



Mobile Telephone Service Customer Instruction Manual

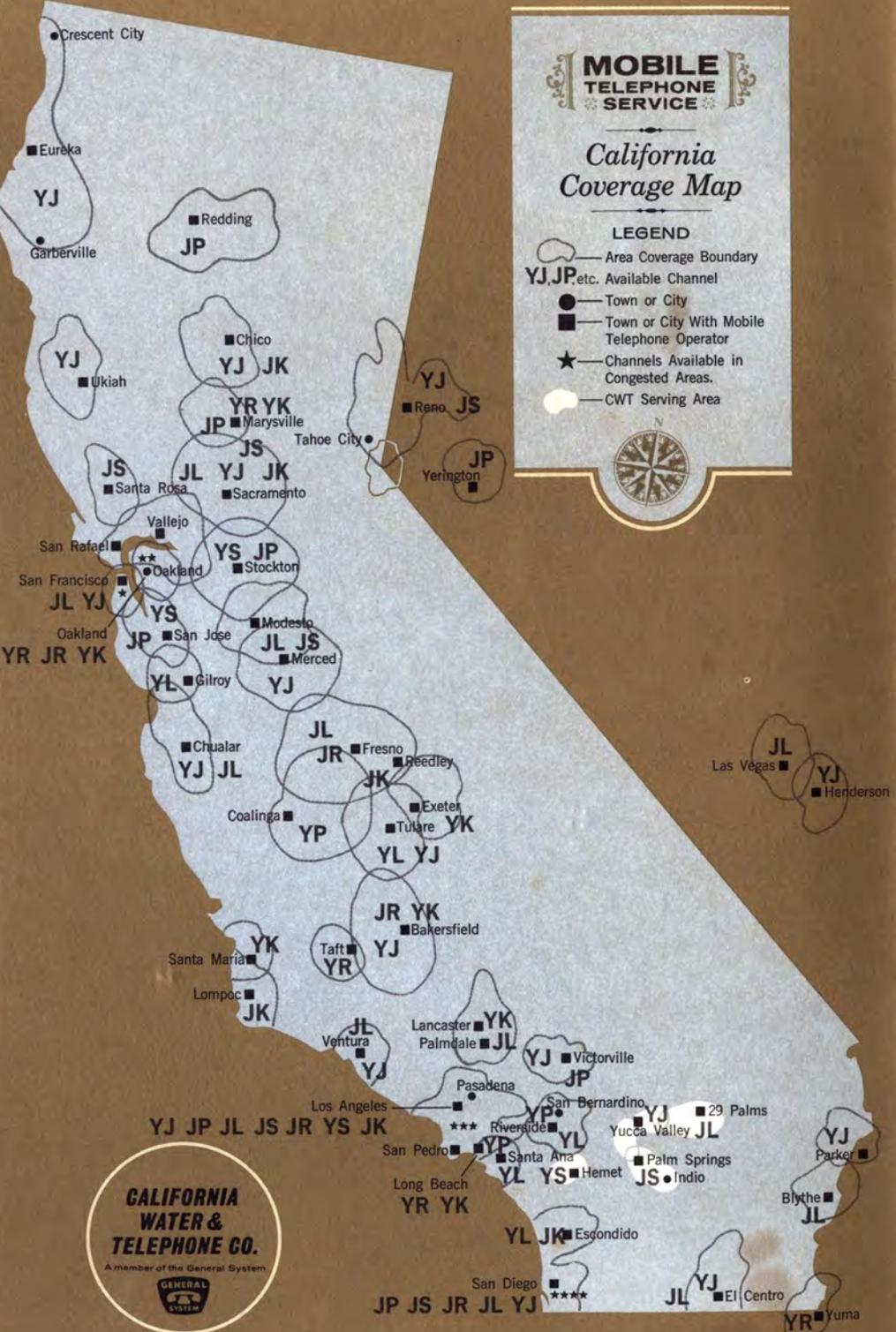


MOBILE TELEPHONE SERVICE

California Coverage Map

LEGEND

-  Area Coverage Boundary
- YJ, JP, etc.** Available Channel
-  Town or City
-  Town or City With Mobile Telephone Operator
-  Channels Available in Congested Areas
-  CWT Serving Area



CALIFORNIA WATER & TELEPHONE CO.
 A member of the General System





This manual is designed to assist you in the use of your Mobile Telephone equipment.

