

The Western Union Telegraph Company

195 Broadway

ROBERT C. CLOWRY
PRESIDENT AND GENERAL MANAGER

New York, January 17, 1908.

Mrs. A. W. Tourgee,
Mayville, Chautauqua Co., N.Y.

Dear Madam:

I have just received reports relative to the matter referred to in your esteemed favor of November 23rd. They appear to cover, however, the service only on the message from Little, Brown & Co., the service on the Buffalo message having apparently been taken up in a separate set of papers which has not yet reached me. I have sent for these and shall be pleased to communicate with you on that subject when I receive them.

You are aware of course of the circumstance that at that time we had no office at Mayville, but that messages for that point were transmitted over our lines to Westfield and thence communicated by means of the telephone to their destination. The manager at Westfield states that the message from Little, Brown & Co. was received there addressed "Mrs. E. K. Tongee" and that, being unable to find or identify any person of that name, she concluded on consideration that the telegram might be intended for you. She states, however, that you had no telephone in your home and that in the circumstances the best solution of the difficulty appeared to her to be to mail you a copy of the message with a card addressed to her, accompanied by the request that if the message were intended for you she be so notified by means of the

return card. The manager states further that if the telegram had been addressed "Mrs. A. W. Tourgee" she would of course have had no difficulty in identifying you as the addressee as you are well known to her.

We now have an office at Mayville and I assume that the difficulties of which you had occasion to complain will thereby be eliminated, and in the circumstances it will hardly be profitable to pursue the subject further with the Westfield manager as the disposition of your telegrams will no longer rest with her. I trust that under the new conditions the service will be wholly satisfactory, but if any irregularities should nevertheless develop, I shall appreciate it if you will have the kindness to bring them to my attention.

Yours truly,

R. E. Clowry
Pres't & Gen'l Manager.