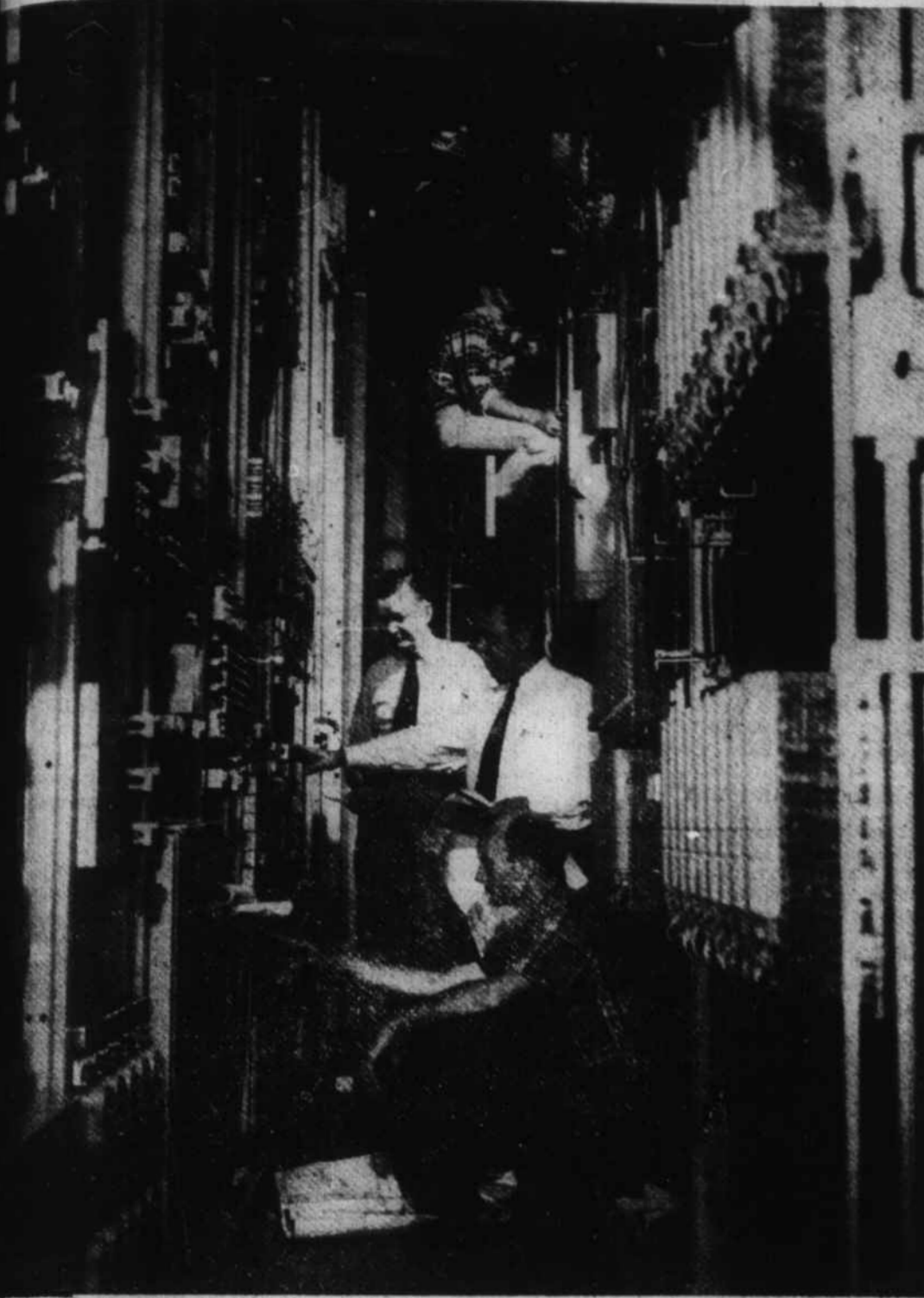


Final Check Made Of Equipment



In the many miles of wires, the thousands of relays, switches, and other equipment was turned to the Southern Bell Telephone and Telegraph Company here, engineers from Western Electric, who manufactured all the materials, gave it a final examination to make sure it was all in working order. Standing are A. B. Benson, left, and Tom H. Epling, both installation supervisors with Western Electric. The two banks of intricate equipment shown here are a small part of that in the Waynesville exchange. (Mountaineer Photo)

Dial Equipment Is Almost Human; Thinks, But Of All Things, It Can't Speak

Under the dial system central office equipment is "human" enough to do almost everything but talk. Dial equipment includes line finders, which find the customer's line when he removes the receiver from the hook; selectors, which select the proper line from the electrical impulses set up by the user's dialing; and connectors, which complete the connection and ring the called party's telephone.

