



Your telephone service

Australian Post Office



YOUR NEW TELEPHONE CARRIES WITH IT A

Lifetime Guarantee

... YOUR ASSURANCE
OF MANY HAPPY
CONVERSATIONS

The Post Office is
very glad to have you
as a telephone subscriber
and hopes the service
you receive will
meet all your wishes.

This booklet is designed to help you
take full advantage of the facilities made available
by your telephone.

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Emergency numbers

Fire Brigade—Police—Ambulance—Hospital—Doctor
Your telephone directory has space at the front for the numbers you may need in an emergency. We suggest you enter these now.

Please Remember

Wrong numbers are a nuisance to you and the person answering. Don't rely on memory — check the number in the directory before calling. If it is not shown, call the operator. Enquiry calls are free. Underlining telephone directory numbers helps you find them quickly next time.

Always listen first for dial tone, then dial carefully. If you make a mistake when dialling, replace the receiver for a few moments and start again. Don't pause unnecessarily before or during dialling or the equipment may release the connection.

Wait after dialling. There may be a few seconds delay before a progress tone is heard.

Careless dialling
results in wrong numbers

How calls are charged

For charging purposes, telephone exchanges are grouped into zones. A number of telephone zones form a telephone district.

In the diagram below it will be seen that a telephone district contains a number of telephone zones.

Local Call Charges

Calls between telephones in the same zone, or in zones which touch each other, are charged at local call rates.

Trunk call charges

When trunk charges apply, these are based on either:—

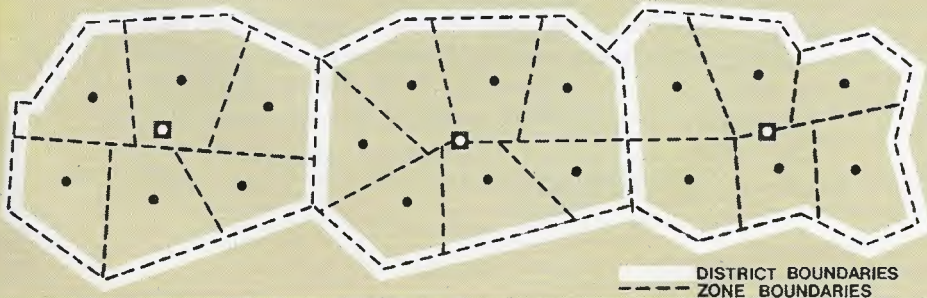
- (i) distance between Zone Centres (marked ● on diagram); or
- (ii) distance between District Centres (marked ◻ on diagram).

Calls between telephones NOT in the same district and NOT in districts which are next door to each other are charged at Trunk Call rates based on the distance between District Centres.

Calls between telephones within one district, but in zones which do not touch each other, are charged at TRUNK CALL RATES based on the distance between Zone Centres.

Calls between telephones in zones which do not touch, but are in districts which touch each other, are charged at TRUNK CALL RATES based on the distance between Zone Centres.

(Our operators will be pleased to provide you with RATES information on any calls you wish to make.)



These are the tones you will hear...

Dial Tone . . .

A continuous “burrurr” — tells you that the exchange equipment is ready for you to start dialling. Make sure you hear dial tone before starting to dial, otherwise you may receive a wrong number.

Ringing Tone . . .

A “burr burr” “burr burr” tells you that the number you have dialled is ringing.

Busy Tone . . .

A short “beep” repeated frequently — means that the number or the connecting equipment is engaged. You may also hear this tone if dialling is not completed within 45 seconds or the number does not answer within 90 seconds. You should replace the receiver and try again later.

Recording Tone . . .

A short “beep” tone heard on your telephone line about every 15 seconds means that the person with whom you are speaking is recording the conversation. If you do not want a record made of what you are saying, ask the person with whom you are talking to disconnect the recording machine. When he disconnects, the signal will no longer be heard.

Number Unobtainable Tone . . .

