

## BUSINESS WITH YOUR TELEPHONE COMPANY

### customer service agency booth:

(FARMERS STATE BANK, MENTONE, IND.)

The GTE Customer Service Agency Booth is a self-service showroom that provides an excellent means for customers to:

- Review our catalog of products and service
- Place orders for telephone service \*
- Ask billing questions \*
- Report a service problem \*
- Pay your telephone bill
- Pick up and return telephones
- \* Via a direct line to GTE

You can shop here for phones. There's a full-line catalog, brochure, and an actual phone display.

You can return your phones and save return charges.

You can pay your phone bill and drop off phones for repair.



You can establish, change, or discontinue phone service.

You can request repair service and resolve billing problems.

You can place an order to rent or buy phones.

You can pick up your phones.

FARMERS STATE BANK  
MENTONE, INDIANA

Visit your GTE Phone Mart Service Booth for close-by service.

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### CUSTOMER TROUBLE CHECK LIST

**before you call repair:** you can save time and money by looking for these sources of trouble:

- Check each phone at each outlet for proper operation. If a rented phone or one purchased from GTE is not working, take it to a GTE Phone Mart for repair or replacement.
- Isolate jack or wiring problems by moving a working phone to each outlet in the house. If a location is found faulty, new wire and/or jack kit(s) are available at a GTE Phone Mart.
- If a demarcation isolation device has been placed on the interior or exterior of your home, plug a working telephone into the outlet.
- After doing the above tests if you do not hear dial tone or can't place calls the trouble may be in the telephone network. Call Repair Service.
- A maintenance of service charge will apply for each premise visit due to service difficulty when it is determined that the difficulty was due to a condition in customer owned equipment.

THANK YOU...

Your participation in the repair process helps restore service more promptly for everyone.