Many complicated mechanisms are necessary to take care of the various duties heretofore performed by the operators. For instance, the equipment must find your telephone line when you lift your receiver off its hook, picking out your particular line from some three thousand others.

At the old manual switchboard, the operator was guided to your line by signals which operated as your receiver was raised. The electrical mechanism, having no eyes, cannot be aided by a signal light. It must hunt "in the dark". To do so it "feels" electrically. As your receiver is raised, a switch in your telephone is closed, and current flows along your line from batteries at the central office. At that office a switching mechanism is put into operation by the sudden flow of current. The apparatus starts hunting over the terminals of a relatively large group of lines, one of which is yours. It stops when it feels a line with current in it, and is then ready to do what you want.

Right now, the girl operator would ask, "Number please?" Since the mechanism cannot talk, it sends you a tone to say it is ready for your instructions. It is extremely important that you listen for this "HUM-M-M." before you start to dial. If you dial before you hear the "dial tone," you'll get a wrong number or no number at all.

As you dial, you will hear a series of clicks as each digit goes back to its original position. The number 3 will give three clicks, number 4 will give four, and so on. With each click a pulse of current passes through an elec-

It Wasn't This Warm Putting In Telephone Cables

Just a breath of this week's warm breezes would have been welcome to the men who laid the underground cables of the new telephone lines last winter. During some of the coldest weather they were busy with the installation of the main lines. Old oil drums were pressed into service as makeshift burners so that the workmen could warm their numb fingers over a fire.

And now that the installation is complete, a good many people would agree that a wintry gust from a snow-topped mountain would be a welcome change!

Dial Will Not Answer Questions Like Operators

The passing of the local operator means the passing of a neighborly service.

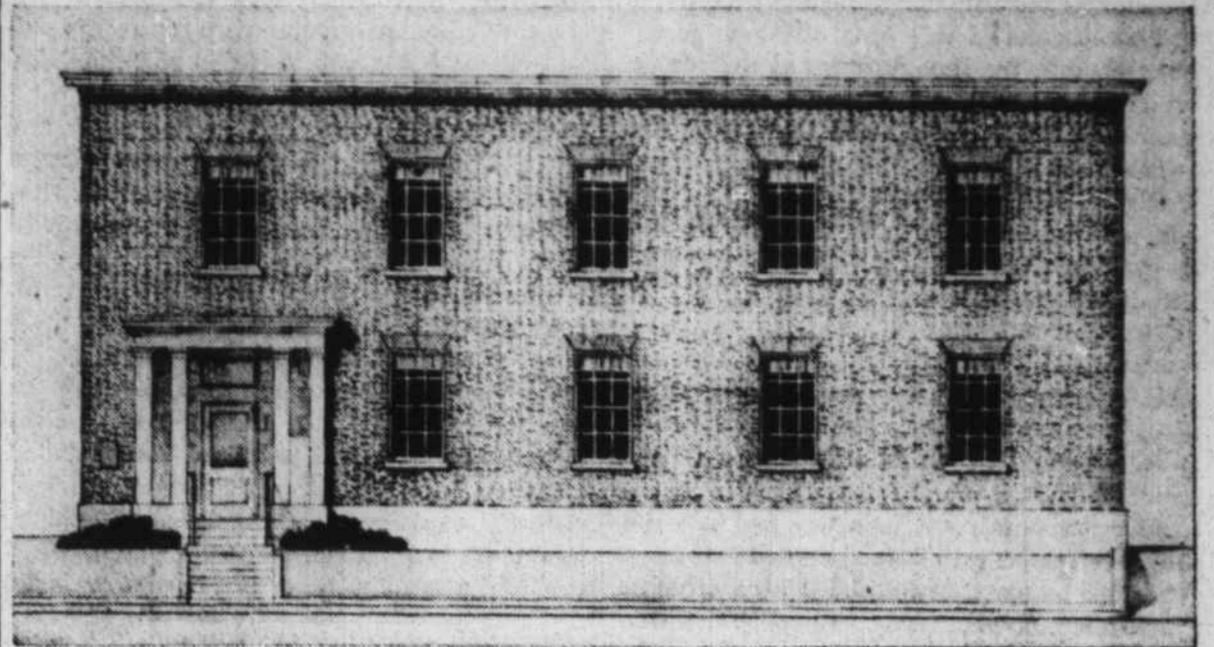
No longer can you pick up your phone and ask, "What time is it?" Local operators were always glad to give you the information, but long distance operators will be busy completing calls to Asheville or perhaps San Francisco.

