you want to say. Have a pencil and note pad handy in case you want to make notes during the call. When ready, lift the handset, listen for the dialling tone, and dial the number.

After dialling, there will be a short interval before you hear a tone – up to fifteen seconds. If you do not hear a tone after this period, replace the handset and try again.

If you have shared service

Lift the handset, press down the 'call exchange' button (or bar on certain telephones) for a short time ; when you hear the dialling tone, release the button (or bar) and dial the number. A series of clicks when you lift the handset means that you have interrupted a call already being dialled by the person who shares the line with you. Wait until the clicks stop, explain what has happened, and replace your handset so that your sharing partner can dial again.

If you hear a conversation when you lift your handset, your partner is already using the line. Replace the handset and try again later.

To call your sharing partner dial the operator, ask for 'party' ; then give your partner's number followed by your own. The operator will then ask you to replace your handset so that she can ring your partner. Allow time for answering, lift the handset and speak.

Number engaged

If you hear the engaged tone, replace the handset and try again later.

No reply

If there is no reply to a call – whether dialled by yourself or obtained by the operator – replace the handset and try again later.



If you get a wrong number or are cut off

If you get a wrong number or are cut off during a call, dial the operator and state what has happened. She will put you through and will see that you are not charged unnecessarily. If you repeatedly get wrong numbers, report your telephone 'out of order' to the number listed under 'Enquiries' in your dialling instructions. If you get cut off on an incoming call, replace your handset and wait to be recalled. Do not call the operator.

If you wish to recall the operator

If a call has been obtained for you by the operator and you wish to attract her attention, move the handset rest switch down and up slowly. This flashes a lamp on her switchboard, but too quick a movement of the switch may not flash the lamp.

Answering a call

Answer as quickly as possible, or your caller may think you are out and hang up. Answer by giving your name or telephone number. In the case of an all-figure number, the last block of digits is usually adequate. The caller will then know whether he has the correct number. A reply of "Hello" is a meaningless waste of time.

If you hear Paytone (rapid pips), wait

until the pips stop, then give your name or number.

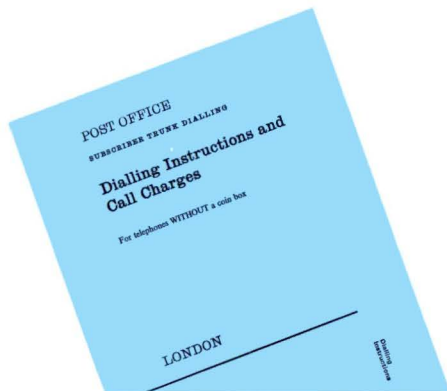
When a call is for another member of your household, it saves time and money to pass on any information you have gained from the caller before handing over.

Finishing a call

Replace the handset firmly on its rest immediately. This stops the charging equipment and clears the line. If you are on shared service, it enables your partner to use his line without delay.

Cleaning your telephone

Keep your telephone clean by wiping it regularly with a damp cloth. Never use polishes or disinfectants, which may cause damage.



How calls are recorded and charged

Time Signals

On trunk calls connected by the operator

Time signals (three pips) are usually given about twelve seconds before the end of each three-minute period.

On STD calls

There are no signals to indicate the passage of time, as these would have caused interruptions every few seconds on long-distance calls. Also, the equipment to provide time signals would have been so costly as to destroy the whole economy of the scheme when STD was introduced.

Calls which you dial yourself

You can dial most calls yourself. Charges for these are recorded automatically on a meter at the exchange. The meters are simple, reliable and are frequently checked for accuracy.

Charges vary according to the distance of the call, time of day, and day of the week, and the charging units register on your meter at intervals varying in time from a few seconds to several minutes. The first unit is registered when the called subscriber answers, and an additional unit is registered as

each fresh charging period begins. Charging ceases immediately you replace your handset.

Calls obtained by the operator

If the operator gets a trunk call for you, the minimum charge is for a three-minute call, further time being charged minute by minute. Charging starts as soon as the called number answers, and time is recorded by the operator. If there is delay at the other end in finding the person you want, suggest to whoever answers that he be asked to call you back when found, and give your name and telephone number. Alternatively, it may be cheaper to make a 'personal' call (see page 10).

YOU ARE NOT CHARGED for a wrong number, or if you are cut off, provided you call the operator and explain what has happened. There is no charge, of course, for 'no reply'.