The equipment you use includes a radio transmitter and is therefore subject to Federal Communications Commission (F.C.C.) Rules and Regulations.

The main points of these regulations have been included on Pages 16 and 17 of this manual so that our subscribers may become familiar with their application.

This manual will prove very helpful if kept handy for quick and easy reference.



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DESCRIPTION OF SERVICE

Mobile Telephone Service is an extension of regular telephone service utilizing radio frequencies to permit two-way simultaneous communications as follows:

1. From a mobile unit to a land line telephone.
2. From a land line telephone to a mobile unit.
3. Between two mobile units.

The type of service you have is called "Improved Mobile Telephone Service" (I.M.T.S.). It is a completely automatic dial mobile service comparable in operation to regular land line telephone service. Operator assistance within your local mobile service area is only required for long distance calls, or in the event you encounter difficulties in dialing local calls.

IMTS provides the advantages of "idle channel" selection. This means that when more than one channel is available for use, the mobile equipment will automatically search for and "seize" any idle channel. This arrangement significantly increases the capability of the system to minimize "busy conditions."

Each customer is entitled to one free directory listing in the directory covering the local exchange serving area. For example, listings for Palm Springs Mobile Telephone Service would appear in the Palm Springs Directory. The listing will appear for both directory number and Mobile number. This type of listing is required in order that you may be dialed, using the last seven digits of your directory number or called by mobile operators using your mobile telephone number. These listings may or may not be published, depending on the customer's requirements.

A *Mobile Service Area* is defined as the area surrounding a land mobile base station within which satisfactory radio communications can be established and maintained between the base station and the mobile units. The Telephone Company cannot guarantee that communications can be established and maintained in any specific location or at any given time due to the fact that radio transmission is influenced by atmospheric and terrain characteristics.



DESCRIPTION OF MOBILE TELEPHONE EQUIPMENT

MOBILE TELEPHONE EQUIPMENT

The mobile radio telephone unit consists of four basic elements — transmitter, receiver, dial control unit and antenna.

The dial control unit, mounted in the driver's compartment, is the only part of the equipment the subscriber operates to originate or receive calls. This unit contains a dial, a power "on and off" switch, channel selector buttons, home, roam and manual buttons, a bell or tone audio signal that will be heard when the subscriber's number is called, a handset telephone that fits into a cradle built into the unit, transmit and busy visual signals, and the party button.

HANDSET

The handset telephone fits into the cradle built into the control unit and automatically operates the hook switch. It is equipped with a "push to talk" switch which will be used only when operating in an area where manual operation is required. The cradle is so designed that slight pressure is required to remove the handset. This is so the handset will remain securely locked in place when not in use.



DIAL — MOBILE TELEPHONE NUMBERS

Two numbers and the City of Registry appear on the center of the dial. One will be a regular telephone number. This will be the subscriber's directory listed number and will be used for both incoming and outgoing calls while operating a mobile unit in an IMTS area. The second number will be the subscriber's mobile telephone number.

POWER SWITCH KEY

The dial will be illuminated when the power switch is on and the handset is removed from the cradle. When you are called, the bell or tone signal operates. The power switch key in the control unit should be "On" when calls are expected to be made or received. Always wait 30 seconds for the transmitter to warm up before making a call. **THE POWER SWITCH KEY SHOULD BE TURNED "OFF" WHILE THE VEHICLE MOTOR IS BEING STARTED. THIS AVOIDS POSSIBLE RECEIVER FAILURE AND UNNECESSARY BATTERY DRAIN.**

CAUTION:

Whenever you have the battery recharged, particularly by "Quick Charge" method, be sure to turn the power switch "Off" before the recharging begins and keep it off until the charge is completed.

When a subscriber is away from the vehicle for an extended period of time, the power switch key should be turned off.

In order to conserve the battery, the vehicle motor should be left running whenever an extended conversation is attempted.

