

EAST TENNESSEE TELEPHONE CO.

INCORPORATED

JAMES E. CALDWELL, PRESIDENT
LELAND HUME, GENERAL MANAGER
T. D. WEBB, TREASURER
J. W. HUNTER, JR., SECRETARY

NASHVILLE, TENN.

March 31, 1911.

To our Patrons,
Bowling Green, Ky.

Circumstances make it necessary for us to dispense with the services of Mr. and Mrs. F. G. Harrison. It has been apparent to us for sometime past that Mr. Harrison was not coming up to the requirements of his position, but on account of his long connection with the Company's service, and our desire to give him every opportunity to correct the unsatisfactory conditions we have until this time delayed making the change. The step has not been taken hastily, nor has it been taken without giving to the situation most careful and thorough personal investigation and consideration. The change is being made in the interests of the service and with the belief that a more active, vigorous and loyal management will bring to the Company's customers a better and more acceptable service, and to the Company itself more satisfactory results.

In order that there may be no misapprehension or misunderstanding on the part of our friends and patrons as to the necessity of the change that we are making, we submit herewith a brief statement of facts, together with recent correspondence:

This Company's General Manager, District Superintendent and District Plant Foreman recently spent several days in and around Bowling Green inspecting the telephones, the lines and the pole routes, and found that the daily repairs were not being properly done. We found that Mr. Harrison, instead of doing the work with helpers was expecting the helpers to go out and do the work while he remained about the office or about town. We told him that the condition could not be tolerated longer, that we would furnish a temporary office manager who could look after the office, the accounts, the operating and the clearing of trouble on local lines while he, (Harrison) took one of his men and a helper to be employed and went over the routes systematically and made the repairs which should have been made day by day, and that after he put his plant in proper condition, that we would give him charge of the exchange with the understanding that he would run it without the assistance or the handicap of a joint manager. Just how far the Company's service has been hindered by Mr. Harrison's failure to keep the plant in standard condition, (and he has had sufficient help to do this provided he worked himself, any statement of his to the contrary), is a ques-

tion that will be answered as soon as Mr. Harrison's successor has opportunity to systematize his force and restore the plant to its proper condition.

Correspondence above referred to is as follows:

Mr. Leland Hume,

Dear Sir:

I have a request to make of you and Mr. Symmes. Am writing to you because I do not know where to reach him. Prior to two years ago I was assistant to Mr. Harrison with just the same authority that he had. Mr. Symmes took this authority away and the Bowling Green Exchange has suffered every day since. I do not ask you to take my word, but attach a few letters of the citizens here stating what my services have been to the company.

My request is that you turn the exchange over to me for one month (April) and if you will charge off all uncollected bills I promise to get Bowling Green on the Honor Roll, or very near. I also pledge to solicit myself and put in at least 25 telephones. I also ask that you give bookkeeper \$35.00 per month and let her keep vouchers and do all of Mr. Harrison's office work, and that you furnish Mr. Harrison a force of men and let him overhaul lines. At the end of April, if I have not succeeded in what I have promised, I will certainly send in my resignation without it being asked for.

You have tried the office about two years without my supervision and it has not been a success. Now, I only ask a trial of one month.

In the event that you should not allow the above we shall go to work for Home Company and I shall make it just as disagreeable for this company as possible. I have a host of friends, am connected with several clubs and three church societies, and know every man woman and child in Bowling Green and where they live. I believe I could get the State Normal Private Branch Exchange for Home Company, all of the teachers and Mr. Potter have that telephone and all that has kept them from giving it to them was the fact that I was paying the school about one hundred dollars per year for Fred's vocal lessons and they did not like to lose this revenue. I could incense the newspapers against the company, as each of the editors is my friend, and there has never been one line of adverse criticism against East Tennessee Company. You are aware they have always printed everything I have asked them to. I could change a large number of telephones if my friends felt we had not treated right.

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I hope I shall not have to do the above, as I only ask for a trial of one month.

I attach list of telephones put in since I have been soliciting. If you have the welfare of the Company in mind you will allow the above, as things here are in quite a precarious condition and any radical changes would prove very disastrous to the Company just now. I could make some suggestions to you about the Franklin situation, also about the Home Company here that in my opinion would be helpful to you, but will not make until I receive a reply to this letter. I helped very materially in breaking up the grocery men's boycott several years ago, also in getting the doctors to take out Home telephones after they had voted to take out East Tennessee Telephone Company's.

I mention the above facts to let you know that I have in the past been of use to Company and have much influence here that I can use for good or bad.

Yours truly,

Mrs. F. G. Harrison."

"Nashville, Tenn., March 30, 1911.

Mrs. F. G. Harrison,
Bowling Green, Ky.

Dear Madam:

Your letter without date, but bearing post mark of the 29th instant, is just to hand, and your threats have been read with surprise. We have been very indulgent toward you and your husband. We have suffered on account of having retained Mr. Harrison on the pay-roll as long as we have, for he has neglected the plant, and allowed it to get in a condition that will make it necessary for us to spend money for repairs that should have been kept up day by day.

Assuming that you are writing with the knowledge, consent and approval of Mr. Harrison, we will expect him to offer his resignation to take effect not later than April 1st.

Yours truly,

Leland Hume,

General Manager.

Nashville, Tenn., March 30, 1911.

Mr. F. G. Harrison,
Bowling Green, Ky.

Dear Sir:

We are just in receipt of a letter from Mrs. Harrison, in which she threatens "to do" the Company in every way at her disposal in case we do not make her joint manager, and states that you and she will leave us and work for the Bowling Green Home Telephone Company. Assuming that the letter was written with your knowledge, consent and approval, we hereby accept your resignation to take effect immediately. In view of the leniency of the Company toward you, we are surprised at the course proposed. Unless we hear from you by long distance telephone to the contrary, we will understand that your connection with the Company ceases March 31st.

Yours truly,
Leland Hume,
General Manager."

We beg in conclusion to express our appreciation of the patronage that has been accorded us by the people of the Park City, and of our intention to strive earnestly to not only merit a continuance of the patronage, but under the direction of a wise and able local management, to largely and rapidly increase the list of subscribers, thus making the service more and more acceptable to the patrons. Notwithstanding Mrs. Harrison's statements, we do not believe that the people of Bowling Green are patronizing us for personal reasons, but rather on account of the facilities that we are able to offer. If we are lacking in the confidence and friendship of any citizen of Bowling Green, it must be on account of someone who has misrepresented us locally, for every letter and line that has ever gone from this office, and every word that has been spoken in regard to our relations with the people of Bowling Green and the county have been of a kind calculated to serve the interests of your city and section, and we are under the belief that the officers and other representatives of this Company have many close personal friends among the best citizenship of Bowling Green, and we will in the future strive to have local representatives who will give better results and better service than those who have "much influence that can be used for good or bad".

Again thanking you for your patronage, and soliciting its continuance, and trusting that the step that we are now taking will meet with your endorsement and approval, we are

Yours truly,
EAST TENNESSEE TELEPHONE COMPANY,

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By LELAND HUME, General Manager.