Charges and your bill

Charges for all calls you have dialled are shown on your bill by the total number of units recorded, and the cost. Charges for all items connected and recorded by the operator (trunk and international calls, telegrams, etc) are listed separately, with relevant dates.

The quarterly telephone bills cover one quarter's rental in advance, and charges for calls made during the preceding quarter.

ON SHARED SERVICE you and your sharing partner each receive separate bills.

Paying your bill

The Post Office hopes that bills will be paid promptly, as outstanding accounts are costly to deal with and lead to higher charges in the long run. In fairness to other customers, we have to see that bills are paid within a reasonable time. If they are not, the telephone may be disconnected and a charge made for reconnection after the bill is paid. In such cases, a deposit may be asked for against future default. Therefore, if you are likely to be away from home for more than three weeks when the bill is due, make arrangements with the Telephone Manager's Office about payment, to ensure that your telephone is not disconnected.

Value Added Tax

From 1 April 1973 value added tax will be payable for telecommunications services and will be added to the total of charges on customer's bills.

Telephone directories

There is a lot of useful information in the forefront of your alphabetical telephone directory. A green-page supplement outlines a whole range of services and facilities. The directory preface, which follows, contains many useful numbers and references. The directory covering your area is supplied free, supplemented in certain areas by a local directory. Both are renewed from time to time to keep information up-to-date.

Classified directories – 'Yellow pages'

The classified yellow-page directory makes it simple to find the numbers of tradesmen and many local services. These directories cover a wide range of goods and trades, and are issued to all subscribers. In many areas the classified directory forms a single volume with the alphabetical directory; in others it is issued separately.

Additional copies

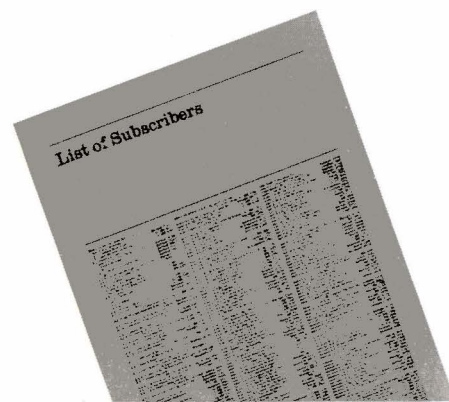
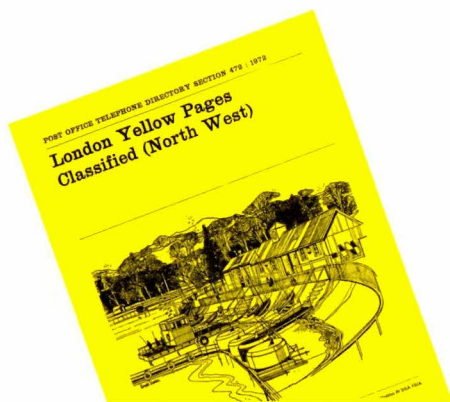
Extra copies of your local directory and also directories for other areas can be ordered from your Telephone Manager's Office, by filling in and sending off the form on the last page of the green-page supplement.

Using your new directory

Get rid of your old directory as soon as the new one to replace it is delivered. There are many alterations and additions every year. Wrong numbers from an out-of-date directory waste your time and money, annoy other subscribers, and make extra work for operators at the exchange. Use your new directory from the minute you get it.

Check your own entry

Make sure that your own entry in the new directory is correct. If not, write in to your Telephone Manager's Office, giving the correct particulars for insertion in the next edition of the directory.



Directory enquiries

If you cannot find the number you want from a directory or a letter heading, ask Directory Enquiries, by dialling the code shown in your dialling instructions. To save time, have ready the name of town or district, subscriber's name, initials and address, in that order. And have writing materials at hand to take down the number you are given for future reference.

Keep a personal list of telephone numbers

A list of numbers that you call frequently will save time and avoid wrong numbers. Space for this purpose is

provided on the inside back cover of this book. You may find it more convenient to use the space provided in the front of some directories. Alternatively, you can use the Personal Telephone Directory, supplied free on request by the Service Division of your Telephone Manager's Office. Keep numbers up-to-date, and when a new directory is supplied, check and correct your list.