HOW TO PLACE AND RECEIVE CALLS WITHIN THE LOCAL MOBILE SERVICE AREA

PLACING LOCAL CALLS TO LAND LINE TELEPHONES:

1. Depress the "H" or Home Button, lift the handset from the control unit, (the "TRANS" light will illuminate), wait for the dial tone, then proceed to dial the desired number.

2. If you do not receive a dial tone and the "busy" light is illuminated, all the channels are busy or you are outside the range of the base station. It will be necessary to wait until a channel becomes clear or move within range of the base station before placing a call.

3. If you reach a mobile service office other than the one you expected, you are probably beyond the range of the office desired. You may place your call with the operator reached or wait until you are within range of the desired office.

PLACING LOCAL CALLS TO OTHER MOBILE UNITS:

1. Depress the "H" or Home Button, lift the handset from the control unit (the "TRANS" light will illuminate), wait for the dial tone, then proceed to dial the desired number.

2. You will receive a tone advising you to go to push-to-talk operation. Depress the "P" or Party button and proceed with conversation in push-to-talk operation.

3. When the called party receives the call, the bell or tone signal of the control unit will operate (provided the power switch is on). He will lift the handset from the control unit, and receive a tone advising him to go to push-to-talk operation.

4. He will then depress the "P" or Party button and proceed with conversation in push-to-talk operation.

5. When call is completed, upon termination by either party, the unit will automatically revert to home mode of operation.

6. If you do not receive dial tone and the "Busy" light is illuminated, all the channels are busy or you are outside the range of the base station. It will be necessary to wait until a channel becomes clear or move to within range of the base station before placing a call.



PLACING LONG DISTANCE CALLS:

1. To place a Long Distance call to a land line telephone, dial mobile telephone system or manual mobile telephone system, depress the "H" or Home Button, lift the handset from the control unit (the "TRANS" light will illuminate), wait for the dial tone, then dial "O" (Mobile Service Operator). She will ask for your number and the number you are calling. Give her your directory listed number, *not* your mobile number. The Mobile Service Operator will then place your call.

2. If the "Busy" light is illuminated, all the channels are busy or you are outside the range of the base station. It will be necessary to wait until a channel becomes clear or move to within range of the base station before placing a call.

3. If you reach a mobile service office other than the one you expected, you are probably beyond the range of the office desired. You may place your call with the operator reached or wait until you are within range of the desired office.

RECEIVING CALLS WITHIN THE LOCAL MOBILE SERVICE AREA

1. When you are receiving a call within your local mobile service area, the bell or tone signal will operate (provided the power switch is on).

2. Remove handset and proceed with the conversation.

HOW TO PLACE AND RECEIVE CALLS OUTSIDE THE LOCAL MOBILE SERVICE AREA

OTHER I.M.T.S. AREA CALLS:

1. When operating in a "Roam" mode in other I.M.T.S. areas, depress the "R" or Roam Button and select a channel button corresponding to the channel available in that local area. (Your mobile unit must be equipped with the capabilities to accept a channel in a local area before you can place calls).

2. Lift the handset from the control unit, (the "TRANS" light will illuminate), wait for the dial tone, then proceed to dial the desired number.

3. If the equipment does not identify your number, the call will revert to the Mobile Service Operator. She will ask for your number and the number you are calling. Give her your directory listed number, *not* your mobile number. The Mobile Service Operator will then place your call.

4. When receiving calls or placing calls through an operator, *always* announce your City of Registry. It is always the same, whether in a different area or on a different channel.

5. If the "Busy" light is illuminated, all the channels are busy or you are outside the range of the base station. It will be necessary to wait until a channel becomes clear or move to within range of the base station before placing a call.

6. If you reach a mobile service office other than the one you expected, you are probably beyond the range of the office desired. You may place your call with the operator reached or wait until you are within range of the desired office.

7. When you are receiving a call in an I.M.T.S. area, the bell or tone signal of your control unit will operate (provided the power switch is on).

8. Remove handset and proceed with the conversation.

MANUAL AND DIAL MOBILE TELEPHONE SERVICE AREA CALLS:

1. When operating in a MANUAL or Dial Mobile Telephone Service Area, depress the "M" or Manual Button and select a channel button corresponding to the channel available in that local area. (Your Mobile unit must be equipped with the capabilities to accept a channel in a local area before you can place calls). Lift the receiver from the control unit. If the channel is not busy, press the "push-to-talk" switch and hold it for at least five seconds. This signals the Mobile Service Operator. Release the switch and listen.

