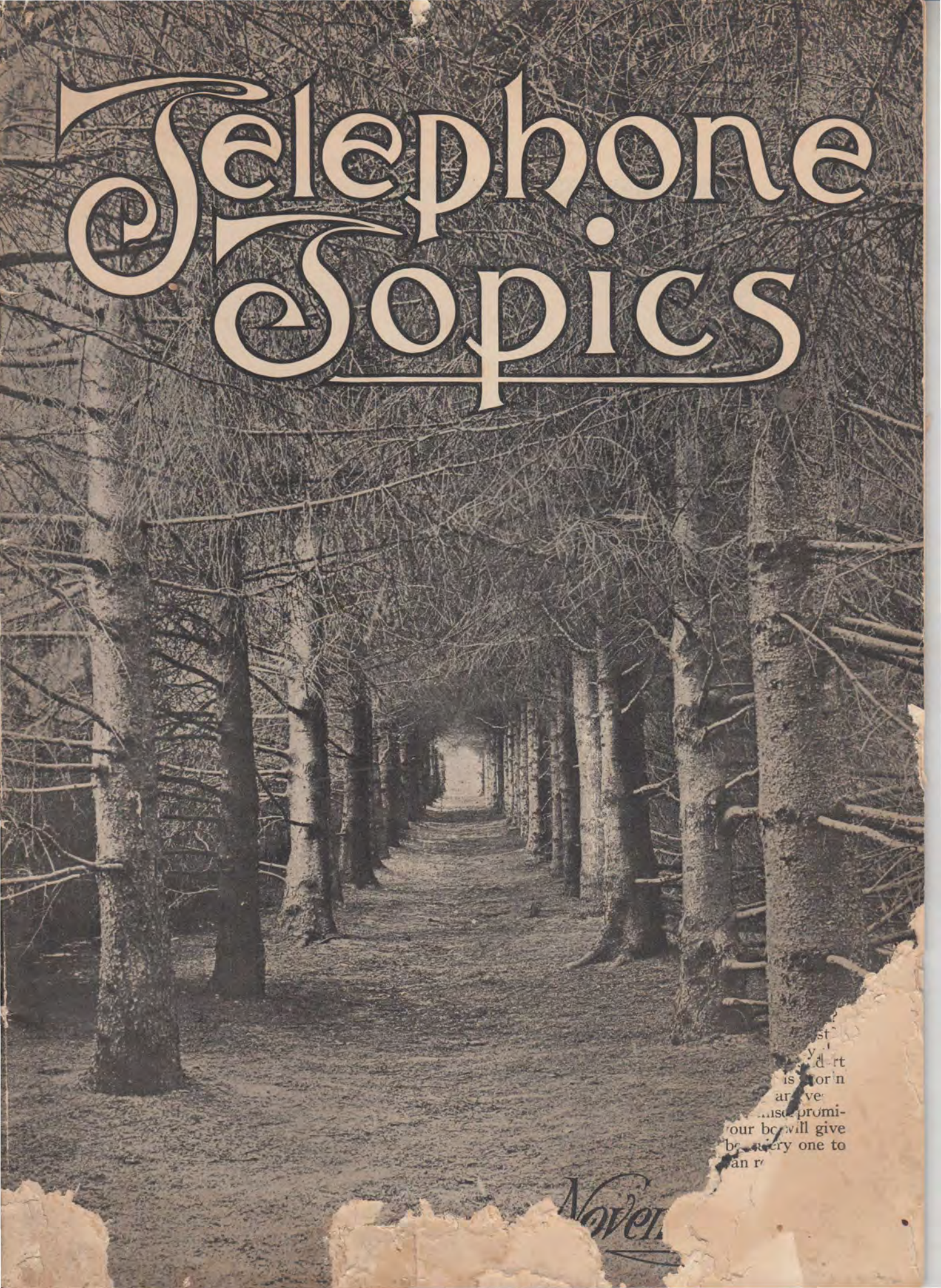


Telephone Topics



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Novel



E. K. HALL

VICE-PRESIDENT AMERICAN TELEPHONE AND TELEGRAPH COMPANY

A new picture of an old friend who, after the September meeting of our Company's Board of Directors, of which he is a member, lunched informally with a number of our department heads and outlined to them his ideas regarding Personnel and Public Relations. Mr. Hall will be the principal speaker at the annual meeting of the Telephone Workers' Credit Union, in Boston, November 15, 1920.

TELEPHONE TOPICS

ISSUED MONTHLY BY THE NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY, AND THE PROVIDENCE TELEPHONE COMPANY, AND DISTRIBUTED, WITHOUT CHARGE, TO THEIR EMPLOYEES AND TO THE EMPLOYEES OF CONNECTING COMPANIES
PUBLICATION OFFICE, 50 OLIVER STREET, BOSTON

Clothes is Clothes?

"PIGS is Pigs," but is clothes, clothes? Are your clothes and my clothes the right clothes for us and for our work, and are we getting the most for the money we spend for clothing? A clothing budget should tell us—why make a clothing budget? I know what I must have, and I buy it. If it takes all the money I have, I go without something else, but I must wear clothes. I can't go about looking shabby.

* * * * *

Why do I wear clothes? What a question! I wear them to keep me warm or to protect me from the heat and because the law requires them. Yes, of course I do wear them for other reasons. I want to look well, and I want my friends to be satisfied with my appearance. Then, if there are all these reasons for wearing clothes, and we have only a limited amount of money to spend, why not consider many things carefully before we buy? It seems to me that the less money we have to spend the more care we should use in planning and buying. Let us consider how best to make such a plan.

First, take an inventory. — know what you have on hand, what can be repaired or made over, what should be discarded because it won't pay to make it over, and last of all, what you must buy in order to be attractively and comfortably dressed for the work you have to do.

* * * * *

"Pigs is Pigs," but is clothes, clothes? I used to think so, but now I believe they are not always so; I have learned better. Clothes which are cheap at first cost are often expensive to buy, either because

they do not wear well, or because they require so many things to wear with them, or because they take too large an amount of time to care for them. I used to buy garments which I liked, without stopping to think whether they matched other

clothes or not. I was apt to buy what I thought good-looking or in style, with no thought of the length of time I should have to wear it, and forgetting that long before it was worn out I should either hate the color or feel conspicuous in the cut. I remember a suit that I bought once. The skirt was so tight I could hardly take a step in it. I bought it for an every-day suit; and I simply had to have breakfast ten minutes earlier, for I couldn't hurry to catch a train without running the risk of falling or of splitting my skirt.

* * * * *

Now I have learned to think of my clothes as a wardrobe and to plan for a year at a time. This makes me feel very important. I talk to myself like this: What clothes have I on hand? What do I want? What must I have? How much will these things cost? What time of year will it be

best for me to buy each one? How much should I spend? How much does this average a week? Shall I have money enough to buy all on this list? If not, what can I give up with the least injury to my comfort and good appearance?

* * * * *

Yes, I supposed you would ask me to tell in January what I shall need. I know you think I can't tell anything. If I go on living as I am

LAST month in a general way we gave you an outline of what a budget plan means and how it is operated. You will recall that we spoke of the essential item of clothes. This item is a vital part of any budget plan.

The clothing budget plan in this issue was written especially for TELEPHONE TOPICS by Miss S. Agnes Donham, a recognized expert on this subject, and an associate director of the Savings division of the First Federal Reserve District.

It is very clear and concise, and should be tried out by all of us.

A Word to the Wise

Make a spending plan. Stick to it. Study it.

Make a better plan. Follow it.

Make a still better plan.

What You Save Invest Safely

Have *more* of the things you wish for.

Buy *fewer* of the things you do not really need.

— THE EDITOR.

quire about the same clothing next year that I have used this year; and no matter how I live I shall need clothes.

* * * * *

If I have more money to spend it will be easy to stretch my plans, but if I have the same amount that I had last year I cannot stretch the money except by better spending. If I find in June that I do not need a dress or coat that I had planned to buy, but do need a suit or another sort of dress, I make the change, using the money I had planned to spend for the coat to buy the needed dress. Then, if I have bad luck and my shoes or underwear give out sooner than I expected, I look at my plan for the year and see what I can give up — perhaps I am obliged to go without a waist in order to buy new shoes; but with no plan to buy a waist I might

CLOTHING BUDGET FOR MEN

	No. on Hand	No. to Buy	Amt. to Spend	Amt. Spent	Amt. Diff.
<i>Underwear</i>					
Union suits					
Undervests					
Drawers					
Athletic					
Pajamas					
Nightshirts					
Bathrobe					
Socks, cotton					
silk					
wool					
<i>Outer Clothing</i>					
Shirts, street					
sport					
Suits, business					
dress					
Extra coats					
vests					
trousers					
jumper					
overalls					
Bathing suit					
Footwear					
Street shoes					
Sport shoes					
Overshoes					
Rubbers					
Rubber boots					
Slippers					
<i>Street Clothing</i>					
Overcoats					
Light					
Heavy					
Rain					
Sweaters					
Hats					
Business					
Cap					
Straw					
'ras					
rs					

CLOTHING BUDGET FOR WOMEN

	No. on Hand	No. to Buy	Amt. to Spend	Amt. Spent	Amt. Diff.
<i>Underwear</i>					
Vests					
Union Suits					
Corsets					
Brassieres					
Corset covers					
Chemises					
Bloomers					
Stockings					
Nightdresses					
Bathrobe					
Cotton skirts					
Silk skirts					
<i>Outer Clothing</i>					
Dresses					
House					
Business					
Evening					
Summer					
Skirts					
Wool					
Wash					
Blouses					
Dress					
Wash					
Aprons					
Footwear					
Dress shoes					
Street shoes					
Rubbers					
Overshoes					
<i>Street Clothing</i>					
Suits					
Spring					
Winter					
Coats					
Winter					
Spring					
Sweater					
Rain					
Hats					
Spring					
Summer					
Winter					
<i>Extras</i>					
Belts					
Neckwear					
Gloves					
Veils					
Handkerchiefs					

find myself without money to purchase the shoes.

* * * * *

The whole secret of success lies in the fact that I spend only the amount I have planned, and if new needs appear I give up something else in order to fill them. I find I have more and better-looking clothes; they wear longer; my coats and hats and skirts are more fit to associate with each other, and I often succeed in getting things which I want very much by giving up others which I do not really need. Without the plan, I used to buy the articles I happened to think I wanted.

* * * * *

The lists on this page may include articles which

you do not wear, and it may be that you wear some things which are not here; but if you make your own list, including in it just the clothing which is necessary for you, you will find that the plan which I have suggested is not difficult to carry out, and your clothes money will go farther than when you spend in a hit-or-miss fashion without a bird's-eye view of the whole situation. Try it and see if I am not right.

Antoine's 'Phone

[From a volume of French dialect verse entitled "Oup in Ole Vermont," by Mary Elkins Gardyne, published by Richard G. Badger, Boston. Copyright, 1920, by Mary Elkins Gardyne.]

D E musique me, I lak so well,
 Dat's playin' nace an' sweet,
 An' w'en I hear de violin
 I can't kip still ma feet.
 Som' tank victrola ees de bes',
 Dem beeg bug, piano;
 W'en Camille she com' off de state
 Her have de piccolo.
 Dere's beeg pipe organ on de church
 Dat hev'ry wick we hear,
 Mais you jos bet eet ain't de wan
 Dat geev me mos' plaisir.
 Down to de Fair we go en Fall
 To hear de brass-ban' play.
 An' dat leetle "Marie-go-'roun'"
 Mak' musique all de day!
 I say "Ba oui, dat's purty good,"
 An' all my monee go,
 So young wan ain't get troo de place
 On all de leetle show.
 Mais, jos de sam', w'at beat dem all
 W'en I am home alone
 Ees leetle bell dat ring all tam
 Since Antoine got de 'phone.
 We got nace place out troo de wood,
 Oup on de hill she stan'.
 We buy eet cheap becos ennui
 Ain't 'gree wit' Yankee man.
 Dat R.F.D. don' pass de door —
 De box a mile away —
 So on de house we do not get
 De mail — not hever day.
 Mais, since dem boy was on de War
 Dat bell ring more an' more,
 An' som' beeg lady talk to me
 Dat nevaire spik before,
 An' tole me dat de paper say
 How Paul stan' by de gun,
 An' ain't afraid for tak' hees chance
 To mak' de German run.
 I knit de sweater, sock also,
 Mais, how de Red Cross known
 Dat I was firs' class on de job
 Hif Antoine ain't de 'phone?
 De Curé call us for de Mass
 He say for Jean Lemay.
 Her t'ree year dead, but jos de sam'
 Eet halp her hif we pray.
 De teacher let de yong wan know
 W'en school don' kip som' more
 So de don' walk t'ree mile to fin'
 A note pin on de door.
 We user wish for educate,
 But wit' de 'phone so near,
 You all right hif you cannot read
 So long as you can hear.
 Dere's plaintee say eet on de 'phone
 Day don' say on de face,
 Ba, hif you listen you fin' out
 W'at's goin' roun' de place.

For w'en I hear dem call Docteur
 I go me right off quick.
 P'rap dey need me for de work
 Hif dere was som' wan sick.
 Dere's Madame Smiff who brag an' tole
 How soon hees washin's done,
 So I 'phone down to next nabor
 An' fin' he ain't begun.
 An' don' forget I let heem know
 De mo's firs' chance I had,
 Mais now he don' say quite so moche.
 Heem ain't wan half so bad.
 W'en som' wan 'phone to make visite
 I've plaintee me for heat,
 An' feex de w'ole house all aroun'
 Dey mos' slip oup deir feet.
 Mebbe you t'ink la belle maison
 Ees w'at mak' me happy,
 Wit' ronnin' water en kitchen
 An' firs' class galerie.
 Mais dis ees true, dat ain't de t'ing
 Dat geev de place de tone,
 Eet's musique I hear, all de tam,
 Since Antoine got de 'phone!

Talk It Over

WHAT would you like to be if you could be something other than what you are?

You may never have asked yourself this question in so many words, but, assuming that you have a normal man's natural desire to progress, it must have occurred to you in some form of expression.

Have you answered it by saying, "I don't dare tell my boss that I would like to do some other kind of work, because that would put me in bad with him. He'd be sore if he thought I was dissatisfied."

Perhaps he would, but would he, if the applicant made it clear that he was unsatisfied rather than dissatisfied?

One man, who answered the question somewhat along the above lines, was agreeably surprised when, upon applying for a transfer to another department, he found his application carried an indorsement by his boss substantially as follows: "So-and-so is a good man. I'd hate to lose him. I think he'd make good as a ———, however. Therefore I won't stand in his way, and indorse his application."

Your boss may think pretty well of you, but you can hardly expect him to be a clairvoyant and to be able, therefore, to divine what you would like to be or to do unless you tell him.

If you are unsatisfied with your opportunities, tell him what your ambitions are. If he is a real boss he will at least lend a sympathetic ear. The chances are he can advise you as to a general course of action or preparation that will help direct you along the line of your ambition. He may know of some immediate opportunity. This large organization, and opportunities for advancement do occasionally present themselves.

Instead of trying to decide what your attitude toward your ambition might be, let him decide it by discussing with him?

Picking Facts from Loose Opinions

How Complaints are Handled in the Metropolitan Division of the Traffic Department

A Story that All Should Read

By MISS MARGARET E. GURVIN, Chief Clerk of the Bureau of Service Criticism



THE AUTHOR OF THIS INTERESTING ARTICLE

FEW of our telephone users have any curiosity regarding the telephone beyond expecting and demanding what they feel they are entitled to,—“perfect” service.

But perfection in telephone service has not yet been achieved, and when one stops to consider the intricacies of telephone operation, which allow a wide range for errors by the human and mechanical elements by which telephone operation is made feasible, it is surprising that our statistics show so small a margin of errors.

Something Worth Knowing and Remembering

On August 31 our Metropolitan Division, comprising 53 local exchanges, contained 285,427 subscribers' stations, and our exchange operating force engaged at our 53 switchboards approximated 3,800 operators. The latter is based on those whose duties comprise operating only in our local exchanges, and the figure does not include our supervisory force. These 3,800 operators are, therefore, the “weavers of speech” for the 285,427 telephones that constitute Greater Boston's telephone element in all classes of life. It is estimated according to our peg counts that these 285,427 telephones used 33,324,021 local calls during the month of August. Not only have we determined the number of calls handled, but our statistics have been further compiled to show the other side of the situation,—namely, How were these calls handled from a standpoint of general efficiency? Of course our closest observation oftentimes on a specific call would fail to detect the extent of satisfaction our service gave the subscriber from his personal point of view. Therefore, in deciding the general quality of service are partly on the extent criticized by one user.

On this phase of the situation in our Metropolitan District during August we heard from 6,164 individuals that something had gone wrong with their telephone service, and these cases all covered criticisms where the work of our operating force was considered responsible by the complainant. However, if the individual cases were summarized, from the analysis of the respective investigations by the Telephone Company, many instances could be deducted from the 6,164 complaints wherein the telephone operator was not to blame. However, 6,164 complaints from 285,427 stations indicate about .021 complaints per station, or about one complaint for every 47 stations. A still further comparison seems desirable and of interest, to determine just how many calls, according to subscribers' reports, were subject to criticism. In this particular our results show that for every 5,406 local calls handled one complaint was made. Naturally it will be wondered, in learning the total figure of operating complaints, in just what classifications these complaints can be considered. To that end, therefore, an analysis of the individual cases embodying the 6,164 complainants shows that the feature open to the heaviest criticism is that of failure to receive incoming calls, there being just 1,516 cases of such complaints. Next in size is being called in error, totaling 624, and associated with this item are 517 instances where the subscriber on responding to telephone ringing found that the calling party desired some other number. We also have 292 cases where parties claimed they were cut off during telephone conversation, and 250 cases where the subscribers considered that their entire service needed rebuilding.

What a Chief Operator Can Do



“A CHIEF OPERATOR IS THE EXCHANGE'S FIRST EXECUTIVE OR MANAGER”

If the Telephone Company receives 6,164 complaints within a month, of operating faults, naturally it will be wondered how the Company cares for this end of its business. Well, consideration long ago was given to the best method of handling the complaint problem. The source

of error being considered directly as an exchange irregularity, the average subscriber will consider that there must be an executive member of the exchange force who has the power to straighten out instances where criticism is deserved.

A chief operator, therefore, is the exchange's first executive or manager. Employees in this position have been carefully selected to fill the requirements of their rank, based on observation of the individual's good judgment, initiative, tact, courtesy, and ability to be at the helm of the exchange and be able to steer the force into the manufacture of a product that will have a web as near perfect as possible. Her training must be evident in the personnel of not only her operators but her supervisors, and all in the exchange who come within her jurisdiction. Naturally, the chief operator's position being known to practically all classes of telephone users, she is the one who receives the greatest degree of reports covering dissatisfaction expressed by our subscribers. During the month of August, 220 letters of complaint were received in our Metropolitan Division territory. This figure shows conclusively that the greatest volume of criticism is made verbally, and the greater part of the volume of complaints is made directly to the chief operator. In talking with her complainants, she must tactfully point out her position with the Company as local representative or exchange manager, and her interest should display to the subscriber that her aim to prove herself an able executive has a two-fold object,—that of justifying the Company's confidence in her through her power to gain the subscriber's faith in her desire to help straighten out the features which have lead up to the criticism. She must consider the matter from an impartial point of view, and be forgetful of the social or business status of the complainant. In the re-

ceipt of complaints, caste of the individual must permit of no recognition that would bias her judgment. Her explanations must be clear and concise, and she must be careful not to use terms that would be too technical to one unfamiliar with the telephone business.

The Whys and Wherefores of Complaints

Realizing that human nature is a perplexing commodity, and that psychologists say that no two persons have the same temperament, a chief operator must be on the alert to "size up" the temperament of the subscriber from the start of conversation. She must listen patiently and attentively to his recital of real or fancied wrongs, regardless of her own views. Realizing that there are two sides to every story, she must tactfully request that she be allowed to look into the case, making it plain that we appreciate the report, for it is through getting such information as the subscriber has furnished that we are provided with means of locating defects in telephone operation that need attention and reconstruction. Regardless of the subscriber's mood,—and it may be truthfully said that at the time of making complaints subscribers are generally in their worst mood,—the recipient of the report must be careful not to show by manner, tone of voice, or remark that she is an adversary. She must consider that the initial conversation with the subscriber must only be the beginning of the case. The trouble must be looked into from an operating standpoint, and operators carefully questioned. Many of our complaints show nothing tangible at that source, and as many features contribute to cause complaints, the mechanical element involved in a subscriber's call must also be given due consideration, and such investigation made through our



WRITTEN OR ORAL COMPLAINTS ARE HANDLED BY THIS FORCE IN THE BUREAU OF SERVICE CRITICISM



A TRAINED STAFF OF SPECIALISTS IN STRAIGHTENING OUT TELEPHONE TROUBLES ARE LOCATED IN THE METROPOLITAN DIVISION BUREAU OF SERVICE CRITICISM

Plant Department as seems required. There are often reasons for trouble on calls that seem unbelievable to the subscriber. For instance, a party-line subscriber may have an appointment to call his house. On receiving a report of "Line busy" he questions its accuracy, feeling confident that his party would refrain from using the line in expectation of his call. No doubt he has correctly estimated this matter, but he fails to consider that the number he called was a station on a party line, and some subscriber on the line, other than the one he called, may be using the line at the particular moment he has tried to get his number. Then again, we have the subscriber who doubts a "Don't answer" report.

Some Humorous Complaints

We are all familiar with the cartoons in newspapers showing the housewife talking to a neighbor at the backyard fence while her husband is vainly trying to reach her by telephone, and their residence telephone bell is ringing, but being outside she cannot hear it. These humorous pictures are not over-portrayed, for many such cases daily come to the chief operator's attention. It would be resentful to the party calling to accuse his wife of being out when the particular call was made, for his wife would claim that she had not left the premises all day long, but "premises" may embrace a wide cope of space, and a person may not necessarily be absent from the premises to be out of range of the space wherein the telephone bell can be heard. A flagrant example of the injustice of a complaint where strenuous stress was placed upon the carelessness of the operating force occurred some time ago. The complainant stated she was called to the telephone frequently and found no one

on the line, a mistake obviously of an operator. She represented herself to be an elderly woman who was obliged to get about with the aid of crutches. Every conceivable means was taken in consideration of her condition to quickly run down the responsibility for her telephone trouble, but the condition showed no improvement as time went on, according to her reports. One day a traffic representative went to her residence, and from the name plate at the entrance to the house found that his subscriber lived in an upper apartment. He rang the door bell several times without success, and as the subscriber had represented herself as a cripple and one who never left the house, he thought it advisable to wait a while and renew his attempts to gain entrance. Finally he was successful, and the woman's first remark was that the error calls had occurred but a short time previous. Close questioning by the traffic representative placed the time of these calls at the exact period of his first ringing of the door bell. He asked permission to make a demonstration to see if he were not right in his conclusion, and found that the sound of the door bell and the telephone bell was almost identical, and as this subscriber's hearing was somewhat defective, the riddle was clearly solved. The result was that a few days later the telephone bell was replaced for one of a different type, where the sound would not be similar to the door bell, and nothing further was heard of erroneous calls from this station afterwards.