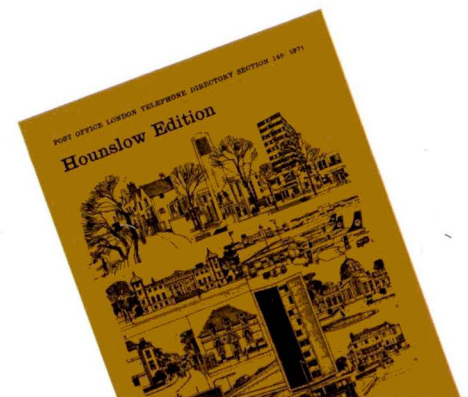
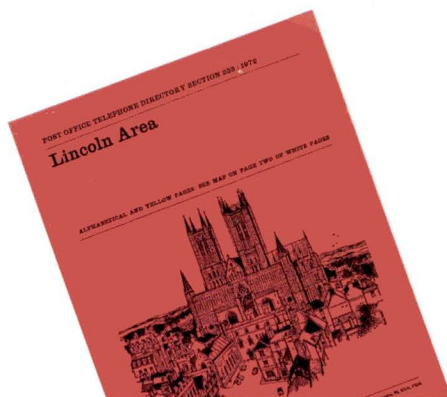
Show your number on your stationery

It is useful to show your telephone number on your letters. On printed stationery, make sure that the number is clearly shown. When writing, put

it under your address. All-figure numbers should be given in full, for example, 061-834 9898. Numbers with exchange names should include the dialling code, for example Shrewsbury 15229 (STD code 0743). Show the number exactly as it appears in the telephone directory.

Advertising in telephone directories

Enquiries about placing advertisements in telephone directories should be made direct to: Thomson Yellow Pages Limited, Fleet House, Farnborough, Hants. Telephone: Farnborough (Hants) 44391 (STD code 0252).



Special service telephone calls

Personal calls

Using STD, you can make a quick, cheap call to ask for a particular person to be available at a given time, when you will call again. At times, personal calls through the operator are preferable, such as when you are trying to contact a guest in an hotel or a member of a large firm. A 'personal fee' is payable, whether the call is successful or not. However, the charge for the call does not commence until the person asked for, or an acceptable substitute, is ready to answer. In this way, the cost of waiting until the called person is found is avoided.

Dial the operator, ask for a 'personal call', and give the telephone number and name or business reference of the person to whom you wish to speak, e.g. Shrewsbury 15229, Mr. D. Jones

(or Sales Manager, or Ref: ABC/12).

If the person cannot be found, a message can be left for him to ring the operator as soon as possible. Alternatively, you or the person answering can suggest another time to ring, or another number to call. If another time is arranged, you can ask for the call to be put through to a different number or alternative numbers, if desired.

Only one 'personal fee' is charged, irrespective of distance and duration of call, no matter how many attempts to connect you are made over a period of 24 hours.

Transferred-charge calls

The charge for a call can be transferred to the person called, provided he agrees to accept it when it is offered

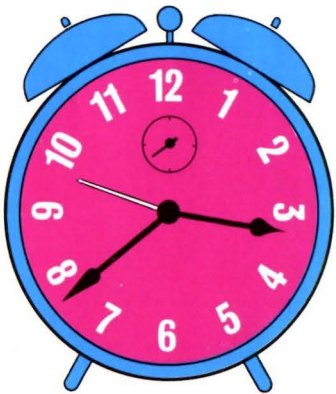
by the operator. Always advise the operator that you want a 'transferred-charge call' before passing on other details, as this saves time in connecting your call. On STD, it is often easier to make a brief call to the number and ask to be rung back.

Fixed-time calls

You can book in advance for a trunk call to be connected at or about a specified time, for a small extra charge. You can also arrange for a daily fixed-time call by writing to your Telephone Manager's Office.

Alarm calls

You can arrange for the operator to call you in the morning, or at any other time to remind you of an appointment. Early morning calls should be booked before 10p.m. the previous evening. A charge is made for these calls.



Information services

Many recorded information services are available over the telephone, and details of these are given in the dialling instructions and in the green-page supplement of your directory. The charge is that for a call to the number concerned.

Time

For the cost of a local call, most subscribers can get the time from the 'speaking clock', which is correct to one-twentieth of a second.

Weather

Up-to-date weather forecasts for the locality are available in London and many other towns. In London you can also obtain forecasts for the Essex, Kent and Sussex coasts, and for the Thames Valley and Bedford areas.

