

New Michigan State Association

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1935

ORGANIZATION of Michigan Independent Telephone Association effected at meeting held in Lansing this week under sponsorship of national association. Plans already under way for holding four district meetings and traffic conferences this summer

A VERY enthusiastic group of Michigan Independent telephone men and women gathered in the East room of Hotel Olds in Lansing, Mich., on Tuesday of this week, June 4, for the purpose of organizing a state association for their mutual benefit and education. The gathering included 44 individuals representing their respective companies.

They came to find out exactly what constituted a telephone association and to learn what benefits they might expect to derive from such an organization. After the day's meeting, they returned to their respective homes full of interest and enthusiasm with a determination to enlist the interest of every Independent telephone company in the state of Michigan in the newly organized Michigan Independent Telephone Association.

Fields of National and State Organizations

The meeting was called to order by F. B. MacKinnon, of Chicago, president of the United States Independent Telephone Association, who made a very interesting and instructive address, explaining the Washington situation as it applies to telephone companies and naming the real causes leading up to the formation of the Federal Communications Commission.

He told of the activities of the national association in Washington and explained what the telephone companies could expect in the future from the FCC. The speaker also directed attention to the problems involved in the rural electrification program of the federal government.

Upon the conclusion of his informative and instructive talk, Mr. MacKinnon explained the purpose of the meeting and told why the Independent telephone companies in Michigan felt that an Independent telephone association in that state was a necessary and vital activity.

The meeting then being thrown open for informal discussion of the subject, it was participated in by W. J. Melchers, vice-president and general manager of the Union Telephone Co., Owosso; Dr. O. M. Vaughan, president of the Tri-County Telephone Co., South Haven; and B. R. Sage, general manager of the Traverse Bays Telephone Co., Central Lake.

A motion was made, seconded and carried that an Independent telephone association be organized. Another motion was then made and carried that the chairman of the meeting appoint a committee to prepare a constitution and by-laws and complete the organization of the Michigan Independent Telephone Association.

The following members of this committee were named: Dr. O. M. Vaughan, of South Haven; W. T. Bradstreet, of Hudson; B. R. Sage, of Central Lake; Chas. W. Cheeney, of Chesaning, and W. J. Melchers, of Owosso.

Upon adjournment of the meeting for a noon recess, all of those present participated in a very enjoyable and well-served luncheon as guests of Dr. Vaughan and Mr. Melchers.

When the afternoon session had been called to order by Mr. MacKinnon, a very interesting talk was presented by William M. Smith, of Lansing, chairman of the Michigan Public Utilities Commission, in which he welcomed the new association and directed attention to some of the work that might be accomplished by the organization.

A report was then presented by the organization committee. The suggested constitution was read, article by article, and the reasons explained for every provision contained therein. The report of the committee was accepted and the constitution adopted as presented.

Charles W. Cheeney, general manager of the Chesaning (Mich.) Home

Telephone Co., presented a motion, which was unanimously adopted, to divide the state into four districts by drawing a line east and west through Bay City, and a line north and south through Lansing from the Ohio line to the line drawn through Bay City. That part of the state southwest of these two lines to be known as District No. 1; that part southeast of these lines as District No. 2; all above the Bay City line as District No. 3, and the upper peninsula as District No. 4.

Mr. Cheeney then moved that a nominating committee of W. A. Dickinson, J. A. Bridgeman, and C. E. Smith be appointed to retire and select a list of officers and directors for the new association following the newly-adopted constitution. This motion being carried, the committee retired and later reported the following recommendations which were unanimously voted upon by the membership present.

The officers elected are as follows: President, O. M. Vaughan of South Haven; vice-president, W. J. Melchers, of Owosso; director from district No. 1, F. G. Moore of Muskegon; director from district No. 2, Chas. W. Cheeney of Chesaning; director from district No. 3, B. R. Sage of Central Lake; director from district No. 4, P. E. Taylor of Pickford.

After the various newly-elected officers had made their maiden speeches, and several others had expressed their pleasure in the results thus far accomplished, the meeting was adjourned.

District Meetings Planned

At a subsequent meeting of the officers and directors present it was decided to hold a district meeting in each of the four districts during the summer on dates to be announced later, at which traffic schools will be conducted and individual problems of accounting, management and operation will be discussed.

Among those present at this meeting, who became charter members of the new Michigan association, were the following:

B. R. Sage, Traverse Bays Telephone Co., Central Lake; C. E. Smith, Morenci Telephone Co., Morenci; W. F. Bradstreet, Rollins Telephone Co., Hudson; Geo. H. Clark, Rollins Telephone Co., Manito Beach; Chas. W. Cheeney, Chesaning Home Telephone Co., Chesaning;

Fred E. Bohn, Eaton County Telephone Co., Charlotte.

R. C. Smith, Calhoun County Telephone Co., Goshen; Charles Gardner, Calhoun County Telephone Co., Homer; V. L. Cole, Hillsdale Telephone Co., Osseo; Ray E. Kelly, Hillsdale Telephone Co., Prattville; Jay C. Gear, Hillsdale Telephone Co., Ransom; O. M. Vaughan, W. A. Dickinson, F. H. White and A. B. Chase, Tri-County Telephone Co., South Haven; B. F. Hadley, Hadley Telephone Co., Hadley.