Features of our calls are too numerous to analyze here, and point out how our operators may cause a particular error or how our subscribers may be to blame, but each and every report from a subscriber has a constructive value, if we are at fault, and is deserving of minute investigation.



A RIDDLE SOLVED

The receipt of a complaint is not the most important conversation with a subscriber. Each complaint requires adjusting. The result of our investigation must be made known to the subscriber as far as definite facts are obtainable. We may suggest, but we must not insist, on what we assume may have occurred, but are not positive that it was responsible. In an effort to adjust the complaint the subscriber must be closely questioned in order that it may be determined whether the errors previously reported have recurred. If they are with any degree of frequency, it is, of course, evident that the action taken to correct the cause has as yet been insufficient to offset the trouble, and further progress must be made in the right direction. When a subscriber who has been dealt with in this manner expresses satisfaction, the complaint may be considered closed, for he is then on the right side of the Telephone Company's service ledger.

The chief operator who can deal successfully with her subscribers so that they will wish to go to her in future in case of unsatisfactory telephone service, judging her ability to help through the result received on the initial effort she made, has a valuable asset as a telephone employee. She creates confidence of her employers in the results she attains with her force and the general public, thus establishing the belief that the telephone situation is in competent hands in the city or town where her exchange is located.

The success of the chief operator will undoubtedly reflect in the work of her subordinates. Of course the chief operator cannot personally take every complaint, especially in our larger offices. She has to delegate this authority to her assistants, but she should so coach these employees that they will combine the qualities above enumerated for a successful chief operator, so that there will be no feeling among our public that indifference will be shown in case the chief operator is not personally available to receive report of unsatisfactory service.

A Bureau of Specialists

To care for those who desire to complain to higher officials than the chief operator, or who do not know the steps constituting our organization, we have what is known as the "Metropolitan Division Traffic Representatives Bureau." This is a function of the Company that embodies a trained staff who can rightfully from their experience be called specialists in straightening out telephone troubles. They work in conjunction with the chief operators, and also with the Plant and Commercial departments. Traffic representatives in this bureau, of course, follow the same line of action and ethics as those outlined for the chief operators when they are the recipients of reports of inferior service. Their work differs, however, inasmuch as the chief operators' duties confine them to the exchange, whereas a traffic representative's work for the most part constitutes personal interviews with the complainants. This allows a wide opportunity for

educating the public regarding the operation of the telephone, for a personal visit permits the subscriber to ask many more questions that will enlighten him and serve to straighten out doubts than if he were talking by telephone. The adjustment procedure many times is a long and tedious one, but it is never too tedious to become irksome, for in the end, when satisfaction is expressed, there is a satisfaction on the adjuster's part that his work has accomplished good result for himself and the Telephone Company.

Handling Correspondence

Perhaps our letter writing is deserving of some mention, inasmuch as it forms in most cases the initial spoke in the wheel of adjustment of complaints. Each letter must be carefully read and considered. The points mentioned by the subscriber as bringing forth his dissatisfaction must be given careful thought, and must be reported promptly to the exchange involved for investigation. The letter must be promptly acknowledged, so that the writer will realize that although we have not taken time to give him a report on his trouble, we have taken the preliminary step to show our gratitude for the report by acknowledging his letter and advising him of our intention to further communicate with him. The same idea is true of the principals to be followed in replying to a subscriber by letter as apply to the first verbal conversation with the complainant. The fact that only 220 letters were received by the Traffic Department in a month from 285,427 subscribers' stations is a significant one, considering that 285,427 sets of complete telephone apparatus were in public use, and only 220 letters were written to bring to the Telephone Company's notice operating faults and those attributable to mechanical defects, such as broken transmitters or receivers, defective bells, cords at subscribers' stations that had become so worn or injured as to be responsible for much trouble with telephone calls, and the numerous other mechanical faults that prevail and take time and expense for the Telephone Company to find the cause.

Subscribers Urged to Visit Exchanges

There is one phase of the complaint adjuster's work that forms an important part of our public relation work, and that is the fact that our chief operators and traffic representatives induce so many of our complainants to visit the exchanges. Such a visit offers the opportunity of the subscriber personally meeting the chief operator, and also gives the chance for the subscriber to see the operators who handle their telephone calls at work at the switchboard. These visits have another advantage, inasmuch as they disclose to the visitor how closely the work of the operators is observed by the supervisors, and this observation corrects many erroneous opinions of the average subscriber as to the discipline we maintain and the requirement for each operator. They can re-

that mistakes are the result generally of inadvertence rather than deliberateness, and that our exchange forces have no time for anything but



MANY SUBSCRIBERS ACCEPT THIS INVITATION, AND THE RESULTS ARE OF MUTUAL BENEFIT

strictly carrying out their duties. Generally, when a subscriber pays a visit to an exchange and is about to leave the building, he fails to keep his astonishment hidden, and his remark usually is to the effect, "I am surprised that my calls are so efficiently handled, now that I have had the opportunity of seeing how busy your girls are, and how orderly they proceed with 'their weaving of speech.'"

A Picture

THE subjoined was written by Myrtle Aldrich, an operator at West Burke, Vt., after she returned from her vacation. To read it makes you long for the day described. Moreover, it is a breath of Vermont in nature's most glorious attire:

Just a hazy, lazy day,
Warmth and beauty everywhere;
Sun-kissed apples 'neath the trees,
Spicy odors in the air.
Bird-folk bidding us good-bye,
Till they come again next year;
Insects, humming drowsily,
Waters lying calm and clear.
Gold and crimson streamers hung
From Dame Nature's leafy walls;
Tender, brooding silences,
In the dim, cool forest halls.
Scarlet berries glowing bright,
Milkweed, all in white array;
One fair page from Autumn's book,—
Just a picture of a day.

An Apology

INADVERTENTLY, in writing about the splendid sketch entitled "One Reason Why We Cannot Always Furnish Telephone Service Promptly," that appeared in a recent issue of TELEPHONE TOPICS, we failed to give credit to Edwin M. Surprise, of Mr. Manson's staff, for his part in making the sketch possible.

The sketch was originally proposed by Mr. Surprise who has many times in the past, and we expect in the future, used his fertile brain in making just propositions.

Can Anybody Beat This?

ONE day last month, when President Jones was working away full steam ahead in his office, Mr. Shattuck, his secretary, brought in to him a large box addressed to M. B. Jones, President New England Telephone and Telegraph Company, 50 Oliver Street, Boston. In these days of bomb boxes and infernal machines, boxes are regarded rather suspiciously.

"This is for you, Mr. Jones," said Mr. Shattuck. "I don't know what's in it, but if you say so I'll open it up and find out."

"Go ahead," was the President's reply. "There is nothing I like better than a mystery! Open it up and we'll see what's inside."



Some Tomatoes

Shattuck did, and in the box were four of the largest tomatoes ever seen around these parts, raised by Alton E. Farr, proprietor of the Waitsfield and Fayston Telephone Company of Vermont, and sent to our President by Mr. Farr.

The four tomatoes were on one stem, and the largest of the cluster had a diameter of five inches and the smallest three and a half inches. The total weight of the tomatoes was five pounds six and a half ounces.

Our President took the tomatoes home with him that evening, and, as he told us later, the Jones family enjoyed them at dinner that night.

Remember the
FOURTH RED CROSS ROLL-CALL

November 11 to November 25

Give Liberally — Everybody Enroll

Telephone Society Opens Season

William H. O'Brien Gives an Interesting Talk at the First Meeting on October 25. Membership Growing

"WE have never made any attempt to superimpose any hard-and-fast rules of our own on top of the telephone company rules," said William H. O'Brien, chief of the Telephone and Telegraph Division, Massachusetts Department of Public Utilities, in speaking to the Telephone Society at its meeting on October 25, at the Engineers' Club in Boston.

This was one of the most interesting statements during his address on "The Practical Thought *versus* Theory in Public Regulation of Public Utilities." Mr. O'Brien has been the chief of the division for several years, and previously was connected with the New England Telephone and Telegraph Company in the telegraph end of its business.

His talk reviewed briefly what the Public Utilities Commission has been doing since its organization, and outlined its responsibilities, particularly its relations between the telephone company and the public. In part he said:

A Splendid Record

"Last year about one thousand people in Massachusetts who thought they had telephone problems needing the attention of public authorities, took these matters up in various ways with the department. Without an exception they were settled satisfactorily in the telephone and telegraph division without a single case requiring a hearing before the full commission. This year it is likely that the number will be doubled, which is largely due to the inability of the telephone company to secure materials with which to meet the abnormal telephone demands.

"Many of the cases coming to my attention are settled satisfactorily within a few hours without formality or writing letters, by the simple method of taking the questions up by telephone with the representatives of the telephone company. We of the Telephone and Telegraph division have always tried to exemplify the spirit of get-together and talk these matters over in a fair and just way.

"We have attempted to look at these problems from a practical, and not theoretical, side, and every effort has been made to explain to a protesting subscriber that both the telephone company and the representatives of the state are fair in their dealings with all.

"Although we recognize that the question of rates is most essential in the successful conduct of a telephone company, it has always seemed to me that dependable telephone service is the greatest human problem that you have to solve; it is the issue that you have got to meet every minute, every hour, and every day.

"A special responsibility for the right adjustment of service troubles and bills that are questioned by subscribers rests upon the chief operators and public office employees. The way they talk with an irate subscriber, the patience they show in quietly and intelligently explaining the difficulty, the willingness to acknowledge a mistake, and the thoroughness with which they obtain the facts and satisfy a telephone user, all have a vital and most important bearing on public sentiment toward the company.

"When a person who honestly feels he has received bad telephone service, or has been overcharged on a bill, calls a chief operator to complain, or either writes or goes to a public office to protest against what he calls an injustice, he should be treated courteously and his case should be adjusted quickly. If it is not, he will carry his troubles to the commission and perhaps will form a wrong impression of the company that may last a lifetime.

"We recognize the infinite complexity of the telephone business, and I feel quite sure that by the exemplification of this get-together spirit, this willingness to give and take, we can always find a solution of these problems."

In closing, Mr. O'Brien paid a tribute to the fairness of telephone officials and representatives of the company with whom he is dealing every day.

The meeting was the first of the fall and winter season. The membership of the society is now about three hundred, and the plans which President James G. Patterson and the other officers are preparing for the balance of the year assure an increased interest and many additions to the membership.

Annual Meeting of Credit Union This Month

THE annual meeting of the Telephone Workers' Credit Union will be held November 15, in Boston.

All telephone employees are urged to make every effort to attend.

E. K. Hall, vice-president of the American Telephone and Telegraph Company, will be the principal speaker at the meeting.

A profitable evening is assured, and the concert to be given by employees will prove a delight in every way.

The meeting will be addressed by other prominent men, and the advice and counsel they will give us will make it well worth while for every one to attend.

A Remarkable Demonstration

New Record of Telephone Achievement Made during Preliminary International Communication Conference in New York

A NEW record of telephone achievement was made in the course of a demonstration witnessed by the members of the Preliminary International Communications Conference at a dinner given them by the American Telephone and Telegraph Company at the Waldorf, New York, on the evening of October 21. They were able to talk and listen over the line of the Bell System from New York to Los Angeles and by wireless from Los Angeles to Santa Catalina Island, and eastward by wire to an Atlantic port and by wireless telephone to the steamship *Gloucester*, at sea, and they were also enabled to hear people talking from the ship on the Atlantic by wireless to shore, by wire across the continent, and by wireless to an island on the Pacific.

Delegates Guests at Dinner

This new feat in the art of communication, remarkable in itself, was all the more interesting because it was made in connection with the dinner given by President H. B. Thayer on behalf of the American Telephone and Telegraph Company and associated companies, the Western Electric Company, Incorporated, and the International Western Electric Company, which was attended by some fifty conference delegates representing Great Britain, France, Italy, Japan, and the United States, together with the principal officers of the Bell System and of the General Electric Company and its associated companies.

The Communications Conference, which has been holding sessions in Washington took advantage of an opportunity given them by the General Electric Company and the American Telephone and Telegraph Company to inspect some of the highest development of America in the line of electrical communication.

The party left Washington Sunday night, and visited the New Brunswick, N. J., wireless telegraph station of the Radio Corporation of America on Monday, the factories of the General Electric Company at Schenectady on Tuesday, the West Point Military Academy on Wednesday, and on Thursday the general offices of the American Telephone and Telegraph Company in New York, the operating rooms of the Long Lines Division on Walker Street, and the laboratories of the American Telephone and Telegraph Company and Western Electric Company on West Street.

At the main offices of the American Telephone and Telegraph Company, demonstrations were given of the cipher telegraph, of transmission through a thousand-mile cable, and of carrier cur-

rents. At the Walker Street building they inspected the long-distance switchboards, the test boards and mechanical switching apparatus, and at the West Street building they were shown through the research and development laboratories of the Bell System and Western Electric Company, where most important work for progress in the art of communication is being carried on.

The dinner in the evening was at the Waldorf-Astoria, where the guests were shown a motion picture descriptive of the building of the transcontinental telephone line. They were welcomed by President H. B. Thayer and were addressed by Col. John J. Carty, vice-president of the American Telephone and Telegraph Company, who had charge of the demonstration.

Colonel Carty One of the Speakers

Colonel Carty spoke briefly of radio development, and explained the singular advantages of the wire telephone service over land and of wireless telephone transmission where wires could not be used. He referred to the wireless telephone record made by the Bell System in 1915, when wireless transmission was accomplished not only across the continent but from Washington to Honolulu and from Washington to the Eiffel Tower. In this connection he expressed gratitude for the coöperation of the Navy in permitting the use of the Arlington Tower, and of the French nation in permitting the use of the Eiffel Tower, particularly of the courtesy of General Ferrie, who was present.

Each place at the table was equipped with a receiver and, as Colonel Carty called the roll of the district chiefs along the route of the transcontinental line, the guests heard each answer and learned from each the distance from New York; their temperature, and time. As the roll was called, a large map hanging on the wall was illuminated so that the course of the connection across the continent could be followed.

From Coast to Coast

When the connection with San Francisco had been established, conversations were held between the British consul there and a representative of the British delegation, between the Italian consul and a representative of the Italian delegation in the Italian language, between a Frenchman and the representative of the French delegation in the French language, and there was to have been a conversation in Japanese, but for the inability of the Japanese consul in San Francisco to be present.

Then the connection was carried down from San Francisco to Los Angeles, and a conversation was had with a representative of the company at Santa Catalina Island. The representatives of the conference found that a communication by wire and wireless to Santa Catalina was as clear as if it had been from another part of New York City. The connection was then established with the steamship *Gloucester*, which had left port four hours before, and unfortunately had not gotten far enough away to make possible the best wireless results. There was also some static interference. Nevertheless the conversation between Colonel Carty and his representative on the *Gloucester* was clearly heard, and later, when the conversation was put through from the steamship *Gloucester* to Santa Catalina Island, the hundred guests at the dinner were able to hear the talk from off shore in the Atlantic to off shore in the Pacific.

In behalf of the representatives of the delegates for the Preliminary International Communications Conference, Mr. F. J. Brown, assistant secretary of the British Post Office and presiding officer and senior delegate of the conference, spoke in behalf of his conferees, to express their high appreciation of the marvels of the art of communication which they had been shown, and of the hospitality of the American Telephone and Telegraph Company and its associated companies.

Interesting Facts

COL. J. J. CARTY, vice-president of the American Telephone and Telegraph Company, in charge of development and research, incorporated the following statistics in his address before the British, French, Italian, Japanese, and American delegates to the International Communications Congress, at the dinner given them by President H. B. Thayer, of the American Telephone and Telegraph Company, at the Waldorf Hotel, October 21, 1920.

The plant of the American Telephone and Telegraph Company and associated companies consists of more than 8,000,000 stations owned by them. To these should be added something over 4,000,000 connected stations owned by other companies, making a total of over 12,000,000 stations which are interconnecting in the Bell System and distributed through all of the states of the Union.

The wire plant owned by the Bell System consists of 24,749,000 miles of wire, of which 3,611,000 miles are toll wire and 21,138,000 miles are exchange wire.

The traffic which was carried over this vast continental system during the year 1919 amounted to 9,752,000,000 exchange (local) calls and 379,219,000 toll calls, making a grand total of 10,131,000,000 calls for the whole year. The average total number of daily exchange connections, 1919, was 29,386,000, and the average number of daily toll connections for the same year was 1,166,000,—

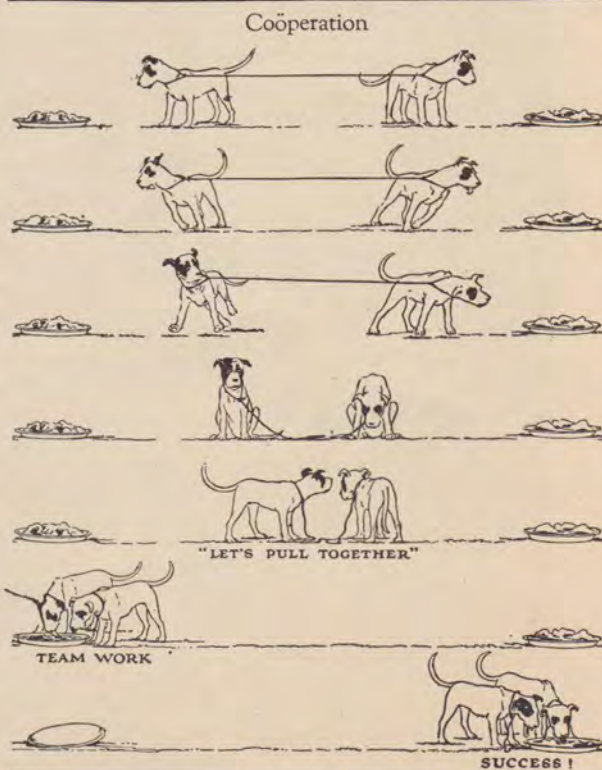
a total of over 30,000,000 telephone calls each day in the Bell System.

The total number of employees is 236,000.

The above figures do not include the Western Electric Company, which has an investment of \$100,000,000; annual sales at the rate of \$180,000,000, and 33,000 employees. Its works at Hawthorne employ 22,000 people. It has depots in all the principal cities throughout the United States. It has world-wide foreign connections, with factories and representatives in all of the principal countries of the world.

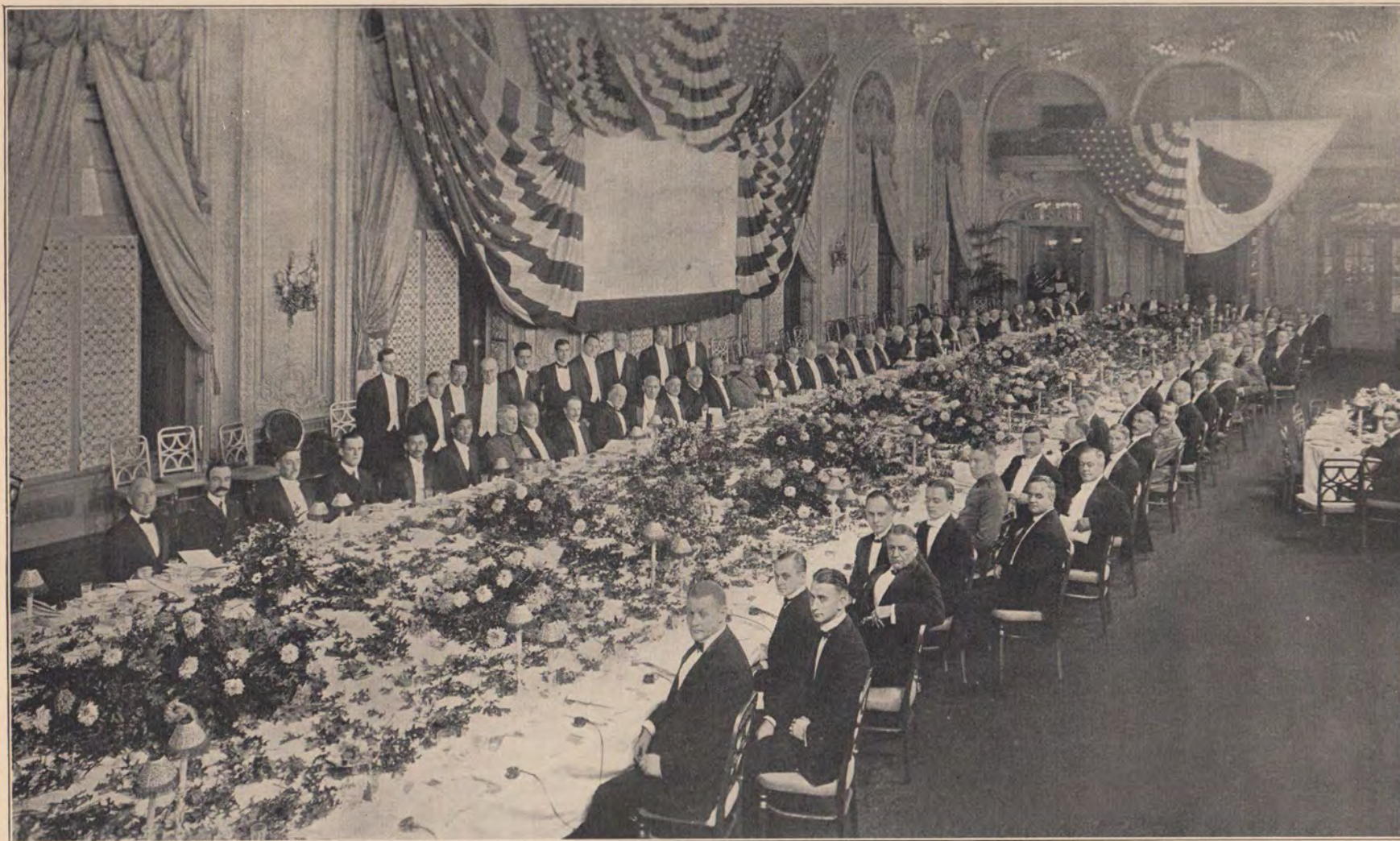
The book costs of the plant of the American Telephone and Telegraph Company and associated companies is \$1,321,754,000. This figure is largely on the basis of pre-war prices. Any valuation based on the present cost of construction would be much higher, undoubtedly exceeding \$2,000,000,000. Appraisals have been made from time to time of most of this plant by public authorities, and in all cases the appraisals have been higher than the book figures.

It is interesting to note that this great system of communications is not owned by a few rich individuals. On the contrary, its stock and securities are very widely distributed in small holdings, there being in the American Telephone and Telegraph Company alone 135,000 stockholders, with an average holding of 33 shares each.



—New Success Magazine

"The power a man puts into saving, measures the power of a man in everything he undertakes."
—Frank A. Vanderlip.



DINNER GIVEN IN HONOR OF THE DELEGATES TO THE PRELIMINARY INTERNATIONAL COMMUNICATIONS CONFERENCE BY MR. H. B. THAYER, ON BEHALF OF THE AMERICAN TELEPHONE AND TELEGRAPH COMPANY AND ASSOCIATED COMPANIES, THE WESTERN ELECTRIC COMPANY, INC., AND THE INTERNATIONAL WESTERN ELECTRIC COMPANY, WALDORF-ASTORIA, NEW YORK, OCTOBER 21, 1920.

Plant Accounting Romance

MISS MARY E. FLEMMING and William A. Donahoe, of the Boston Plant Accounting Department, were married September 19, 1920.