Recipe service

In many towns, you can ring up for the 'dish of the day', a recipe prepared daily by cookery experts of the British Farm Produce Council, taking into account the season and availability of ingredients.

Test match scores

By arrangement with the Test and County Cricket Board, prospects of play and latest scores can be heard at many centres while test matches are being played in this country.

Motoring information

With the assistance of the Automobile Association, road conditions within a 50-mile radius are available at many centres.

Dial-a-disc

From many centres, a different hit record from the Top Ten can be heard each night of the week, with an extra record during daytime on Sunday.

Teletourist service

In London, information on the main events of the day, such as exhibitions, shows, sporting events, theatre, opera and ballet, is available in English, French, Italian, German and Spanish, by co-operation with the London Tourist Board.

Similar information covering the Edinburgh area, in English only, is available from 1st May to 30th September, with the help of Edinburgh Corporation.

Financial Times index and Business News Summary

The Financial Times Industrial Ordinary Shares Index and a summary of news items of interest to the business community is available. This information is revised seven times each week-day.



Other useful services

Transfer or reference of calls

At the larger automatic exchanges you can usually have incoming calls diverted to another telephone number for a given period, at a small charge. Where the other number is on your own exchange, calls can usually be connected automatically. If the number is on another exchange, the incoming call is answered by the operator, who then tells the caller the number to ring. The caller is not charged for the call answered by the operator.

For a single period of transfer, ring 'Enquiries' or the exchange supervisor.

For several periods of transfer, ring the Telephone Sales Office, who will supply an order form and scale of charges, so that you can list your requirements. Every effort is made to meet your wishes, but a minimum of 24 hours' notice is required for transfers outside normal office hours, and longer if the transfer is to be during weekends or public holidays.

Temporary disconnection

If you will be away for a time, such as on holiday, you can arrange for the telephone to be disconnected until your return. Although there is no

reduction in rental, it prevents unauthorised calls being made from your telephone. Ring 'Enquiries' or the exchange supervisor, giving as much notice as possible. A small charge is made for each period of disconnection.

Telephone credit cards

These can save time and trouble. They enable you to make calls, without payment at the time, from any telephone or call office, the calls being charged to your account. A small charge is made for the card and a surcharge for each call. For details ask your Telephone Manager's Office.



Telegrams

Inland telegrams

You can send a telegram by dictating it over your telephone. Simply dial the code shown in your dialling instructions, or ask the operator for 'telegrams'. You pay only for the cost of the telegram, not for the call.

Write out the message before you make the call, for ease of dictation and economy. Your own name and number or address will be sent only if included in the message.

When the telegraphist answers, give your own telephone number first; then dictate your message, two or three words at a time. Speak clearly and be ready to spell out figures, proper names or unusual words if asked. The telegraphist will then read back the message to ensure accuracy.

Give a name and telephone number, whenever possible, as the address, to speed up delivery. If unsure of the number, include 'telephone' before the address. If you do not want telephone

delivery, specify 'hand delivery' before the address.

Greetings telegrams

For an additional fee, a telegram can be delivered on a form of attractive design, suitable for the occasion. If you wish for it to be delivered on any particular day, such as for a wedding or birthday, the message can be dictated a day or two in advance to ensure punctual delivery.

International telegrams

Telegrams for overseas addresses can be dictated over the telephone to Post Office International Telegraphs. Dial the code shown in your dialling instructions. The following services are available:

Ordinary rate telegram (ORD)

Urgent rate telegram available to most countries, for double the ordinary rate. Minimum charge: as for seven words.

European Letter telegram (ELT) to all European destinations.

Letter telegram (LT) to destinations outside Europe. (ELT) and (LT) are deferred letter telegrams, available to most places, and are useful for longer messages of a less urgent nature. They cost half the ordinary rate, with a minimum charge as for twenty-two words.

Commonwealth Social Telegram (GLT) a special reduced-rate service to Commonwealth destinations for non-commercial personal messages. Minimum charge as for ten words.

De luxe telegram (LX). Available to certain countries only. This enables the sender to specify delivery of a message of greetings or congratulations on a special ornamental form, for a small additional fee.

Information on International telegrams

Full details and charges can be obtained from any Post Office International Telegraph Office; from the Post Office Guide; or from 'telegram enquiries' by dialling the code shown in your dialling instructions.

International telephone services

Dialling your own International calls

The range of countries which can be dialled direct is constantly being extended.

