

9  
471.779  
B 398  
1-9

MILLER: This recording is being made on May 1, 1975. We are talking to Mrs. Daisy Brunie. Your husband's name?

BRUNIE: William.

REMINISCENCES

MILLER: No 1970

OF

as well.

BRUNIE: Daisy

DAISY BRUNIE

MILLER: Daisy

Brunie, Daisy

BRUNIE: No.

MILLER: How

BRUNIE: Well,

old, so that

A 155

years

Interview by  
Harriet F. Miller  
May 1, 1975

MILLER: Let's begin by asking you, Mrs. Brunie, as a former employee of the Ohio Bell Telephone Company, Mrs. Brunie began there when was it?

BRUNIE: In March of 1930.

MILLER: 1930, and you retired from the company?

BRUNIE: In 1973. July of 1973.

MILLER: Mrs. Brunie, you started in 1930. How many years was that with Ohio Bell?

Prepared by the Rodman Public Library  
for the Oral History Project, Alliance, Ohio.

1978

RODMAN PUBLIC LIBRARY

R  
977.162  
B896

R-1



Prepared by the Rodman Public Library  
for the Oral History Project, Alliance, Ohio.

1978

RODMAN PUBLIC LIBRARY



BRUNIE: That was 43 years.

MILLER: This recording is being made on May 1, 1975. We are talking to Mrs. Daisy Brunie. Your husband's name?

BRUNIE: It was a long time, but, it was a good, they were

BRUNIE: William. really enjoyed them.

MILLER: Do you want to give me your maiden name as well.

that time?

BRUNIE: Dunn.

BRUNIE: It was Ohio Bell. I was the first one hired

MILLER: Were you born in Alliance?

after the depression. And things were not very brisk at

BRUNIE: No, I was born in Conway, Pennsylvania. the girls if

they would wish to work four days in order not to lay any-

MILLER: How long have you been in Alliance?

one off and they voted to do that. So at one time we did

BRUNIE: Well, we moved here when I was about four years old, so that's quite a long time.

MILLER: It's been a while. We are talking to Mrs. Brunie

as a former employee of the Ohio Bell Telephone Company.

Mrs. Brunie began there when was it?

BRUNIE: In March of 1930. g out of depression. It was

very very hard to get a job.

MILLER: 1930, and you retired from the company?

MILLER: And in 1930 what requirements did they have for

BRUNIE: In 1973. July of 1973.

a telephone operator at that time?

MILLER: Mrs. Brunie, you retired in 1973. How many years

BRUNIE: Well at that time you didn't even have to be a

was that with Ohio Bell?

high school graduate. That was not a requirement. Of

BRUNIE: That was 43 years.

MILLER: That's a marvelous record of service.

BRUNIE: It was a long time, but, it was a good, they were good years; I really enjoyed them.

MILLER: And you began in 1930 and was it Ohio Bell at that time?

BRUNIE: It was Ohio Bell. I was the first one hired after the depression. And things were not very brisk at that time. I remember at one time they asked the girls if they would wish to work four days in order not to lay anyone off and they voted to do that. So at one time we did work four days, that's the only time I remember we ever did that.

MILLER: Yes. Those must have been times when they weren't doing very much hiring. Or was this just the period where they were beginning to swing back?

BRUNIE: It was just coming out of depression. It was very very hard to get a job.

MILLER: And in 1930 what requirements did they have for a telephone operator at that time?

BRUNIE: Well at that time you didn't even have to be a high school graduate. That was not a requirement. Of

course they tested you for voice, you had to pass a physical test for reaching and voice and of course you had to pass a doctor's physical.

MILLER: And were these the only requirements? There was no high school diploma required. Why was this?

MILLER: What would they have tested in your voice? Your diction?

BRUNIE: Well at that time rules were not as strict as they are now about having a high school diploma. If you just that you spoke clearly and had a lot of, to what shall I say, that you ran words together, talked to fast or too abruptly.

MILLER: In otherwords so someone could understand what you were saying. And what about the reach they tested for. What did you have to be able to reach?

BRUNIE: Right.

BRUNIE: You had to be able to reach either side of your board. I mean if you had cords you had to be able to reach that you could, I can't picture a very small person, although there were no requierments for height or anything of that kind, but you really had to have a good reach.

MILLER: Could it have been at that time there were not that many who were graduated from high school? think at that time it was more or less placed on skills.

MILLER: So you would have to be able to reach the length of the cord. ability to do the job.

BRUNIE: That's right. a ware going to be, they felt, a

dedicated employee or someone they were going to be proud to have in the company then, of course you are trained

MILLER: That you would have for plugging into your board.

BRUNIE: Your boards. I don't remember exactly the length of the board but you had to be able to reach the length of



your board to disconnect and pick up signals and so forth.

MILLER: And were these the only requirements? There was no high school diploma required. Why was this?

BRUNIE: Well at that time rules were not as strict as they are now about having a high school diploma. If you met the requirements and they felt that you were going to be an asset to the company and a good employee then you were hired.

MILLER: You were hired with or without the high school diploma.

BRUNIE: Right.

MILLER: Could it have been at that time there were not that many who were graduated from high school?

BRUNIE: Well, I think that was very true. I don't think the emphasis was placed on education as it is now. I think at that time it was more or less placed on skills.

MILLER: The ability to do the job.

BRUNIE: Right. If you were going to be, they felt, a dedicated employee or someone they were going to be proud to have in the company then, of course you are trained everyday, even when I left; you are still being trained in there. There were always new things coming along and you



were trained everyday on something that was coming along or studies were taken. You are evaluated, every month you get a progress report. All through the years, it's not, someone thinks that you step in and just sit down and that it is a breeze, it isn't. It is really very thorough training.

MILLER: And continuous training.

BRUNIE: Continuous training. We have a, they call it the "bible" of the telephone company, a very thick training book. I went to Canton to train and at that time the street cars were still running in Alliance. And I went to Canton on a streetcar.

MILLER: And did you do this on company time, for your training?

BRUNIE: You were paid, company time.

MILLER: So before you actually started your operator work you went to Canton and received your training.

BRUNIE: Went to Canton for training.

MILLER: Okay, and that would have been the South-east corner where Elizabeth's dress shop is now. operators did Alliance have? Do you recall?

BRUNIE: That's right, is that south or north?  
No I don't remember exactly although we did have over a hundred operators and that is hard to believe.

MILLER: One hundred operators. on the ground floor and

the operators were on the second floor.

BRUNIE: That's right.

MILLER: So they occupied two floors of that building.

MILLER: In Alliance? In the office here in Alliance?