MR. AND MRS. WILLIAM A. DONAHOE

Their desk was artistically decorated by the young ladies of the office prior to their leaving, and a handsome gift was presented to them by Supervisor Christiansen in behalf of their office associates.

After the ceremony they left on a tour of the Middle West extending as far as Indiana.

New Branches of Credit Union

DURING the month of October branches of our organization have been opened at Lowell, Lawrence, Haverhill, Fitchburg, and Framingham, and judging from the interest taken in the meeting and the membership already obtained, these branches promise to very rapidly equal the branches already in existence.

Our Bank has fourteen branches in Massachusetts and has a membership of over 3,300. Are you one of them? If not, you better join now, and we can assure you that you will find it decidedly to your advantage.

Teamwork

UNLESS you are a teamworker you are little likely to succeed under modern conditions. Civilization is built on teamwork — is teamwork.

To-day all these things are done by teamwork.

Teamwork has given us fine homes, palatial apartment houses, giant hotels.

Teamwork has given us machine-made clothing, machine-made shoes, machine-made foodstuffs, machine-made necessities and comforts of every description.

Big business will advance to positions of great responsibility no man who has not demonstrated his ability and aptitude as a teamworker.

A widely known out-of-town banker was being selected by the National City Bank of New York as vice-president. Salary — a large one — had

been agreed upon and other arrangements completed. Then he wrote wanting to know precisely where he would rank among the institution's list of vice-presidents, and laid stress upon his "standing." He was immediately dropped. "He will not make a good teamworker," was the manager's verdict.

The teamworker can be — must be — every inch a man.

But he is something more.

He is a diplomat. He is not bigoted. He recognizes that others, especially his superiors in rank, are also entitled to have opinions and convictions of their own. He is ready to give and take. He does not expect to have everything his own way, to get always exactly what he wants. He is broad enough to try to see things from the other party's point of view.

And only teamworkers rise to the top under modern conditions, where one-man enterprises cannot withstand the competition of giant combinations of brains and capital.

Carefully scrutinize your make-up, and if there be weak spots or links in it, apply yourself to remedying them.

For large-scale success to-day is spelled "Teamwork."

— Reprinted from "Forbes' Magazine."

HOW YOU CAN HELP US TO HELP YOU

Knowing the Benefit Plan Will Help

If you are absent on account of disability **YOU CAN HELP US TO HELP YOU** in the following ways:

REPORT THE DISABILITY PROMPTLY. Arrange at time of reporting your disability so that the **CERTIFICATE of YOUR ATTENDING PHYSICIAN WILL BE FORWARDED PROMPTLY.**

Report all accidents promptly.

DO NOT LEAVE HOME while on disability **WITHOUT** obtaining the **PERMISSION OF THE BENEFIT FUND COMMITTEE** through your foreman, supervisor, or head of department.

PROTECT YOUR SERVICE RECORD whenever absent by assuring yourself that it has not been broken.

If you have mislaid your Copy of the Plan, you can secure a new copy if you will ask your foreman, supervisor, or head of department.

BENEFIT FUND COMMITTEE:

E. W. LONGLEY, *Chairman.*

B. J. BOWEN.

G. H. DRESSER.

G. R. GRANT.

L. N. WHITNEY.

J. H. WILLIAMS, *Secretary.*

D. L. LYNCH, M.D.,

Medical Director.

Death Benefit a Revelation

THE following was submitted by a wire chief whose identity is not disclosed lest it reveal the identity of the woman beneficiary of the Benefit Fund under the death benefit clause. His analysis of the average person's mental operations on reading the Benefit Fund Plan is probably correct. We do not like to think of the possibility of death, and, while in good health, we refuse to think very much about it. But death is inevitable, and every right-thinking man should be concerned about the future of those dependent upon him should death occur.

Those who survive him must face that future. The loss of the breadwinner of the family may make the future seem bleak if not blank. Should not the wife—the domestic partner—know what the possibilities of the future are, what provision has been made for her, what possibilities she has to face? Shouldn't she be told what the Benefit Fund Plan embraces and provides?

In the case in point, and doubtless in many others, much anxiety might have been allayed had the widow known that, from the simple fact of her husband's employment by the Company, such provision would be made to her. The Benefit Fund Plan is a very human document. It is worthy of an occasional re-reading, not only to oneself but to one's family.

The communication follows:

When a new employee is engaged by our Company, among other details in connection with properly signing him up, he is presented with a copy of the "Plan for Employees' Pensions, Disability Benefits, and Death Benefits." The Plan is carefully read, the possibility of its liberality being maintained on a sound business basis wondered at, and the copy is filed away for future reference.

In reading the Plan, that portion which would impress itself most forcibly on the reader would be "disability benefits," as any of us are liable to a siege of illness any time. Next in importance comes the possibility of a pension sometime, and, lastly, "death benefits," which one might be inclined to pass over rather hurriedly and forget quickly, it having to do with a subject which it is not well to dwell on too much.

In this way only is it possible to *explain* a case which came to our attention recently.

A faithful employee, highly respected by all and a good man, after a period of illness, passed on, leaving a widow and children. The supervising employee of the department in which this man had been employed obtained a sum of money from the Benefit Committee and took it to the widow on the day her husband passed away. She accepted it very reluctantly, and the supervising employee thought her reluctance due to grief and to not wishing to be bothered with other matters.

Some days later the supervising employee called on the widow again, and this time he had a check

for her which called for nearly two thousand dollars, the death benefit due her.

When the check was presented, she read it carefully, wonder plainly depicted on her face, and which gradually changed to amazement. Explanations were necessary, and with the amazement there mingled tears of thankfulness.

When she could talk she asked the supervising employee if he thought that her husband knew of the "death benefit," as he had not spoken to her about it. She also explained why she did not wish to accept the money on the day her husband passed away, saying that she thought the money in the nature of a loan.

In 1892

PICTURES of years ago are generally of interest, but the one we have here is of more than ordinary interest because it shows two people in our company, one of whom is at least known by name to every employee of the New England Company.

This picture was taken in 1892, and it is what was then known as the Inspection Department of the American Bell Telephone Company, located at that time at 42 Farnsworth Street, Boston.

The gentleman in the foreground is none other than our general manager, William R. Driver, Jr., who



DO YOU KNOW THESE FOLKS?

at that time was learning the business from the ground up. Directly behind him is A. M. Dittmer, now office manager of the Central District, Metropolitan Division, of the Commercial Department.

Mr. Driver and Mr. Dittmer worked together in the Inspection Department at that time.

The general manager now often takes off his coat and goes to it in his office, just as he did in the old days, and Mr. Dittmer says there wasn't any better inspector than Mr. Driver in the whole department when they worked together in 1892.

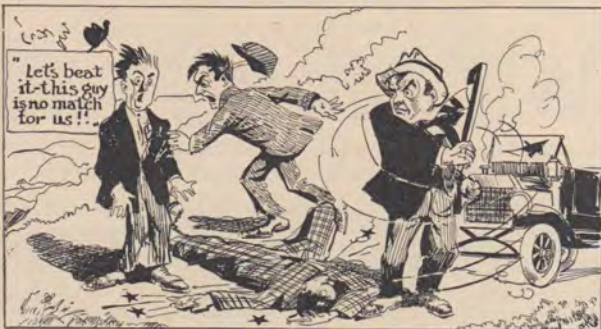
WESTERN DIVISION

HORACE S. HOLT, *Associate Editor*
SPRINGFIELD, MASS.

You Can't Scare a Redhead

"PINK" ASHTON, of North Adams, recently had an exciting experience on top of Florida Mountain.

Returning to North Adams after shooting trouble on the Barre Plains and Troy Line, he was hailed by three men who shouted for a ride. "Pink," as a good rule-observing employee, shook his head and continued on without stopping.



Immediately thereafter a bullet went through his wind shield. Turning around Ashton sent the little old Henry full tilt ahead, jumped out when opposite the gang, and swinging his connectors, laid one of the three out cold, upon which the other two took to their heels.

Not All Work and No Play

ON September 27 the Worcester Telephone Bowling League started on a twenty-eight game schedule.

There are eight teams in the league, captained by such old-time pin pickers as Pat O'Loughlin, George Carrick, "Skippy" Decatur, Charles Locke, Everett Nash, "Skim" Bacon, "Bill" Hart, and "Clinker" Sheehan.

On the opening night the teams appeared exceptionally well matched, although each captain, of course, claims his line-up is the winning aggregation.

The matches are all rolled on Monday nights at the Casino Alleys, where the league has the house to themselves, utilizing all of the eight alleys.

If you are within fifty miles of Worcester on Monday, open your windows and you will probably think you hear a distant thunderstorm. Don't be alarmed, however, for it is only the noise made by these forty bowlers and some thirty rooters, in their weekly battle on the narrow lanes.

Worcester Class Work

THE first of a series of evening classes to be conducted one night a week in the Worcester office, for the study of telephony, was held October 6, 1920, with an attendance of thirty-two men.

The first lesson was devoted entirely to magnetism, and was conducted by Arthur W. Knowles. The first lecture proved to be very interesting, Mr. Knowles demonstrating the points brought out by performing experiments before the class.

A committee on schedules and leaders, consisting of a man from each department, after securing consensus of opinion, has decided on the following course, to cover a period of thirty weeks: five weeks on elementary electricity; ten weeks on substation work; fifteen weeks on P.B.X. work. This committee consists of: Chairman, A. W. Knowles, Maintenance Department; C. E. Longfellow, P.B.X. Department; L. T. Baker, C. O. Department; Jos. Baldwin, line construction; C. K. Higgins, Substation Department; E. T. Harrop, Field Engineering Department.

Mr. Knowles has been selected to conduct the classes in elementary electricity.

The conductors for the other subjects have not been selected as yet by the committee.

The A B C of SAFETY FIRST:
ALWAYS BE CAREFUL

Springfield Toll Gets a Bouquet

THE following letter was received from the Springfield Facing Company, by District Manager Sanborn, who naturally passed it along to Miss Elizabeth Harkness, toll chief operator:

"So often we speak of poor service, and forget the days when we get good service, that I want to extend our appreciation for what we consider excellent service yesterday morning, when the writer wanted three toll calls by ten o'clock. None of them was put in before ten and we got New York, Albany, and Boston before 10.15.

"We thoroughly appreciate the service rendered us, and trust things will grow easier for all of us."

Criticism and Commendation

PROBABLY, in order to be perfectly fair in the matter, we should not print letters of commendation of our service without at the same time printing criticisms. However, criticism of service, however slightly deserved, is so prevalent, and commendation, however well deserved, is so rare that it seems entirely fitting that we should gratefully acknowledge the courtesy of those who are thoughtful enough to pause for a moment in the busy grind to write a word of praise. If subscribers in general could appreciate the tonic effect of a few words of deserved praise upon our operating forces probably more communications of this kind would be received.

Below are four communications of this nature received recently. The first is from the Westfield Paper Company to Manager Fuller:

"We wish to express our appreciation for the excellent service rendered by your Company during the recent embargoes. Especially in connection with a call made to Berlin, N. H., after a severe storm which caused a great inconvenience in all lines, making it impossible to obtain a clear line, your operator relayed our message, which courtesy was of great benefit to us, and greatly appreciated.

"We also wish to commend you on the service rendered by Miss McBride, our local operator, whom we have always found to be exceedingly courteous and obliging."

Here is what District Manager Sanborn received from a Springfield subscriber:

"We had an occasion arise by which the Circus were very anxious to get in touch with River 131. Unfortunately the writer was out. When he came in he called the telephone company and experienced a great deal of difficulty in trying to get in communication with the Circus authorities. Finally, after a long delay and considerable irritation the writer called for the chief operator, whose number is 112. The writer knew from the tone of her voice that his troubles were over.

"Operator 112, Mrs. G. Holland, after telephoning repeatedly from one place to another, and my office, finally succeeded in finding me at my home, and reported to me the information that made it possible for me to make good in my business.

"I wish to express my appreciation to Operator 112 for her most efficient service."

Several members of the Springfield Chamber of Commerce recently visited our office. After their visit General Secretary Jackson sent this letter to Mr. Hayden:

"I want to express my appreciation of the courtesy and time shown and taken by you in conducting us through the principal departments of your organization.

"The two hours spent with you were most illuminating and instructive. I have gained an appreciation in a meager way, no doubt, but satisfactory to the layman, of the difficulties you are facing and the obstacles you have overcome in rendering a high grade of service to the community.

"I cannot help but express a word of comment on the high-grade type of personnel of the Springfield office of the New England Telephone and Telegraph Company, and their standard of service is enhanced by the splendid headquarters environment."

True we do get many "knocks," and when we get a letter like this one that Manager Spaulding

received from A. C. Harvey it certainly sounds good:

"In these days of criticism of the service rendered by your Company, perhaps now and then justified, I wish to call your attention to the not only excellent but accommodating service given me last Friday afternoon about 6 o'clock P.M., and I would feel gratified if you could learn the names of the operator and supervisor who interested themselves in the case and thank them for me!

"I had an emergency case relating to a fatal accident by auto in Holyoke, and it was very necessary that I secure communication with R-8315M (23 Leete Street) at once. As that 'phone didn't answer (party proved to be in Palmer), the supervisor learned of the absence from a nearby 'phone, and connected me with the Palmer people promptly. In this manner valuable time was saved and mental agony somewhat lessened. The service was graciously and promptly given, and I appreciated it very much.

"As this seems to be the only manner in which I can show my appreciation, the names of the operator and supervisor being unknown to me, I have concluded to write this letter. You have many 'knocks,' and hence this may prove fully as agreeable."

"Virtue is Its Own Reward"

WHILE the above caption is true, still it adds to the satisfaction to know that a duty cheerfully performed goes not unrecognized. The following notes are to the chief operators at Pittsfield and Dalton, respectively:

Dear Miss Solon,—Will you please thank the operators in your exchange, particularly the toll operators, whose courteous assistance during my father's illness and at the time of his death, in locating people for us promptly, has been much appreciated by both Mrs. W. M. Crane and myself.

Yours very sincerely,

WINTHROP M. CRANE, Jr.

Dear Miss Smith,—Will you please thank the operators in the Telephone Exchange for their courteous assistance which was so cheerfully rendered to Mrs. Crane and myself during father's illness and at the time of his death.

Yours very sincerely,

WINTHROP M. CRANE, Jr.

Safety First

HE just uncapped the tank
Whence came a petrol odor rank.
He lit a match and held it o'er,
To see if he might need some more —
He didn't!

The driver saw the fast express
And said, "I've speed enough, I guess."
Despite the warnings on each side,
To beat that train the driver tried.
He didn't!

He sold his bonds much under par,
And with the proceeds bought a car.
He told his boss, "I'd be a fool to stick,
With Ponzi's help, I'll get rich quick."
He didn't!

One sultry sultry morn in — well,
You know where some lost spirits dwell —
The shade of these three met apace;
They said, "Let's warn the human race."
They couldn't!

Northampton Blue Bell Club

THAT the employees in Northampton, Amherst, and Easthampton exchanges are all one big family has been proven by the success of the Blue Bell Club.

Organized in August, 1919, by several of the live wires in the three departments of the above-named exchanges, the club is now in a flourishing condition and is entirely self-supporting.

Situated in Hadley, Mass., on the banks of the Connecticut, adjacent to one of the finest bathing beaches along the river, the popularity of the resort during the summer months can be easily imagined.

The clubhouse — part of it shows in the picture — was built by the male members of the club under the direction of W. F. Arnold. The building consists of one large room and a kitchen, together with a broad veranda.

Ball games by the Traffic furnished amusement several times during the past summer, and the girls' ranks furnished Ruths, Cobbs, and Speakers.

The officers of the club are: president, W. F. Langan; treasurer, Rita Malley; Board of Direc-

tors, W. F. Langan, W. H. Shea, Geo. P. Campbell; architect and boss carpenter, W. F. Arnold.

Note. Wire Chief Shea wants it distinctly understood that the timbers showing beneath the house and veranda are not telephone poles, but pulp logs which came ashore last spring and which the thrifty members gathered for firewood.

Chief Operator a Bride

MISS MARJORIE STACY, who for the past three years has occupied the position of chief operator in the Athol Exchange, returned from her vacation on August 30, a bride. The "lucky fellow" is Mr. Wallace C. Tyler, son of A. F. Tyler, a local manufacturer.

Mrs. Tyler on her return was surprised by her fellow-employees, who had decorated her desk with gay crêpe papers, wedding bells, and kewpie dolls. In the center of her desk was a beautiful mahogany serving tray, a china chocolate set, and one-half dozen silver chocolate spoons, presents from the Traffic, Plant, and Commercial departments of the exchange.



A MERRY CROWD ENJOYED THE NORTHAMPTON BLUE BELL CLUB THIS SUMMER

Topics for "Topics"

To Worcester's D.P.C.

By this nickname
Of affection
Was he christened.
So by his pals will he
Ever be known,
Regardless of future actions.

No One Believed It

IT is so, just the same, as the City Clerk confirms the newspaper reports.
Yes, that hard-shelled old bach, Harry Bills, is married.

On Saturday, September 25, he and his intended, Miss Agnes V. O'Keefe, of Park Avenue, West Springfield, slipped quietly—oh, so quietly!—over to New York and were there married in some little church around the corner.

Congratulations

ARTHUR C. EGAN, installer at Holyoke, who saw service with the 104th, has been granted compensation by the Government on account of injury due to gas, and intends to accept Uncle Sam's offer of a six months' training at some school.

Legs Versus a Ford Engine

"DUTCH" VOGEL, Holyoke's well-known trouble shooter, is bemoaning the passing of vacation times. It appears that, during vacation of the regular drivers, "Dutch" had the use of a "Henry." Now that vacations are over, he is back acting as engine for a bicycle, and has suddenly discovered that his legs are not what they used to be.

The Modern Hiawatha; Or, The Legend of the Silver Fox

INSPIRED by one of the limericks in the October issue, one of our prominent readers sent us the following, which is published with all due apologies:

From the regions of the North Wind,
From the far-off Nova Scotia,
Once there came a mighty hunter,
Came MacAulay, the great Chieftain.
And he built his camp fire with us,
Tarried through the snows and summers.

Now, Augustus was not only
Mighty with the rope and climbers,
He could see a vision clearly,
Work a scheme to lay up wampum;
And he told his plans so ably
That the chieftains and the maidens
Brought their shekles and their savings,
Brought them to the glad MacAuley;
And he chuckled as he took them,
Saying to the youths and maidens,
Now we'll hie us to the Northland,
There to start the festive fox farm,
Ranch of far-famed Silver Foxes.

This he did, but long the warriors
Waited in their lonely wigwams,
Waited for the gladsome tidings
That would make them rich in wampum.
Sad their faces and their language,
As the ashes of their camp fires
Wafted, with their blasted prospects,
To the land of the Hereafter.

New Plant Ratings

COMBINATION toll testman, Justin E. Dunbar; line repairmen, Fletcher Greenwood, George J. Maguire, Robert T. Nimmo, Phillip Powers, Clarence P. Talcott; linemen, Francis J. Cone, Fletcher Greenwood.



J is for Jimmy, a man who loves SPEED,
For chickens and such his flivver has a greed;
Sent to the Print Works to put in a new board,
Jimmy found a wife and started to hoard.



K is for Kitty, a chief of wide fame,
At doing her work she is always the same;
So quiet is she, as moves round the house,
I think she must be after the proverbial mouse.



L is the way you begin the first name
Of this little lady of athletic fame;
She can throw a baseball like a big league pitcher;
When swimming or driving she sure is a picture.

NUMBER FOUR OF THE GUESSING CONTEST

Guess the last name. Send it to H. S. Holt, New England Telephone and Telegraph Company, Springfield, Mass. A cash prize will be given the winner at the end of the contest.

Another Promotion

THE transfer of Mr. G. Leslie Vianello, for the past seven years senior toll testman at Springfield, to the office of the supervisor of equipment, at Boston, marks the promotion of another Western Division man to work in a broader field.

Mr. Vianello broke into Telephone work back in 1900, as a night operator at Lexington, Mass. Successively night operator at Malden, at work in the old General Construction Department, local wire chief at North Adams, circuit manager's office at Boston, and with the Pacific Telephone and Telegraph at Fresno, Calif., he finally returned to the New England Company on July 15, 1913, as senior toll testman at Springfield.

The boys (and girls) in the Western wish you all kinds of luck, and hope your new duties will bring you out here once in a while.

Athol Notes

ATHOL operators were given another surprise on the morning of September 24, when Miss Alice M. Donnelly reported for duty, proudly exhibiting a plain band of gold on the third finger of her left hand. Miss Donnelly worked until 8.30 the evening before, and then quietly slipped away to have the ceremony performed which made her the wife of Mr. Ernest H. Steinberg, of the neighboring town of Orange.

Mrs. Steinberg has been connected with the Company for nearly nine years, for the past three as a supervisor. In this position she has made many friends, who are well pleased that she is not to sever her connection with the Company.

Mrs. Steinberg was presented a handsome mahogany clock by the Traffic, Plant, and Commercial departments of the exchange, along with the congratulations and best wishes of all.

Friends of Miss Agnes Glasheen, operator in the Athol Exchange for the past four years, will be sorry to learn that after an illness extending over a period of eight months, she has resigned her position. Miss Glasheen was most faithful in the performance of her duties, and it is sincerely hoped that she will be able to return at some later date.

Miss Pauline Quinlan, junior supervisor, who has been suffering from a nervous breakdown since last June, is slowly recovering, and it is hoped that she will be able to return to work by the first of the year.

Traffic Promotions

CLINTON — Gertrude Cannon, operator to junior supervisor. *Gardner* — Isabel M. Fitzgerald, operator to junior supervisor. *Northfield* — Lillian I. O'Clair, junior supervisor to chief operator. *Millbury* — Catherine M. Braney, operator to chief operator. *Springfield-Walnut* — Edna Deely, junior supervisor to supervisor;

Medga Smith, junior supervisor to supervisor; Marcella Allen, operator to junior supervisor; Ida Gregory, operator to junior supervisor; Della Moriarity, operator to junior supervisor; *Worcester-Cedar* — Marie A. Guertin, operator to junior supervisor; I. Irene Hanchey, operator to junior supervisor. *Worcester-Park* — Dorothy A. Townsend, operator to junior supervisor. *Worcester-Toll* — Martha M. Hanshaw, operator to junior supervisor.

Gt. Barrington. Anna M. Hopkins, junior supervisor to supervisor.

Northampton. Margaret E. Malley, clerk to desk supervisor.

Pittsfield. Elizabeth A. Sullivan, desk supervisor to assistant chief operator; Marguerite Claffie, operator to junior supervisor.

Springfield River. Grace Dolan, operator to junior supervisor; Helen Dineen, junior supervisor to supervisor.

Springfield Toll. Catherine Mulvey, operator to junior supervisor; Mary Mason, operator to junior supervisor; Ella Lampson, junior supervisor to supervisor; Alta Mason, junior supervisor to supervisor; Mae L. Milbier, supervisor to assistant chief operator.

Worcester Cedar. Lucy F. Donlon, exchange observer to night chief operator; Winifred B. Edwards, supervisor to instructress; Mary E. Fleming, junior supervisor to supervisor.

