

PHONE: MARQUETTE 3150

CABLE ADDRESS: BILANCO

FINE WATCHES

h. r. biland

FINE DESK CLOCKS

JEWELER

DOMINION SQUARE BUILDING

MONTREAL

CANADA

March 16, 1932.

The Principal,
McGill University,
Montreal,
Que.

Dear Sirs:

I regret to say that after having time service from your observatory for a period of five (5) years for which a fee of twenty dollars (\$20.00) has been paid annually, I have just been treated very impolitely at 2.20 o'clock by the employee that answers the telephone under the following circumstances:

I called three times Ma. 2797 and got the busy test, but the forth, fifth and sixth time the telephone rang about ten times but got no answer after calling again a gentleman answered and I explained the facts to him that I mentioned above but he got very nasty and said, "If you don't like the service you don't have to take it." So you can take note that after having been treated that way I shall not require your service any more if your employees cannot have any better manners than that.

Yours truly,

Biland