BRUNIE: Well, three floors actually. Then the mechanics

BRUNIE: Not when I began of course, times were slow then.

of the business all the work that the men did were on the

But we did have and we had quite a number on Arch Street

this floor there.

too when we went up to Arch Street.

MILLER: The equipment.

MILLER: When you started in 1930, where was the telephone

office? So we had the whole building.

BRUNIE: At the corner of Arch and Main. building substantially

the same now except for the fact that it has the dress

MILLER: Arch and Main. Which corner there?

shop in it and other things in it?

BRUNIE: That would be on the North-east corner wouldn't

BRUNIE: I don't know now what is upstairs or whether they

it?

use it for storage or what it is. Of course there is no

MILLER: North-east would be where Penrods. they moved to

Arch Street.

BRUNIE: That would be where the dress shop is now. Now,

wait, I don't mean Arch and Main, I'm wrong. Arch and

Linden. [Main and Linden] Linden was also the office on

on Arch Street near Milner was that in existence too?

MILLER: Okay, and that would have been the South-east

corner where Elizabeth's dress shop is now.

BRUNIE: No, that was brand new. After they decided to

BRUNIE: That's right, is that south or north?

put that office in that was supposed to be the most modern

MILLER: I'm sorry, it's north you're right it's north.

office in the state. Now you can see it's been obsolete.

MILLER: Yes, because the technology with Ohio Bell has

BRUNIE: And the commercial was on the ground floor and the operators were on the second floor.

MILLER: So they occupied two floors of that building.

BRUNIE: Three weeks.

BRUNIE: Well, three floors actually. Then the mechanics of the business all the work that the men did were on the third floor there.

MILLER: The equipment.

BRUNIE: So we had the whole building.

MILLER: Three floors. And is that building substantially

the same now except for the fact that it has the dress shop in it and other things in it?

BRUNIE: I don't know now what is upstairs or whether they use it for storage or what it is. Of course there is no telephone equipment there for years since they moved to Arch Street.

BRUNIE: Well, it's more sophisticated and it's so much

MILLER: And at that time that the office would have been on the corner of Arch and Linden was also the office on up Arch Street near Milner was that in existence too?

[Main and Linden] rings for the county people. That was the front part of the office; it was a whole separate board

BRUNIE: No, that was brand new. After they decided to put that office in that was supposed to be the most modern office in the state. Now you can see it's been obsolete.

MILLER: Yes, because the technology with Ohio Bell has



continued to grow. Well, let's go back to being a telephone operator in 1930. How many days did you train in Canton do you remember how long?

BRUNIE: Three weeks.

MILLER: Three weeks, to learn the, mostly to learn the equipment I suppose.

BRUNIE: And then afterwards the girls trained five weeks.

MILLER: Later on as the equipment maybe got more complex they trained five weeks. Do you know how long they train now?

BRUNIE: No, I'm not sure, I don't know how many days they put in now. It isn't that long.

MILLER: It wouldn't be that long now. Because the equipment probably is not that....

BRUNIE: Well, it's more sophisticated and it's so much quicker. You just can't picture the way we used to do things to this way. Then we had the old county boards, we had the county lines where you rang R & J pulled a key and rang so many rings for the county people. That was the front part of the office; it was a whole separate board than the long distance board. We also took inward calls and information here.



MILLER: Let's try and give a picture as well as we can in talking about it of what your board looked like in 1930. As a telephone operator you sat in front of a long board. There were several other operators sitting there with you?

BRUNIE: Oh yes, we had a number of them, in fact the boards were pretty full. They varied according to time of day and business requirements. The county boards were all resident calls, the majority of them were resident calls, they were at the top of the board, you had to reach. Then you had a key to pull back for the certain number of rings whatever they asked for then you would connect them with that and pull your key and ring your R. J. one long two short what-  
ever they had asked for.

MILLER: These would be county calls, calls you would be placing outside the city limits of Alliance would that be it?

BRUNIE: Yes, it would be rural, like now you would consider probably townships and things of that kind.

MILLER: So at that point if you wanted to call someone in Marlboro it was considered probably a county line and operated at the top of the board.

BRUNIE: That's right.

MILLER: So we had a board with different....

BRUNIE: Well actually, I'm sorry, Marlboro was not considered our county line. Our county lines were just Alliance rural. Marlboro wasn't taken into that. In fact Marlboro was separate, and alot of these small places had their own operators for years and years. You know there's a girl that's living in Atwater now who worked at the Alliance office but who formerly operated the Atwater board. So they all had their own separate operators, Homeworth, Damascus in fact we got to be quite good friends with some of these people just over the line.

MILLER: Just in talking to them.

BRUNIE: But they all, at that time, were small separate offices of their own.

MILLER: Well just see the immediate area that you mentioned; Marlboro had a board with telephone operators and Atwater had one.

BRUNIE: North Benton.

MILLER: North Benton.

BRUNIE: Damascus, Homeworth.

MILLER: Sebring?

BRUNIE: Always, always wore a headset.  
BRUNIE: Sebring. [There was no Sebring office.]

MILLER: Was it a pretty large one at that time?

MILLER: Let's see, really was there anything in Washington Township?

BRUNIE: That wouldn't have come into Alliance and into our county. [This would also have been Alliance]

MILLER: What about Limaville? Did we mention Limaville?

BRUNIE: Limaville would have been our rural probably because they had no operator.

MILLER: I see. Well that must have been quite a time for telephone operators. You certainly would have had....

BRUNIE: You were necessary.

MILLER: Indeed you were.

BRUNIE: And you did get to know some of the people and they would get to know you by voice and most of them were very pleasant.

MILLER: To get along with.

BRUNIE: Right.

MILLER: How about your other equipment at that time did you wear a headset of some sort?

BRUNIE: Always, always wore a headset.

MILLER: Was it a pretty large one at that time?



BRUNIE: They varied. When we started we had the headset.

We also had a horn in the front.

MILLER: That was the speaker for the phone.

BRUNIE: Shaped like a horn but it was the speaker and we also wore a band around the neck to hold the headset on. When times were slow and girls wanted to get away from the board we would go out and wash those and sterilize them. That had to be done every week.

MILLER: And this was something that was your responsibility as a telephone operator?

BRUNIE: We did it because we wanted to be busy, really.

MILLER: At times when the board was slow.

BRUNIE: We would ask, well can we do this because sometimes it was quite slow. I mean this was done like a Saturday afternoon, like a weekend.

MILLER: How much of the day did you have to cover as a telephone operator? In otherwords you evidently had different shifts. How many different shifts were there?

BRUNIE: Well now, they would start in the morning at six and there would be a trick come in at seven. You would have eight o'clock, nine o'clock then when you got in to the ten



o'clock there would probably be a split shift where you would work morning, maybe you would work ten to one and then come back to work five to ten. Wherever your seniority fit in that's where you were required to work because you didn't bump somebody until you had the service.