A prolonged “beep” repeated regularly — means that the number has been cancelled, temporarily disconnected, or is not yet available. You should CHECK the NUMBER in the Directory and, if it was dialled correctly, report the matter to the Service Difficulties and Faults number shown in the Directory.

A series of 10 rapid sharp “pips” over a period of 2 seconds starting as soon as the person you called lifts the telephone receiver.

S.T.D. tone tells you that you have made an S.T.D. call. Some S.T.D. calls can be made without dialling an area code and S.T.D. tone will be heard on these calls too.

S.T.D. tone is being introduced progressively, and when provided on your service it will be heard at the beginning of every S.T.D. call made from your telephone.

Pip Tone . . .

Three sharp “pip” signals given before the end of each three-minute period on certain trunk calls. The first “pip” signal means that you have 12 seconds to finish your conversation and hang up. If your call continues for more than 12 seconds after the first “pip”, a further three-minute charge will be made.

Recorded Voice Announcements . . .

In some exchanges Recorded Voice Announcements are used instead of tones to indicate the progress of a call. Please listen carefully and act on the advice contained in the message.

How to make a call

Lift the handset **AND LISTEN FOR DIAL TONE** before proceeding.

Place your finger in the hole associated with the first digit you wish to dial.

Pull the finger plate around in a clockwise direction until your finger reaches the finger stop.

Now release the dial and allow to return to normal on its own.

Repeat the process with the remaining numbers.

Counting your calls

Each effective local call is registered on a meter which is permanently associated with your telephone equipment in the exchange.

The meter does not register on calls to engaged numbers, if the called number does not answer, or on free calls to certain Post Office service numbers.

The same meter is used to register S.T.D. call registrations (see page 10).

The meters are read at regular intervals and the number of calls debited to your telephone account.



Wrong numbers

Although we do our best to ensure that wrong numbers don't happen because of equipment failures, they still do occur on rare occasions. If you are called in error, an answer along the lines of "I'm sorry, but you have the wrong number . . ." is far better than a blunt "wrong number" and helps keep blood pressures down.

We're sorry about the wrong number too, and we certainly don't want anyone to be charged for it. But we have no way of knowing unless we are told.

If you are the person who dialled the call and a wrong number answers even though you dialled correctly, tell your Service Difficulties and Faults Operator. She'll be happy to arrange a rebate.

Children and telephones

Many telephones are equipped to make S.T.D. calls (see page 10). This means that children playing with the telephone may accidentally dial long-distance calls. The charges will be registered on your meter. Children also often leave the handpiece out of its cradle after using the telephone. This places your telephone out-of-call and callers will receive busy tone until the handpiece is restored.

May we suggest that the phone be kept out of reach of little hands?

Subscriber Trunk Dialling

Subscriber Trunk Dialling, or S.T.D., is the modern, do-it-yourself system which enables telephone subscribers in some areas to make trunk calls from their own telephones to selected centres, without the aid of a trunk operator. You simply dial an Area Code before the distant subscriber's number. You will find more information about Area Codes and S.T.D. in the information pages of your Telephone Directory.

On S.T.D. calls the meter associated with the calling service will click over at a slow rate on short distance trunk calls but at a faster rate on the longer distance calls — each registration being the same cost as a local call.

Special instructions which describe how to get the best results from S.T.D. are issued by the Post Office. If your telephone is connected to an S.T.D. exchange you will have received a set of the special instructions or may expect a set shortly. TRUNK ENQUIRY operators will also be pleased to answer your queries on S.T.D.

S.T.D. permits cheaper trunk calls because users pay only for the time they speak, not for three-minute periods as with calls connected by a trunk operator.

Bell Volume Adjustment

On all colorfones, the volume can be adjusted by rotating the nylon wheel beneath the instrument.

you should know

The Australian made automatic telephone exchanges now being installed are among the most modern in the world. The connecting equipment in these exchanges works rapidly and is shared by all users.

BUT, exchange equipment is very costly.

