

No toll-free calling yet, but

List North Burlington phones in Burlington-Hamilton books

North Burlington residents who presently have Milton or Campbellville exchange phone numbers will soon have the distinction of seeing their names listed in two phone books—Milton and Burlington-Hamilton.

Members of the Upper Burlington Citizens Forum learned this during a public meeting Wednesday, July 5, from W. C. Barnes, Bell Canada's Milton Exchange Manager. The meeting was held in the Kilbride Public School, Kilbride.

Citizens of the northern portion of Burlington have been experiencing difficulties with their phone service, one of the major problems is that many of the people live in Burlington but have Milton or Campbellville phone numbers.

Confusion

This situation tends to lead to problems with the operators, complain area residents. Quite a number of people relate stories of relatives or friends having problems phoning them. The relative would tell the operator the party they wanted lived in Burlington. The number would be listed in the Milton phone book, and the operator would be unable to locate the party.

Last week's meeting was the outcome of a similar gathering in December between Barnes and other Bell representatives and members of the Upper Burlington Citizens Forum. Purpose of the assembly was to delve into the main problems people in the northern portion of Burlington have with their phone service.

During the December meeting Barnes promised to present the people's problems to Bell Canada's engineers for a study. He had asked the group to be patient and to see what answers the engineers could find.

Three problems

Barnes, Burlington Exchange Manager Peter Croome, and Assistant Phone Manager John Ramsay presented the results of the engineers' studies to an audience of approximately 60 people on Wednesday.

Barnes listed three main areas of complaint he felt the crowd was concerned with. The three problems were:

- (a) area residents want to be identified with the community where they live—Burlington.
- (b) citizens want an urban type

type of telephone service at reasonable rates.

(c) local phone subscribers want toll-free calling to Hamilton.

Most of the audience felt the Bell manager had hit the nail on the head. They soon learned only one of three main objectives is feasible at the present time—the point of identification with Burlington.

List in Burlington

Bell's answer to this problem, Barnes explained, is to place Burlington residents with Milton and Campbellville phone numbers in the Burlington section of the Hamilton area phone book. The company started a survey of inhabitants on June 12 and by the end of August all the names will be listed with Burlington information operators.

A new phone book will be issued by the first of December and the names will be inserted, said Barnes. About 500 names are involved.

But it was somewhat of a strike-out for the crowd on the issues of obtaining urban type phone service at reasonable rates and free calling to Hamilton.

The reason for the demand for toll-free calling to Hamilton is that many Upper Burlington people have moved there from downtown Burlington or Hamilton and still maintain ties with these urban areas through employment, relatives and points of interest.

High cost

A request for urban type service is based on the fact that a good portion of the locals have only multi-party lines and want private or semi-private service. Also, they feel phone charges are too high.

Earliest possible date Bell might provide these services was 1975, Barnes indicated. Price tag for creating an urban type phone system and toll-free calling to Hamilton will be over \$1,000,000,000, the manager claimed.

"We intend to conduct a survey in 1973 of Burlington people who have either Milton or Campbellville exchanges to enable us to obtain the majority's wishes," Barnes remarked. He explained to the members the survey returns would have to prove the majority of citizens want a change.

If toll-free calling was made available it would eliminate the

present free phoning to Oakville, Campbellville and Georgetown, cautioned Barnes. "But perhaps this is what the vast majority of people desire," he noted.

Depends on finances

All the wished-for improvements to the phone service hinge on Bell's money raising programs. "Financing to meet basic growth and supply service where there is none now has to be given priority over the type of service improvement the Upper Burlington group wants," Barnes warned.

Barnes indicated Bell's financing picture will determine if the company carries out next year's proposed phone survey. The manager told the crowd the phone company only received 60 per cent of the \$78,000,000 it asked for in a recent application.

Audience reaction to Barnes' explanations of the situation ranged from anger to disappointment to an understanding of the cost factor involved. They also expressed gratitude for Bell's study of the problem.

Charges monopoly

One member of the audience roared the root cause of the problem was that Bell had a monopoly and could do just about what it pleased.

"We have a monopoly, yes, but we also have to provide service to all our customers, even if the cost of service outweighs the returns," claimed Burlington Manager Peter Croome.

Tom Patience, of Kilbride, queried the practical use of a 1973 phone survey meeting the needs of 1975 phone improvements.

"We have to start somewhere. We hope to gain an idea of what all the people want," suggested Barnes. "By statistics we can project into the future."

His claim Bell relied on statistics was challenged by Bruce Tomlinson of R.R. 2, Milton. "Why did Bell get so far behind in predicting the change of this area from a rural to an urban setting?"

Didn't know

"I wish I knew, but I'm sorry I don't," said Barnes, apparently puzzled.

One woman knocked the potential dangers of a populace having to depend on a multi-party line. "I'm a widow with two children. How do I get hold of the doctor in an emergency if I'm on a nine party line," inquired Mrs. Ruth Mead of Kilbride.

Mrs. Mead said she didn't have a phone because all she could obtain was a filled-to-capacity party line.

"I would hope people could cooperate if you told them it was an emergency," offered Barnes.

A public telephone may be installed in an open air setting in the Lowville or Kilbride area, thanks to a suggestion from one woman attending the meeting. The lady said it might be a good thing in the event of emergency.

Barnes implied Bell might look at the recommendation.

