



Some of your neighbors are talking about you, and we're listening.

They tell us how we can best serve the needs of our customers—and that includes you. The people in this picture are members of a very special group: the GTE Community Advisory Panel in your area. They're helping us find out how we can make our telephone service more responsive to the needs of the people, and the communities, we serve.

Right now, we have twelve Community Advisory Panels, each with 20 volunteers—business people, homemakers, professional people, clergy, retirees—representing a broad spectrum of their community.

Sometimes, we talk and they listen. Each panel meets quarterly to talk about things like telephone rates and charges, service standards, directory advertising and special community problems that may involve the phone company.

It's a frank, two-way dialogue. In addition to some valuable ideas, we gain a better understanding of the community's feelings about our service and policies. And our panel members come away with greater knowledge of what it takes to provide reliable phone service in their area.

When you're a company with over 1,000,000 customers who use your product many times a day, it's easy to think in terms of a "system" or a "network." But telephone service is really people communicating with people. And your neighbors on our Community Advisory Panels help us keep it that way.

**General Telephone
of Florida**

GTE

Quality service from quality people.

Pictured above, some of the Winter Haven/Haines City Community Advisory Panel members (left to right): Ray Fuller, Judy Corneal, Nell Carver, George Tinsley, Debbie Sullivan, Pauli Von Nest, Owen Flowers, Bill Flumm.