Over a thousand long distance calls go over the wires from or to Waynesville every day — except during the summer, when the average just about doubles. Prompt service on these calls means no chance to stop and "give the time of day".

tromagnet in your mechanical "central". The selectors and the connectors go into action and in seconds you hear either the "burr-rurr" of the ring telephone or the "buzz-buzz-buzz" of the busy signal.

Central Chile has a climate much like that of California.

Beautiful, Practical New Telephone Building



This is a drawing of the new telephone building, on Academy Street, which houses the new dial equipment which was put into use here Saturday night. The conversion project cost over \$806,000.

New Telephone Building Has Every Detail For Efficiency, Cleanliness

By AGNES FITZHUGH SHAPTER
The clean, efficient lines of Southern Bell's new two-story brick building at 106 Academy Street are typical of the cleanliness and efficiency of the entire \$800,000 plant.

The customer entering the vestibule will notice a night depository for the convenience of those who must pay their bills when the business office is closed. The company has provided a built-in writing shelf, envelopes for cash or check, and even pencils. Money put into

the depository goes into a safe built in to the limestone of the wall.

Also in the vestibule, which is never locked, is a telephone pay station available 24 hours a day.

In the lobby are three more pay stations, which may be used when the business office is open on Monday through Friday between 8:30 a.m. and 5 p.m.

Presiding over the business office are the two women whose

faces and voices are most familiar to the customer who wants to talk about paying a bill or installing a new phone. Mrs. Fay Toy and Mrs. Anne Fie moved from their old quarters in the Main Street building as soon as their new office was ready, even though the traffic and plant employees were still in the other building. In a private office behind them is C. T. McCuiston, local manager of the company.

Not visible to the caller is the only completely air-conditioned room in the building. Called the equipment room, this area contains the intricate network of cords and wires and all the delicate machinery which is the nerve center of the telephone service. Some of the pieces are so sensitive that any change in temperature or in the relative humidity of the room

(Continued on Page 2)

WAYNESVILLE SINCLAIR SERVICE

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WAYNESVILLE

'Buzz Of Bee' Will Be Heard Instead Of The 'Number Please'

Plenty of people will feel a sense of loss when the friendly "Number please" of the local operator is replaced by what has been described as the "buzz of a bee," but nonetheless the women who have been on duty in the Waynesville office will still be an integral part of the telephone company. All the local operators have received training as long distance operators. Most of them will remain right here in the Waynesville office. Those who wish will be offered transfers to other exchanges.

Of the present 63 employees of the local company, 40 are assigned to "traffic"—and theirs will be the voices we hear when we ask for "long distance". The new switchboard, of the latest design, accommodates 11 operators. There is, in addition, the chief operator, Mrs. Frances Davis, and a service assistant. During the night, and at other comparatively slack times, not all the positions at the switchboard will be occupied, but anybody considering making a long distance call can know that when necessary he will find 11 operators pulling the stops on some 30 long distance lines to complete his call.

Telephone Men Have Machines To Make Noises

The "howler" and the "ring machine" are responsible for more noises than you could hear at a zoo.

If your telephone gives out with a shrill whistle some day, you've left your receiver off the hook. What the telephone plant men call a howler is set to send a weird sound through your phone, which will carry clear across the room. One of the men makes a regular check to see if lines are open for an unusual time. If he finds that your receiver is off—or if one of your neighbors asks the operator to "see if there's anything wrong"—the howler goes into action.

The ring machine takes care of all the other sounds that your telephone makes. There is, of course, the bell. In addition, the ring machine supplies your dial tone, the busy signal, and something very like a pig squeal if there is no such number as the one you have dialed.

Few rubies are found in nature outside of India.

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WAYNESVILLE

Waynesville Is Now Dialing

GLendale 6 Telephone Numbers

Here are five things you'll want to remember about the change in Waynesville's telephone service:

- 1 Effective Saturday midnight, June 6, all Waynesville telephone numbers were changed when the service was converted to dial operation.
- 2 The new numbers consist of the central office name GLendale 6 and four other figures.
- 3 To make a local call you will simply dial the first two letters of the central office name "GLendale" and the figure "6", then the other four figures.
- 4 A new telephone directory listing all the new GLendale 6 numbers has been delivered. Use the new directory for all calls.
- 5 The use of a central office name (such as GLendale 6) and four figures is a part of a national numbering system which is designed to pave the way of continuing improvements in local and Long Distance service.

C. T. McCuiston, Manager

SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY