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Improved Service As New Addition Put In Service

Subscribers Create Slower Service by Incorrect Procedure — All Can Help

Milton's telephone service has improved considerably since the recent installation of a new switchboard position at the exchange here, J. T. M. Ashley, Bell Telephone manager for this region, said this week. The extension brought to six the number of switchboard positions in operation at the local exchange.

"Our main difficulty, prior to the extension, was 'slow answering' at the central office," he said. "During busy periods subscribers had to wait some time before the operator said 'Number, please'."

However, knowledge of the proper method of using the telephone when making a call is also an important factor in keeping service at a high level with the minimum delay, Mr. Ashley said. When a subscriber turns the crank before lifting the receiver off the hook this action generates a current which makes a small shutter drop on a panel in front of the operator. When the conversation is completed the receiver is replaced on the hook and the crank turned once again to tell the operator that the caller is "ringing off."

If a subscriber fails to ring off, the operator has no way of knowing immediately that the conversation is over. She must therefore cut in on the line to see if it is free. If two or three callers fail to ring off within a few seconds of each other, there will be unavoidable delays on calls coming through the operator's board, Mr. Ashley explained.

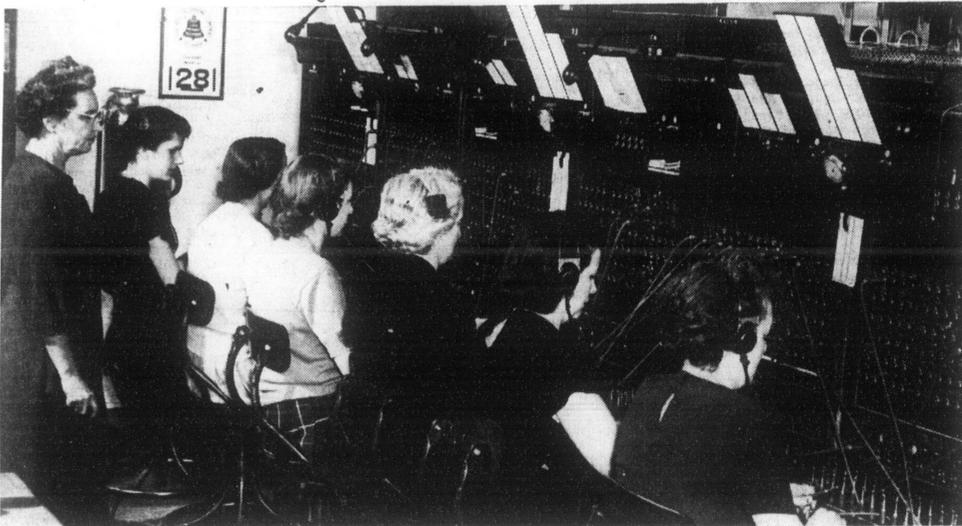
The Bell manager referred to another problem that spelled loss of time for both operator and the subscriber in the course of a busy telephone day. "Very often," he said, "people fail to look up the number they want in the telephone directory. They feel they will get quicker service by calling 'information'. The fact of the matter is that most of the calls to 'information' are for numbers that are listed in the telephone directory. If all subscribers co-operated on this matter, many unnecessary calls to the exchange could be avoided and much time saved by all."

In addition to the many improvements to the local exchange during the past few months, the company has begun an extensive program designed to provide improved facilities for subscribers in the area surrounding Milton. Mr. Ashley said. This work, which started in December, is expected to be completed this summer.

The project involves the erection of 20,000 feet of aerial cable on a new long-span pole line from the end of the existing exchange cable north of Milton, to Campbellville. In addition, 30 miles of wire will be placed on existing pole lines, where required, to reduce the number of parties on those particular lines.



This group of assembled operators operate the new installations and give the district its 24 hour service. At the switch board from left to right are Lorean Thompson, Doreen Thompson, Joanne McKay, Marian Readhead, Peggy Montgomery, and Betty Allan whose face is not shown. Standing in the front row of the group are Jean Sales, Mae Booth, Lillian Farlow, Eveline Charlton, Sarah Holmes, Minnie Burley. In the back row are Ruby Mowat, Donna Paupst, Pearl Mowat, Helen Fetter, Agnes Fay and Marion Ford.



Correct methods in operating telephones and the installation of a new switch board shown here have considerably improved telephone service for users of the telephones. Shown at the switch board above are from left to right: Minnie Burley, Ruby Mowat, Doreen Thompson, Peggy Montgomery, Sarah Holmes, Pearl Mowat, and Mae Booth. These local operators serve a wide area surrounding Milton as well as in Milton.

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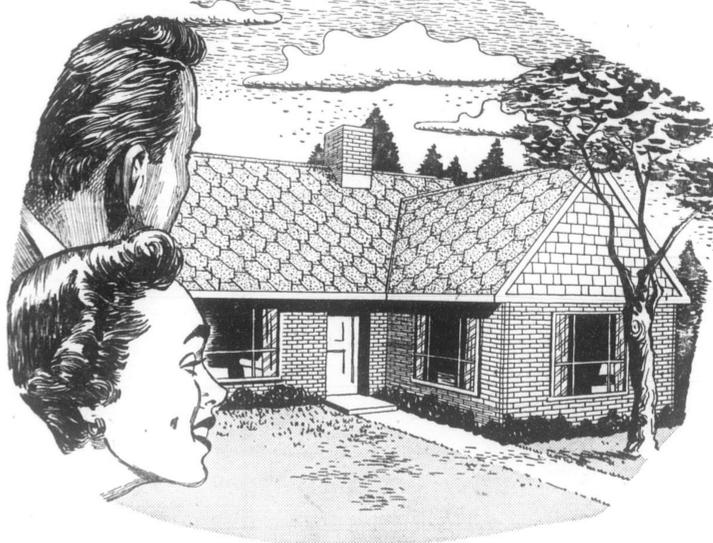
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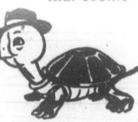
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