If your telephone is in

Birmingham

Edinburgh

Glasgow

Liverpool

London or

Manchester

you can, at present, dial direct to most of the exchanges in the USA, and in the following European countries:

Belgium

Denmark

France

Germany

Greece

Italy

Luxembourg

The Netherlands

Norway

Sweden

Switzerland

Subscribers elsewhere in the United Kingdom must at present, for technical reasons, obtain International calls through the operator; eventually, they will be able to dial their own calls to countries abroad.

Dialling direct, wherever possible, offers many advantages that STD provides for inland trunk calls. Your dialling instructions list the principal exchanges available and the codes to dial. It is not practical to list all exchanges that can be dialled direct, but the International Exchange operator will advise the code to dial for an unlisted exchange.

Before you dial, jot down the number you require, as International numbers contain more digits than you may be able to remember.

When dialling, do not pause between digits, as a few seconds delay between any of the last digits may lose the call.

When you have finished dialling – wait! It may be at least half-a-minute before you hear a tone.

Tones in other countries

Some tones you hear from other countries differ from those in the United Kingdom. For a free demonstration of the tones you will hear, dial the number given in your dialling instructions.

Calls obtained by the operator

If you cannot dial the call yourself, or the call requires assistance, dial your local operator, who will put you through to an operator in the International Exchange who will connect the call.

If your telephone is in London you can dial direct to the appropriate operator in the International Exchange for the country you wish to call. Dialling codes for various groups of countries are given in your dialling instructions.

Timing of calls connected by the operator

On International calls, arrangements for timing and, in most cases, for indicating the passage of time by signals (pips), are the same as for inland trunk calls connected by the operator.

Charges for International calls connected by the operator

The minimum charge for a call connected by the operator is that for a three-minute call. Further time is charged minute by minute, so that a call lasting $4\frac{3}{4}$ minutes is charged as 5 minutes. Charges for International calls are the same throughout the United Kingdom.

Station calls

A 'station' call is one booked to a telephone number and not to a particular person, and is timed from the moment that the called telephone is answered.

Personal calls

Personal calls can be made to all European countries and certain countries beyond Europe. The operator will

advise whether the country in question can be called.

You can ask to speak to a particular person, to an acceptable substitute, to someone who speaks a certain language, or to a specified department or extension number. You can also give an alternative number to ring in the same country. Timing of the call normally starts as soon as the nominated person answers. A personal call fee is payable in addition to the normal charge for a successful call.

Person-to-person call – beyond Europe

These calls can be booked to all countries beyond Europe where the personal call service is not available. The services are similar in general, except that timing of the call does not commence until the named person calling is actually in contact with the

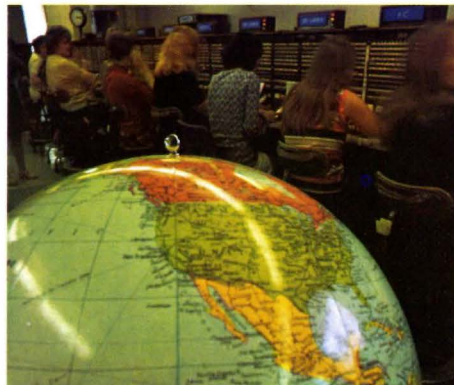
named person or department called, or an acceptable substitute. There is no additional charge for a person-to-person call.

Transferred-charge calls

Usually for an additional fee, these calls can be made to most European and many other countries, and the International Exchange operator will advise you whether they can be made to any particular country. If the called person will not accept the charges, the caller may proceed with the call if he himself accepts responsibility for payment.

Directory enquiries

No charge is made for supplying a telephone number in another country, which can be obtained through the directory enquiry operator in the International Exchange.



Services to ships at sea

Calls can be made and telegrams sent to ships at sea, provided that they have the necessary equipment, as follows:

Booking a telephone call

Dial the local operator and ask for 'Ships' Telephone Service', adding, if you know it, the telephone number and the name of the coast station through which the call is to be made. When the radio station operator speaks to you, ask for a 'ship's radio-telephone call' and give the name of the person you want, the name of the ship and, if you know it, the approximate position of the vessel. The radio station operator

will accept the booking and will call you back when the ship has been contacted.

Sometimes direct contact from the United Kingdom is not possible. Provided you agree to accept the higher charges, the operator will then try to complete the call by another route.