2. The Mobile Service Operator will ask for your number and the number you are calling. Press the switch to answer and give her your directory listed number, *not* your mobile number. The Mobile Service Operator will then place your call.

3. If the "Busy" light is illuminated, the channel is busy or you are outside the range of the base station. It will be necessary to wait until the channel becomes clear or move to within range of the base station before placing a call.

4. When receiving calls or placing calls through an operator, *always* announce your City of Registry. It is always the same, whether in a different area or on a different channel.

5. If you reach a mobile service office other than the one you expected, you are probably beyond the range of the office desired. You may place your call with the operator reached or wait until you are within range of the desired office.

6. When you are receiving a call in a manual or dial mobile telephone service area, the bell or tone signal of your control unit will operate (provided the power switch is on).

7. After acknowledging the call, proceed with the conversation — pressing the "push-to-talk" switch to talk and releasing it to listen.



PLACING CALLS FROM A REGULAR TELEPHONE TO A MOBILE UNIT

Calls to a Mobile Unit in a Dial Mobile Telephone Service Area or an I.M.T.S. Area, are dialed in the same manner as you would dial a regular telephone number. If the called mobile subscriber does not have the set turned on or the vehicle is out of range, the call will be abandoned after three seconds. If the set is turned on and the called mobile subscriber fails to answer, the call will be abandoned after forty-five seconds.

In either case, it will be necessary to hang up and place the call at a later time.

To call a mobile unit in a Manual Mobile Telephone Service Area, you must dial "O", Operator and ask for the Mobile Service Operator. When she answers, give her the *mobile* telephone number desired.



ASSISTANCE CALLS

EMERGENCY CALLS

In the event of an accident or other emergency, the use of a mobile telephone may be extremely important. If it is imperative for you to report an accident or other emergency involving safety to life or property, you have the right to interrupt a non emergency call in progress.

If you are in your own local area, dial the operator (0) and give the details of the emergency.

If all the channels are busy, or if you are operating in a manual mobile service area, press the manual button and select a working channel. With the "push to talk" switch pressed, say "EMERGENCY CALL" until the parties talking recognize you and agree to hang up. Then release the switch and listen for the operator to challenge or sign off. Meanwhile, about every ten seconds, press the switch, announce "EMERGENCY CALL", and release the switch until you get the operator. If the system is two way dial, wait for the dial tone after the channel is clear, then dial the operator for assistance. If you hear someone making an emergency call, do not interfere, or if you are asked to terminate your conversation for such a call, please do so as quickly as possible.

REPAIR CALLS

Repair service can only be obtained within the California Water & Telephone Company mobile service areas. Dial "114" for repair service.



CARE AND PROTECTION OF MOBILE TELEPHONE EQUIPMENT

Your mobile telephone equipment is built to give the best possible service, but despite its sturdy construction it may at sometime require maintenance or repair. Frequently, you may avoid the inconvenience of a trip to the Mobile Repair Shop by making the following checks:

1. If you are unable to call the operator or hear the other party, it may be due to a "dead spot" caused by local terrain or atmospheric conditions. Moving to another location is recommended.
2. If your voice sounds scratchy or noisy in the receiver, a change of location is recommended.
3. Sometimes a scratchy or noisy condition is caused by a weak battery. It is recommended you keep the engine running at a charging rate while your mobile telephone is in use. This will reduce the battery drain and prolong its life expectancy. The best operation depends upon a fully charged battery. If the battery is *not* delivering full power, you will have difficulty hearing or being heard.

If after checking the above items the mobile telephone is still not operating properly, the trouble should be reported to repair service, "114."

USAGE SUGGESTIONS

1. Speak slowly and distinctly. Raising your voice impairs rather than aids transmission.

2. Since you are responsible for all calls originating from your mobile telephone, it is always a good idea to lock the mobile unit during your absence from the vehicle.

3. CAUTION: Because of the danger of explosion, a subscriber should never store or carry gasoline, inflammable liquids, gases or explosive materials in the same compartment with his mobile telephone transmitter and receiving equipment.

