

another authority made a similar remark when demonstrating with a receiver that was capable of handling the volume. At the meeting where these views were expressed those present all admitted that they were satisfied that the transmission from 2YA was as perfect as technical skill could make it, and that such dissatisfaction as obtained as attributable to individual sets. Listeners on this point must realise that with so powerful a station as 2YA—made powerful for the specific purpose of reaching distance—those who are at point-blank range must make provision accordingly by cutting down the amplification stages, particularly the radio frequency, of their receivers.

Shelved Complaint

AS specific information is not available to us directly from the Federation as to complaints having been passed in writing to the Broadcasting Company and there shelved by them, we referred this point to the general manager of the Radio Broadcasting Company. In reply, Mr. Harris says:—

"We find by reference to the files that the Radio Broadcasting Company for the last twelve months has received only three letters from the federation covering complaints dated September 1, 1928, November 10, 1928, and November 29, 1928, two of which were replied to the day following the receipt of letter, and the third within ten days, having been forwarded through the station director at Wellington and then referred back for further comment by this office. It is therefore incorrect to say that complaints have been invariably shelved or even occasionally shelved. In every case matters raised by the federation, either verbally or written, have been given the closest attention by the company.

"It appears superfluous for us to reiterate that it is the constant aim of the company to maintain its stations at the highest possible efficiency, and no trouble or expense has been spared to keep the closest observation on 2YA particularly. We have invested in this station some £30,000, and it is only human nature, in addition to our recognised responsibility to listeners, to see that the efficiency of the station is maintained at the highest. Members of the federation can rest assured that no suggestion forwarded is shelved, but each and every complaint or remark concerning a complaint is thoroughly investigated, with a view to immediate attention if necessary.

"There is, however, no need for listeners to remind us that relays are faulty, that some of the apparatus is out of order, that announcing has been cut short or a substitution made on our programme, or an artist is not up to standard or too near or too far away from the microphone, as all these matters are carefully checked and rechecked during operation and logged for explanation and immediate attention. In fact, if we were to publish the procedure which we go through in endeavouring to maintain the efficiency of our stations, and also the detailed instructions which each member of the staff must rigidly adhere to, we would probably be criticised for being too particular.

"The Radio Broadcasting Company has long recognised the value of close co-operation with listeners, and it will be remembered only a year ago itself instituted the system of appointing in each district throughout the country honorary official listeners. The purpose

of this organisation then built up was that these listeners, chosen for their general standing and knowledge of radio, and because the apparatus they possessed entitled them to express competent opinions upon reception, was to provide a medium of contact with the general body of listeners and enable the company to be promptly informed of any deficiencies in transmission, or receive any suggestions for the betterment of programmes. This organisation has proved very valuable. The listeners have co-operated thoroughly with the company in many tests of which the outside public have known nothing. The results of those tests have benefited listeners with steady improvements. These listeners have shown themselves to be well chosen and competent. They have been quite frank in their reports, and enabled the Radio Broadcasting Company to secure a valuable bird's-eye view of the general situation. Complaints have been received rarely from these official listeners, but in every case of direct complaint effort at rectification has been made and many suggestions put forward by listeners have been adopted. We cannot claim perfection, but we do claim an honest co-operative effort to achieve the best standard possible."

Position Summarised.

IN the foregoing matter we have given the evidence available to us on each of the three points mentioned by the Federation. If the Federation feels that the establishment by it of a duplicate organisation of unofficial listeners, as a check upon the company's official listeners, will be of value to the general cause of radio, no one has a right to say them nay. So far as the "Radio Record" is concerned, we will gladly publish any complaint made by the Federation or anyone else the betterment of which is likely to be a fit radio. We are at one with the Federation in desiring the fullest possible efficiency of the New Zealand radio service. We may be permitted, however, to question the wisdom of disturbing propaganda being launched at the present time, when it is to the interests of all listeners to secure a large volume of licenses, old and new. If such propaganda checks the expansion of radio it is in reality a hostile move against the best clients of the trade, the existing listeners. On the facts available to us, we think the view is sound that the programme vice has steadily improved until, while not yet perfect, good use is being made of the talent available in the Dominion. A spirit of enterprise is also being shown in expanding the service wherever possible. The hours of service from three stations have averaged double those called for in the company's agreement. 4YA has been lifted recently on to an expanded service. A record long-distance relay has just proved successful between 2YA and 1YA, opening up possibility of programme diversification for the benefit of crystal users in both centres.

