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## Mitchell Four-Forty

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## Human Factors in Good Service

THERE are three parties to each telephone connection---the I party who calls, the trained operator, and the party who answers.

The telephone user shares with the operator the responsibility for good service.
Accuracy in calling, promptness in answering, clear and deliberate talking and patience on the part of the user and the operator, are essentials of good service.
In making $26,000,000$ calls daily, millions of telephone users become integral parts in the Bell system and contribute to the success of the service.