To make sure that this equipment is not held up unnecessarily, and thus denied to other people wishing to make calls, there are some special operating features. These features are not hard to remember but they **ARE** important. Here they are:—

1. During very busy periods you may have to wait a moment or so before you receive dial tone. **WAIT FOR IT.**
2. The whole of the wanted numbers must be dialled within 45 seconds, otherwise the call will not proceed and you will be disconnected. Do not pause unduly between digits or the same thing may happen.
3. After you finish dialling there may sometimes be a delay (a few seconds) before you hear the tone indicating the progress of your call.
4. If the number you are calling does not answer within 90 seconds your call will be disconnected and busy tone will be heard.
5. It is an offence to interfere with your telephone service or attempt to connect to it some device that may have caught your eye.

If you are interested in a particular piece of equipment, and you want to know whether it can be used on your telephone service, your nearest Telecommunications Sales Office will be pleased to advise you.

How to make a trunk call through the Post Office operator

Dial the number shown for trunk calls in your telephone directory.

When the operator answers, ask for the exchange and number you want.

Give your own telephone number when asked.

If you are not sure of the distant number, dial the Directory Assistance (telephone numbers) operator shown in your Directory.

International calls & ships at sea

Telephone calls can be made to most overseas countries and to some ships at sea. If you live in a capital city, dial the number shown for International Calls. If you live in the country, your local TRUNK operator will arrange your call or arrange to obtain any information you might wish. Enquiry calls are free.

Reverse charge calls

If the person answering the called telephone agrees, the charges for a trunk call made from your telephone through the Post Office Operator will be debited against the called number.

A small fee is charged for this service.

Ask the operator to “Reverse the Charge” when you book your call.

The Reverse Charge service is also available on calls to certain countries overseas. The International operator in metropolitan areas or your local Trunk operator in country areas will give you details.

Credit cards

With a Telephone Credit Card you can make trunk calls and send telegrams when away from your telephone and have the charges debited to your own telephone account. Credit Cards are issued free of charge and your local Telecommunications Sales Office or District Telephone Manager will be pleased to answer any queries you might have.

How to send a telegram

You can use your telephone to lodge a telegram at any time of the day or night.

Dial the number shown for telegrams in your telephone directory. The operator will ask for your name and telephone number and will take your message.

The usual telegraph charges, plus a small phonogram fee for each message, will be debited to your telephone account. Telegrams addressed to a telephone number will be telephoned to the addressee from the office of destination without further charge, thus ensuring quicker delivery of the message. A copy is delivered by post.

Telegrams from country subscribers after office hours

When your local telegraph office is closed a telegram may be lodged by telephone at the nearest telegraph office open for business. The usual telegraph and phonogram fees, together with a small trunk fee, will be charged.

The unseen costs

People sometimes complain that the rental they pay for their telephone more than covers the cost of the telephone itself. They are quite right of course, but your telephone instrument is only a tiny part of a very complex communication network with a current value in excess of two thousand million dollars.

When you lift the handpiece you have access to a nationwide organisation of skilled people who are anxious to help you. The wires to which you have access in Australia would encircle the earth more than 880 times — or extend to the moon and back more than 45 times.

Multiply these distances by five and you have the mileage covered by our engineering fleet in a year in extending the network and maintaining existing services. It's a big investment, and it's designed for your use.

Optional extras

There are a number of optional extras available for your telephone service. If you have any special requirements, contact the Assistant Director, Telecommunications, (Sales Branch) in capital cities, or your District Telephone Manager.

Service difficulties and faults

We trust that you do not experience any trouble with your telephone service. But, if you do, please let our Service Difficulties and Faults operator know about it. The number to call is shown in your telephone directory and there is no charge for these calls.

If you need your telephone repaired quickly, for any reason, tell the operator. We will do our best to meet your wishes.

Telephone Directory

A telephone directory will be delivered to you each year. Take time out to read the INFORMATION PAGES at the front. They will help you.

The Pink Pages are a time saver. They offer a fast and easy way to find names and telephone numbers of business and professional people.

Copies of capital city telephone directories and country directories for all States, may be purchased through any official post office.