In point of actual fact, it may be questioned whether at the present time when its revenue has fallen very considerably because of the inevitable drop caused by all licenses terminating at March 31, the company is not running a risk in expanding at the rate it is. Last year it spent the whole of its revenue, and more, in its endeavour to supply the maximum service, and in the circumstances listeners

will no doubt appreciate the extra fare now being offered in longer hours and the new dinner session.

We Offer Co-operation.

AS indicated earlier, we are quite prepared to extend every assistance to the Electrical Federation in wise effort to advance the real cause of radio in New Zealand. We would suggest, however, that this cause is most likely to be advanced by co-operation and reasonable consideration. Dealers may be very keen to have extended hours for purposes of demonstration, and may feel justified in collecting material for possible political action, in advocacy of "B" class stations to secure wider hours of daylight operation for demonstration purposes; but what the listener, who after all provides the main funds for the radio service, is primarily concerned in, is steadily-improved and expanding programme service. While the company would doubtless like to expand daylight operations, it must weigh their cost as against the investment of the money in direct service for listeners. In that field it is our view, entertained quite honestly, that the company has done, and is doing, tolerably well. If there is a general body of opinion to the contrary entertained by listeners, we would be only too willing to hear of it. Our columns are open to every honest criticism. We have

Trade Development

A New Illustrated Price List

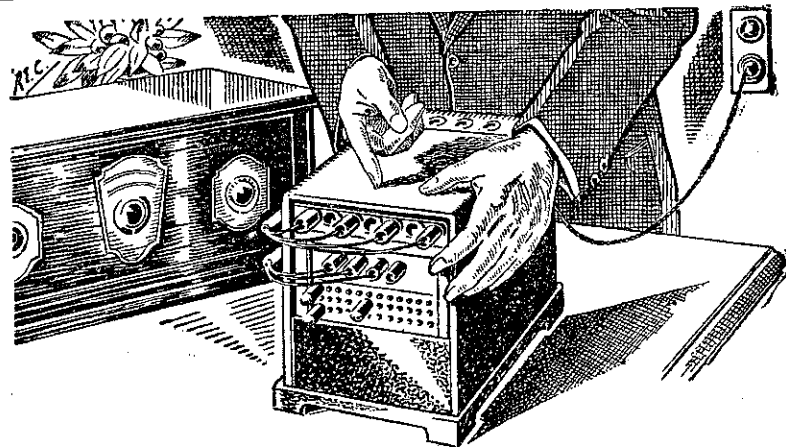
L. B. SCOTT, LIMITED, Christchurch, have issued a new, revised, and up-to-date catalogue. It is well illustrated, in fact, there is hardly a page without several very fine illustrations. Almost everything that the set builder or set owner would require has been listed. A novel code system has been developed to facilitate ordering by wire. Listeners who do not receive a copy of this price list could obtain one from its distributors: L. B. Scott, Ltd., Box 395, Christchurch.

no desire to eulogise or defend the company. All that is desired is fair play and honest treatment.

SPECIAL VALUES

Dry "A" Filter Condensers,	
2500 MFD. Capacity	19/-
201A Spec. R.F. Valves	5/6
"C" Batteries, 6v. 2/3, 9v. ..	3/6
45-volt "B" Batteries, 8lb. ..	16/-
45-volt Oversize, 13lb.	25/-

ROYDS HOWARD CO., Christchurch



"MY RADIO'S BEEN NEEDING THIS FOR A LONG TIME. WHAT ABOUT YOURS?"

"Yes, I was tired of buying Dry Batteries so now I've bought a Philips 'B' and 'C' Power Unit for the price of two sets of 'drys' and I know this job is going to last for ever. By the way, it's the simplest thing on earth to use, just plug into the various sockets till your set works best. If you want 200 'B' volts you can have them—if you want three grid bias taps each of any voltage between 2 and 40, you may have them in an instant. DON'T STARVE YOUR VALVES, give each of them just what plate and grid voltages they need."

You may find just what voltage each 'B' tap is giving your set by means of a simple formula. Ask your dealer for a technical folder dealing with Philips Power Units.

PHILIPS

POWER SOCKET APPARATUS

Sole of Philips Lamps (N.Z.) Ltd. (Radio Dept.), Hope Gibbons Building, Courtenay Place, Wellington

Branch Room: 611 Dilworth Building, Auckland.