Some More Plant Ratings

The following-named plant men have passed examinations for the ratings shown:

Springfield District. Class B.S.S. installer, Albert B. Ramsdall; class B.S.S. repairman, Albert B. Ramsdall; head lineman, Arthur Goulet; head lineman, Thomas F. Flynn.

Pittsfield District. Line repairman, George H. Lyman; head lineman, George H. Lyman.

Worcester District. Lineman, Jeremiah J. Murphy; lineman, John A. Hennessey; line repairman, Jeremiah J. Murphy; line repairman, John A. Hennessey.

M. S. Blaisdell Given a Surprise Party

THE male employees of the Company in the Fitchburg District tendered M. S. Blaisdell a surprise party in G. A. R. Hall, Fitchburg, on the evening of Tuesday, September 21, and there presented him a handsome shotgun and a fishing rod.

The party was attended by about one hundred and fifty employees and guests, among whom were C. N. Tasker, division plant superintendent; W. J. McLaughlin, district manager; John Harvell, district traffic chief, and A. S. Caverly who, as acting district plant chief, succeeded Mr. Blaisdell as head of the Plant Department in the district.

The guests spoke briefly, and the men who served with Mr. Blaisdell took occasion to express their regard for him and wish him success.

Joe Stern Is At It Again

THAT feller Joe Stern is the doggonest feller you ever met. Since he has been sketching for TELEPHONE TOPICS he likes to meet all the telephone folks he can; says they are the greatest bunch he ever met, and so on. The other day he was in Worcester and dropped in to see the bunch and get acquainted with some of the Western Division people. He met District Traffic Chief John P. Harvell, and before John knew, Joe had John's picture sketched, and here it is.



John Harvell is the man who looks after the traffic end of our business in the Worcester District, and he is doing a mighty fine job. It will be recalled that Mr. Harvell had charge of the Ayer and Camp Devens offices during the war and where, incidentally, he made a big hit with the Government officials by his good work.

So the rest of you folks better look out. Stern is liable to drop in on you some day and sketch you before you know it.

Then he will send the sketch to the editor and he will have to write something nice about you for TELEPHONE TOPICS. However, there is nothing the editor likes to do any better, and, moreover, he will only write the truth.

A. T. & T. Employees Have Outing at Springfield

THE first annual outing of the Springfield Branch, Employees' Association, American Telephone and Telegraph Company, was held on Sunday, September 12, 1920, with large delegations from the Hartford and New Haven branches, together with a considerable number of the N. E. T. & T. Co.'s Springfield workers.

Turnverein Park, in East Longmeadow, was the scene of the festivities, which were enjoyed by the 160 people attending.

During the forenoon a ball game was played between Springfield and Hartford, which was won by Springfield with a 15-3 score.

At one o'clock a fine chicken dinner was served in the clubhouse, during which Falvey's Orchestra played the latest jazz.

The postprandial exercises consisted of an entertainment by Herbert Clark, of Boston, who, in character sketches replete with knocks and boosts on several of these present, kept the crowd interested for over two hours.

Following the athletic contest a ball game between Springfield and New Haven was played. It was won by Springfield to the tune of 14-2.

In the rope pull between testboard men of Springfield, Hartford, and New Haven, the Springfield team was victorious, while in the like event for section linemen, the New Haven huskies put it all over the others.

Standing broad jump — Carl Johnson, of Ware, 1st; L. R. Kellog, of Springfield, 2d; W. H. Grant, of North Adams, 3d.

Running broad jump — T. W. Evans, of Greenfield, 1st; L. W. Pope, of New Haven, 2d; W. H. Grant, of North Adams, 3d.

100-yard dash — T. W. Evans, of Greenfield, 1st; W. H. Grant, of North Adams, 2d; L. R. Hoffman, of Hartford, 3d.

Fat man's race — A. W. Lawson, of Hartford, 1st; P. H. Steele, of Springfield, 2d.

Frank Steel's alibi is that the spill he took at the finish was caused by the amount of dinner he ate, which brought his center of gravity unduly high.

Among the out-of-town guests were Division Plant Superintendent L. R. Jenney and Mrs. Jenney, District Plant Superintendent C. C. Quimby, and A. A. McDonald.

Some Storm

THE night of September 30 was some windy, — so windy, in fact, that October was ushered in with lots of trouble.



ONE OF THE MANY TROUBLES DURING THE STORM OF SEPTEMBER 30

The above snapshot shows just one of the many trees that were down on our lines in all parts of the division.

Fine Material Exhibit

AN attractive display of various kinds of telephone material and cards, explaining why the Company cannot make new installations more promptly, was placed in the window of England Brothers' store at Pittsfield, during the week of August 23. It has attracted much attention, and very favorable comments were printed in the *Pittsfield Daily Eagle*.

The exhibit was arranged by Mr. Budrow of the Company, assisted by Mr. Buckwalter of England Brothers.

For the Greatest Mother

Give Liberally - Everybody Enroll

Fourth Red Cross Roll-Call

November 11 to 25

DO YOUR PART

Appreciated

THE following letter was particularly gratifying to the North Adams force. The hospital authorities have, in the past, been exceptionally exacting in their requirements.

NORTH ADAMS HOSPITAL,

North Adams, Mass.

AUGUST 23, 1920.

Mr. W. H. Stedman,
New England Telephone Co.,
North Adams, Mass.

Dear Sir, — We wish to thank you and your operators for the excellent service rendered us during the month. Especially would we mention the twentieth of August, when we had occasion to put in numerous calls.

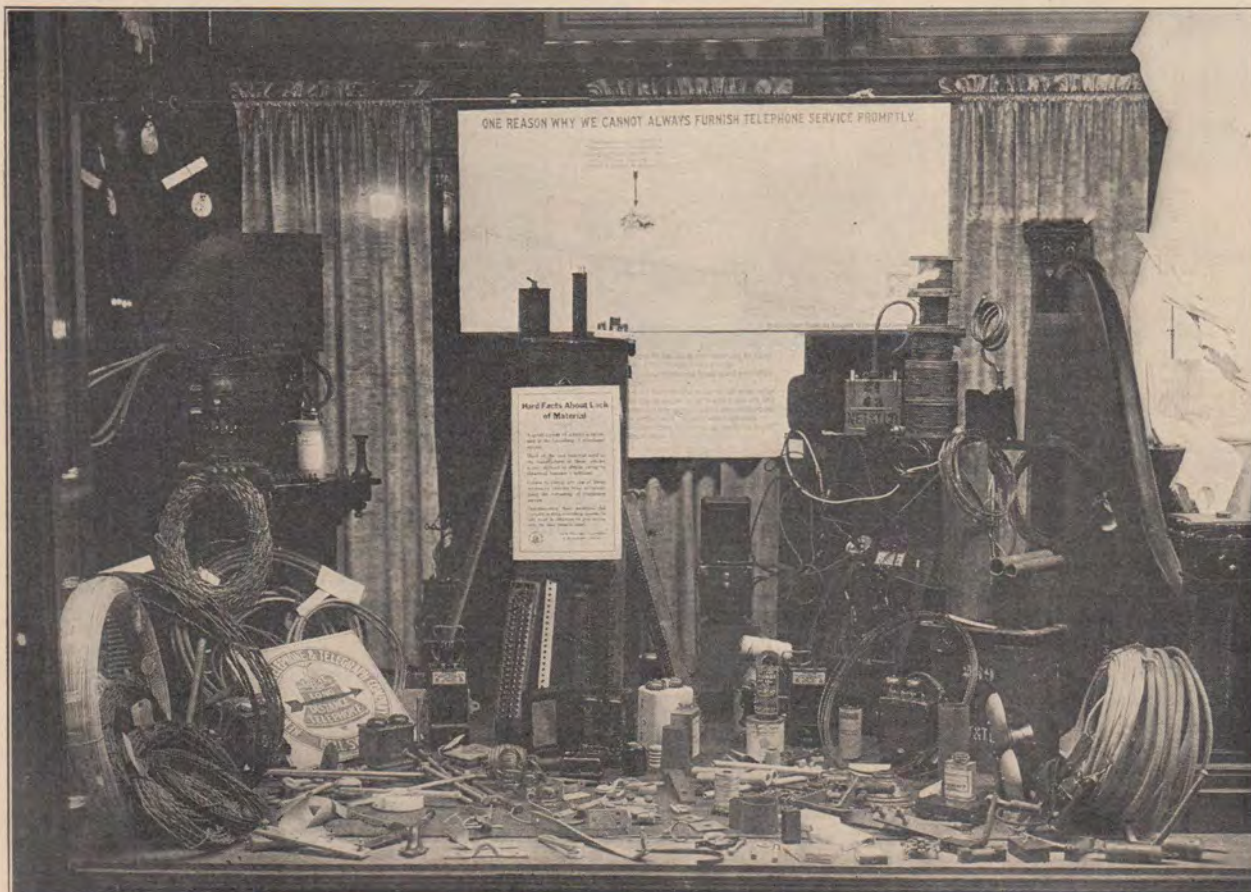
Gratefully yours,

MARY LARTER, R.N.

Plant Ratings

THE following-named Plant men have passed examinations for the ratings shown:

Thomas W. Hennessey, Worcester, class C substation installer; Alfred A. Laverty, Worcester, lineman; Luke E. Dean, Springfield, class C substation installer; Luke E. Dean, Springfield, class B substation installer; Luke E. Dean, Springfield, class B substation repairman.



ONE OF THE BEST WINDOW DISPLAYS IN OUR TERRITORY
This display at Pittsfield has attracted a number of favorable comments.

EASTERN MASSACHUSETTS DIVISION

FRANK H. PARKER, *Associate Editor*
220 DEVONSHIRE STREET, BOSTON, MASS.

Milford's New Manager

ALBERT HENIUS, a World War veteran, and employed by our Company for more than thirteen years, was recently appointed manager at Milford, Mass. Mr. Henius has had a wide experience in the telephone business that fits him admirably for his new position.



ALBERT HENIUS

Starting in as a plant man he worked in various branches of the Plant Department acquiring a splendid knowledge of the plant and maintenance end of our business. He was transferred to the Commercial Department a few years ago, and worked successfully and successfully in the Coin-box Department Central District, as order board agent and credit man, and in the public offices in Boston.

From there he was transferred to the Commercial Department, Western Division, for special work, where he remained until his present assignment.

During the World War he was in the United States Army, serving eleven months in France as a member of a Signal Corps outfit.

All of his friends in the Metropolitan Division — and they are a legion — join with TELEPHONE TOPICS in wishing him the best in his new position.

Danvers Wire Chief Transferred

MR. HARTLEY, the Danvers wire chief, was recently transferred to the Beverly office. Saturday morning, October 9, the Danvers operators presented him with a fountain pen, an Ever-sharp pencil, and two dozen gladioli.

Miss Blanche Sillars, of the Danvers Traffic Department, composed the following poem for the occasion:

The lights in the office will miss you;
The plugs won't stay in the jacks;
The howler won't sing;
The old bells won't ring.
Oh! won't you decide to come back?
We're all such blushing violets
We haven't quite the nerve
To tell you how we've liked you,
So won't this small card serve?

Cupid Busy in Eastern Massachusetts

MISS ELIZABETH MERRILL, toll operator at Framingham, Mass., and Mr. Charles W. Bumstead were united in marriage at the bride's home on Fountain Street, Sunday, September 19, by Rev. George Gleason.

The ceremony was attended by relatives and friends of the couple.

The couple received many beautiful and appropriate gifts.

Mr. and Mrs. Bumstead left after the ceremony for Woodstock, Vt. On their return they will live at 4 Fountain Street, Framingham, Mass.

Mrs. Bumstead has been employed as toll operator in Framingham Exchange for four and a half years, and she will continue at least for a time as an operator in Framingham Exchange.

Miss F. E. Adams, district cashier of the Middleboro District, who has been in the employ of the Telephone Company for thirteen years, resigned October 2. She is now busily engaged in supervising the furnishing of an apartment in Middleboro, as she is to be married in the near future to Clarence S. Shaw, one of Middleboro's enterprising business men.

Miss Theresa C. Fossa, the Salem P.B.X. operator, resigned September 18, 1920, to be married. She was an excellent operator, and had been with the Company thirteen and a half years, having entered in March, 1907.

The girls surprised Miss Fossa with a visit to her home in Danvers, and presented her with a beautiful dinner set of Nippon china.

On Wednesday, July 21, Miss Katherine C. Sullivan, commercial representative in the Fall River manager's office, was married to Mr. Finlay A. Chewning, of Dwight, Ill.

Miss Sullivan has been a popular member of the Commercial force at Fall River since November, 1911, and her pleasing personality will be greatly missed by patrons and associates.

Mrs. Chewning agreed to remain with us until the vacation periods were over, which will be September 25, then she intends to leave for the West, taking up her future residence at Dwight, Ill.

Mr. Chewning is a representative of the Bradley, Vrooman Company, of Chicago, Ill.

The Mighty Have Fallen

JUST a note. At Salem, recently, at golf, Division Superintendent Ives and District Traffic Chief Wilson were both over 100 and under 110 gross.

Let's Have Some More Like This

AN invitation was sent out to all the P.B.X. operators at Gloucester, to visit the local exchange Wednesday afternoon, October 6, and about fifty per cent accepted. They were all very eager to learn about our end of the work, more particularly so as only one of them had ever been inside an exchange before.

A most interesting two hours were spent, and we think the results will benefit both the P.B.X. operators and our own Company.

New Chief Operator at Hyannis

MISS BLANCHE L. SMITH, former supervisor at Hyannis, has been appointed temporary chief operator, in place of Viola C. Chace, who is returning to New Bedford.

With the exception of three, all employees transferred to the Cape offices for the summer season have returned to their home exchanges.

Well, Anyone Will Forget Once

THE collector at Lawrence, in collecting a public telephone, went through the usual routine of collecting and then calling the operator, and said, "Collector; line number and time, please." The reply by the operator was, "We do not give out the time any more."

Brockton Commercial Employee Marries

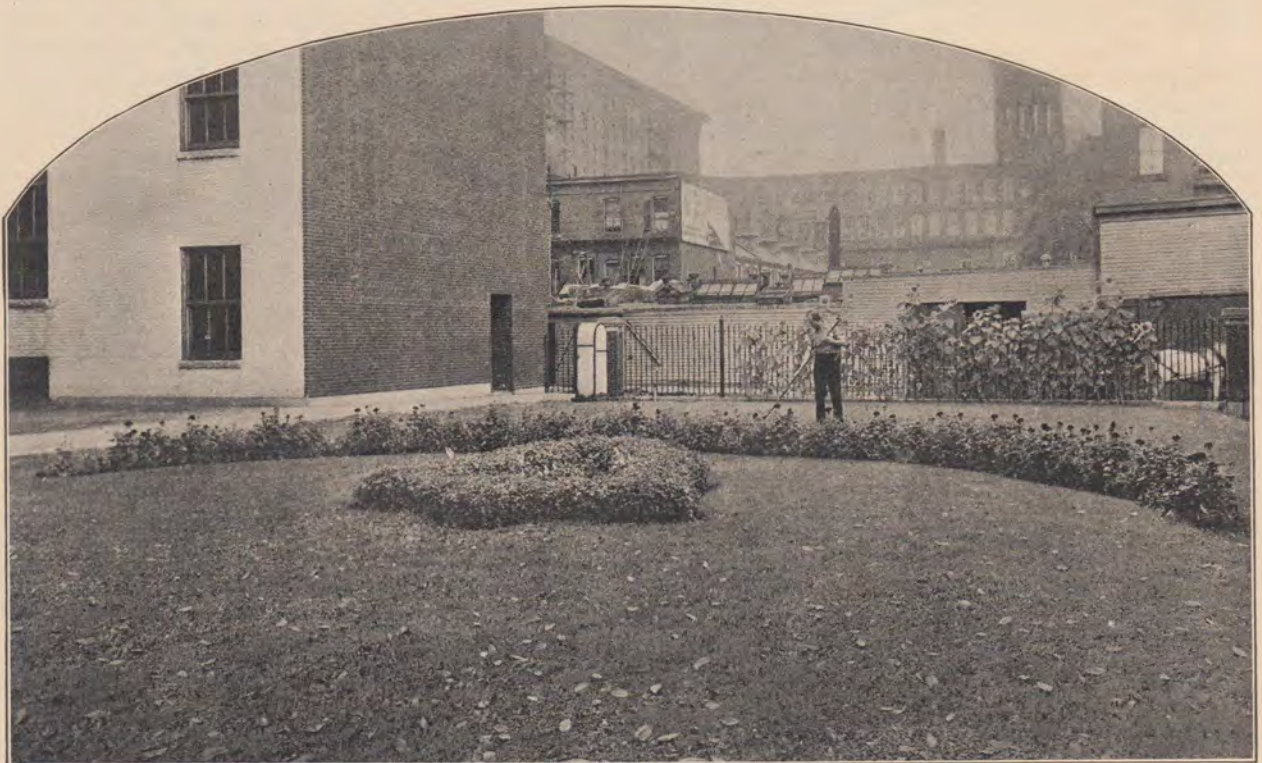
MADELINE J. GALLIGAN, commercial representative, at Brockton Commercial office, was married to Justin J. Buckley, Tuesday, September 28. Miss Galligan has been employed at the Brockton office for seven years.

When she entered the office Saturday morning, September 26, she found her desk very prettily decorated. A handsome bouquet of gladioli occupied a prominent place. Around the desk were gifts, including a very beautiful silver fruit dish and an electric toaster, gifts from her fellow-employees. A tiny Cupid, arrayed in the bridal garb, peered at her as she took her place at the desk. Suspended from the ceiling was a placard bearing the inscription:

Here's to the bride,
For better or worse;
We wish her good luck —
The Telephone clerks.

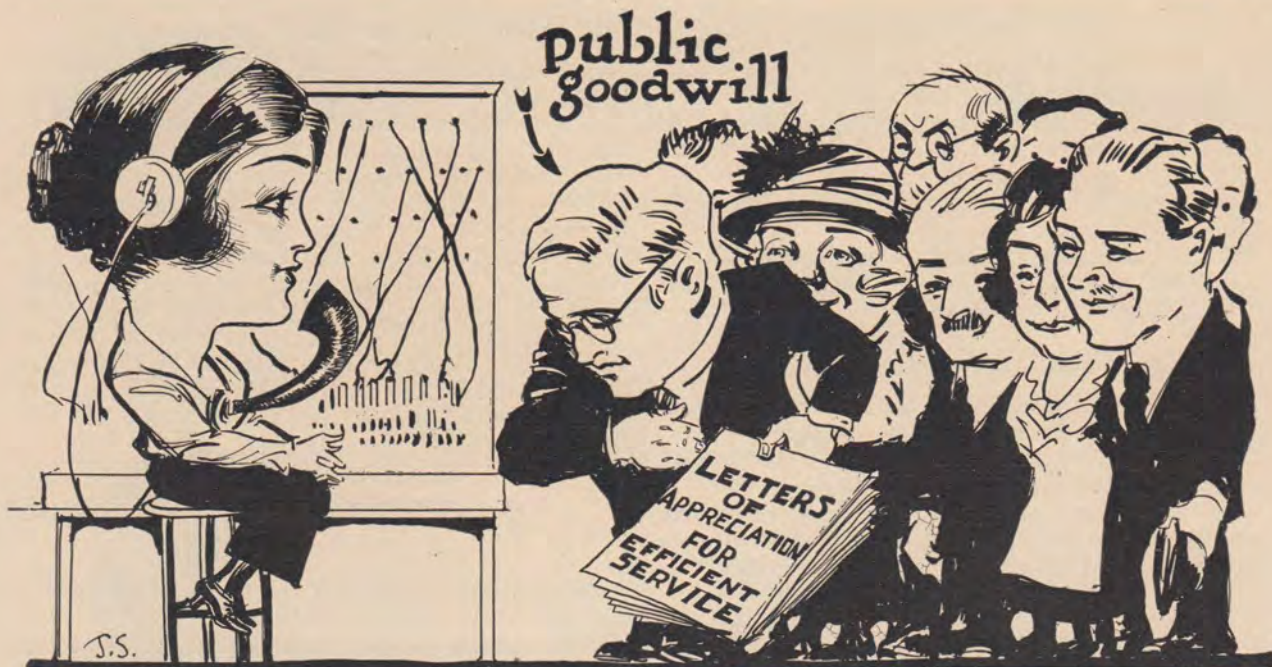
After Miss Galligan left the office, Friday evening, the other employees in the office stayed and did the decorating, so that when she came in in the morning she walked blindly into the trap. She was visibly affected, but managed to extend her warmest gratitude for the display of good-fellowship.

Mrs. Buckley is to remain in the employ of the Company.



LOWELL'S GARDEN

Martin O'Donnell, the gentleman so busy with the rake, is our efficient janitor at Lowell. The grounds are kept in A-1 condition, and his particular pride and pet is the lawn and garden around the central office. The bed of pansies directly in the center was one of the prettiest floral displays in Lowell this summer.



Eastern Mass. Traffic Force Win Praise

WE are doing a good job. Regardless of complaints, all of which tend to help us find ways and means of improving our service, we have the satisfaction that, taken by and large, we are rendering good service and, furthermore, the public appreciates this service as is evident from the following letters received during the past few weeks, praising the work of our operators in the Eastern Massachusetts Division.

Here is what Julius Hollander wrote to us regarding his service at Falmouth:

"In these days it is indeed refreshing to have had the excellent service which your Company rendered me during the past summer while I was at Monument Beach, and I take great pleasure in saying this to you. I found the operators uniformly polite, quick, and attentive, and the service was simply splendid."

The following has been received from Mr. W. H. Renear, commending a case of personal service recently exhibited by Woods Hole operator:

"I think it only fitting for me to state in justice to the young lady, whoever she was, that not long since I was at Woods Hole trying to get in communication with my office at Tisbury, at each instance the line was reported to be busy. I waited as long as I could, and as the boat was about to leave the wharf, notified the operator that I would have to give up the call, as the boat was leaving. The operator very courteously offered to take my message and send it through when the line could be had, which she did, and it gives me great pleasure to bear testimony to the very efficient and courteous treatment of your operator at Falmouth or Woods Hole, whoever she may be."

The following letters were received by Manager Barry from Lynn subscribers:

Dear Mr. Barry, — We wish to take this opportunity to express to you our sincere appreciation for the splendid service which we have received this summer from you and your associates.

*With kind personal regards, I remain,
Very truly yours,*

*(Signed) CLEMENT E. KENNEDY,
Assistant Manager,
New Ocean House.*

*Dear Mr. Barry, — So long as I cannot thank personally the operators who handle the calls on my 'phone, Lynn 1211, I wish you would in some manner let them know that I appreciate the attention they give my business calls. I had this impressed upon me pretty forcibly last Sunday night, when with details of three automobile accidents and an attempted suicide to secure in a bunch and shoot into Boston, so the *Herald* could have the stories in its first edition, every call which I made was promptly answered by the operator, although I knew that at least two other reporters for Boston newspapers were after the same calls I was making. The result was that the *Herald* had the stories on Monday morning, and with considerable more detail than the other Boston newspapers.*

That's what I call "Service First."

Yours very truly,

*(Signed) O. W. BROWN,
Lynn Correspondent for the
Boston Publishing Co.*

(Publishers of the Boston Herald, the Boston Traveler, and the Sunday Herald.)

