

# Please PIPEDOWN

The source for news about the campaign for freedom from piped music.



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## Hello Pipedown Supporters:

Recently another national chain has decided to incorporate "music" into their stores. In the spirit of open communications, my husband spoke to an assistant manager who gave him a sympathetic ear plus the phone number of the local store manager.

Based on the results we've come to the conclusion that these are some of the appropriate steps:

- Phone the store and ask to speak to the manager
- Suggest a brief (15 minute) face to face meeting
- In case the manager is unable to schedule a meeting and would prefer to address the problem over the phone, be prepared with a list of questions
- Write down an outline of your questions and talking points before making the call
- If meeting in person can be arranged, be sure to dress appropriately
- Ask first what the corporate policy is, find out if the change is local or widespread
- Explain your dissatisfaction and any reasons you have for it
- Be as polite as you can in the conversation in order to be able to include all your points

## Comments on Society:

I'm taking my own advice this quarter. One method for ensuring a more quiet background is to write letters asking that the background stay quiet.

One of my favorite service providers is moving his office and staff to a new building. I saw the sign posted that said this vacant lot was to be the "future home of...." Although my service provider now has a relatively quiet office, there is no guarantee that the new office will also be quiet. Many architects or interior designers include speakers in buildings open to the public. Some people may see public address systems as value added to a business.

My letter was sent the old fashioned way - hard-copy. I prefer this method because it will in all likelihood be opened and read, whereas an e-mail may accidentally be called spam and be inadvertently discarded. An email may also be lost in a large volume account.

The letter was brief and to the point. Congratulations on the new offices being built and a request for accommodation in the new offices – no program audio, no piped in music. I made the suggestion that I could come to the current office for a consultation if the service provider felt that may help. I had someone else proof-read it for me in order to be correct. I included phone number and email after the address.

I also printed the letter on distinctive paper and matching envelop. I used one of those new commemorative (and forever) postage stamps. The letter appeared quite nice and distinctive, making it stand out a bit from the typical business mailing, so I am very hopeful my service provider read it.

### **Comment Cards:**

I still have plenty of comment cards available should anyone need them. Please send a SASE and indicate if you have a preference for

- Cards that indicate you liked the place because they played no music, asking the manager not to install it.
- Cards that tell a manager that even though you spent time and money at the place you won't be back because of the piped in music
- Cards that tell a manager that you left without buying anything because of the music
- Cards that invite people to join Pipedown-USA

### **News from readers:**

**SODCASTING** - Hans Schmid, from the Canadian Right to Quiet Society, has forwarded an article found on the BBC News web site: "Why do people play music in public through a phone?" - by Alex Hudson

<http://www.bbc.co.uk/news/magazine-13749313>

This article describes the growing presence of tinny music being played in public by individuals on their cell phones or other hand-held devices. The reporter interviewing the mostly young people doing this quotes one young woman: "I think if young people see sound as preferable to no sound then, if anything, they're going to be thinking they're doing people a favour."

As I see it, when all our children are being raised in noisy, music-filled areas then it might seem that sound is preferred, when it may only be tolerated by most.

### **Advice: Make your requests quietly**

Sometimes it is best to be quite soft-spoken when asking for the music volume to be turned down or off. Speaking softly might make it necessary to have the listener focus more on your request. Should it be necessary for the person controlling the volume to listen more closely to what you are asking, it might make it clearer why the music noise is excessive.

### **Quote:**

"People listen to music for a variety of reasons. It can help you to relax. It can make you happy. It can give solace. It can trigger memories. But nowadays it is everywhere – all the time – and somehow it has lost value and too often is a form of noise pollution." - Jim Galloway in an article entitled "Let's Have Less Music", posted on the Whole Note web site

Article location: [http://thewholenote.com/index.php?option=com\\_content&view=article&id=11279:lets-have-less-music&catid=43:choral-jazznotes&Itemid=195](http://thewholenote.com/index.php?option=com_content&view=article&id=11279:lets-have-less-music&catid=43:choral-jazznotes&Itemid=195)

### **Bibliography:**

"Why Noise Matters: A Worldwide Perspective on the Problems, Policies and Solutions" By John Stewart with Arline Bronzaft, Francis McManus, Nigel Rodgers and Val Weedon. EarthScan, Release date: August 2011, 220 pages, ISBN-13: 9781849712569 Hardback

At this time, this book is available for pre-order, to be released later this year. The paperback version is about \$40, the hardcover version runs \$135