Fred T. Consear and Arthur L. Phillips, Whiteford Farmers Telephone Co., Ottawa Lake; C. N. Wilber, Mecosta Telephone Exchange, Mecosta; Mrs. Henry F. Hoyt, and Miss Carrie Parmelee, Alamo Mutual Telephone Co., Alamo; S. L. Whisler, Waldron Telephone Co., Waldron; John Sattler, Home Telephone Co., Cedar; R. M. Bascom,

Sunfield Telephone Co., Sunfield; E. F. Henne, Saline Telephone Co., Saline; W. J. Melchers, and J. A. Bridgeman, Union Telephone Co., Owosso.

Carl W. Snyder and E. L. Gaines, American-Automatic Electric Sales Co., Ft. Wayne, Ind.; Clyde Parsley and R. H. Burfeind, American-Automatic Electric Sales Co., Chicago; M. A. Bellion, Kellogg Switchboard & Supply Co., Chicago; G. A. Berting, North Electric Mfg. Co., Galion, Ohio; Frank L. Eldridge, Ray-O-Vac Co., Chicago; Geo. W. Rodormer, Reliable Electric Co., Chicago, and Paul D. Myers, Stromberg-Carlson Telephone Mfg. Co., Indianapolis, Ind.

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Reduced Night Rates Between Canada and England

Special night rates became effective between 5 p. m. and 5 a. m. on the all-

British transatlantic radio telephone channels between Canada and Great Britain on June 1. This service is provided through an agreement of the Bell Telephone Co. of Canada and the Canadian Marconi Co., the latter supplying the wireless "beam" facilities, in cooperation with the telephone department of the British Post Office. The new night rates are \$9 less than the day rates in effect in the telephone zones.

This new departure followed immediately after the close, May 31, of the special half-rate reduction that had been in effect since May 6 on this overseas circuit as a contribution by the three participating organizations mentioned, and by the six other major telephone systems of Canada, toward the success of the King George V Silver Jubilee celebrations marked during that period. Transoceanic business on and between those dates showed a marked upturn and traffic was double normal volume.

The Operators' Corner

By MRS. MAYME WORKMAN

Traffic Supervisor, The Illinois Telephone Association, Springfield, Ill.

IN QUESTION No. 5 in this week's series the answer is "yes, by all means." This is just a common courtesy, a mere act of kindness and accommodation, not paid for in dollars and cents, but in customer goodwill. Perhaps the man does not wish to place a call at this particular time—all well and good—but at some future time he will remember the courtesy extended to him by an employe of the telephone company.

Perhaps he may hear someone condemning the telephone company, referring to it as a cold-blooded corporation. He will remember his experience on one occasion and will come to the telephone company's defense.

There are some things money cannot buy and one of them is "customer goodwill." Take courtesy, for example. It costs nothing yet its absence may be most expensive, as you will soon find out if you try to get along without it. We are inclined to think of it in this way: Courtesy is a counter-irritant. It is doing a kindly act pleasantly. It secures or insures more comfort for all concerned. Courtesy is civility, the lack of it is incivility. Courtesy is the greatest known *complexion beautifier* (girls, take notice). A chronic crank looks sallow.

We can make our journey through

KINDLINESS is the only service that will stand the storm of life and will not wash out. No. 196

life a real joy, and bring happiness to all with whom we come in contact, by being courteous and kind. Kindness is the only service that will stand the storm of life and not wash out—it can accomplish almost anything. What other thing can?

Did you ever visit someone who has reached the winter of life, who is incapacitated, confined to their room or wheel chair, no longer able to take an active part in life, with nothing left but memories? If you will observe you will see how their faces light up at your coming—how they linger upon every word you say—how thrilled they are with the thought of your taking some of your precious time to stop and chat with them! What a simple little thing for you to do, but what a world of happiness your kindly act brings to this lonely soul, who at one time was young and active, keenly alive and alert, brimming over with health and vitality, just as you are today.

All these little acts of kindness will come back to you when your life's journey is almost ended. There will

be some kind, cheerful soul who will drop in to help you while away the lonely hours for what the good book says is surely true, "As we sow, so shall we reap."

Your company will reap the harvest of your courteous and kindly acts in contacting your customers and you, too, will share in this harvest for after all our company's success is our success.

EDITOR'S NOTE: Credit was erroneously given in last week's issue to the California Independent Telephone Association for an article containing six questions as to what course telephone operators would follow in various cases of emergencies. The Kansas Telephone Association originated the questions which concerned the making of quick decisions in the face of emergencies.

Questions from Illinois Operators

1. Why is it important to give a two-second ring on a toll circuit?
2. On a person-to-person call when the called party is not there and the assistant or secretary talks on the call, should the report read "wt assistant" or "ag assistant?"
3. What is the correct method of giving the charge on a call?
4. When do you collect the report charge on a call?
5. Is it a common courtesy on the part of the cashier to loan any out-of-town directories that are available at the long distance board? By that I mean, when someone wants the directory for some information and does not intend to place a call?

For the answers to these traffic questions, please turn to page 25.