Special arrangements cover calls to ships in the Clyde coast area. Ask your local operator for 'Clyde Radio VHF radio-telephone service, Greenock 22255'.

Details of services to ships are given

in the Post Office Guide, but if you often make these calls you can obtain a special booklet on the subject from your Telephone Manager's Office.

Dictating a telegram

Dial the code for 'Ships' telegrams' shown in your dialling instructions. You can dictate the telegram to the operator, or can be connected direct to the appropriate coast radio station. The address should give the name of the person, name of the ship, and name of the coast radio station. If the name of the coast station is not known, address it to Portishead radio station.



Other aspects of your telephone service

The address and telephone number of your Telephone Manager's Office is given in the preface of your local directory.

The Telephone Manager's staff will gladly help and advise on any services and equipment if you telephone, write or call in. The answer to your query can often be found in one of our leaflets that are freely available.

Your directory preface and dialling instructions also list the numbers to call for 'enquiries', for reporting that your telephone is out-of-order and for other services.

Terms and conditions of service

Current terms and conditions of telephone service determined by the Post Office under the Post Office Act 1969 are set out in Telephone Schemes,

copies of which can be seen at any Telephone Manager's Office.

Initial Term of Service, and cessation

Normally, telephone service is provided for a minimum period of one year, and charges are based accordingly; temporary service for shorter periods can be provided at special rates.

If you give up your telephone before the end of the initial term you are liable for a full year's rental. An exception is made where rental is increased, in which case you do not have to pay for the entire initial term, provided that you give notice to cease service before, or within 14 days after the increase becomes effective.

When your initial term of service has been completed, you are no longer liable for rental one week after your

notice-to-cessate is received, or from when the line is disconnected – whichever is the later. Therefore, if you decide to give up your telephone, give ample notice- preferably in writing- so that your rental liability ends when your line is cut off.

When you move home

When you intend to move, and require telephone service in your new home, give as much notice as possible. We will do our best to provide service at the new address.

Should your new home be in the same exchange area as the old, you can if you wish retain the same telephone number, provided it is possible to connect you immediately.

Taking over your telephone

The new occupant of your former home can arrange to take over the telephone, unless someone in the neighbourhood is already waiting for service. If your number is transferred to your new address, he will get a new number. Notify your local Telephone Sales Office in good time, so that they can arrange for the meter to be read on the agreed date of transfer. In such cases, there is no need then to disconnect the telephone.

Fault repair service

Our aim is to give you trouble-free service, and if a fault occurs we try to clear it as soon as possible. Report any fault immediately to the number given under 'Enquiries' in your dialling instructions. Every attempt is made to clear faults that stop you using your

telephone on the day that they are reported, but those occasioned by defects in underground cables, or overhead lines breaking down at night may take longer.

Unauthorised attachments

Certain telephone attachments, not provided by the Post Office, are on sale to the public. Before purchase, ask your Telephone Sales Office for advice, as some are not acceptable because they interfere with the operation of the instrument or may cause damage, for which you will be liable.

Insuring your telephone

As your telephone equipment is your responsibility, you may wish to insure it against damage or loss, in which case the recommended insurance value of any item can be obtained from your Telephone Manager's Office.

Staff Identity cards

Most Post Office employees carry an identity card. If you are in any doubt about a caller, ask to see this or some other means of identification.

The Post Office Guide

This is a very useful book to have. It is a mine of information about telephone, telegraph and other Post Office services. The Guide is usually published every July, and you can purchase a copy, or refer to one without charge, at any Post Office.

Suggestions and ideas

We want our customers to have the services and facilities best suited to their needs. If you have any suggestions or ideas that may lead to improvement of our services, please write to your Telephone Manager, or to the secretary of the local Post Office Advisory Committee.

Additional equipment for the home

As you use your telephone more and more you will appreciate the advantages of the additional equipment available, which make it easier and more convenient to use.

Range of telephones and colours

There are three main types of telephone for home use, and these are illustrated on pages 1, 4 and 5. The tablephone is available in two-tone grey, two-tone green, ivory, yellow, red, blue and black. The wallphone is supplied in two-tone grey, ivory and black.

The **Trimphone** is a lightweight instrument of new shape, incorporating several novel and useful features. The dial glows in the dark, and a pleasant warbling tone replaces the conventional bell. There is a choice of three colour schemes – grey, blue and green – each dual-tone, with the handset in the darker tone. A small additional rental is charged for each instrument.