MILLER: And would this have been for every evening if you

MILLER: So those who had the greatest seniority would be placed in the more desirable hours.

BRUNIE: If you wanted them however, if because of family commitments or maybe your husband was working a different job or different hours, if you wanted to work evenings well then that was your prerogative because you would have the service, you could hold those hours.

MILLER: Suppose you had something coming up or an appointment or something and you wanted to trade, if that was latest someone worked was ten o'clock?

BRUNIE: No. I worked for years from five to eleven. For many years, well for twenty some years I worked those hours.

MILLER: What happened to telephone service after eleven o'clock at night?  
And I really liked those hours because my husband worked days and I was home with our boy and then I worked the evening shift. So between us it worked out real well. But I would go in now for many years until the union won these shorter hours for us because of the lateness, we worked the longer trick. Like we would go in now at four and work till eleven. So that after we had won some things on the job that we wanted then it was changed to five to eleven which wasn't bad at

all because we got a half hour for lunch and we were paid for eight hours plus a differential for evenings. Because they were not desirable for the younger people because of dating and so forth.

MILLER: And would this have been for every evening if you worked from five till eleven or did your schedule change each day?

BRUNIE: No. Whatever you wanted. I worked it all the time and I liked it very much. It took me about ten minutes to get to work and that long to get home and it was really nice for me. But if the girls wanted to trade hours with another operator and they had an okay from the chief then you could trade. Suppose you had something coming up or an appointment or something and you wanted to trade, if that was agreeable with the other girl then you were permitted to trade as long as you got an okay on it.

MILLER: What happened to telephone service after eleven o'clock at night?

BRUNIE: After eleven o'clock they were required to keep.... Well now when I first started there was only one girl worked all night in the Alliance office; one girl. And then after a while due to our union contract we were required to work two people on the all night. But the one girl worked alone

and she worked it for many many years. She's still in Alliance. I worked it for one month many years ago when she was off but that's all I worked it. But then at night you had the night traffic which wasn't very heavy and you had all the ticket work to do. The tickets had to be counted and separated and so forth ready to go in the mail.

MILLER: These tickets would be your billing, method of billing.

BRUNIE: That's right.

BRUNIE: At that time we wrote everything. We wrote; they were about the size and we wrote the point of destination and the Alliance number if it was a person or station call, certain marks were put on the ticket.

MILLER: Now would this be for something that was considered long distance only in otherwords if it was just a local call.... These tickets were probably what, three by five cards.

BRUNIE: Oh, something like that. Very easy to handle and every report that we got on a call had to be written. You were required to put every report on. Like we had certain abbreviations, like if you asked for Mr. Jones and he was not expected until two o'clock you would put U2:00 and the time you got the report. Anything following that you would also write in, everything was written.

MILLER: I would imagine the telephone company appreciated people who had good handwriting at that point too.



BRUNIE: Well that's true you really appreciated another girl, like we had certain boards that handled delayed calls we called them TX positions at that time. And there was one girl that handled nothing but delayed calls.

MILLER: In otherwords the telephone operator took the responsibility for replacing these calls if the call didn't go through?

BRUNIE: That's right.

MILLER: And it's up to the individual to dial it himself if it doesn't go through.

BRUNIE: If Mr. Jones was expected at 2:00 it would go up on the board we had clips on the board, and it went up, it was passed up to this one girl who worked the TX position and these were all filed according to time and when it came 2:00 you had to try that call for Mr. Jones.

MILLER: Was the customer billed only when the call went through?

BRUNIE: At that time they were charged what they called a report charge which varied; 15¢ to 25¢ or 35¢ depending on the distance. They were charged a report charge for you having worked on the call.

MILLER: Yes, because it could have taken several tries for the operator to get that call through.



BRUNIE: That's right. And later that was done away with, there were no report charges on calls. And then when we had emergency calls, a girl could work for hours on an emergency call locating someone, really an emergency, and that was really when you were able to locate someone, say it was a case of death or accident or something of that kind, you really felt as though you had accomplished something. with people.

MILLER: At that time too, with all of the conversation you would of had in completing the call most likely you did have more contact with the public than the telephone operator today. the numbers for the telephone, how is it now?

BRUNIE: Oh yes. And that's what made it so interesting. Those were the years to me to have worked. As it is now, of course we went up there we had to learn a whole new way of operating. We had the key system wehre as fast as you could key the number before we dialed like everyone else and we were taught to hold your hand a certain way and your pencil a certain way and dial a certain way and believe me you did it too.

MILLER: It just isn't quite as challenging as it used to

MILLER: I think you probably, I think the telephone Company has always been known for excellent supervision, in otherwords, the rules that were set down someone was there didn't work the console boards but I know I have a lot of friends that are still going to Canton and a lot of them are getting near pension age, maybe within five or ten years.

BRUNIE: Well that's right. And as it was always drilled into us all you have to sell is service. That is all you had to sell. And of course we were trained on voice and being pleasant to people and you didn't cut people off, I mean in the middle of a sentence if they were talking you know courtesy. And that's why I think we worked in the years when it was really enjoyable because you had that contact with people.

MILLER: Then your equipment changed, you mentioned from having to dial the calls, each operator would have had her own dial to dial calls, it went to a key system where you would key in the numbers for the telephone, how is it now?

BRUNIE: Now they have console boards. The girls say it's quite boring now. The calls feed into you, you work the console boards. Even your rates are computed at the top of your key shelf. At the top of the shelf the amount is computed, the minutes, everything. There's really very little that you have to do in comparison to what we used to do.

MILLER: It just isn't quite as challenging as it used to be in the days when you did....

BRUNIE: No, it isn't as challenging, I don't think. I didn't work the console boards but I know I have a lot of friends that are still going to Canton and a lot of them are getting near pension age, maybe within five or ten years.

So they went over to numbers service which is information in Canton in order to get their years in and they're.... get calls through we had to give our filing time. So they would

MILLER: Quite bored.

BURNIE: They're not real happy with it no. That's why I feel we all feel we worked when the personal contact was so much more enjoyable.

MILLER: When it would have been a much more challenging and probably interesting because of the contact with the people.

BRUNIE: It was. And you were busy all the time. You can see where the machinery has done away with all the work we used to do. We used to challenge for circuits and we used different forms of speech, like we would have an MX call which was a multi switch call through three or four operators like if you were going to the south or north or way out west. Now you key 213 for California and the number occurred at a time when you were probably not supervised, and you are there where we had to go through maybe Cleveland, Chicago and maybe four operators to get to Los Angeles.