A five-pound box of candy accompanied this letter from the Enterprise Publishing Company to Manager Colwell, at Brockton, praising the work of Miss Anna McCabe, a Brockton operator:

"Dear Sir, — Good service was rendered by your exchange, through one of its operators, on the night of September 17, when flashes registered as from the *Daily Enterprise* office illuminated her switchboard and gave her reason to suspect something was wrong in our building. Her prompt notification of a reporter then on duty in our newsroom led to an investigation on his part that disclosed a threatening blaze on the third floor. Immediate response by the firemen to an alarm checked the flames before they had got under full headway, and we feel that the alertness of your operator saved several precious minutes and contributed to reducing the loss to our plant.

"Will you please convey to Miss Anna McCabe, the operator in question, the *Enterprise's* appreciation of her quick grasp of the possibility that the wire trouble indicated something wrong on our premises and her equally prompt notification of this office. The accompanying box of sweetmeats is in no sense a measure of our estimate of the service she rendered, but we ask its acceptance as expressing, in a small way, the esteem in which we hold what she did for us. Your exchange is fortunate in having such a watchful and quick-witted operator in its service."

Here we have these two letters, the first from Mrs. D. H. Hamilton and the second from Ethel S. Whiteside, both in praise of our efficient Hyannis operating force:

"Enclosed kindly find check for fifty (50) dollars, with which I should like to show my appreciation for the good service rendered to me this summer. I should like to mention in particular the chief operator, who was always most obliging and efficient, in fact, I think, the Hyannis Exchange is the best that I have ever come across."

My dear Mrs. Keenan, — Would you be kind enough to divide this little present of five dollars up among the operators? I hope they won't mind, but it is merely a slight expression of our grateful appreciation of your wonderful service down here, and of the courtesy and attention which are unflinching.

About one o'clock on October 2, a gas main broke in Beverly, leaving one section of the city without gas. The following letter was received by Manager Butterick from the Beverly Gas Co.:

"I wish to express to you my appreciation of the service which was rendered to us by your operators on duty during our trouble here Saturday, October 2d.

"It was necessary for me to get several calls out of town, from one in the morning until about four, for which I had very good service, and the cooperation of the operators.

"Starting in at six o'clock, we had two lines, with two operators working on our end, calling up people to notify them about the trouble, and as fast as one call was completed another call was put in instantly. This must have been quite a trying experience for the operators, but it was handled very efficiently, and I thought perhaps you might want to say a word of commendation to the person in charge, or the operators themselves.

We have the right to be proud of such letters, and furthermore it should and does stimulate to do even better.

Safety First

When we all get to Thinking Safety and Talking Safety — we'll have Safety.

Let's start now.

New Chief Operator at Buzzards Bay

EFFECTIVE October 11, 1920, Bernice V. Angus was appointed chief operator at Buzzards Bay.



BERNICE V. ANGUS

Miss Angus entered the service in 1917 as a student at Buzzards Bay, and as a result of consistent good work has won steady advancement through the grades of local operator, toll operator, junior supervisor, and supervisor, until she has reached the point where she was selected to be placed in charge of the exchange.

Miss Angus's many friends and associates wish her success in her new position and are confident that the promotion will be a decided

asset to our Company and to our subscribers.

Lowell District Promotions

THE following promotions took place on October 4, 1920, in the Lowell District Traffic Department:

Miss Fannie F. Bailey, supervisor in charge at Georgetown, Mass., has been made chief operator at the same place.

Miss Ruth Bent, supervisor in charge at Medfield, Mass., has been appointed chief operator.

Miss Ruth H. Hall, supervisor in charge at Foxboro, Mass., has been appointed chief operator.

Miss Lauretta I. Matevier, supervisor in charge at Medway, Mass., has been appointed chief operator.

Lawrence News

ON September 13, Miss Grace Burns was promoted from senior clerk to chief clerk. Miss Elizabeth Green was promoted from local operator to a clerk's position.

Miss Hazel Chicken, who was a P.B.X. operator at the Ayer Mill, but for four years connected with our Company, was surprised by the girls of the Lawrence Exchange with a tin shower, which was given at the home of Miss Irene Harrigan, a supervisor at the local exchange. Miss Chicken was married on September 1, 1920.

The operators at the Lawrence Exchange held a dance on Monday evening, September 27, at Victory Park. The hall was decorated with autumn leaves, which made it very attractive. A very enjoyable evening was spent.

The Traffic Problem in New Bedford

BY R. E. MORRIS, Assistant Traffic Chief, New Bedford District

IT is generally known that the Telephone Company is confronted with many trying problems, and as these are not from one source, but divided into departments and subdivided into districts, it might be interesting to the employees as a whole to learn about the difficulties that confront other parts of our Company.

To start this off, the New Bedford District is giving below a few of the problems that confront them in rendering satisfactory service to twenty thousand subscribers in Fall River and New Bedford during the winter, and at the same time preparing a force of experienced operators and supervisors to be sent to the toll centers on Cape Cod, to care for the summer business, which frequently reaches proportions equal to the business handled in their own offices.

It is doubtful if any one not familiar with the planning necessary to care for the summer proposition on Cape Cod realizes the forethought that is necessary to provide sufficient experienced operators to care for the sudden jump in business.

With hardly enough business to keep the few regular operators in practice, it is not possible to handle this business without outside help, and consequently it falls upon the Fall River and New Bedford exchanges to supply all the girls that can be spared, the rest coming from what ex-operators are available, or from other large toll offices.

Handling Summer Business

The first step is to estimate how many girls each office must furnish. For the summer of 1920 the Fall River office has planned on sending twelve girls, and New Bedford ten. These girls must necessarily be toll operators well equipped to handle the heavy summer traffic in an efficient manner, so that the subscribers will receive a satisfactory grade of service. This means that the more experienced toll operators must be sent, because there is little time for training and coaching inexperienced operators. To send inexperienced girls would result in dissatisfied patrons, which would reflect not only on the Telephone Company but also on the office and chief operator where the operators came from.

In order to send this many, it means that local girls must be trained to replace them, and likewise students must be trained on local, to replace those promoted to toll.

Not only must girls be trained on local to take care of these transfers, but also enough must be trained to take care of resignations.

Since January 1, 1920, nineteen local students have been trained at the Fall River office. Since January 1, eight local girls have been trained thus far on inward, nine on recording, and twelve on

outward work. After an operator finishes her toll training it is necessary that she be given further experience by placing her on the toll schedule and transferring some other operator back to local.

Training Special Operators

In New Bedford, twenty-six local and sixteen toll students have been trained, and by June 1, 1920, will be sufficiently experienced to do toll work.

Not only is it necessary to furnish toll operators for the Cape offices, but it is also necessary to furnish a certain number of supervisors. These girls are chosen from the toll force and put through the supervisor's course and also given actual experience in supervising. This year it is planned to furnish at least four supervisors out of the total of twelve.

It is essential that all this training be completed and all girls ready by June 1, because the summer business is variable and frequently starts earlier than is expected, and this additional force must be ready when called for.

It can be readily seen that the district as a whole is in a continual state of unrest. Starting with the new year, training begins in all the larger offices and continues until June, when the experienced toll operators are sent from Fall River and New Bedford to the Cape toll centers. Then a secondary training is carried on there, to familiarize these girls with magneto equipment and new conditions. In the meantime the new toll students in New Bedford and Fall River have to be continually coached, and with the heavy summer loads and inexperienced force, cause plenty of anxiety for the chief operator.

Toll Business Jumps

Unlike the average city exchange the loads do not decrease in the summer, and there is a marked increase in the toll. Both offices handle a heavy A. T. & T. business which, due to frequent conditions, holds up the traffic.

After two months of business averaging from seven hundred to one thousand tickets per day, and handled under difficulties due to the large number of tributaries, these operators come back to Fall River and New Bedford and again have to be brushed up in the handling of calls under the common battery method.

In the Cape offices the sudden drop in business has an injurious effect on the force, as they become restless at the change, and something has to be done to keep them interested, therefore weekly examinations are sent out from the district office, and are continued through the winter. This immediately revives their interest and spirit.

New Bedford Plant Notes

THE number 329 must be quite a popular number to New Bedfordites, as the testmen for the telephone exchange are all agreed that it is quite a proposition to convince some people (especially among the foreign born) that the number stamped on the face of a transmitter is not their telephone line number.

Burton K. Rounsville, senior toll testman for the New Bedford District, has returned from his vacation among the lakes in the Plymouth, Mass., vicinity. Some fish stories! Fish for breakfast, dinner, and supper. Fish! Fish! Fish!

Due to fine engineering, the Hyannis Exchange has been able to show a gain of 192 subscribers, up to August 31, 1920, over last year, in spite of lack of material and facilities.

Solon S. Rich has returned from his annual vacation after a trip by auto to Maine, New Hampshire, and Vermont. There is no question that Mr. Rich would have a fine time, because he is an old hand at hypnotizing.

New Bedford News Notes

"BY THE FAIR JACK"

AT a meeting of the Board of Directors it was voted to give Jim Sherman, of the power room, a chair with glass legs, in order that he might lean back against the switchboard without discommoding himself.

E. "Pansy" Williams, of the test room, has developed a new method of soldering wire without going through the irksome practice, now in vogue, of first removing the insulation. While he keeps the process secret as yet, judging from the aromatic odor that arises, it is probably worked on the well-known vulcanizing process.

Frank Crabtree, with the Cable Department, is sporting a diamond ring that looks like a million dollars. How do you get that way, Frank?

Jack Lougee, of the Equipment Department, missed a Sunday at Hyannis, this month. First week-end yet. How come, Jack?

Ed Gifford, of the Equipment Department, announces that he has at last found his "dearest and best." Lay off, Giff; that's three this month!

In the fuse-blowing contest taking place in the test room, the Honorable Everett Williams is away ahead, with a total score of 3,429, an average of $27\frac{1}{2}$ fuses a day. Tom Carr is a poor second. While Pansy allowed all taking part in the contest a handicap of 200, he rapidly forged to the fore, and has maintained his lead all through the contest. A prize of a piece of cheese, or two (2) animal crackers, will be given to the person who, figuring out from the above-given amounts, will send the exact number of days that the contest has been running. Address all replies to Ima Fool, Esquire (contest editor), Room 471, 17th floor, Telephone Block, East Freetown, Mass. (Yes,

girls, "Pansy" is his real name!) The choice of the piece of cheese or the animal crackers is left to the successful contestant.

Tom Carr, of the test room, has been receiving the sympathy of the gang, who seem to think that he needs their condolences because of the fact that Tom gets hitched next week. Cheer up, Tom; the worst is yet to come.

"Cap" Ames claims that he has got some "boat." Well, "Cap," we'll agree with you if you'll hand the old bus a coat of paint.

Len Lannigan, of the test room, having kissed the fair Pansy good-bye, has left on his vacation. Poor Pansy has lost at least fifteen pounds since Len went. Well, he can afford to lose twenty-five pounds without showing it, so that is not as serious as it sounds.

All the girls have fallen for Bus Smith, since he has started to use Djer Kiss. For further particulars, all interested are referred to either Mabel Andrews or Marion Keane. H. R. Morris. (He being the guy responsible for this item.)

"Sufficient unto the Telephone Company is the gossip thereof."

More anon.

Wouldn't It be Great If —

There were no troubles to shoot?

Every day was pay day?

Ed Gifford would get a shave?

Ned Gautreau could make a royal flush?

Cable manholes were waterproof?

The public would use a little horse sense?

People didn't still ask for the "correct time?"

Lester Williams would talk United States?

If Dick Carr would learn how to box?

Pansy Williams would stop chewing tobacco?

Harold Morris got stony broke?

— And wouldn't it be wonderful —

If there were *no* Telephones! ! !

As ever,

THE FAIR JACK.

DO YOUR PART!

Give Liberally

Everybody Enroll

FOURTH RED CROSS ROLL=CALL

Nov. 11 to Nov. 25



WILLIAM J. HURLEY, *Associate Editor*
MANCHESTER, N. H.

Do You Know?

ANGUS J. BAILEY, wire chief of the Portsmouth Exchange, started his telephone career as a lineman in Claremont, on July 5, 1891, which fact entitles him to twenty-nine years' service with the Telephone Company, and incidentally the

sixth oldest employee in point of service in the state of New Hampshire. After working in the Claremont District for a short period, Mr. Bailey was transferred to the Central Division, under the immediate supervision of "Tom" McGuire, often styled the "Cable King," where he labored during the next four years. Mr. Bailey was later assigned to Manchester, Nashua, N. H., and Ayer Junction, as troubleman, which rating he held for one year, being



ANGUS J. BAILEY

transferred to Nashua, N. H., as foreman of maintenance. Having successfully served in this capacity, he next appeared in Gloucester, Mass., with the same rating there but six months, when transferred to Manchester, N. H.

Mr. Bailey, remained in Manchester until April 1, 1910, when he assumed his present position. The position which Mr. Bailey holds is one of many responsibilities, as may be judged by the following:

The Portsmouth Division comprises a wide territory, in which are located many of the leading summer resorts in the country. Chiefly, the beautiful Isles of Shoals, and York, Rye, and Hampton.

The tremendous influx of visitors to each of these summer colonies provides the Telephone Company with an intricate problem in the handling of toll and local traffic, and as Portsmouth is the clearing house for the toll business of York and Wells, Me., New Castle, Rye Beach, and Portsmouth, N. H., the task of maintaining local and toll lines greatly magnifies his duties during the summer season. Even with his many cares, Mr. Bailey possesses a certain charm which makes him one of the leading citizens in Portsmouth.

D. R. S. Mosses is Some Host

THE clerks of the Revenue Accounting Department were the guests of Mr. O. R. S. Mosses, division revenue supervisor, at a matinée party on October 2, 1920, and later at his home in Goffstown, N. H., a beautiful suburban town about eight miles outside Manchester.

After enjoying the matinée, the entire party went to Mr. Mosses' home, where a luncheon and entertainment were enjoyed. Pianoforte selections given by Miss Lucy Mosses, daughter of the host, greatly pleased the gathering. Miss Trombly, in several ragtime selections, received rounds of applause for her ability. Songs rendered by Miss Lena Fellows, O. R. S. Mosses, Miss Jeanette Bilideau, and Mrs. Beatrice Huppe were well received, as were several readings given by the host.

With such a wealth of talent on hand, the party remained intact until a late hour.

The girls are very desirous of thanking Mr. and Mrs. Mosses through TELEPHONE TOPICS for the kind treatment accorded them.

Keeps Wedding a Secret

MISS CLARA BROWNING, operating room clerk at the Manchester Exchange, gave her associates a pleasant surprise, October 4, when she announced her marriage to Mr. John Holden, as taking place last April.

Nobody, even the closest of her friends, knew of her marriage until informed by Mrs. Holden, herself, when she displayed her wedding ring for the first time among them.

Mrs. Holden is working out her notice, at this writing, and after completing her duties as a telephone employee will take up housekeeping in Manchester.

Mrs. Holden received best wishes of all.

Penacock Furnishes Two Brides

MISS OLIVE MORRISON, senior operator at Penacock, and Eugene Littlefield were married at Loudon, N. H., on September 4. Miss Morrison, who has been in our employ eleven years, expects to continue work for the present.

Miss Alice Morrill, operator at Penacock, and John Fitts were married at Penacock on October 2. Mr. Fitts served with the 103d Infantry in France, was wounded, and is now attending a Government school in Manchester, N. H.

George Baker in Ruth's Class

WITH the baseball curtain rung down in Manchester, N. H., George Baker, a line-man in the Manchester District, but temporarily assigned to trouble work, stands out as the leading figure in industrial league baseball in



LET 'EM COME

George Baker with his war club.

New Hampshire. At the first of the season, Baker identified himself with the 7-20-4 team, one of four teams comprising the Manufacturers' League, as a second baseman, which position he held during the entire season. When the final game was played George proved to be the leading sticker, with an average of 364; and the hardest hitter in the league with a total of seven two-base hits.

Baker participated in nineteen games, was at

bat fifty-five times, scored nine runs, and made a total of twenty hits. Besides being the leading swatter, Baker also proved one of the most popular players taking part in the games, due principally to his great fighting spirit, which he manifested during the entire season. On account of his hitting prowess and great defensive powers, Baker received many alluring offers to forsake semi-pro ball and join the Eastern Association. His interest in telephone work proved too strong, however, as he rejected all offers; he continues to cavort around Manchester, clearing troubles of all descriptions.

New Hampshire News

THE stork visited the home of Walter L. Hughes, employed as a cable-splicer's helper, recently, leaving him the proud possessor of a baby girl weighing eight pounds.

Miss Anna Cullity and Alice O'Dowd, employed as toll operators at the Manchester Exchange, have entered the political game with a smash, both

being appointed on a committee selected to confer with prospective women voters in the interest of Democracy.

At a recent rally held by the Democratic State Committee at Manchester, in which the renowned Bourke Cockran was discussing the League of Nations issue, several operators were noticed in the gathering. Evidently the operators are taking a keen interest in the management of their political affairs.

Clarence J. Campbell, employed temporarily during the summer months, has resigned to enter the Harvard Medical School.

The work of rebuilding Toll Section 113, at Epping and Raymond, is nearing completion.

The condition of Clair F. Hoyt, who sustained an injury to his back in Clairmont, N. H., is reported as improving rapidly.

Ralph Hoit, formerly employed as chief clerk in the Plant Department, has been re-employed as a right-of-way man.

Foremen MacIntyre and Brunt and Wire Chief Wright were recent visitors at Prince Edward Island during their vacation.

"Jimmie" Burke, division cashier of the Plant Department, is quite elated over his success in the art of husbandry. As a fisherman, "Jimmie" is a good husbandman.

Division Traffic Superintendent H. G. Wheeler enjoyed his vacation hunting in the wilds of Maine.

Stephen Cullen, installation foreman of the Manchester District, attended the world's series games at Brooklyn. "Steve" is an ardent admirer of the Brooklyn team and was pulling hard for a Brooklyn victory.

The officials are breathing somewhat easier, after the arrest in Boston of those responsible for several breaks in the pay stations in Manchester and Nashua, N. H.

All are anxiously awaiting the first of a series of articles on first-aid treatment, to be written by Dr. E. W. Bullock, special agent, which will be published in TOPICS, starting with the next issue.

Nathan H. Luscombe, holding the rating of combination man, was married, September 8, to Miss Ruth Batchelder, at her home in Gardiner, Me. After a canoe trip which lasted about two weeks, Mr. and Mrs. Luscombe will establish their residence in Goffstown, N. H., where they will continue to reside.

Manager Gannon of the Dover District has been appointed to serve on the advertising committee, selected to carry on an extensive advertising campaign preparatory to the celebration of Merchants' Week in Dover. Although Mr. Gannon is but a recent arrival in Dover, his worth is well recognized by his fellow-townpeople.

Miss Fallon, commercial cashier at Nashua, N. H., is recuperating from a severe illness, and expects to be with us again soon.

The Red Cross Roll-Call, from November 11 to November 25, is worthy of the support of all. Help it out.

Helps Save Baby's Life

FORTUNA ROBERT, employed as a sub-station installer in the Manchester district, through his thorough knowledge of first-aid methods was probably the means of saving a baby's life recently.

While installing a station at No. 245 Douglas Street, Manchester, Robert was startled by the loud screams of an anguished parent, hysterically yelling that her baby was choking to death, and pleading to have some one call a doctor.

Upon learning the child's condition, Robert instructed the mother to clear the baby's mouth, in an effort to free the throat, while he was calling for a physician. Before reaching the telephone, Robert was told by the rejoicing mother that the baby was relieved of its congestion and was now all right. It developed that the baby had swallowed a ring, with a large ruby stone setting, and only for the advice given by Robert the baby would have choked to death before medical attention could be given.

Plant Force Wins Commendation

THE following letter was recently received by Manager Feather from Arthur E. Childs, an appreciative subscriber, commending us for excellent workmanship in moving several P.B.X. stations at his summer residence in Keene, N. H.

Division Equipment Foreman D. E. Smith and Earl Kimball were the men who were in charge of the work.

"My dear Mr. Feather, — Accept my thanks for

changing over the two telephone stations in my house at Harrisville. I want to express my appreciation of the exceedingly neat way in which the changes were made, which betokens the highest type of workmanship.

"I also want to thank you for the extra telephone mouthpiece which was sent from the wire chief's office."

Some Commercial Notes

MR. FRANK G. EDGAR, commercial representative at the Manchester office, made a flying trip to the Claremont manager's territory and succeeded in establishing a new classified business section in the Claremont-Newport District telephone directory, selling advertisements with a total revenue of \$512. This is merely another illustration of his selling ability.

New Hampshire forces are waiting to hear some of those lectures given by the managers on our business. When a lecture is given it will be a good thing for all of us to hear.

The many friends of Miss Grace M. Morrill, cashier at Concord, N. H., commercial office, will regret to learn of her continued absence from duty. Miss Morrill has been employed since June 1, 1907, and has been absent from duty since June of this year. She recently attempted to return to work but found herself unable to continue. Her illness is due to the effects of an attack of influenza.

Miss Bertha M. Frazer, substitute commercial representative in the Concord commercial office, has returned to her studies at Simmons College.



A SECTION OF THE NEW POLE YARD AT NASHUA

Hundreds of new poles for use in our territory are now seasoning in the yard. These poles will be used in all sections of our division.

Fishing versus Jack Pot

A PARTY of Manchester and Portsmouth employees, seeking a little diversion from their daily labors, recently planned a fishing trip to the Isles of Shoals, at Portsmouth, N. H. Accordingly, several machines were chartered to take the various groups to the happy fishing grounds. Truly, it was an hilarious crowd that left Manchester, bent on making a good haul. Somebody volunteered the information that, before starting, several of the party entered into contracts with local fish merchants, in an effort to dispose of their haul. Furthermore, another member of the party planned to increase the exhibits at the Boston Aquarium by his catch.

After arriving in the seaport city the Manchester delegation, augmented by the delegation from Portsmouth, started for the Isle, completely equipped with fishing tackle, bait, and other things too numerous to mention.

On the parties arrival at the dock, they were not greeted with a tumultuous ovation or a salute of twenty-one guns, but quietly took their places which were assigned to them.

As an incentive to make the day profitable for all, several prizes were offered for the largest catch, etc.



THIS IS THE WAY THE GANG WILL GO FISHING NEXT TIME

After dropping anchor, the party prepared to lessen the number of fish in the Atlantic Ocean.

With men like Frank McInnis, Jim McKeon, Jim Campbell, in the throng, a big catch was anticipated. Not so, however; for almost without warning McKeon and McInnis, both reputed to be good fishermen, started, to use the latest phrase, "feeding the fishes," amidst the "joshin'" of their comrades. They were not alone, however, for shortly afterwards, almost every member of the party was busy hanging over the side, gazing attentively into their ghost-like shadows in the waters below, imitating the precedent established by Messrs. McKeon and McInnis.

On a suggestion it was unanimously agreed to haul anchor and once more set foot on that which Columbus so cherished on his arrival in America.

The result of the expedition netted them but two cod, the largest being caught by Ralph King, a substation repairman in Dover.

The limited catch also meant that the price of fish would retain its high mark.

As a substitute for fishing, Jacks or better were in order for the remainder of their stay. Somebody was overheard making the remark that some ill omen was following them, possibly an albatross.

