

Is Your Name Listed in this Directory?

IF not, you are losing a valuable service. ¶ How can your business or social friends and acquaintances reach you? ¶ This is a big city and no casual inquiry will locate you. ¶ The Telephone Directory is the most accurate business and social register, and the one used most frequently. Your name should be in it : : : :

Before the Next Issue, call at our office and arrange for your Listing

Some Common Faults of Telephone Service and How to Avoid Them

You probably never realized how many of the common faults of telephone service, as you come in contact with it, are due simply to careless use of the service by the public. Let us give you a few examples to illustrate this:

A number is guessed at, the wrong bell is rung, an innocent subscriber is disturbed, a voice says, "They gave me the wrong number"—and the Company gets the blame.

A bell rings,—it rings again—still no answer. The Operator finally reports, "They do not answer" (note she never says "they are not there"), and the connection is taken down. Five seconds later—just six seconds too late—the ring is answered and the tardy subscriber gets "Number, Please," from an Operator who knows nothing about the call in question as she had nothing to do with it. Upon being told "Why! you just rang my bell!" she can only say what we instruct her to say: "There is no one on your line." She apparently acknowledges the error and again the Company is blamed; especially, when, a little later the called party meets the calling party and says she was "right there all the time."

A person steps in and "borrows" the use of a telephone. When through talking, he leaves the telephone off the hook, thus keeping the line "busy" and causing a series of busy reports to be made to calling parties. Finally, a clerk, or servant, finds the receiver off and replaces it. Business is resumed and the friend, who has been "trying for fifteen minutes" to get the line blames the Company severely when he is told, truthfully, that "I have been right here all the time, and the line hasn't been in use for twenty minutes."

The same thing results when the called for subscriber forgets, or overlooks, the fact that he is sharing a party line with someone else, and that therefore the line might easily have been "busy" all the time and he not know anything about it.

We have no desire to dodge our full responsibility for giving good service. We are not only willing but very anxious to learn all the real troubles of which you have to complain—even those for which we are not directly responsible.

We want this help from you—in the form of accurate detail complaints—and we will help you cure those for which other subscribers are responsible; by printing these pages in our directory; by explaining in any way we can the operation of our system and the reasons for our rules and regulations; also by calling attention to the following simple rules, which, if followed by all will make it easy for us to give, and for you to get, Good Service—which is what we are here for.

Remember This

No community ever enjoyed really first class telephone service unless the Telephone Company had the intelligent and hearty co-operation of its

Subscribers and the Public