MILLER: In other words the operator had to call let's say Chicago and then in turn Chicago would put you through to Omaha or something.

BRUNIE: We would pass it as MX, which meant many switches.

MILLER: So many different operators were involved in getting that call from Alliance to California.



BRUNIE: That's right. And it was quite challenging. At times particularly during the holidays when we wanted to get calls through we had to give our filing time. So they would challenge your filing time, "what's your filing time?", and you'd say 1:21 whether or not hers was 1:22 she could say 1:19 so you had to release the circuit, if you met another operator on the circuit.

MILLER: He who got there first got the circuit.

BRUNIE: So there were a lot of things going on that maybe weren't quite according to Hoyle, but if you got the earliest filing time then you got the circuit. You had to challenge your times.

MILLER: You were mentioning that in filing time and talking about having to give the filing time being the difference between one operator being able to complete her call if she had the earliest filing time. And you were saying that this occurred at a time when you were probably not supervised, not being supervised.

BRUNIE: You hoped you weren't.

MILLER: If you happened to give the earlier time and it hadn't really been the earlier time.

BRUNIE: If you gave an incorrect filing time of course that was against your, I mean you should give because you put that on your ticket immediately when you take the call,

your number, your filing time. taken on you and everything

is marked down. They could observe from the end of the  
MILLER: Your filing time being the time you actually start-  
board or the chief could observe from certain positions.  
ed that call. So that would determine which operator got  
on that line first. Then of course if the switch board some-  
was doing a heavy business it would sometimes be tempting  
to say an earlier filing time in order to get the call  
through.

BRUNIE: Oh yes, many times.

MILLER: But of course your mentioning that if you had a  
supervisor near by this couldn't be done.

BRUNIE: No you could not hear. I think occasionally you

BRUNIE: Well it wasn't accepted practice, no. But I  
think everyone did it. But I mean if it was quiet. And

now the Arch Street office got so that there were, oh maybe  
MILLER: And you would usually have a supervisor in the  
at night where there were fewer and fewer people; of course  
room with you.

you knew when someone was in with you taking a study. But

BRUNIE: Oh you always had a supervisor. did the proper job.

You didn't get by with anything.

MILLER: On each shift.

MILLER: Kind of kept you on your toes huh? When did the

BRUNIE: There was a supervisor for every so many girls, say  
equipment begin to change? You had mentioned when you start-  
seven or eight girls there was a supervisor. And then you  
ed out you had the horn that you wore on the chest and the  
had, now not when I started, you had a clerk who took care  
head piece.  
of the records, you had a chief operator, you had an assistant  
chief operator. So your supervisor would answer to the assis-  
tant chief and she in turn to the chief operator. And

records were kept, studies were taken on you and everything is marked down. They could observe from the end of the board or the chief could observe from certain positions.

BRUNIE: Oh we had that for many years. I can't tell you

MILLER: So you could really never be sure exactly when someone was listening to your call and supervising. And was there any indication on the line to your ear that it was being.... see tiny little ones that you see them used on

radio and TV.

BRUNIE: You could never hear.

MILLER: Yes, it doesn't really have a mouth piece on it, it's

MILLER: You could not.

just a tiny little tube that runs in front of the mouth.

BRUNIE: No you could not hear. I think occasionally you

could maybe hear a click but if you were busy no, no way to change so soon that never materialized.

could you hear that. But I mean if it was quiet. And

now the Arch Street office got so that there were, oh maybe at night where there were fewer and fewer people; of course

you knew when someone was in with you taking a study. But

BRUNIE: You know I can't tell you the exact year. I'm

you were very well observed so that you did the proper job. trying to pin point that, I can't think of the exact year.

You didn't get by with anything.

MILLER: Was it a change in duties or did they close this

MILLER: Kind of kept you on your toes huh? When did the office down on Linden and Arch? Main and Linden

equipment begin to change? You had mentioned when you started out you had the horn that you wore on the chest and the

head piece. the cut over, when they cut the office here over

and everything was picked up on Arch Street. You had a

BRUNIE: And the band around the neck.

choice of staying down here or going to the new office.



MILLER: And the band around the neck. And when did this equipment start to change?

BRUNIE: Oh we had that for many years. I can't tell you exactly the year when that changed. Then we went all to one piece. The headset and then the mouth piece is on one. And when we were up to Arch Street we were supposed to get these tiny little ones that you see them used on radio and TV.

MILLER: Yes, it doesn't really have a mouth piece on it, it's just a tiny little tube that runs in front of the mouth.

BRUNIE: But I think because of the fact that they were going to change so soon that never materialized.

MILLER: When did you move to Arch Street? Do you remember when you moved from the....

BRUNIE: You know I can't tell you the exact year. I'm trying to pin point that, I can't think of the exact year.

MILLER: Was it a change in duties or did they close this office down on Linden and Arch? [Main and Linden]

BRUNIE: You had a choice. You could stay down here, what they called the cut over, when they cut the office here over and everything was picked up on Arch Street. You had a choice of staying down here or going to the new office.

And believe me when we learned the new system up there, it was really hard. It was like learning a whole new system again.

MILLER: Thelma City.

MILLER: Because you had new equipment?

BRUNIE: The East Alliance. Well a lot of people never

BRUNIE: We had new equipment, everything was new. When we went up there we had the ticket tubes so that we used to have a girl go along down in the Alliance office and collect the tickets. She would work the rate desk and she also had the route and rate books up there so that when you needed a route to some distant city wherever you would plug in and it would throw a light in on her desk and she would have to get out these books according to states and find what your routing was.

MILLER: So your routing would be these different cities or Lisbon and find out who actually rang those numbers. you would have to go through to reach this far off city?

MILLER: Yes, and so this lady with the route books would

BRUNIE: That's right.

MILLER: Of course I would imagine you knew all the routes to the cities you called most of the time.

BRUNIE: Well, you knew alot of them, but, however if you would get out in some small place where it was a tributary, a small office, then not always did you know. You would have to ask. But operators were always very helpful. You ask, well say you went down around Columbiana, down in there, to

some of the small places like Sebring, part of Sebring used to be known as Thelma City.

MILLER: Thelma City.

BRUNIE: The East Alliance. Well a lot of people never heard of Thelma City, so you would have to get an operator that was familiar with these points and who could tell you where they were.

MILLER: How to get to Thelma City by means of other....

BRUNIE: That's right. And who rang it, in other words what city rang those numbers. Like Washingtonville. A lot of people wouldn't know where Washingtonville was and if Washingtonville was not listed in the directory and the routing instructions then you had to go to say Leetonia or Lisbon and find out who actually rang those numbers.