Those comprising the party were: Division Foreman James Campbell, Division Cashier James F. Burke, Foremen McInnis and McKeon, Clarence Campbell, Ralph King, Ralph Curtis, Harold Crawford, Eddie Hughes, Hugh McDonald, and John McMaster.



CUTTING TREES FOR POLES ON PINE HILL ROAD, NASHUA

Now That We Girls Vote, Let's Go

MISS MARGARET MCCARTHY, toll operator at the Manchester Exchange, is taking a keen interest in political affairs in New Hampshire, as noted in the following:

At the women's meeting of the Ward 4 Democratic Committee, Monday evening, September 27, Miss McCarthy was elected head of the women's division, and unanimously elected for the vacant place existing in the list of candidates for representative to the New Hampshire legislature. Besides being selected for the above-mentioned offices, Miss McCarthy was elected as the first vice-chairman of the women's division from whom will come the ward's representation of the women's division in the city committee.



GEORGE F. PARKER, *Associate Editor*
RUTLAND, VT.

Who's Who in Vermont's Division

HENRY HODGDON, one of our well-known and popular foremen, whose photograph appears in this issue of TOPICS, began his telephone career in northern New Hampshire, in 1892. He worked about four years in Lancaster



HENRY HODGDON

and Colebrook under J. H. Dudley, then manager of the district.

For about three years prior to this he was employed as lineman for the Lancaster and Jefferson Electric Light Company, as groundman and lineman.

From Lancaster he went to Berlin, N. H., as combination man under "Ned" Bowles, who is now cashier in the National Bank at Bellows Falls, Vt.

In 1898 he was transferred to the division as general inspector until 1899 in Vermont and New Hampshire, when he was again transferred to Barre, Vt., as trouble hunter.

In 1907 he was made foreman for the Vermont Telephone Company of Barre District, a position he now holds under the New England Telephone and Telegraph Company.

Mr. Hodgdon is a faithful and reliable employee, enthusiastic in his work, dependable in an emergency, has a sunny and genial disposition, respected by employees and his neighbors.

While Mr. Hodgdon is old in the service, he is yet young in years, enjoys good health at present, and undoubtedly has many years of useful service ahead of him.

Henry, may you live long and prosper!

And, Oh, What a Time!

AMONG the telephone pioneers in Vermont attending the convention in Montreal in September were Geo. Cutler, toll line repairman, Burlington, Vt.; Henry Hodgdon, foreman, Barre; Ernest Schutt of the Citizens Company of Enosburg Falls; C. L. Ovitt, general

manager of Northern Telephone Company, Enosburg Falls; S. F. Parker, superintendent of traffic, Rutland, Vt., and Geo. F. Parker, division foreman, Rutland.

Traffic Tinklings

MISS ELIZABETH BENSON, night operator, Rutland, has resigned to be married.

Miss Mary H. Delaney, chief operator, St. Johnsbury, Vt., was recently married to Mr. Francis Pierce Murphy, traveling salesman for the G. H. Goss Supply Company. Mr. and Mrs. Murphy are honeymooning in Montreal, Canada, and in Manchester and Bartlett, N. H. After a month's leave of absence Mrs. Murphy will resume her work at St. Johnsbury.

Arthur Paul, night operator, Woodstock, resigned his position to return to school.

Miss Ruth Sturtevant, operator, Burlington, resigned her position to enter the University of Vermont.

May E. Agan, operator, White River Junction, resigned her position to be married. Miss Agan was one of our patriotic operators who worked at Camp Devens for over a year.

Miss Ruth Fraser, operator, Burlington, resigned to be married.

A man in Burlington claimed he was cut off on a toll call. The operator reported that she got the disconnect signal on the connection, so the chief operator called the subscriber back and asked him if he hung up his receiver. He said, "No, I might have leaned on the hook, but I have had my receiver in my hand all the time; I didn't hang up the receiver."

Miss Mable Snow, chief operator, has spent a vacation in New York and New Jersey.

Miss Sybil Day has been transferred from Bellows Falls to Brattleboro.

Safety First

HERE are some of the recent accidents in Vermont:

1. Bruised foot caused by falling cross-arm.
2. Riding horse across river, horse slipped and threw man, injuring hips and shoulder.
3. End of pike pole struck man in chin while letting a pole into hole.
4. Sprained ankle in stepping from train.
5. Hernia from overstrain while picking up heavily loaded box.

Be careful—Don't you get hurt.

Great is the Vermont Farmer

MANY of the employees of Vermont Division can boast of wonderful gardens and bountiful crops this year, but it remains for the Bellows Falls boys to show up some of their goods.

During the past summer Manager Buzzell, Foreman Ted Parker, Head Lineman Reynolds, Combinationman Provost, and Janitor Sharkey have worked hard and faithfully in their spare time in a community garden, and they certainly have a right to be proud of their bountiful crops.



IT PAYS TO HAVE A GARDEN

The picture gives one but a faint idea of the enormous yield of their garden, but no matter what happens, or however high the price of vegetables, these men and their families are safe for the coming winter. They are also in perfect health, due no doubt in part at least to the exercise they received.

Chief Operator Weds Foreman

A WEDDING of more than ordinary interest to Vermont telephone employees took place recently when the well-known and popular foreman, Barron W. Reynolds, and Miss Hazel Tayler Crosman were married at Manchester, Vt., at the bride's home.

Miss Crosman has been chief operator at the Bennington, Vt., Exchange for the past few years, and was universally liked by both subscribers and employees. She is a graduate of Burr and Burton Seminary at Manchester, Vt.

Mr. Reynolds is probably the most widely known telephone man in the state of Vermont, as he has worked in all parts of the state and has hosts of friends.

Mr. and Mrs. Reynolds were the recipients of many valuable and useful gifts from friends and employees.

After a trip to Kentucky and the Middle West they have taken up their residence in their new home, a cosy cottage at Rutland, Vt.

TELEPHONE TOPICS wishes them a long and happy life.

Bellows Falls Cashier Married

A WEDDING of unusual interest to the employees of the Vermont Division took place September 20, when Miss Helen M. Cray became the wife of William Cyrs, of Brookline, Mass.



MRS. WILLIAM CYRS

Mrs. Cyrs entered the employ of the Company at Bellows Falls as an operator, October 20, 1907, and accepted the position as cashier in the Commercial Department October 1, 1911. She was very popular with the employees of the division and exchange, as well as with the public, and was well remembered by her many friends. All join in wishing her much happiness. After a short trip her home address will be Heath

Street, Chestnut Hill, Mass.

Catches the Big Ones

MISS FLORENCE DAY, commercial cashier at the St. Johnsbury office, is not only an efficient cashier but an expert fisherman as well.



NO, SHE'S NOT AFRAID
Miss Day is some fisherman!

This picture shows the young lady with a landlock salmon weighing over three pounds caught at Lake Averill after a strenuous battle which, as you see, came out victorious. Many speckled beauties have been taken from the streams as well, even to the old grandfather, a square-tail brook trout who tipped the scales at one and a quarter pounds, was foiled by this clever angler this season.

Perhaps you notice she only catches real size fish. Anyone can catch the little ones, but it is a real fisherman that gets the big uns.

Interesting Old Telephone Directories

IN the course of his travels, Division Special Agent Smith, of the Plant Department, discovered two interesting copies of the National Telephone Directory, issues of 1895 and 1896, which were in the possession of Mr. E. H. White, of West Rutland, Vt., who operated the West Rutland exchange as an agent until it was taken over and operated by the Telephone Company.

The 1895 issue contains approximately 450 pages, arranged alphabetically by states, each page containing two columns of subscribers—no advertising is contained therein with the exception of various New York banks in the inside covers. In the back of the book is a map of the various states operated by the Telephone Company at that time, which system was then called "The Long Distance System." All the subscribers connected with the Bell System at that time were listed in this book.

The 1896 copy contains approximately 650 pages, showing the rapid strides which the telephone in-

structions were given in both directories for the operation of the telephone and the method of making calls, which instructions would seem very cumbersome to a present-day subscriber.

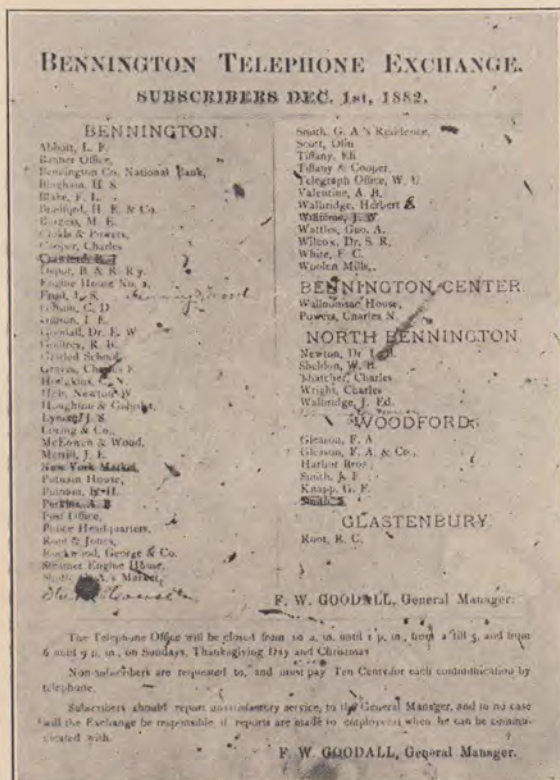
In the back of each directory is a list of the various states, under which the towns are subdivided.

The following states are included in the so-called National Telephone Directory: Alabama, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, Missouri, New Hampshire, New York, Ohio, Pennsylvania, Rhode Island, Tennessee, Vermont, Virginia, West Virginia, and Wisconsin.

Neither of these directories is as large as the present-day Boston or New York books.

The Telephone Directory printed on this page is a copy of the first directory issued for the Bennington, Vt., Exchange.

The first exchange was owned and operated by R. J. Bennett, train dispatcher of the Troy & Boston Railroad at Troy, N. Y. The exchange was first opened late in 1878, and was located in the Stewart Block on Main Street. Mr. Bennett operated the exchange for about two years, and then sold out to Dr. F. W. Goodall, of Bennington, who moved the exchange to the second floor of the Hawks Block and later moved it to the ground floor of the same block. Soon after it was again moved to the post-office building, on the second floor, where it remained for some time. Dr. Goodall operated the exchange about one year, when he sold out to the Bay State Telephone Company. The subscribers had fallen off so that at this time there were but three subscribers in the exchange.

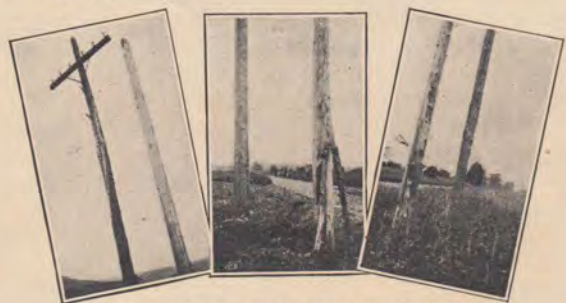


THE FIRST BENNINGTON DIRECTORY

dustry was making in these times. In this book various stations were designated by stars, which were to show that these stations, so designated, were unsuitable for toll service for a distance of more than two hundred miles. The other stations undesignated were suitable for service throughout the long-distance system.

Lightning Damages Our Pole Line

BETWEEN St. Albans and Richford we have started rebuilding the toll line—for a portion of the way.



THE POLES THAT WERE STRUCK

Recently, at a point where new poles parallel old pole line, lightning struck seven new poles and one old pole. These poles were set nearly one hundred and fifty feet apart.

Vermont Notes

MANAGER WOODS, of Brandon, returned to his duties September 27, after spending his vacation in Boston and at Winthrop Beach.

Miss Edyth Bashaw, senior operator at Brandon, returned to her duties October 4, after spending two weeks in Albany, N. Y.

Mrs. John W. Bailey, cashier of the Brandon District, who resigned September 4, and who with her husband left for California September 7, made the trip by automobile. Good wishes and a successful trip are extended to them on their adventure.

Miss Azilda Dionne, operator, who has been employed in Springfield, Mass., has returned to her home office, Bellows Falls, to work.

E. R. McNeil, of Barre, Vt., has been assigned a position in the Cable Department as helper for Charles Gibbons, to fill vacancy made by the resignation of J. G. Parker, who resigned to complete course in the Rutland High School.

Geo. W. Bush, division supervisor of supplies, J. G. Germon, wire chief, Rutland, and W. T. Duffee, division superintendent of plant, each received their consignment of fingerling trout and placed the same in South Branch of Cold River, Rutland. There were twelve hundred fish in all.

Memories of Vacation



Top row, left to right: Burlington girls resting after a strenuous vacation walk. O-oo! Look! Manager Wood spots a minnow at Lake Dunmore. Manager Eldridge, of Brattleboro, giving an exhibition before an interested audience while on his vacation.

Bottom row, left to right: No, he didn't fall over; Special Agent Smith makes sure everything is shipshape before he sails on Foreman McCreedy's ship *Prohibition*, on Lake Champlain. Miss Baldwin, of Brattleboro, ready for a hike in the Green Mountains of Vermont. Just a few of the fish caught by Mr. and Mrs. Charles Squires, of Burlington; the rest were brought home in a dump cart.



LEON W. WEIR, *Associate Editor*
PORTLAND, MAINE

Old-Timers in Maine

ON October 1, 1920, Asa F. Jacobs, division foreman, state of Maine, completed thirty-five years' continuous service with our Company; which, added to six years with the Western Union, makes a continuous service of



ASA F. JACOBS

of forty-one years. Asa claims he is good for forty-one more, and we believe him. On May 1, 1879, Asa started with the Western Union digging holes at Alfred, Me. In April, 1880, he was appointed battery man at Portland, and continued in that position until entering the employ of our Company in October, 1885, as foreman. At that time there were practically no poles in Portland, wires being run on housetops, and part of Asa's job was to keep the roofs repaired

in return for permission to place fixtures. In 1887 he hung the first aerial cable in this section, doing his own splicing and hiring a plumber to wipe the joints. He also laid the first submarine cable in Maine between Rackliffes and Norton's Island. In these days he acted as timekeeper, right-of-way man, paymaster, etc., and to fill his day out ran from seven to twenty crews on construction work throughout the state. He has supervised the building of practically all toll lines in the state of Maine. From May to September of this year his crews have hung 1,096 miles of No. 12 copper, and placed 4,000 10-pin arms, and he has been right on the job with them. Asa is also a great "hoss" trader, and bought and sold practically all horses in the division, and prided himself on having the best team in the Company. His chief hobby is his remarkable set of diaries, started the day he came to work and posted daily ever since. From these books much valuable information has been secured, and it is an every-day occurrence, when information is desired, to hear the remark "Ask Asa." He can tell you when so and so was hired, when such a line was built, when such a horse was purchased and for how much, etc. He can also

tell you what he was doing every day for forty-one years, — probably it would be embarrassing to ask him about certain days, but it's in the book. His favorite recreation is fishing, and many a beauty he hauls out during his vacation period.

Asa is beloved and respected by every telephone man in the state. He is loyal to his employers, and expects a full day's work from his men; and he gets it, for his men love and respect him. That big diamond on his left hand shows in a small way the love "his boys" have for him.

We, in the state of Maine, wish him years more of prosperity with us — and, by the way, will back him for fun, money, or marbles, in catch-as-catch-can with any employee of his age in the Company.

Squibs from Here and There

AMBITIONS and dreams have at last been realized to the extent of a new and up-to-date stockroom and garage (with arm yard adjacent) at Portland, Me., No. 115 Kennebec Street, centrally located for handling of freight and near to all car lines; in fact, all that is needed for location. The building is of three stories, with the lower floor set apart as a garage for storage of Company motor vehicles; second floor: Storekeeper West's office, room for cable and P.B.X. foreman and main stock room, from whence all active supplies are disbursed; top floor: large room for use of linemen, this room having all toilet facilities and conveniences; also large room for storing of heavier supplies and tools.

Electric elevator reaching all floors; in fact, everything needed for the economical handling of supplies, is available.

Drop in and look it over.

Installer Thompson has given up his summer home at Peaks Island, and contemplates moving into the Roundy Apartments, Chestnut Street, Portland, Me.

L. M. Watkins, of Cornish, has returned to work after a long absence on account of sickness.

Wire Chief Emery had a "no parking" sign placed on sidewalk in front of the Biddeford plant office; the idea was, however, his own, Manager Goodwin having nothing to do with the arrangements.

Henry Ford's latest move did not make a big hit here among some of the boys. References, Totman, Rogers, Freeman, Merrick, etc.

Bumper crop reports (*verbal only and no samples*) from the gardens of Railley, Desmond, and Totman.

Gardiner Operators Dance

ON Wednesday, August 25, nine of the operators in the Gardiner Exchange boarded the six o'clock car for Tacoma Inn, where they were to enjoy a shore dinner. There were two more to come, when, in some mysterious manner, they got left. They were, however, carried to their destination, later, by our very accommodating wire chief.

After having dinner at 7.30, all went to the dance and stayed until twelve, then left for home. This outing was also in the form of a farewell party to one of the operators, Mrs. Alice Downing, who resigned her position that week. Mrs. Downing has served eleven years with the Company.

Portland Praised

IT must be a deal of satisfaction to any organization to receive such a letter as the following one from F. L. Vernon, a Portland subscriber, to Manager Ayer recently. It speaks for itself:

"I cannot leave Portland without conveying to the Telephone Company my grateful appreciation and thanks for eighteen years of courteous, prompt, and highly efficient service. There has never, in all this time, been one single exception. I congratulate you on your corps of operators, and I thank each one of them.

"Faithfully,

"(Signed) F. L. VERNON."

Some Real Construction

THE new line from Farmingdale Steam Plant to the Deer Rips station has been built for the Androscoggin Electric Company.

This line is to be operated at 3-phase 33,000 volts, and consists of two-pole structures set $8\frac{1}{2}$ feet apart on the centers, with an average of 220 feet span, 30 and 35 feet poles, 14 feet cross-arms.

The second arm for a duplicate circuit is also in place on the poles without pins or insulators. We used Thomas insulator No. 3055, 45,000-volt capacity, and No. 9008 metal Lee pins. The conductors are arranged for two triangular circuits, 4 feet distance between conductors, and 5/0 steel reinforced aluminum was run. The sag between sections is approximately 20 inches; except on the long spans, 500 to 600 feet, at streams or marshes, we have allowed 6 feet sag on conductors. On the river crossing at Deer Rips the span is about 1,100 feet, and we have allowed 23 feet sag. We have used both cedar and chestnut poles, set 6 feet in the ground. All the two-pole structures were piked in the holes, with the cross-arms and hardware all in place.

It is considered one of the heaviest lines built, and a duplicate circuit can be run very easily without interfering with the top circuit. The plans are, when the second circuit is run, to have one circuit on one side of the pole and the other on the other, so a man can work at making repairs and have all conductors on one side of the pole dead without interfering with the other.

This line is built on 70 feet private right-of-way, and even the poles at road crossings are located on private property. On all road crossings steel arm construction has been used.

When a toll operator is busy,
And her calls are very hard;
When her parties all seem grouchy,
Just because their calls are barred;
When she tries, but all in vain,
To get through to some far station,
And she rings and rings again,
But gets only "aggravation";
When she has to sit and wait,
Can't get anywhere, it seems,
When she's just completely "exiled"
(And the girls know what I mean);
Then it's hard to be real pleasant,
For her work seems all in vain,
But she smiles, sits straight, and sighs,
Then begins all over again.

— E. B. B., Eastport, Me.



NEW LINE OF THE ANDROSCOGGIN ELECTRIC COMPANY
From Farmingdale Steam Plant to the Deer Rips Station

Portland Supervisor Weds Naval Officer

AT the Cathedral of the Immaculate Conception, September 6, 1920, a wedding of great interest took place, when Miss Sadie J. Murphy and Lieut. Thomas Augustus Lee, U.S.N.R.F., were united in marriage, Rev. T. H.



THE BRIDE AND GROOM

Houlihan performing the nuptial ceremony. George Quimby was at the organ for the bridal music, and Miss Margaret T. Welsh sang during the service. The bride was gowned in white crêpe-de-chine elaborately embroidered in pearls. Lilies of the valley and white roses were carried for flowers. Miss Catherine Murphy was maid of honor, and Lieut. T. J. O'Sullivan was best man. Two nieces of the bride, in pale blue organdie, were flower girls. A reception followed at the home of the bride. Miss Murphy was local supervisor in the Portland office. Mr. Lee served for twenty-one months overseas during the late war, as ensign and later as senior lieutenant.

Portland Toll Supervisor Married

THE marriage of Miss Catherine C. Connolly and Mr. Charles Oliver Daniels, of Rutherford, N. J., took place Saturday morning, October 2, at the residence of Bishop Walsh. The attendants were Miss Elizabeth Sullivan, who wore

a blue gown with hat to match, and Mr. P. G. Connolly, who was best man. The bride was attired in a blue traveling suit and henna hat.

Miss Connolly has been toll supervisor and was very popular with her associates. Mr. Daniels is a graduate of the New York University, and is in business with the Edison Company. They will make their home in Orange, N. J.



MRS. C. O. DANIELS

Miss Ida M. Fowle has been appointed exchange reporter at Brunswick.

Brunswick Operator Married

MISS SADIE P. HARRINGTON, who has been in the Brunswick Exchange since 1913 and is one of the most popular operators, was married to Emerson Higgins, of Portland, at her home on High Street, Monday, August 30. Only a few friends and near relatives were present. The bride and groom left immediately after the ceremony for a two weeks' honeymoon.

They Got There, Just the Same

THE BRUNSWICK operators like to have parties, and, when they start a party, they will finish the job if it takes all night.

In honor of the approaching marriage of Miss Sadie Harrington they planned a shower at the home of the night operator, Miss Ida Fowle, who lives in Bowdoinham, ten miles from the Brunswick central office. The girls hired a bus to take them to Bowdoinham, but the driver did not know the way — although he claimed to — and carried the crowd within a quarter of a mile of their destination, then took a wrong turn and brought them back again to Brunswick over a typical country



road. But, as persistently as they trace blind calls, the operators kept on the trail of the lost village, and forced their hard-working driver in his more than hard-working bus back over this rough road, and arrived at Miss Fowle's home at eleven o'clock. Miss Harrington was presented a number of pieces of Pyrex, then, in the early morning hours, the return trip was made over an A-1 federal highway, direct to Brunswick.

Born — Constance Hamilton Winslow

CONGRATULATIONS, Emery, for the surprise packet. We are proud of you. Every little one helps the G. O. P. We don't care, these days, if it's a boy or girl, — they will all be voters; but we hope that little Constance Hamilton will be a joy to you and your wife in your old age.

Excuse given when arriving late, the other morning, was that he had to walk the floor the night before. That's old stuff, Emery; but when you are taking these kind of exercises look out that you don't stub your toe in the dark, because babies are very quick to catch on to words that may shame you in public. Take it from me; I've been there.

"No Good" Money

A NEW form of bad coin — new in that section — has just appeared in Bangor, Me. It is of the size and general appearance of a quarter, and gives a good metallic ring, when dropped on a counter. On one side is a head encircled with stars, and on the reverse a wreath with a small crown at the top encircling the words in good-sized letters "No Good." The edges are milled, and unless one were noticing the detail of the design he might easily pass it as a quarter.