You should always observe and follow directions on two-way radio usage in an area where blasting is taking place or where blasting caps are stored. These areas are always marked by large roadside signs.

4. WARNING: If you are traveling in foreign countries, such as Mexico or Canada, special precautions must be taken. You cannot use your mobile telephone equipment in Mexico. You must have the Mexican Immigration Officers seal your control head so that it cannot be operated. Sometimes it is difficult to obtain their cooperation in doing this. If you travel in Mexico with your mobile telephone equipment unsealed, you are subject to a fine and confiscation of the equipment.

If you intend to travel in Canada, be sure to stop at the Canadian Border Inspection Station. The Canadian Immigration Officers will seal your control head key to the steering column (or other suitable location) on your automobile. If you fail to do this, you will be subject to heavy fines and confiscation of the equipment. If you wish to use your radio equipment in Canada, arrangements can be made in advance. Your local Telephone Company radio repair shop has copies of the Canadian Government Form No. 1290 entitled "Department of Transport Application". This application must be filled in and sent to the Canadian Government, Department of Communication, at least two weeks in advance of entry into Canada.

RULES, REGULATIONS AND LICENSE PROVISIONS

The subscriber to mobile telephone service must be aware of and observe the provisions of the Commercial Act, the rules and regulations of the Federal Communications Commission, the terms of the radio station license and the tariffs of the Telephone Company. The main points of these regulations are outlined below:

LICENSE:

If the mobile radio equipment is furnished by the Telephone Company, that Company holds a license for its operation which has been issued by the Federal Communications Commission.

LIMITS:

The FCC limits use of the equipment to communicating by voice through land radiotelephone stations providing public mobile telephone service. Equipment provided by the Telephone Company is not authorized for communications of any other nature.

INSTRUCTIONS:

The license provides that the equipment shall be operated in accordance with the rules and regulations of the Federal Communications Commission. Operation of the equipment is under the general supervision of the operators at the Telephone Company radiotelephone stations. All instructions given by these operators should be carefully followed.

EQUIPMENT:

The license specifies the make, type, power and frequency of the equipment and the FCC stipulates that no changes or adjustments are to be made in equipment furnished by the Telephone Company except by the Company or its authorized agents.

ANNUAL FREQUENCY CHECK:

Rules & Regulations of the Federal Communications Commission require that a frequency and deviation measurement check be made on the radio equipment at least once each year. The Telephone Company will notify you well in advance so that arrangements for checking the equipment can be made. Your vehicle and equipment *must* be made available for these measurements or service may be discontinued.

INSPECTION:

The radio equipment must be made available for inspection upon request by representatives of the Federal Communications Commission and the Company.

LANGUAGE:

The law provides that no person shall utter any obscene, indecent, or profane language by means of radio communication.

DISTRESS:

The law provides that no person shall knowingly utter or transmit any false or fraudulent signal of distress, or communication relating thereto.

PRIVACY:

It is unlawful to "listen-in" on conversations intended for others and divulge any information thereby obtained.

INTERFERENCE:

No person shall wilfully or maliciously interfere with or cause interference to any radio communication or signal.

PENALTIES:

Severe penalties are provided in the Communications Act for violation of the provisions of the Act, the Rules and Regulations of the Federal Communications Commission, or the terms of a radio station license.

FOREIGN ATTACHMENTS:

In the interest of good service, the Company does not permit the attachment of any instrument, apparatus or device of any kind to its equipment other than that furnished by the Company or expressly authorized in the tariff.

RESPONSIBILITY FOR EQUIPMENT:

The Telephone Company will bear all ordinary expenses for maintenance of the equipment it provides and for repairs made necessary by normal wear and tear or which result from causes beyond the subscriber's control. Customers are not to rearrange or otherwise attempt to repair any equipment installed by the Company or permit others to do so.

DENIAL OF SERVICE

The Telephone Company may deny service temporarily or terminate the service for violations of its lawful regulations or those of the Communications Act or of the Federal Communications Commission.