MILLER: Yes, and so this lady with the route books would be very important.

BRUNIE: Yes. And she also collected the tickets and when she wasn't giving routes and rates she put the minutes on the tickets, they have clocks on the backs, and she would put the minutes and also you would have to rate those tickets.

MILLER: How did this change then when you moved up to Arch Street?



BRUNIE: Well, when we went to Arch Street then they had the a new system of tubes beside your board, so that when you were through with a ticket, they were a little different size, you folded up the bottom and put them in the tube and they just shot across to the other side of the room where we had information at that time. So the girls over there did information and had to do the ticket work too.

MILLER: Would this have been a pneumatic tube it would have been an air tube? But you didn't have to put it in a container you just folded the ticket and put it into....

BRUNIE: No you just folded the ticket. It had to be folded a certain way and it was just shot right over there.

MILLER: Through the tube. My that did change things quite a bit.

BRUNIE: We used to have some little funny gals when it wasn't busy would draw pictures and so on and so forth and

send things over there.

MILLER: I would imagine there were opportunities for humor in a lot of the situations of the telephone.

BRUNIE: And then up there we had the keying of course which was much much faster.

MILLER: So by that time the equipment was beginning to get more sophisticated.

BRUNIE: Oh yeah, much more modernized, in fact that was the most modern office in the state when that was built.

MILLER: Do you suppose that would have been around the fifties? In the 1950's that that office was built on Arch Street?

BRUNIE: I'm really not positive of the year and I should know it too, I'm trying to connect it with something but I am really not positive of that.

MILLER: Well, when you went to the Arch Street office, now this is the office again at Arch and Milner isn't it? Am I using the right street up there? How many operators were there up there? By this point had the number of operators decreased because of the.... [Arch and Rosenberry]

BRUNIE: Yes the number had decreased because the way the work was handled and so much more speed.

MILLER: The newer equipment did....

BRUNIE: Then of course the customers were encouraged to place their own calls you remember, to dial and we got the phrases, "Be glad to place your call but you can dial it cheaper yourself." And it was just educating the public to new ways of doing things, that's all.

MILLER: Even as they are still educating them to dial their own long distance calls.

BRUNIE: That's right. Person calls, credit cards.

MILLER: Well, when did the patron's ability to dial come into the system? When were they able to dial, do you recall that?

BRUNIE: No I can't give you the year on that either.

MILLER: Did you find that many were reluctant to change?

BRUNIE: At first I think some were anxious to but I think some of the older people maybe or people who were handicapped or something were, of course anyone who had difficulty we were always more than glad to do it. In fact we were instructed to do it, we were supposed to do it. But of course they would have to notify us in some way and we did have a list of people who were blind and so on and so forth and if they would just give their name and we had the list and we did it for them.

MILLER: The operator would place the call then if it was someone who was handicapped?

BRUNIE: It was just so much faster, there was just no comparison. And then of course as I say we went along the tricks were shortened.

MILLER: And by trick you mean your work shift?

BRUNIE: Your work shift.



May 1, 1975

MILLER: This had a whole, the telephone company had a whole language of it's own didn't it?

BRUNIE: That's right really. operation will be in Akron?

MILLER: Plus abbreviations of their own too. Yes, your shifts then would have shortened. How about actually routing then a long distance call? Did your routes shorten at this time when you moved to your new equipment?

BRUNIE: Well, it was faster, you didn't go through so many offices. In fact it was all of this electrical switching, so that you dialed. Like we used to meet operators along the way, that was all done away with. Unless you had to go to an office for information. But it got to be so centralized, like information is now in Canton, our route and rate at that time was in Cleveland and it got to be after certain hours our plant department our, our repair was in Youngstown, after 5:00 in the evening. All reports were taken in Youngstown. So it was gradually a centralization of everything.

MILLER: And still the centralization is continuing because we of course experienced this year the phasing out of telephone operators in Alliance. So this opportunity to work as a telephone operator will only be available to those people who want to go to Canton to be a telephone operator.

BRUNIE: Well yes, and of course they closed out their cord

boards over there now and they just have the console and they're going to Akron.

MILLER: Eventually then that operation will be in Akron?

BRUNIE: Eventually that will be in Akron, there will be no operators in Canton. Of course that numbers which is information is centralized and they carry quite a few people. In our girls that are still working, of course most of them are able to hold the same hours. They took the same hours that I worked, a group of us worked, you know together the older girls. So that's what they are working now. They're old enough to have bumped the Canton operators and the ones that they have the service. So they drive together most of them.

MILLER: They would have the same shift then.

BRUNIE: Four of five.

MILLER: How did the requirements for telephone operators change over the years. Once you went to your key equipment you no longer had to worry about the reach did you? Was that done away with?

BRUNIE: You still had to with your cords. We still had cords to plug in. You still had your signals appear on the board and you had your front cord and your back cord to make a pair. there was resentment, sometimes people would hang up.

MILLER: And you still would have had to reach?

BRUNIE: And you still had to reach.

MILLER: And that still was a requirement at the time you retired then?

BRUNIE: Well, I think that they weren't quite so fussy as they were at the beginning but you still, you had to be fast. You're allowed so many seconds for everything. You were timed according to seconds.

MILLER: And did they check the voice again? Do they still look for....

BRUNIE: Well, I think it's a requirement. Of course we're getting a lot of other nationalities and people that are in. You know coming in to the system.

MILLER: And at one time most likely they would not have had that opportunity.

BRUNIE: No, that's right. They were required after a while to take so many colored and so many you know....

MILLER: All the rest of the groups.

BRUNIE: Other nationalities. And I think it was a quite a surprise to a lot of people when they would encounter a colored person on the line at the very beginning. Sometimes there was resentment, sometimes people would hang up.



MILLER: Oh really? to work, really. It was really warm.

BRUNIE: Really. But if the operator was pleasant then there was no trouble.

MILLER: Most people would not have had that resentment.

BRUNIE: Most people were very pleasant. You always had a few that you would get their call up fast.

MILLER: Let's talk about some experiences that may have occurred. Was there ever a time when you had a fire in any of your equipment? Was there ever a danger of overheating some of the equipment in the earlier days?

BRUNIE: Not that I recall in our office here. We've had emergency situations when we worked by gas light downtown. And of course then we had no air conditioning we had fans.

MILLER: And I would imagine that it was quite warm.

BRUNIE: And the tickets would blow. The tickets would blow so they were held down with everything. Of course we had little clips along the top of the board where you could clip your tickets in. But they were mainly for tickets that were to go in the TX position for later work. Like the girl that picked up the tickets would also pick those up and distribute them where ever they were supposed to go.

MILLER: Was the equipment rather warm in those early days

before you had air conditioning when you only had fans?