From the inscription it is very evident that the maker had no thought of deceiving any one, although the same may not be necessarily true of the user who dropped it in our automatic public telephone.

Original Ideas from Maine Public Telephone Patrons

A WOMAN, calling in from a public telephone, when asked what her number was, said, "I don't know, but I'm in one of those nickel things."

Another woman was told to deposit her money, and wanted to know where to put it. The operator told her, "In the box." "But," exclaimed the woman, "I haven't the key to the box."

Such is life!

Plant Accounting Girls' Party

DURING the evening of October 13, 1920, at the home of Mrs. Warren Moses, a delightful party was tendered to Miss Edith E. Lombard, of the Portland plant accounting office, and Miss Olive E. Girard, of the division plant office. Both of these popular young ladies have taken it into their heads that they desire to see the world, and consequently Miss Lombard leaves for Washington, D. C., having very successfully passed a Civil Service examination, and Miss Girard has accepted a position in New York with the Western Union Telegraph Company.

The home was very prettily decorated in Halloween colors, and one of the striking effects was the streamers falling from the chandelier to the places of the guests of honor, while in the center of the table was a large, festooned basket containing useful and practical gifts. Refreshments, music, and everything, helped to pass away a most enjoyable evening.

We are sorry to lose these two young ladies, but we sincerely hope that luck is with them in their new venture, and that they will often think of their friends at 45 Forest Avenue.

Those present were the Misses Ella Christiansen, Mildred Seavey, Bessie O'Donnell, Olive Barker, Irene Files, the hostess Mrs. Warren Moses, and the guests of honor, Miss Edith E. Lombard and Miss Olive E. Girard.

Good Work, Girls!

THE following note was sent to the operators at Camden, Me., by Mr. H. H. Windsor, who has a summer residence in that town. Mr. Windsor is editor and publisher of the *Popular Mechanics Magazine*. A check for five dollars was enclosed, which was divided among the operators.

"Dear Operators, — Thank you for the best service that we have ever had in Maine — or anywhere else. Please get you some gumdrops or something. Probably popcorn balls would go farther."

The local operating force at Rockland, Me., Exchange was commended for its good service recently, and enjoyed a five-pound box of chocolates, sent them by prominent ladies in Rockland.

Birthday Party at Bath

THE rest room of the Bath telephone exchange was the scene of a very pretty party recently, when two of the operators celebrated their birthdays by giving a joint birthday party.

The evening was pleasantly passed, with games and music.

During the evening refreshments, consisting of shrimp wiggle, cookies, pickles, cake, and ice cream were served. One of the features of the evening was the birthday-cake which was made by one of the operators, and which on cutting was found to contain souvenirs of different descriptions.

The party broke up about eleven, and each one present declared it a most enjoyable evening.

How Are You Betting, This Year, Mildred?

OUR genial "Mildred," of the Portland plant accounting office, is one of the most ardent football fans in the city of Portland, and we are wondering whether she intends to duplicate her famous bet of last year.

We understand that the D. C. C. showed great courtesy in not pressing his demands, but we look forward to the day when his wardrobe will be replenished to the extent of one tie.



FOREMAN SCOTCH PATTERSON AND THE LAST PAIR OF HORSES IN THE LEWISTON DISTRICT

Now for sale — the horses, not the foreman.



Associate Editors

FRANCIS A. MAHAN, Plant, 245 State Street

NED C. LOUD, Traffic, 125 Milk Street

WILLIAM V. GORMLEY, Commercial, 245 State Street

Oxford Old-Timers' Reunion

A RATHER unusual, happy reunion and Hal-lowe'en party was held Sunday, October 17, 1920, at the spacious cottage of Mrs. Annie Finnin Coyne, at Hough's Neck. Answering the call came some thirty ex-traffic employees of the old Oxford (Beach) Exchange. Some were married and some are still single, but they all wore a big smile which betokened a jolly good time. A Jolly Good Time it proved to be. The interior of the cottage was beautifully decorated with cut flowers and emblems significant of the occasion. About 2.30 P.M., all adjourned to the front lawn, where a group picture was taken. A short walk along the beach front gave all an appetite for the bountiful lunch which followed. The table was cleared, and Mrs. Rose McCabe Thompson and Mr. Harry H. Hayman gave recitations which brought forth rounds of applause. Then came stories, songs (old and new favorites), and reminiscences of the good old times. Just before good-night was said, it was a unanimous vote that the first reunion was a grand success and that the next one would be even larger and better.



AMONG THOSE PRESENT AT THE REUNION

Those present were: Miss Esther Mimaugh, Miss Mary Merchant, Mrs. Agnes Lyons Burke, Mrs. Bessie Lyons O'Hare, Mrs. Tessie Machin Walsh, Mrs. Gertrude Angell Paluchi, Mrs. Gertrude Murphy Brooks, Miss Margaret King, Mrs. Minnie Bradley Hutchins, Mrs. Margaret Glenn Leonard, Mr. C. Leo Christian, Mrs. Katherine McCarthy Christian, Mr. Neil Buckley, Mrs. Helen Doonan Buckley, Miss Katherine Doonan, Mrs. Katherine Duggan Heggie, Mr. Frank E. Studley, Jr., Mr. Harry H. Hayman, Mr. Thomas Kenney,

Mrs. Annie Brooks Kenney, Mr. James J. Murphy, Mrs. Teresa Long Murphy, Mr. Patrick Drislane, Mrs. Winnie Sheridan Drislane, Mr. Edward Carnes, Mrs. Gertrude Brown Carnes, Mrs. Josephine Coffey Brown, Mr. William Coyne, Mrs. Annie Finnin Coyne, Mrs. Gertrude Kelley McNulty, Mrs. Rose McCabe Thompson, Mr. John H. Katzenberger, Mrs. John H. Katzenberger, Mrs. Abbie O'Neil Devins, Mr. William Devins, Mr. John Shea.

Rifle Club News

THE four-day rifle and pistol tournament, held on the marine range at Wakefield by the American Legion and service and civilian clubs, brought to a close an active season and one to be remembered by the members.

The club has developed a team of experts that have made a fine showing against some of the best that have attended the range. In the 1,000-yard match, held at the tournament, E. S. Rice was tie with three others, and in the final shoot-off won with a score of 48 out of a possible 50.

The club has been represented in all the matches held at the range, and from the showing made will, another season, give some of the other clubs a hard run for the high scores.

The following have qualified as experts: E. S. Rice, 227; W. H. Reid, 226; A. E. O. Byrd, 225; C. S. Taylor, 216; M. W. Barnes, 214; and J. S. McCullough, 213.

The indoor season at the Gainsboro Street range will be the next attraction.

Taking No Chances

AN old colored man employed at washing dishes in a restaurant received a call on the telephone. When he approached the instrument he spied the station register and immediately clapped his hand over its window, holding it there until the end of the conversation and he had hung up the receiver.

The manager of the lunch room had been watching the darkey closely and when he was through talking said to him, — "John, why did you hold your hand over that register all the time while you were talking?"

John replied, "Man, they ain't nobody goin' to take ma picture while I'm a-talking on that there telephone!"

Milton to Have New Office

Machine-Switching Equipment to be Installed. Ready in 1922

WORK has started on the construction of the new telephone building on Adams Street, Milton. It will contain one of the first machine-switching central offices in New England and will be in service early in the summer of 1922.

After the building is opened, subscribers will make their calls to any of the fifty central offices in the Metropolitan Division by means of a dial on the stand of each telephone instrument. The apparatus will be so arranged that it will be necessary to dial only the first three letters of the exchange wanted and the number desired. The dial will be revolved for each letter and for each digit in the number.

Incoming calls from other offices in the Metropolitan Division and calls to and from nearby toll points outside the division will continue to be handled by operators.

The new building will be colonial in type and will be built of brick with granite trimmings. The construction will be the best and the structure will be fireproof in every way. It will have concrete floors covered with linoleum. Because of the land slope the building will be two stories high in

the front and three stories in the rear, with a pitched roof covered with slate. The frontage will be 90 feet and the extreme depth 116 feet.

The basement will contain a battery room, gas engine room, heating plant, and cable vault. On the first floor there will be a power room and a machine-switching apparatus. The second floor will contain an operating room, machine-switching apparatus, and a sitting-room for the operators.

More than 4,800 telephone stations are connected with the Milton office. Telephone engineers estimate that in 1925 there will be 6,800 stations, and in 1935 there will be 10,600 stations in the town.

"Ditt" Wins a Cup

WHEN Adolph Dittmer, Central District office manager, returned home from his vacation, a very pleasant surprise awaited him. (No, it was not a tax bill!) He was awarded a silver cup, by the Atlantic Improvement Association, for the best and most productive garden in Atlantic. "Ditt" was delighted, as he had been on a fishing trip and did not raise a fish.



MILTON'S NEW TELEPHONE OFFICE

Commercial Folks Have Lecture Course

THE employees of the Central District of the Metropolitan Division, Commercial Department, have instituted an exceptional opportunity for all members of that department by arranging an educational course. Meetings are held twice a month, and for each meeting an interesting and instructive speaker will be secured.

The idea of the course is to give the members of the Central District a wider knowledge of the affairs of to-day, and included in the course will be lectures on economics and psychology.

Part from this, the members are not forgetting that there are many things to learn in the telephone business, and at several meetings telephone subjects will be discussed.

At the first meeting Frank DeChant, vice-president of the Sheldon School of Chicago, gave an excellent talk on "The Spirit of Business." Probably the most striking thing that Mr. DeChant said was that the spirit of business to-day means education. He clearly pointed out the pitfalls of the average person in business, and offered many solutions of present business conditions.

General Commercial Superintendent Whitney was the speaker at the second meeting. His subject was "Business Organization." Mr. Whitney presented the picture in a very clear and concise manner, and some future issue of TELEPHONE TOPICS will contain his talk in its entirety.

For employees to get together for such a purpose as this is very commendable and should be encouraged at every opportunity. Perley A. Tenney is chairman of the General Committee, and Miss Ethel R. Blaine is secretary.

The committee on subjects consists of Philip W. Gleason, James R. Queeney, Margaret M. Daley, Catharine L. Foley, and Nina C. Gordon.

The committee on arrangements is as follows: N. W. Alexander, Miriam G. Cotter, J. G. Deviney, J. J. F. Doherty, and Winifred McHugh.

New Plant Ratings

THE following men have obtained rating by examination in the Metropolitan Division:

Robert A. Stanfield, B, substation repairman; John F. McCarron, A, Central Office repairman; Edwin F. Foye, C, substation installer; James P. Kelly, C, substation installer; Harry E. Jones, C, substation installer; Edward A. Nolan, C, substation installer; James A. Doyle, C, substation installer; Frank J. Murphy, C, substation installer; John M. Mulhern, B, Central Office installer; John H. Glennon, B, Central Office installer; Alexander McKeaggen, A, Central Office installer; Robert A. Clyde, lineman.

You Tell 'Em, Charlie

PUBLIC Office Manager C. M. White attended the recent convention of the "Pioneers," and claims it was the biggest and best yet. Listen! — the convention was held in Canada.

Beatrice Hensey a Bride

MISS BEATRICE HENSEY, of South Suburban Commercial District, resigned recently to become a bride. Her many friends planned a surprise for her, and when she



STATE STREET'S OCTOBER BRIDE

arrived at her desk, on the day of departure, she found it prettily and artistically decorated with yellow roses and streamers. She was presented a beautiful breakfast set and a mahogany tea-table.

Jack Wilson on the Job

A FEW weeks ago Jack Wilson, a lineman in the Central District, had occasion to go into the North Station to telephone the office.

While in there he noticed that the "telltale" light on top of one of the booths was burning, and, on investigation, found a man robbing the booth.

With great presence of mind, Jack closed the door of the booth, making a prisoner of the thief, and then had one of the attendants call the police. When the officer arrived Jack turned his prisoner over to him and then looked in the booth to see what damage had been done.

On the floor he found a loaded revolver which had been dropped by the burglar. Jack's action in closing the booth door probably saved his life, as it developed that the prisoner was a desperate character and would not have hesitated to use the gun if given an opportunity.

State Street Commercial Department Defeats Coin Box Department in Exciting Game

Pitcher Bill Condon, of State Street, Sprains Ankle
Sliding into 3d, but Gamely Finishes, Covering
1st Sack

Eddie Desmond's Coolness in the Box Wins Over
Collectors

After 9th Inning Rally Had Tied the Score

BILL CONDON'S all-star aggregation from the State Street commercial office outfought and out guessed Bill Schaetzel's coin-box veterans on Saturday afternoon at Reservoir Park, Brookline, in a ten-inning game, 8 to 7.



DICK BARRY
Watching Condon in the Box

Opposed to Condon and E. Desmond, who replaced him in the box in the 5th, were Walter Crotty and Eddie Kelleher, but State Street could not be denied tying the game with a fierce batting rally in the 9th and nosing out in the 10th. The game was replete with fast plays and exciting climaxes. The score:

	AB	R	BH		AB
Schaetzel, cf, 3b....	6	1	2	Clark, c.....	6
Kelleher, 3b, p....	6	3	4	Condon, p, 1b....	4
Keenan, lf.....	6	1	3	E. Desmond, 1b, p,	5
J. Desmond, 1b....	4	1	0	O'Leary, 2b.....	5
Marsh, 2b.....	5	1	1	Deveney, ss.....	5
A. Desmond, ss....	5	0	0	Foley, 3b.....	2
Murphy, rf.....	2	0	0	Pender, lf.....	3
O'Brien, rf.....	3	0	0	Lynch, cf.....	3
Barry, c.....	4	0	1	Monteith, rf.....	4
Crotty, p.....	5	0	1		
	46	7	12		37
					8

	1	2	3	4	5	6	7	8	9	10
cb.....	0	0	0	0	5	0	0	0	1	1
ss.....	1	1	0	1	0	0	0	0	3	2

Umpires: Bases, Elmer Noble; at the plate, F. Nolar

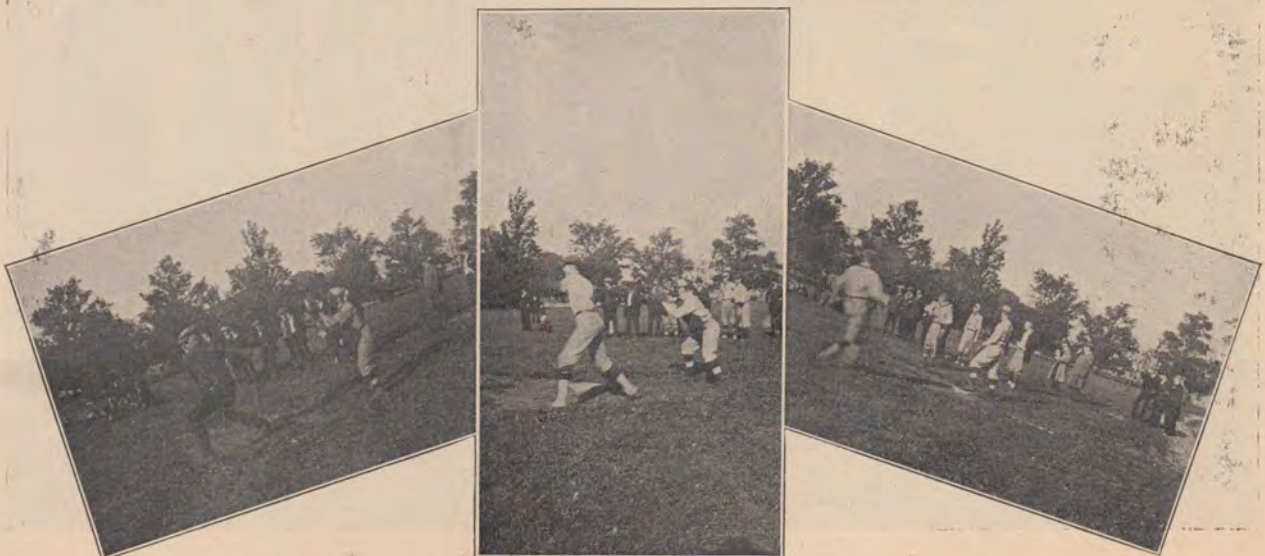
NOTES OF THE GAME

Mr. Lanthier, of General Commercial Superintendent Whitney's office, Central Manager Weinheimer, South Suburban Manager Crossley, Office Manager Dittmer, and Chief Clerk Gormley were among those present, seemingly satisfied to remain in the vicinity of the fertilizer plant until the finishing rally gave them sufficient courage to actively support their team.

During the excitement of the 9th and 10th innings, Mr. Weinheimer entirely lost his voice, and we understand that Mrs. Weinheimer spent a most enjoyable Sunday.

Jack O'Leary, of the State Street team, came through in great shape. In the 10th inning, with 3 on bases, 2 out, and 2 strikes and 3 balls on him, he put a Texas leaguer over 1st for 2 bases, and the game was over.

In the 8th inning, while on base, Danny Lynch lost his way after leaving 2d base; he had to be directed from right field to 3d sack. We don't know whether the excitement or poor physical condition affected him most.



WHEN STATE STREET WON THE SERIES

Left: Eddie Desmond waiting out Crotty. Center: Bill Schaetzel just before he singled to left field. Right: Tying the score.

Metropolitan Division Traffic Changes

VINIFRED M. KING, from supervisor to junior chief operator, Beach; Grace L. O'Malley, from junior supervisor to supervisor, Beach; Anna C. Cullen, from operator to junior supervisor, Beach; Anna G. Oberlander, from operator to junior supervisor, Back Bay; Eleanor Roach, from operator to junior supervisor, Back Bay; Mary C. Cahill, from operator to junior supervisor, Back Bay; Margaret S. Keough, from operator to junior supervisor, Back Bay; Sullivan, from operator to junior supervisor, Back Bay; Dorothy Grimes, from operator to junior supervisor, Back Bay; Elizabeth Hyland, from operator to junior supervisor, Back Bay; Flora M. Hurley, from operator to junior supervisor, Back Bay; Catherine O'Connor, from junior supervisor to supervisor, Back Bay; Irene Daley, from junior supervisor to supervisor, Back Bay; Anna McCluskey, from junior supervisor to supervisor, Back Bay; Margaret G. O'Grady, from junior supervisor to supervisor, Belmont; Agnes M. Mooney, from local operator to clerk, Cambridge; Mary A. Lucey, from operator to junior supervisor, Melrose; Catherine A. Callahan, from

operator to supervising clerk, Melrose; Edna G. Adams, from operator to junior supervisor, Winthrop; Helen J. Glynn, from desk operator to supervising clerk, Jamaica; Margaret A. Blessington, from operator to junior supervisor, Boston Tandem; Mary M. Carr, from operator to junior supervisor, Boston Tandem; Catherine A. McCoole, from junior supervisor to supervisor, Boston Tandem.

Joins the Benedict Class

CHARLES BUCHANAN, credit-man of the North Suburban District, took his vacation and combined his honeymoon with it. His coworkers presented him a chair. Best wishes from all are extended to him and his bride.

Praise for Dedham

MR. H. L. GIDEON, a subscriber in the Dedham Exchange, called at the Boylston Street office to terminate his service, and took occasion to express his appreciation of the unfailing efficiency and courtesy of the Dedham operators.



OUR MEN WHO DID A GREAT JOB AT BRAVES' FIELD ON AUGUST 28

Unit Wire Chief Adler has just reason to be proud of his force for the real job they did in installing the Public Address System at Braves' Field, August 28

SUB-LICENSE AND CONNECTING COMPANIES

JOSEPH R. WYCKOFF, *Associate Editor*
50 OLIVER STREET, BOSTON, MASS.

Hallowe'en Party at Skowhegan

ON October 12 the operators of the Maine Telephone and Telegraph Company, at Skowhegan, gave a delightful Hallowe'en party in their retiring rooms, which were made most attractive. The decorations, which were elaborate, consisted of evergreen vines and branches, autumn leaves, orange and black crêpe and jack-o'-lanterns. The guests were received by Miss Julette Cariveau, who was dressed in witch's costume and wore kid gloves wet in ice-cold water, to add to the ghastliness of her greetings. The only light during the reception was from the jack-o'-lanterns and from a skedoodle lamp, which went on and off fifteen times per minute. Games appropriate to Hallowe'en were played, Mrs. Lena Newton and Miss Lavina Murray being the fortunate winners of the prizes, which were chocolates. The partners for supper were chosen during the playing of a funeral dirge on the victrola by matching little spook seals on the faces of the ladies. The three tables were beautifully decorated and arranged. The centerpieces were half pumpkins holding evergreens and autumn leaves. The favors were orange and black baskets filled with salted nuts and candies. The supper consisted of nut sandwiches, fruit salad, cake, coffee, apples, and grapes. The hostesses were Mrs. Pauline Green, chief operator; Mrs. Lena Newton, Mrs. Bernice Titcomb, Mrs. Elsie Fox, Miss Blanch Paradis, Miss Arlene Turcotte, part time Miss Beatrice Loud and Miss Lavina Murray. The guests were Mrs. Ben Collins, Mrs. C. N. Bragg, Mrs. Grace Tilton, Mrs. Adelaide Loud, Mrs. Ethel Madden, commercial clerk Miss Eglie Dionne, Miss Isabelle Dionne, Delphine Murray, and Julette Cariveau.

The Caddy's Proper End

IN a southern town is a lady, socially prominent, who enjoys the reputation of being a modern Mrs. Malaprop. She is credited with having said once that she intended to hire a local clay modeler to make a bust of her hand. On another occasion, referring to a trip she had taken in an aeroplane, she declared that she certainly was glad when the machine descended and she set foot once more on terra-cotta. The latest speech attributed to her had to do with the ancient game of Scotia.

"I've often thought," she said to a friend, "that I'd like to take up golf, but, somehow, I've never

gotten round to it; and, besides, I don't know first thing about playing it. Why, if I want to hit the ball I wouldn't know which end of the club to take hold of."

Notes

MR. C. D. CUSHING, manager of the White River Valley Telephone Company, came down last week for a conference with Mr. Story. Mr. Cushing's visits are always looked forward to with pleasure, as he has a little bit of sunshine for everybody.

Mr. A. Van DerKirkhoven, manager of the Wan Telephone Company, had a long talk with Mr. Beale and Mr. Story, on telephone matters, the latter part of last week. Mr. Van's company is made up of his own company, operating in Bethel, Me., and vicinity, and a number of farmers' lines operating in the outlying districts of Bethel and the towns adjacent thereto.

Mr. Tom Speare, of the Maine Telephone and Telegraph Company, one of the oldest and best-liked men in the service of the Maine Company, dropped into the office on his way home from a delightful autumnal excursion along the St. Lawrence and Hudson rivers. Prior to his telephone activities, Mr. Spear was associated with the Western Union in its beginnings at Madison, Me.

Mr. Long, of the Central New Hampshire Telephone Company, repairman at Laconia, N. H., made a very pleasant call on the Sub-License Department last week. He was in Boston on his vacation.

Of Course!

A FEW days ago a colored subscriber in Milwaukee asked the operator for Information. When Information answered, he said: "I wants de numbah of de gran' calf; you know, de gran' calf."

After some quick thinking on the part of Information, she inquired: "Don't you mean 'the Grand Café'?"

