

**GOOD SERVICE
THROUGH
TRYING YEARS**

THROUGH recent trying years there has been no letting down in the quality of your Bell telephone service. On the contrary, improvement has gone steadily on.

On long distance and toll calls, the percentage of calls completed is now higher than ever before. The average time required for making these connections has been reduced from 2.8 minutes in 1929 to 1.5 minutes. Since 1929, mistakes by operators have been reduced one-third and more than 99% of all telephone calls are now handled without error.

The number of service complaints by customers is now the lowest on record and reports of trouble with instruments have decreased 17% since 1929. It is truer than ever that this country enjoys the best telephone service in the world.

The ability of the telephone system to improve its service in difficult years is due to unified management and a plan of operation that has been developed and perfected over the past half-century. In good times and bad, it has proved the wisdom of one policy, one system and universal service.

BELL TELEPHONE SYSTEM