BRUNIE: It was warm to work, really. It was really warm. And like I say when you put the fans on, and no one was ever satisfied, it was too warm or too hot and it still was after we had air conditioning. No one was ever satisfied; it was either sweaters or you know. Put the windows up, put the windows down.

MILLER: Even with air conditioning that problem hasn't been solved has it? People are still uncomfortable.

BRUNIE: Oh, we had lots of times when we worked over time when there were emergency conditions like when that Warner Mill burned. You probably don't remember that. It was a big fire. That was a big feed store down on Prospect, you know down in that area.

MILLER: Warner Millburn.

BRUNIE: Warner's Mill.

MILLER: Warner's Mill and it burned. Now why would this have necessitated the operators working overtime?

BRUNIE: Well, whenever there's anything, anything happening of that nature people always call, the board lights up.

MILLER: They would call the operator to find out?

BRUNIE: Oh yeah, right.

MILLER: So you were sort of a source of community information.

BRUNIE: Right. "Where's the fire?" And of course the operator is the first one most people call in an emergency. "My husband can't breath, get me an ambulance," or "I need a doctor" or this has happened or that has happened. Of course if they wanted the fire department we had to connect with the fire department. If they didn't ring them we had numbers and had to get them to stay on the line because we had to get the address and so forth. And trying to keep some of those people on the line and they were hysterical at times. Or call the police in case of accident. Oh, we had a lot of emergency calls really.

MILLER: I think it's very interesting though that people would call just to get the information of what was happening in an emergency from the operator.

BRUNIE: Oh, that was very normal. And we used to have children call in and ask for a problem on homework. "Do you know what this is, what's the answer to this?"

MILLER: I trust you referred them to the Public Library?

BRUNIE: Oh we had a lot of really unusual things happen through the years. When I was talking to you before, I called this girl that we worked with. We had so many little funny things happen that people would say, we would just laugh. And she made a book of these, wrote them down. So I called her and I said, "Mary, do you still have that book?"

BRUNIE: Not so much as earlier. I think that people move



People might be interested in some of the things that happened." She said, "Oh I just threw it away." She said, "There's just the two of us and why should I keep all of this?" And some of them was just priceless, they were so funny.

MILLER: Isn't that sad. That's a shame, it would have been interesting to go through and read that book.

BRUNIE: And everyone would say, "Oh Mary here's one for your book."

MILLER: To write it down.

BRUNIE: Just funny things that happened.

MILLER: Anything that comes to mind as you would be thinking about it?

BRUNIE: Oh, I don't know. Things happened everyday, that they were just surprising.

MILLER: I think in working with the public you often run into human interest stories is what they are.

BRUNIE: That's right. Very much so.

MILLER: Did you find before you retired in 1973 that people had the tendency to call the operator for information as to what was going on in an emergency?

BRUNIE: Not so much as earlier. I think that people move

with the times. And I think with radio and television, I think it was more, or facts were there you know. Although locally they still would and sometimes I wonder now, we used to have other operators or people who would call and ask for locations of shops or buildings or stores. I had an occasion one time I remember, Bill, I want to say Krahling and that wasn't his name, he was in radio, with the radio in Canton. He called in one night and said he had lost his wallet in a Cleveland pay station. And he said, "I was making a call and I laid it down." And he said, "I've come off without it." And he had gotten clear home. He said, "Do you think there is any way you could help me?" This was many years ago. I called an operator in Cleveland and explained the situation and she happened to be familiar with that area. And do you know that man got his wallet back and he wrote a letter to the company and they came and showed me. I kept that for many years. Thanking us for finding his wallet.

MILLER: Oh that's amazing.

BRUNIE: He got his wallet back. And he worked at a radio station in Canton. I mean lots of things happen like this.

MILLER: That's just amazing to be able to have found that wallet.

BRUNIE: But I mean that's such a good feeling to think that you can do that for someone.

MILLER: Yes, I'm sure it must have been.

BRUNIE: Oh of course had she not known the area then if I had gotten another operator she probably never would have known where there was a pay station. And this was an outside pay station.

MILLER: How did it happen that a man from Canton called the Alliance operator?

BRUNIE: He lived in Alliance.

MILLER: Oh I see.

BRUNIE: He lived in Alliance, his family is still here.

I don't know where he is now but he was with the Canton radio for many years.

MILLER: We think that was Bill Krahling?

BRUNIE: I'm not positive. I know his, they were related to the Maloney's in Alliance. Through his sister somehow. I want to say Krahling, I'm not positive that's the last name. It's been so long ago. [The name was William Casselman]

MILLER: That certainly was service above and beyond the call of duty wasn't it?

BRUNIE: Oh he was nice enough to write a very nice letter.



MILLER: Certainly, I'm sure he appreciated very much getting his wallet back.

BRUNIE: He said even in this day of communication he said it still amazes me. So you know those things you appreciate. But I mean we would work on a call like that and you can see how much time that would take. Where now you can key a call and it's gone and done where in those days you would work on something like that, well no means now would an operator probably take the time to do anything like that.

MILLER: And again with the faster equipment and the equipment doing it the operators just don't have that much contact with one another.

BRUNIE: Or that much time.

MILLER: And that much time, true.

BRUNIE: We worked for hours and hours on, not only one girl but several girls on trying to locate in case of death for families or many many hours a whole evening trying to find someone who was on route somewhere and get the highway patrol, the state patrol and licenses and have cars stopped and things of that kind. That happened many times. So it was rewarding in a way that when you went in you never knew what that day was going to bring or what kind of a challenge.

MILLER: Well, the operator at that time would have felt she was doing so much more.

BRUNIE: You felt necessary. I don't know now that you feel that way because the girls say well it's a job. You don't have contact with people. Oh so many things happened, I wish I could remember a lot of them but every day was something.

MILLER: How about the way you would dress for your job. When you started in the 30's would you have found a casual appearance tolerated that one would have today?

BRUNIE: No slacks.

MILLER: No slacks.

BRUNIE: It was many years before slacks were permitted.

MILLER: Even though an operator had no contact visually with the public did she?

BRUNIE: No. Although they did have tours. They called them tours.

MILLER: We were talking about the rules that they had in the early days about not wearing slacks. And we asked why this would be so when the girls were usually not seen by the public. And you were explaining this was because you did have tours coming through. Who would come through the Telephone office?

BRUNIE: Well, it wasn't only for that reason. It was for the fact that it was just not considered lady like. Not good business really. Not good business appearance to wear slacks. And it was many years before they won, through arbitration and so forth, that they won the right and then they were coming in in almost shorts. And there was nothing thought about it at all. would, even in the 30's?

