



Toll Free numbers *Dial 9+1+800... (or 888, 877 or 866)*

Within VAPAHCS
(Menlo Park 52+ & Livermore 53+) *Dial the 5 digit extension*

Stanford
(& some very local numbers) *Dial 9+723...(or 724, 725 or 498)*

All Other Local numbers *Dial *+ PIN (6 digits) +9+1+area code & phone number*

Sending Faxes



Long Distance numbers *Dial *+PIN (6 digits) +9+1+area code & phone number*

Within VAPAHCS *Dial the 5 digit fax extension*

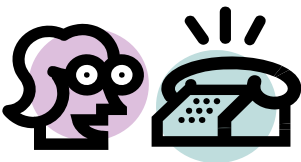
Stanford *Dial 9+723... (or 724, 725 or 498)*

All other numbers *Dial 9+1+area code & phone number*

VA phone extensions: *Dial the location code + 5 digit extension*

Palo Alto	Menlo Park	Livermore	Stockton	Modesto	Monterey	San Jose	Sonoma	Fremont
56	52	53	50	54	51	57	55	58

Other Phone Tips



- Answer the phone in a professional manner:
- "Good Morning" or "Good Afternoon"
 - Identify yourself and the organization
 - How may I help you?

For example, *"Good Morning, this is Mary at PAIRE; how may I help you?"*

- When using the speakerphone option always let the parties you are calling know that they are on speakerphone and who else is in the room.

When you were given your PIN for the phone, you agreed to be responsible for your calls. (VA Supervisors get the printed out reports from the phones.)