

# RESOLUTION OF THE CITY COUNCIL

No. 96

Approved March 9, 1973

WHEREAS, complaints have been made, with respect to outside telephone facilities owned by the New England Telephone, to the effect that the same are often inoperative, particularly along rural public highways, and

WHEREAS, one public carrier driver recently reported that four such telephones could not be utilized as they were in a state of disrepair and that the coins deposited were not returned since the caller was unable to communicate, at that point, with the telephone operator, and

WHEREAS, an inquiry of the preventive maintenance scheduled by the New England Telephone Company reveals that outside telephones are checked by company collectors over a period of from 70 to 126 days, and sometimes in between said number of days, by New England Telephone salesmen,

NOW, THEREFORE, BE IT RESOLVED, that the Commissioner of Public Utilities is requested to cause the New England Telephone to remedy this maintenance practice and to further request that more frequent preventive maintenance be instituted, as above stated, and that the public convenience be better serviced, as was the intent when the privilege of such outside telephone installations was granted to the said New England Telephone.

IN CITY COUNCIL

MAR 1 - 1973

READ and PASSED

*Robert J. Burton*  
President  
*William J. Chappie*  
Clerk

APPROVED

*Joseph A. Berley*  
MAYOR

Councilman Kasei



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
DIVISION OF PUBLIC UTILITIES AND CARRIERS  
169 WEYBOSSET STREET  
PROVIDENCE, R. I. 02903

ARCHIE SMITH  
ADMINISTRATOR

GEORGE A. McLAUGHLIN  
DEPUTY ADMINISTRATOR

March 16, 1973

Mr. Robert J. Haxton  
President, Providence City Council  
City Hall  
Providence, R. I.

Dear Mr. Haxton:

I acknowledge receipt of Resolution of the City Council, NO. 96, approved March 9, 1973, pertaining to maintenance of outside telephone facilities of the New England Telephone Company.

The Public Utilities Division is cognizant of the service problems that have arisen in this area and has been working to remedy the situation. I would like to assure you that in light of Resolution NO. 96 we now intend to give this matter top priority attention.

Sincerely,

Archie Smith

AS:dem



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DIVISION OF PUBLIC UTILITIES AND CARRIERS  
169 WEYBOSSET STREET  
PROVIDENCE, R. I. 02903

ARCHIE SMITH  
ADMINISTRATOR

March 28, 1973

GEORGE A. McLAUGHLIN  
DEPUTY ADMINISTRATOR

Mr. Robert Haxton, President  
Providence City Council  
c/o Vincent Vespia, City Clerk  
Providence City Hall  
Providence, Rhode Island

Dear Mr. Haxton:

Responding to City Council Resolution No. 96, pertaining to maintenance of outside telephone facilities of the New England Telephone Company, I would like to inform you of the ongoing inspection program for public telephones in Rhode Island as well as the new program just initiated.

In downtown Providence, three salesmen inspect all outdoor and indoor stations three times a week; the Public Telephone Manager inspects ten telephones daily; and the collector inspects an average of 40 telephones on the regular Friday route.

Throughout the State, telephone personnel are obligated to inspect outdoor booths in the area to which they are assigned; collectors coin test and inspect all public telephone collections assigned in addition to coin testing nearby telephones; all outdoor booths are inspected during the semi-annual night light check in April and October; and public telephone management persons are responsible for inspecting 25 - 40 telephones every evening on their way home.

To further adequate servicing of public telephones, there will now be an additional inspection made by the Company's 26 commercial management people wherein each person will be required to inspect and report in writing on five (5) public telephones weekly.

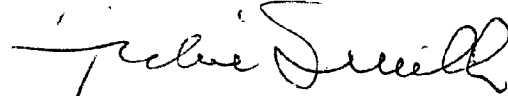
I have expressed the concern of the Providence City Council to the management of the New England

Mr. Robert Haxton  
March 28, 1973  
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Telephone Company and I have requested not only more efficient and prompt servicing but a monthly status report as well.

If you become more aware of further problems in this area, please let this Division know.

Sincerely,

A handwritten signature in cursive script, appearing to read "Archie Smith".

Archie Smith  
Administrator

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