MILLER: It kind of parallels business dress in any business operation.

MILLER: I see. Now in the time that you worked for the

BRUNIE: Different times. recall ever any male operators in Alliance?

MILLER: Yes, and the trend of clothes and the greater casual approach to it rather than a firm business-like approach.

MILLER: No, no men were telephone operators. Do you know

BRUNIE: That's right. But we used to have Boy Scouts, tours would come through and oh certain groups, clubs and anyone that was interested would watch you operate. Some- paper came out not too long ago, News in Brief it's called, one would be designated usually some management person to take them through on tours and explain things to them. have had telephone operators in Canton and the larger offices

MILLER: Probably you gained a number of telephone operators through those tours. Girls who would have been impressed with....

BRUNIE: They want hire them. So some of them seem to like

BRUNIE: Well, I wouldn't be surprised. it really.

MILLER: Speaking of girls, in the early period of telephone



operator work, did you ever have any men working the board as an operator?

BRUNIE: No, only when we were on strike. I guess it was very laughable then. If we were out on strike then they would bring management people in.

MILLER: And so the men would, even in the 30's?

BRUNIE: Some of the men would work the boards.

MILLER: I see. Now in the time that you worked for the telephone company do you recall ever any male operators in Alliance?

BRUNIE: No, not in Alliance.

MILLER: No, no men were telephone operators. Do you know of any in the system now, in Canton?

BRUNIE: Yes, some in information in Canton. In fact our paper came out not too long ago, News In Brief it's called, and they have some young men working information. And they have had telephone operators in Canton and the larger offices because they can't discriminate if they want the job.

MILLER: No, this is true.

BRUNIE: They must hire them. So some of them seem to like

it really.

MILLER: How about security over the years. You mentioned in the 30's you would have one operator. One woman working all night. She was alone in the office and probably never thought a thing about it.

BRUNIE: There was no one else working.

MILLER: No one else?

BRUNIE: Well no because it was accepted although I think a lot of girls would not have done so but this particular girl who worked it for so many years, in fact I thought maybe Harry might have asked her because she was older than I. She worked it for many many many years alone. And we had a button on the door, there was a long flight of stairs that we used to go in. We also had a back entrance down there near where the bowling alley is. But we used that front entrance and we had a button, certain rings that we rang to get in and then of course when we got up on Arch Street you had to announce yourself, you had to give your name before they would release the door so that you could open that door.

MILLER: Yes, and on Arch Street you had a foyer in other- words you went into and then there was a locked door and you had to say who you were before they would open the door.

BRUNIE: Oh yes. And in the larger offices in Canton you had

to show your pass. You can't get in. Of course they have men guards over there and you can't get in without your pass.

BRUNIE: Well, they could reach the phone. It was right

MILLER: Of course security over the years during this period has changed quite a bit.

BRUNIE: Quite a bit during the war years I know they were very strict. Very strict about passes and things of that kind. And then we used to have a lot of kids up there on Arch Street who would try to get in. You could always get in that outside door but when you got inside. They used to monkey around.

MILLER: I imagine it was a place to come in and look around and test the equipment and things.

BRUNIE: We had telephones in the outside there, the telephone display.

MILLER: Yes, in that foyer there you had a display case showing all the telephone equipment.

BRUNIE: But I think sometimes they wanted to come in and get warm in the winter time.

MILLER: Well, a lot of times for children it's curiosity you know, they have to come in and inspect.

BRUNIE: That's right. But of course that's as far as they got, they never got beyond the second door.



MILLER: Did they actually understand about operating the telephone to announce themselves? Did they try that?

BRUNIE: Well, they could reach the phone. It was right above the, right inside the door. They could reach the phone and of course they could talk. We would say name and number, you had your own special number and you had to give your name and your number to get in. And you could always tell a child, you know, someone younger.

MILLER: They wouldn't have a number either would they?

BRUNIE: No. Oh we had a lot of that. We had a lot of things with kids that were funny, you know. Most of them were pretty nice. Then we'd go the round on Happy New Year and all that bit you know, and Merry Christmas and got the first Merry Christmas. And people were really nice then.

MILLER: Did they do anything special as you were operators around the Christmas seasons. Would you get a lot of Christmas greetings as you....

BRUNIE: Do you mean the company or the public?

MILLER: Both.

BRUNIE: Well now, many years ago when things were more personal we used to get quite a few gifts sent in. Not particularly from people, although there were many instances where if you had done a particularly good job for someone or had located someone or had been particularly helpful. We

had a lot of instances where the girls got roses, got flowers and occasionally \$5.00 in an envelope or something like that.

MILLER: Oh, I see.

BRUNIE: Then the companies used to send us very nice gifts at Christmas time. And it got so it was candy mostly. But all the firms, most of them used to send very nice things.

MILLER: And of course that was at the time when there was a lot more personal involvement in the operation of the telephone switchboard.

BRUNIE: That's right. And you know if someone felt that you had done, particualrly gone out of your way, it was nice even if they just called in and said well they wanted to thank, they didn't know what your name was, you were never aloud to give your name you had to give your number if you were asked for it. But you were never permitted to give your name.

MILLER: So that if someone sent a bouquet of flowers they would send it to a number.

BRUNIE: To the number.

MILLER: Rather than to the name. Yes, well this was for protection.

BRUNIE: Never your name was given out. Oh a lot of things happened.

MILLER: I doubt that very many operators get roses these days.

BRUNIE: I don't think so, cause I don't think you have the contact.

MILLER: The lack of the personal contact.

BRUNIE: We still have a lot of nice things happen. And many many very good friendships when you worked that way and you know you sat this close to people as we are now you get to know people's family situations and just all about them. And you really make very good friendships.

MILLER: And of course you work sometimes as a team even though you have your own individual section of the board you did team work, and I think too you worked under pressure at time.

BRUNIE: Oh yes, well I would say a lot of times you worked under pressure because we were given so many seconds to answer. We had these machines in the back where our calls were, that's the way they computed our number of people that were required for a business day and by the number of calls that came in, actually hourly and how many were slow in being answered. They computed your timing, your office was given



a rating over your area. You're given ten seconds to answer a call, you're given so many seconds after you pick up a person's call to get it on its way and if you're not you're charged with slow operating. You're really timed.

MILLER: So rather than counting the number of times the lights flash, did you actually have your calls ringing in, were there buzzers?

BRUNIE: We had a night bell, I doubt very much if they have them in the larger offices, I don't know, but we had a night bell up here for the night people say when there were two people on at night and one girl would be taking her rest period like she would get maybe three hours at night to sleep and the other girl would be in, of course they are not that busy at night. However if you had an emergency of some kind you would call that girl to come back.