Extension telephones

Additional telephone instruments can be installed at low cost wherever you need them. You can have up to five extension telephones, and make or receive calls on any of them. Each has its own bell (or tone caller if a Trimphone), which can be switched off individually.

An alternative arrangement that costs even less is the plug-in portable telephone with socket outlets wherever it needs to be used. Additional telephones with plugs can also be supplied if you need them.

Extension telephones with intercommunication

For calling one telephone from another in the same house, as well as making

and receiving outside calls, various switching systems are available. These can have one or two extensions, and can be combined with the simpler arrangements set out above. Calls can be transferred from telephone to telephone, and the incoming call may be held, if desired, while an internal call is made.

Extra bells

An advantage of an extension telephone is that an additional bell can be provided in the instrument to signal incoming calls. A range of separate bells and other signalling devices is also available, at very small extra rental, which can be positioned in your house to enable you to hear a call signal anywhere in and around your home.



Coin boxes

For shared accommodation, it is often convenient to install a coin box, so that calls can be paid for as made. Two types are available – one in two-tone grey which is wall-mounted; the other in red is portable, with a long cord and plug for fitting into a socket connected to the line. We suggest that you consult your Telephone Sales Office for full details before placing an order.

An extra earpiece

The 'watch receiver' is a simple addition to enable two people to listen to the same call, which is available for a small additional rental. It is supplied in grey, ivory or black, and hangs on a hook behind the telephone when not in use.

Speakerset

The speakerset is an inexpensive piece of equipment that enables several

people to listen to a call. Also, it leaves you with both hands free for writing down information, such as an address or special instructions. The telephone can be used normally, but by pressing a button on the speakerset the incoming speech is amplified and fed into a small loudspeaker, the volume of sound being adjustable. The instrument is available in grey, ivory or black, and is supplied for a small additional quarterly rental.



Aids for the handicapped

The Post Office is keenly aware of the help that the telephone service can give to handicapped persons, and is always looking for new methods to enable them to use the service to full advantage. In certain cases, Local Authorities may be able to give financial assistance towards the cost of installation and rental, under the provisions of the 1970 Chronically Sick and Disabled Persons Act. Is there somebody in your household who needs help?

To help the hard-of-hearing

The first objective is to let the person with poor hearing know that his number is being called. Additional or louder bells can be used, and in certain cases the distinctive tone of the Trimphone can be heard more easily.

Alternatively, a flashing lamp can be fitted to indicate that there is an incoming call, or the house lights can be arranged to flash when the telephone rings.

A special handset with a control to enable the user to adjust the volume of sound can be provided in place of the normal handset. This is supplied in grey, ivory or black, at a small additional rental.

Used in conjunction with certain types of hearing aid, the extra earpiece described on page 20 can be of assistance. The user speaks into the telephone handset in the usual way, the extra earpiece being held against the hearing aid to pick up the caller's voice.

For those with permanently-faint speech

For a person with a throat affliction that makes the voice weak, a unit can be supplied to increase the volume of the outgoing speech to normal, for which a small quarterly rental is charged.

To help the blind

A blind person can often locate the correct holes for dialling a number by following a pattern of finger positions. Instructions, typed or in Braille, can be obtained from the Royal National Institute for the Blind. Specially marked dials which may help some blind people can also be provided by the Post Office.



For the physically handicapped

The term covers handicaps of varying severity – from the elderly person whose hands are not strong enough to lift the handset to one who is almost incapable of any movement. Various special arrangements, including handset supports, extended levers for switches and other devices can be supplied to meet specific needs.

For a person unable to dial, a unit which dials the exchange operator when a button is pressed can be fitted. The handicapped person then asks for 'Special assistance' and is helped by the operator to obtain the call. Other apparatus that may be of aid in certain circumstances includes loudspeaking telephones and callmakers. The latter remove the effort of dialling, and can

be pre-programmed with frequently-called and emergency numbers.

Further advice

The foregoing is a brief outline of equipment available to persons with particular handicaps. If you, or one of your household, has any other form of disability that prevents full use of the telephone, please contact your Telephone Sales Office. We are especially eager to help and advise.



Personal telephone numbers

Name	Exchange	Dialling code	Number

Post Office
Telecommunications

PH 1752 January 1973

Printed in England by Robor Ltd.