FREQUENTLY CALLED NUMBERS

Name	Number
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

TO AVOID INTERFERENCE

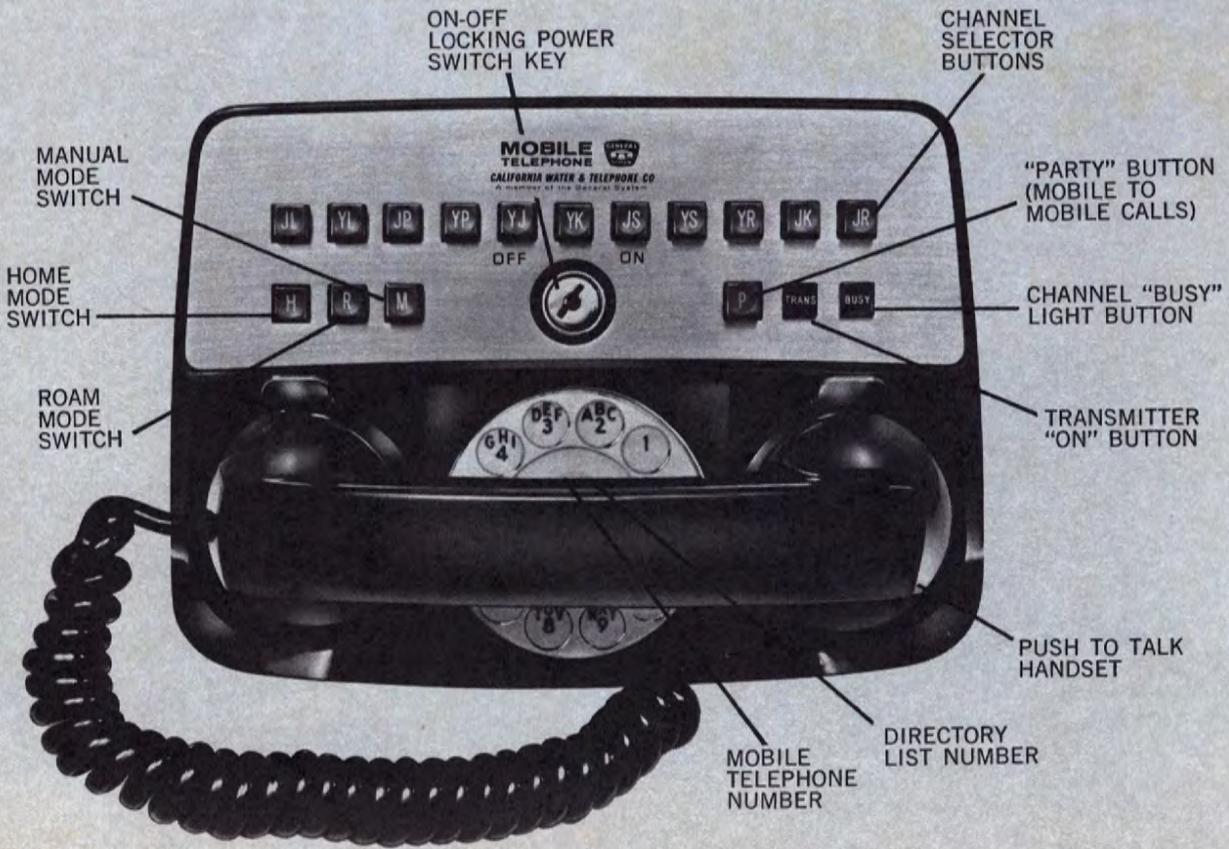
The mobile telephone number assigned to this vehicle is for use with stations in the following mobile service areas:



If you have need for service through stations in other areas or cities, please advise the Telephone Company so that the necessary arrangements can be made to meet your requirements.



If you have any questions regarding the use of your Mobile Telephone, please contact the California Water & Telephone Company Business Office for your Serving Area.



ON-OFF
LOCKING POWER
SWITCH KEY

CHANNEL
SELECTOR
BUTTONS

MANUAL
MODE
SWITCH

"PARTY" BUTTON
(MOBILE TO
MOBILE CALLS)

HOME
MODE
SWITCH

CHANNEL "BUSY"
LIGHT BUTTON

ROAM
MODE
SWITCH

TRANSMITTER
"ON" BUTTON

PUSH TO TALK
HANDSET

MOBILE
TELEPHONE
NUMBER

DIRECTORY
LIST NUMBER



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