MILLER: I see. But actually the timing on answering a call was by seconds rather than by the number of rings.

BRUNIE: By seconds because we were always taught that next call may be an emergency.

MILLER: That's true. It could have been.

BRUNIE: You get a flashing light on there, it would just flash on and off that may be an emergency, get that. It wasn't only that particular call but get all the calls.

Ten seconds you're allowed. However we did have really busy times though and maybe they hadn't quite figured the amount of people or something unusual had happened in the area when more people were required but you didn't have them maybe they called them in, well then signals would stand. I think towards the end when the, I don't think they are quite as fussy when they knew they were going, the system was closing out and they were going to Canton and everything was so fast. There wasn't near the dedication, nearly the dedication that was really drilled into us from the minute we started.

MILLER: I think too they were probably concerned because you begin to wonder where the operator is if she isn't answering the call.

BRUNIE: Well you do, it's very irritating I would think because I have called from home at night after I had gotten home or something and gee you must be busy. Well of course as the day progresses and the operators are less and less because the business is not, you don't require that many. And then if you get a certain, well, suppose you would have a fire, or suppose you would have a really bad storm or something. And then a lot of lines are out, a lot of people are calling the Ohio Edison or something of that kind, then you're really busy.

MILLER: At the time when the operator still had to handle these local calls that would have been a tremendous amount. And how about when telephone service lines would be down in the winter because of the snow too.

BRUNIE: Well, those people are just, until the men can get out and make repairs. Well like this last storm we had this spring or early this year we had a lot, of course I wasn't working then but a lot of people called me, "How can I get help?" They knew I had worked there, you know how can I get in. Well they knew Bill was township and they would say would you tell them that our road is cleared can they get the crew out here for the Ohio Edison. And tell them that they had cleared the roads and so forth well then they would call in and they'd say they are taking them in groups because the Ohio Edison would take so many calls.

MILLER: They were swamped in that particular situation. We mentioned things that would light up the board in other-words that would cause a lot of calls. You mentioned a fire, or people would want to know where the fire was, if a storm had come through....

BRUNIE: Or if there was a tornado watch or anything of that kind.

MILLER: Oh really. What kind of information would they want in a tornado watch?



BRUNIE: Well, if they hadn't had their radio or something suppose, remember when that tornado hit down around Paris down below here a few years ago?

MILLER: Yes.

BRUNIE: Things of that kind, we had a lot of calls at that time.

MILLER: And they would call the operator and they would want to know what the situation....

BRUNIE: Where it had hit and how bad it was. Well even just before I left "Operator where's the fires," and if they knew a fire "where's the fire." Well we couldn't tell them where the fire was. Things of that kind.

MILLER: Certainly the operator was quite a source of information other than telephone numbers wasn't she?

BRUNIE: In past years, yes, the telephone operator was a necessary part of the period; necessary part of the community.

MILLER: What else would make a switchboard light up, anything else? How about during the war were there special problems then?

BRUNIE: Well yes, I'm trying to think of some. Oh I don't know we were just awfully busy then with a lot of calls. A

tremendous, a lot of camp calls, it took so much time, the those camp calls took forever.

MILLER: You mean someone in a family calling their son at camp?

BRUNIE: Trying to locate their son and maybe they had called repeatedly and they would say well, they're out in the field, they're here, they're there, they're somewhere else and leave word for them to call. And they didn't call by a certain time, then you had to keep calling and calling and trying to get a report. Then maybe someone had given you wrong information and they came back finally and they'd say "Oh they have a week-end pass" or something after all.

MILLER: So probably during World War II your long distance calls must have increased tremendously with people calling to camps.

BRUNIE: They were busy, right, they were busy. Even the later years you know when the boys were in camps in the Korean conflict and Viet Nam and all that, we still had all those camp calls.

MILLER: How about making telephone calls overseas? When were you able to do this in Alliance?

BRUNIE: Well we always could call overseas, however it would depend on the location where it was routed. Like

overseas to New York, would either go to New York or to the West Coast. So we would have to pass those calls to an overseas operator. At first we used to get all the information and pass it to her and then later we just connected the customer to the overseas operator. She handled it.

MILLER: I see. So if someone called in to make a call let's say to Germany you'd most likely route that through New York and she took care of routing it.

BRUNIE: Well, you went to your routing instructions and found out who handled it and you dialed it through and asked for operator 243 overseas or whatever her number was, connected the customer directly and she took their calls. Or like it was to the Far East or somewhere it most likely was San Francisco or someplace. Oh so many things happened through the years I wish I could pin point a lot of them. Each day was something different.

MILLER: I think we've covered quite a bit of history of the telephone company in our talking. Certainly I think some insights into it that many people might not had thought about and those who don't remember having to have an operator place their calls that they were calling in the city of Alliance I think missed an exciting period in telephone history.

BRUNIE: Well, I think so too. And then I think that working evenings as a lot of us did, a lot of the older girls took



the night shift because they were shorter hours and maybe they had children or something and it worked out better for them. We got a different type of call we didn't get the business calls primarily because the men had their PBX operators they could just give the information in a flash and it was through. But in the evening when you got the calls from the residents or from people who were unable to dial or who needed help or who were a little hesitant about calling then we got those calls and to me they were much more interesting.

MILLER: Probably a little more human interest added to that rather than the business calls.

BRUNIE: Right. Because the business men knew exactly what they wanted and it was just through. They knew exactly what they wanted or their PBX girls placed them. Of course we got to know all of them very well. We'd chat a minute or two when you were waiting but that was frowned upon. That was all business you know, later on in particular.

MILLER: I can imagine. Well I think it's been an interesting tape and an interesting story of being a telephone operator.

BRUNIE: Well, I hope so, I wish I could have thought of, probably when I go I'll think of a lot of things I could have brought up that I haven't. I think each day was a challenge, you never knew what you're going, you were always anxious to

go to work. I think that was a job where you were anxious to get to work because you never knew what was coming, what the next call was going to be.

MILLER: Which said that being a telephone operator was a pretty rewarding career.

BRUNIE: Well I think so. I always felt it was.

CASSELMAN, WILLIAM.....	Brunie 37
DUNN, DAISY.....	Brunie 1
KRAHLING, BILL.....	Brunie 37
MARLBORO TELEPHONE LINES.....	Brunie 10
NEWS IN BRIEF.....	Brunie 41
OHIO BELL TELEPHONE COMPANY.....	Brunie 1
PARIS TORNADO.....	Brunie 50
PENNSYLVANIA (CONWAY).....	Brunie 1
TELEPHONE OPERATORS.....	Brunie 2
THELMA CITY.....	Brunie 25
WARNER'S MILL.....	Brunie 33