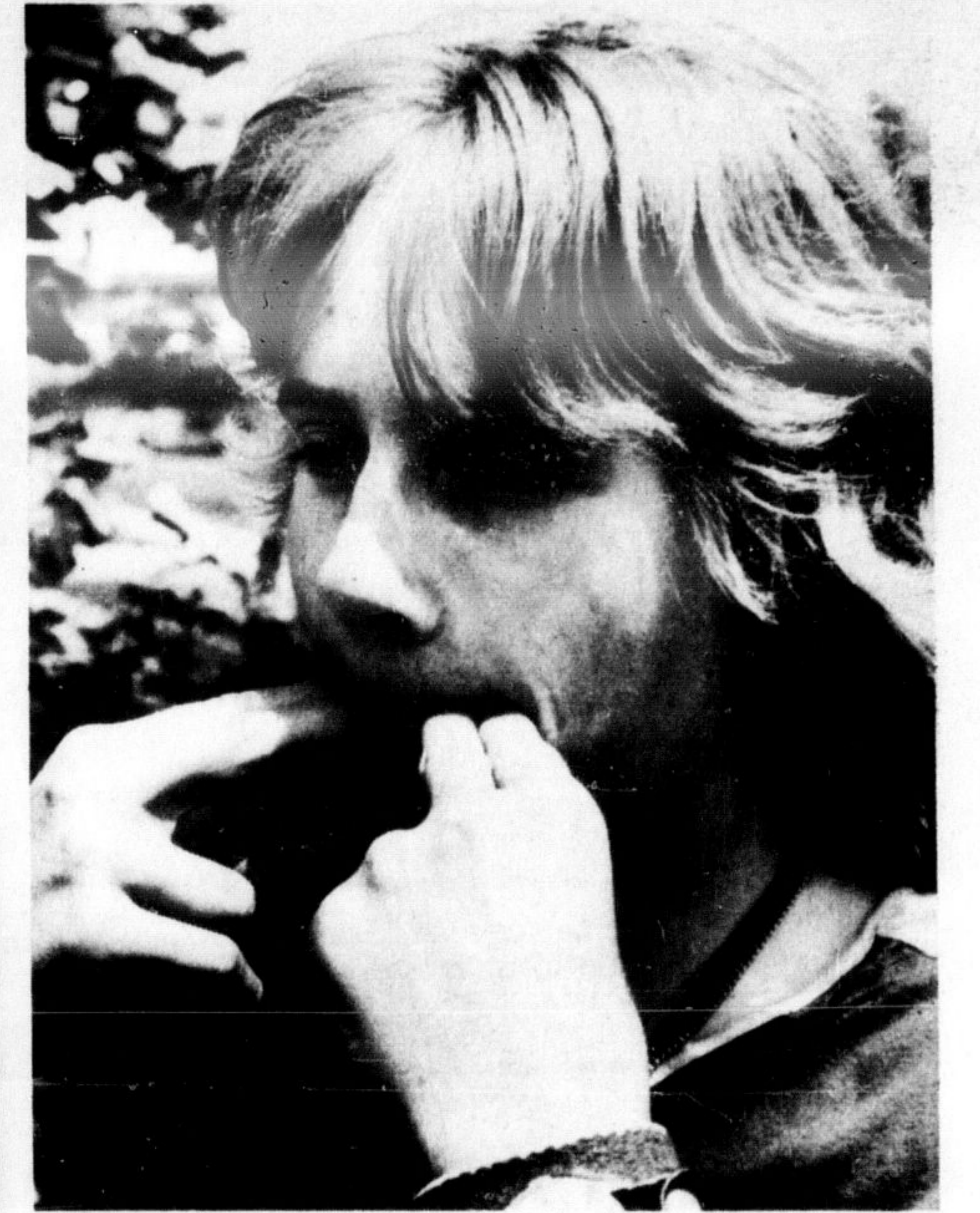
Local exchange

At the November forum a plan to create a local exchange in the Lowville and Kilbride areas was discussed. But last week Barnes dismissed the idea as impractical and costly. "It would cost \$250,000 to construct and would serve the

needs of the area for only a few years before it would have to be scrapped," he stated.

The two-hour meeting ended in a seemingly amicable manner. After the formal talk Bell representatives and members of the audience discussed individual problems some of the people are experiencing with their telephone service.

(Photos by J. Jennings)



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4-H members travel to Maryland for week

Halton 4-H members, 17 of them at least, will be busy travelling on exchange trips and to regional conferences this summer.

From July 22 - 29 a group of 10 deserving 4-H'ers will visit with 4-H'ers from the State of Maryland. This is part of the exchange trip in which Halton participated with Maryland last year. Ten delegates from there spent a week in the homes of Halton 4-H'ers last summer.

The members attending are Valerie Ella, Hornby; Leah Leslie, Acton; Beryl McEnery, Limehouse; David McKinnon, Milton; Ken McNabb, Georgetown; Dave Reid, Georgetown; Beth Laidlaw, Norval; Dennis McClure, Georgetown; Tom Parker, Campbellville; and Grace Bird, Georgetown.

The Regional 4-H Conference this year will be held August 8 - 10 at York University. This conference is for 15-year-old 4-H'ers.

The delegates attending from Halton this year are Bruce McKeown, Caledon East; Rob Murray, Acton; Les McDonald, Georgetown; Keith McKinnon, Milton; Barry Reid, Georgetown; Jane Nixon, Norval; and Dan Willmott, Milton.

The Halton County Livestock Judging Competition will be held on Wednesday, August 2 during the day. This activity will take place in the Acton area this year.

The competition is open to anyone in 4-H or Junior Farmers who is 26 years of age or under. It

will also be the final Achievement Day for the Halton 4-H Livestock Judging Club. Members in this club must attend and judge all classes in order to complete their project.



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