"Dat's jes' what ah ast fo', Lady; de Gran' Calf!" he replied, somewhat impatiently!

— *Exchange.*

"There is no happiness in having and getting; only in giving." — *H. Drummond.*



ROBERT A. CROWN, *Associate Editor*
50 OLIVER STREET, BOSTON, MASS.

Revenue Accounting Changes

November 1, 1920, the following transfers were made in the Revenue Accounting Department:

John B. Atkins, from division revenue supervisor, North Suburban District, to division revenue supervisor, Central District, Boston. Mr. Atkins takes the position vacated by Mr. Leon E. Barnes, who has been transferred to the office of the chief accountant of the American Telephone and Telegraph Company in New York.

Mr. Carl H. Russell, from revenue accountant to division revenue supervisor, North Suburban District, Boston.

Mr. Webster A. Arey, from revenue accountant to supervisor of methods, Revenue Accounting Department, Boston.

John B. Atkins, the new division revenue supervisor for the Central District, Boston, has been with our Company since 1903. His first position

was in what was then known as the Collection Department. For four years he was a member of the collection force, and on October 28, 1907, he was transferred to the Accounting Department as a bookkeeper.

His good work in this department merited promotion, and in consequence he was appointed division revenue supervisor at Worcester. On July 1 of this year he was transferred to Boston and assigned to the position of division

revenue supervisor, North Suburban District, where he remained until his present assignment.

Admirably equipped by experience in all branches of the Revenue Accounting Department, Carl H. Russell was assigned to the position of division revenue supervisor in the North Suburban District, succeeding Mr. Atkins. Mr. Russell entered the employ of our Company in June, 1909, as a bookkeeper. In 1910 he was appointed a supervisor and on September 25, 1911, he was promoted to district revenue clerk and assigned to Bangor, Me. On December 9, 1912, he was transferred to Salem as district revenue clerk, this title later being changed to division revenue supervisor. In April, 1917, Mr. Russell was transferred to Boston and

assigned to the position of revenue methods supervisor on the staff of R. P. Jones.

When volunteers were asked for the 401st, Mr. Russell was one of the first to respond. As battalion supply sergeant of that outfit he was in service from October 5, 1917, to June 16, 1919. On his return from service he was assigned to the position of special revenue accountant and later made revenue accountant, and has successfully filled this position until his present assignment.

Supervisor of Methods Arey has had many positions in our

Company since he first entered our employ in 1898. From then until now he has had many positions, all of which he has handled in a most capable manner.

His different positions have made him a familiar person in the state of Maine Division and the Eastern Massachusetts Division, where he worked before he was assigned to Boston on July 1, 1920.

On his present assignment he will visit many sections of our territory.



CARL H. RUSSELL



JOHN B. ATKINS



WEBSTER A. AREY

Mr. Longley Returns from Vacation

VICE-PRESIDENT E. W. LONGLEY spent a delightful vacation at the Lake Mohonk Mountain House, New York. From all appearances the vacation was a real help to our Vice-President, who returned to his office looking "fit as a fiddle," after it was over.

L. E. Barnes Joins A. T. & T. Co. Force

BECAUSE of the mighty fine work he has done in the Revenue Accounting Department of our Company, Leon E. Barnes, division revenue supervisor of the Central District, Boston, was selected last month by the American Telephone



LEON E. BARNES

and Telegraph Company to become a member to their corps of experts, and he is now on the staff of Chief Accountant J. F. Behan of the American Company.

Mr. Barnes has been with our Company more than fifteen years. Step by step, through consistent good work, he has won promotions.

His training here and his ability to inspire those within his jurisdiction makes him well adapted to his new work.

TELEPHONE TOPICS joins with the rest of his many friends in all sections of our territory in wishing godspeed and good luck in his new work.

Before his departure to New York, a farewell dinner party was given on October 27, 1920, at the Boston City Club, to Mr. Barnes. The dinner was a complete surprise to Mr. Barnes who admitted that they had certainly put one over.

During the evening remarks were made by Messrs. Moore and Jones. On behalf of his many friends, Mr. Barnes was presented a pipe by Division Revenue Supervisor Atkins.

Among those present were as follows: F. E. Moore, R. P. Jones, C. A. Champane, J. B. Atkins, A. R. Shepard, J. O'Loughlin, G. L. Coleman, E. T. Williams, C. E. Whitney, W. A. Arey, C. H. Russell, H. F. Whittier, and H. E. Wilson.

Engaged

This has not been posted on the bulletin board, but we have heard that the Misses Nason and St. Thomas are busily ENGAGED now.

Miss Hall Joins Quarter Century Club

MISS NETTIE E. HALL, of the North Suburban District, on September 20 celebrated her twenty-fifth anniversary with the Company.

When Miss Hall started to work for the Company in 1895, as clerk in the Accounting Department, the office force for her department then consisted of five. To-day, not counting the other district, her department alone, of which she is one of the senior supervisors, has a crew of seventy. (Watch Us Grow.)

Miss Hall, when interviewed, remarked that she thought she was fortunate in keeping her job a few years that she has been with the Company. However, the Company and her many friends think that they have been the fortunate ones having her in the big family.

A handsome ivory toilet set and a beautiful bouquet of flowers were presented to her as kind remembrances and sincere good wishes for her happiness and welfare.

Mrs. Sheridan Resigns

MRS. AMY WARD SHERIDAN, working fourteen years for the Company, resigned on October 2, 1920. Mrs. Sheridan's vocation for the future will be housework.

Before her departure her many friends presented her a handsome wrist watch, with kind remembrances and in appreciation of her wonderful disposition, also her ability to make friends and to keep them.

On Leave of Absence

ARTHUR W. HARRINGTON, of Mr. Sibley's office, received a six months' leave of absence beginning September 18, 1920, on account of the ill-health of his wife.

Mr. and Mrs. Harrington will take a trip to Honolulu, Territory of Hawaii, visiting their son, who is stationed there as a captain with the U. S. Cavalry.

His many friends trust that his wife will regain her health, also that they both will have a pleasant trip and safe return.

Henry Ford Visits the North Suburban District

AT 10.30 A.M. J. B. Atkins, D. R. S. of the North Suburban, rings the buzzer for Miss W. C. Fitzgerald. A few seconds afterwards, CRASH — BANG! look who's here! A small Ford truck came crashing through a window in back of Miss Fitzgerald's desk.

Although several types of machines are now used in the accounting offices, this is the first time a Ford truck has been introduced. Luckily no one was hurt, although several girls were very much unnerved.

The man that said a flivver will go anywhere is RIGHT!

Another Good Time Coming

LAST year the Accounting Department held a dinner party and dance at the Quincy House, Boston, Mass.

Did they have a good time? *Ans.*, "Yes." Ask Salem; they know.

Another good time is on the way. Mr. R. P. Jones will preside. Keep your eye on this page and we will tell you all about it later.

PROVIDENCE TELEPHONE COMPANY SECTION

DONALD COWELL, *Associate Editor*
PROVIDENCE, R. I.

Effect of New Information Regulations

By JOHN H. PERCIVAL

The general public realized the unnecessary we have been doing for them they would wonder at our discontinuance of giving out one numbers of correctly listed subscribers. September 4, the first date of discontinuance, fifty per cent of all calls to the information operator were for correctly listed subscribers; that is, they appeared in the current issue of the directory, in the hands of the public. Of these calls no doubt about ten per cent were really necessary, as it is realized a certain percentage of people who use the telephone cannot read, are blind, or have lost their telephone directory. Most of the unnecessary calls come from people who are unwilling to take time to look up the number. They possibly feel that they save their own time by calling information. A number of such calls originate at public pay stations, where the directory has become soiled, torn, or lost. If a subscriber states that he cannot read or that he has poor eyesight, or any valid reason, the information operator will gladly furnish the desired number.

Due to the fact that many people are giving these excuses, some calls are slightly delayed because of their being referred to the supervisor. Upon reaching the supervisor some subscribers use the excuse that they have no directory, a notice of which is sent to the Commercial Department, which has followed up each case and furnished duplicate books when justified.

Since September 4 a record has been made of the calls for subscribers correctly listed, and on September 15 these calls had been reduced seventeen per cent. After a period of about six months it is felt that there will be a still greater reduction in the number of such calls.

Woonsocket Has Right Spirit

GET-TOGETHER meetings, held at intervals of two weeks at the Commercial office, Woonsocket, were inaugurated last spring, in order to be better able to cooperate with the different departments on the various kinds of work.

Representatives from Traffic and Commercial, Pascoag; and Traffic, Plant, and Commercial, Woonsocket, have attended these meetings. Judging from the enthusiasm shown they will be continued throughout the year.

On the afternoon of September 30, the first meeting this fall was held at the Commercial

office, Woonsocket, representatives from each department being present. Mr. Clinton Merrill of the Engineering Department, Providence, was present and talked on Line Assigning and Step-Downs, making clear many points which heretofore have not been thoroughly understood.

Look Him Over

MR. EUGENE L. MASON, if you please. This is no frame-up but a frame-man, the superintendent of the Union Frames. Looks



good in a frame, too, doesn't he? Well, you ought to see him on one. He's a regular "eat 'em up, Jack" for work. He's right there for speed, and never complains. Always ready for an argument and always has it his own way. Life would be dull without Gene around; the place would be too quiet, and, besides, where else could we go for information? Nevertheless, having a good frame-man, we have a good frame, and that's the

point; speed plus efficiency.

Thrift Number Gets Results

THE appeal for thrift which dominated the September issue of TOPICS had an immediate effect. The Telephone Workers' Credit Union of Rhode Island experienced a resultant increase of deposits.

In one sense, however, this proved to be but a flurry. From this, one gathers that those of us who are saving could save more if the importance of putting a few dollars by were brought home to us repeatedly. And those of us who are not saving regularly could be influenced to do so if the vital necessity of thrift were kept constantly before us.

The person who neglects to save is neglecting his future. He is discounting his chances to become somebody, and denying himself the rest and contentment that are rightly his when his working days are over.

Those who felt the urge of the thrift number should keep it handy and refer to it occasionally.

A Terrible CATastrophe

WE wake to find our esteemed assistant wire chief a criminal. Our special correspondent informs us that Mr. Bora, upon his maiden trip in his sturdy new flivver, had the misfortune to strike an itinerant pedestrian



feline. Subsequently he was besieged with calls of inquiry from the State Board, the commissioner of police, the Society for Prevention, etc., and numerous other interested parties, official and unofficial. It is suggested that the old rhyme be changed to read:

"Little pussy sweet,
Roaming in the street,
Who ran her over?
Little Georgie Bora!"

(NOTE). The artist who drew the illustration was constrained through modesty, to throw it in the waste basket. But a fellow-worker, appreciating her talent, fished it out for the sole benefit of TOPICS readers.

Big Year for T. S. of R. I.

THE prospectus of the year 1920-1921, issued by the Telephone Society, will undoubtedly be the means of gaining for the society many new members. The advance notice of some of the speakers for the year and their subjects should be a veritable lodestone to the man who is really interested in his job.

The Papers and Meetings Committee and its chairman, Mr. G. F. W. Bora, are devoting every effort toward an interesting and instructive course of talks, and the success of their efforts is amply demonstrated by the program so far as it has been outlined.

It is necessary for the worker of to-day to keep abreast of developments in his line. The man without ambition to know more about his work seldom rides home in his own limousine. The society is furthering a worthy cause in offering its members opportunities to broaden themselves along every-day subjects, and become conversant with new departures.

Nor has the entertainment feature been overlooked, although a great deal of secrecy is maintained regarding the details. This, however, makes it imperative that one attend the meetings, if only to satisfy his curiosity.

If the combination of pleasure and profit doesn't interest you enough to coax you away from the

morris chair one evening a month, there must be something wrong — and the fault is not with society.

Marriages of the Month

MISS FLORENCE H. ANDERSON, stenographer in the Plant Department, resigned to marry Mr. N. D. Judkins.

Miss Addie J. Sabins, all-night operator at Warwick Neck, became Mrs. Guy Davis.

Miss Esther L. Jackson, operator at Union, married to Mr. Herbert Reilly, September 1.

Mr. Norman Mason and Miss Emma Siro of the Commercial Office, Providence, were married September 27.

Miss Mildred Palmer, of the North Attle Commercial Department, was married September 28 to Mr. William Walls, of Pittsburgh, Pa.

Miss Emma R. Casey, toll operator at Gansett Pier, was married to Mr. Joseph Casey of Providence, on September 28.

Miss Agnes Carmel, operator at Union, became Mrs. James Eagan on October 6.

Miss Esther Nelson, operator at Warwick Neck, resigned to become Mrs. Wildred Gomersall.

Miss Theresa Hammond, junior supervisor at Newport, became Mrs. James O'Halloran, Saturday, October 2.

Miss Helen Noonan, long-distance operator at Newport, was married to Mr. Colin McDonald on September 18.

Mr. Martin Shedd, Angell testman, was married to Miss Dorothy Mae Watrous on October 2.

Miss Gertrude O'Brien, of the Broad Exchange, spent her vacation in Elizabeth, N. J., and there was married to Mr. Frank McCullough.

Miss Martha Goodman, of Broad, returned from her vacation as Mrs. Earl Murdock.

Traffic Promotions for the Month

UNION. Margaret H. Dooley, from senior operator to night junior supervisor; Josephine Heaton, from junior supervisor to local supervisor.

PAWTUCKET. Marion A. Barry, from junior supervisor to local supervisor.

Office Changes in Commercial Department

ON September 4, 1920, the Providence Service Order force was transferred from the Washington Street wing to the Greene Street wing of the first floor of our new building, combining in one room, for greater efficiency, the Order Board, Collection, and Service Order forces.

In order to make this change it was necessary to transfer the Accounting Department billing clerks from the Greene Street wing to the Washington Street wing.

The new layout has already proved its many advantages, and meets with the hearty approval of the employees involved.

Cable Crew Right on the Job

OUR Jonah is still following the path of the submarine cable between Fort Adams, Newport, and Fort Wetherill, Jamestown. Doubles developed recently in this cable, necessitating repairs in order to have enough good wires to keep our toll lines working.

The Newport Coal Company's self-propelled tug, *Utility*, was used for repair work, and our crew consisted of Superintendent of Construction W. H. Kimball, District Plant Chief Kimball, Wire Chief W. H. Kimball, Foreman Christian and his gang, and splicers Buchanan and Lyon and helper.

Arrangements for the lighter were made by Wire Chief W. H. Kimball, and on Sunday morning, October 10, at 6.00 A.M., the lighter and repair gang left Newport Coal Company's dock. The cable was picked up at the dock at Fort Wetherill and run to a point about 2,500 feet off Fort Adams. Here the cable was cut at the third splice from Fort Adams, and one end of a spare piece of cable 360 feet long was spliced into the Fort Wetherill end of the main cable. A test was then made on all conductors between the end of the new piece of cable and the Fort Wetherill cable house. The work of paying out the new piece of cable while pulling in the old cable was then started. A special clamp designed by our new superintendent of construction, Mr. Fred T. Crockett, was successfully used in this work. Although 360 feet of cable was cut in, only 260 feet was recovered, as it was

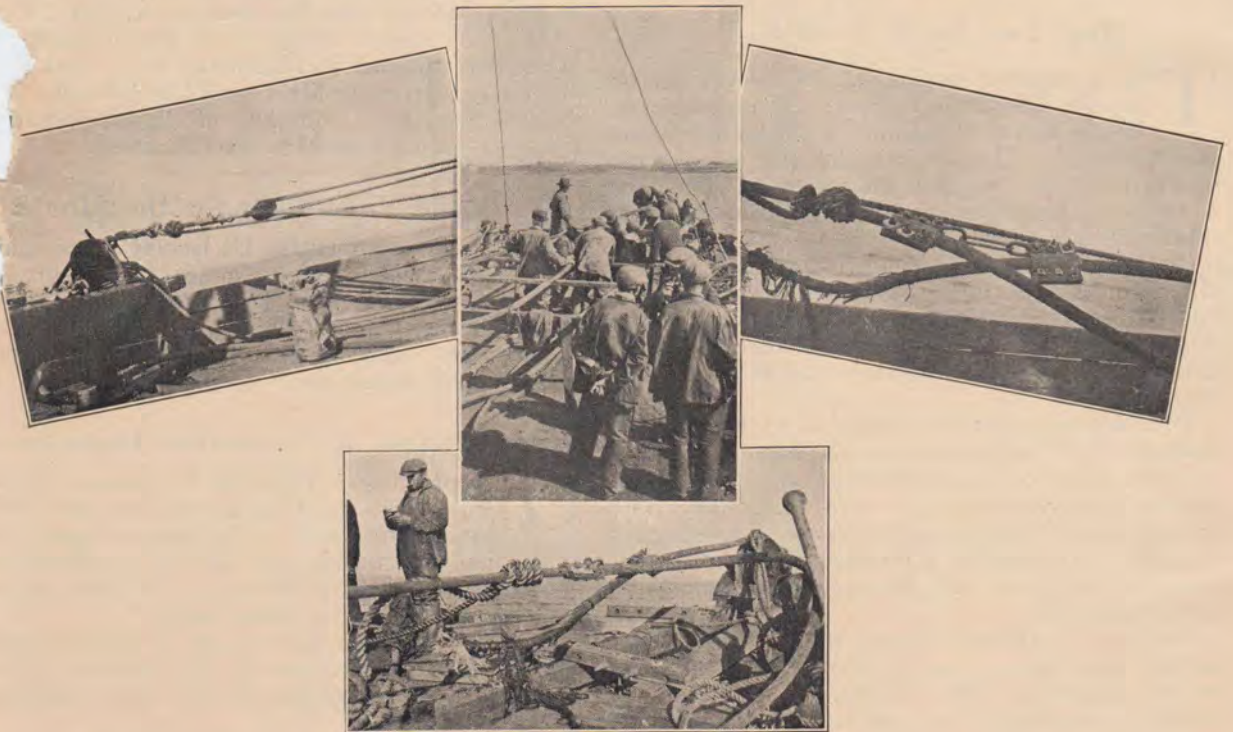
deemed advisable to let in some extra slack in the cable due to excessive strain and depth of the water at this point. After cutting off the old piece of cable and testing from this point to Fort Adams cable house, the old and new cables were spliced together. Shortly after noon the wind breezed up considerably, and it became quite rough, so that one of our trusty splicers and his helper suffered from *mal de mer* (to put it politely), and were perfectly willing to be sent ashore any time.

Just before letting the cable go overboard, about 1.00 A.M., we had a very narrow escape. A tug with three barges in tow cut in between where we were located and Fort Wetherill, and when the third barge passed us she did not clear our stern more than eight feet. Some close shave!

It was past midnight when the splice was completed, and a hungry and tired crew arrived back at Newport on Monday morning at 1.30 A.M.

"A Soft Answer Turneth —"

WHILE replacing wires broken down by a recent storm, East Providence trouble men were ordered off a private lot by the owner who claimed that they were trespassing on his property. In a very polite manner the men explained that they were anxious not to offend him, and that they were merely trying to restore service to his neighbor. The irate owner immediately viewed the affair from a different angle, and allowed the wires to be replaced.



SNAPS OF THE RECENT CABLE BREAK

Top row: Great care was taken to prevent losing — the ends. Hard at it. Here is how the cables were clamped together with Mr. Crockett's clamp.

Bottom: Another case of "orderly confusion."

Notes of Interest to All

TELLING the general public the location of fires has been discontinued at the Warren Exchange.

A new position is being installed at the Warren Exchange, this being the fifth board. The exchange is growing rapidly.

Carl Johnson, of Newport, substituted for Chester Lyons at the Jamestown office while the latter was on his vacation.

Service Order Department welcomed back Miss Viola Atkin who has spent the summer in England.

Miss Helen Perry who has been assisting in the Jamestown office for the summer has returned to the Newport office.

Miss Marion Anthony of the Jamestown office has resigned to return to school.

"Bill" Cameron, of Attleboro, has moved to the outskirts of the town, where he has purchased a small farm.

Miss Albina Monette has become all-night operator at Warwick Neck, in place of Miss Sabins, who resigned to be married.

Mr. A. W. McGuinness, wire chief at Warwick Neck for the past nine years, has been transferred to the East Greenwich district as unit wire chief. He left with the best wishes of all the employees of the exchange.

Leo Flannigan, substation repairman from Pawtucket, left on a three months' leave of absence for Los Angeles, Calif., September 15.

Mr. J. I. Provan, of plant engineering, has become greatly interested in ethical culture and is taking a course at Boston at Leland Powers' School of the Spoken Word.

Miss Hilma Simon, of the Bristol office, is absent from her post on account of illness. She is in Milton, N. H.

Miss Marguerite Dunbar, who was "vacation operator" at the Bristol Exchange, is to remain in the employ of the Company.

Miss Gertrude Doherty, of Broad, resigned September 18. She was presented with a silk umbrella as a token of remembrance from the girls.

Operator Averts Possible Disaster

AN operator in Union Exchange, while restoring a broken connection between a downtown pay station and Central Police Station, overheard the words "All right, I'll go out and blow up the State House, and do it right away." The operator immediately called the station and informed Lieutenant Johnson of what she had heard. Steps were taken at once to apprehend the author of the threat, and protection was rushed to the Capitol Building, where a police guard was maintained during the night. If the man whom the operator heard actually contemplated some demonstration, he was evidently scared off. It is believed, however, that he was either a crank or under the influence of intoxicants.

Newport Operators Commended

MRS. M. R. GAVITT,
CHIEF OPERATOR, PROV. TEL. CO.,
NEWPORT, R. I.

Dear Madam,—It is with sincere pleasure that the Trojan Baseball Club, of Newport, takes opportunity of congratulating, through you, Newport long-distance operators for their efficient service on toll calls, in so far as they pertain to the activities of our baseball team.

Because of the nature of our sport, it is exceedingly difficult for us to locate particular players or teams, and there have been occasions when we knew only the city, and left the long-distance operator. With a certain gratifying, your operators generally succeed in securing the party desired, even though it required much additional effort on their part and effort which we feel could have been evaded if they had not been so courteous.

In these days, when the telephone service in large cities is considered the source of jokes—the vaudeville stage and in periodicals—you are to be complimented upon the ability of your long-distance operators.

The Trojans have been in the field many seasons and desire to state that the exceptional service of this year is on a par with that of other seasons.

This letter is being sent as a voluntary token of appreciation, and you may make whatever use of it you see fit.

Very truly yours,

TROJAN BASEBALL CLUB,
EMIL E. JEMAIL, *Secretary*



DON'T THEY LOOK FINE?

Here's the operators' float as it appeared in the Labor Day parade in Providence. Operating on a float seems to be a much easier job than operating in a busy exchange.

Unusual Accident

"PETE" SHEERN, of the Attleboro district, met with a painful accident recently, when a large block of wood which had become wedged in a tree underneath which he was working was suddenly released and fell, striking Pete on the back of the neck. Fortunately, however, he was not seriously injured, and is now at work.

New Superintendent of Construction

MR. FRED T. CROCKETT, who has been connected with the Bell System for forty years, has recently been appointed superintendent of construction of the Providence Telephone Company.



FRED T. CROCKETT

Mr. Crockett entered the telephone business 'way back in November, 1880, as an operator in the old Back Bay Exchange of the Telephone Dispatch Company, which company was the forerunner of the present New England Telephone and Telegraph Company. