**A Progress Report**

To our Upstate Telephone Customers

To you who live in Upstate, New York, we should like to make this report of the progress made in meeting the best-possible service for you in every way.

Despite all obstacles, we have been able to supply service at an unprecedented rate. In the first 6 months of this year, more new telephone sets added and only this month the millionth telephone was placed in service in the territory we serve Upstate.

The present rate of growth is almost 6 times as great as in a normal pre-war year. And yet the range of new cases continues. We now have some 50,000 unfilled applications for service. To cope with this bigger job, we have added more than 5000 new employees in the past 21 months. The total number employed is 37,940.

Our greatest difficulty still is the shortage of switchboards, cable, wire and other equipment necessary to supply service to meet the demand. This is not a local situation but national-wide. Production schedules are enormously expanded. Suppliers are working at record speed to meet their orders.

To make the most of the situation and give service to as many people as possible, party line service for homes has been suspended. To those who would prefer a different kind of service, we promise to do as much as possible after the present urgent situation is cleared.

In all this work of expanding our facilities and extending our service we have been able to double the number of telephones in rural areas since before the war. We now serve 131,000 rural telephones, about 20,000 being added last year. 40% of all rural establishments now have telephone service.

While we have not, as yet, reached our goal of service "when and where you want it," we wish to assure you that this will be done.

We will give more and better service to everyone who uses the telephone. And to do it always with promptness, courtesy and understanding of your needs.

**NEW YORK TELEPHONE COMPANY**