

## Category: Telephone

### Daily Living Activities

- Look at a local telephone directory. Are the white pages and yellow pages in the same directory? Compare a small city directory to a large city. Do any of the directories include special pages for government and business listings?
- Ask learners to look up several telephone numbers, such as a friend, a business, school number etc. Arrange that one of the businesses or persons uses initials. Watch for problems with alphabetizing. Also, use a name such as Johnson that might also be spelled Johnsen. Show how the address and locality is listed with the name.
- Look up telephone numbers and addresses using the white and yellow pages on the Internet.
- When do you need to dial the area code along with the 7-digit telephone number?
- When should you use 911? What happens when you dial 911? What should you do if you dial 911 by mistake?
- What is an emergency hotline? Find a page that tells you about emergency assistance.
- When do you use 411? What information will you need to be able to tell the operator? Practice simulating how to get a telephone number by using 411.
- Using the white pages, find the following information:
  1. Find the information page for people with disabilities.
  2. What is an area code? Where can you find a list of area codes for Minnesota? How are area codes divided in the Metro Area? Find the area code for International Falls, Minnesota. Find the area code for Madison, Wisconsin.
  3. Find information on phone bills.
  4. What types of consumer tips are given in the white pages directory?
  5. What should you do if you have trouble with your telephone?
  6. On what page do you find information on long distance calling?
  7. Take turns simulating making long distance calls using real telephones that are unplugged. What is the difference between a collect call, credit card call, phone card call and an 800 call? What is the first digit you must dial before the area code? (1)
  8. What is the procedure for getting a telephone installed? What is the cost?
  9. What is a “900” call? Is there a charge for a “900” call? On what page in the white pages directory can you find information on “900” calls.
  10. Who uses a TTY/TTD? Do you know how to use a TTY/TTD? Demonstrate if possible.
  11. Page through the telephone directory and make a list of information found in the directory. (Large city directories will have maps, zip codes, area codes, arts organization, sports teams etc.)

- What are the yellow pages? Page through the yellow pages section and find the index. Look for a bookstore. Under what category will you look? You're looking for a doctor, where will you look? Show that doctors are alphabetized by location, name and type of specialty. The transmission on your car needs to be repaired. Find a transmission repair shop near your home. Talk about thinking of synonyms when finding a category in the yellow pages. Example: Doctor/Physician
- How many have cell phones? Is there a difference in how much phone calls cost? Should individuals use cell phones while driving? Why or why not? Do you always have to dial the area code when using a cell phone?
- What is the procedure for responding to harassing or unwanted phone calls?
- Discuss phone etiquette. Ask learners to role play various conversations...an angry employee, wrong number, sales call etc.
- What is the "Do Not Call" list? What is the procedure for signing up for the "Do Not Call" list? Look on the Internet to find the procedure for adding a telephone number to the list. Type in "Minnesota Do Not Call List" under search.

Miscellaneous Telephone Vocabulary *Go over the words with your learners. Have the learners write the words and then practice reading the words for fluency. Think of additional words to add to the list.*

listing	hotline	emergency	counselor
assistance	directory	white pages	yellow pages
long distance	local	phone card	telephone
number digit	bill	cell phone	information
collect call	credit card call	portable phone	installation
crisis	crisis intervention	area code	agency
busy signal	deposit	directory assistance	
recording	voice mail	toll free	operator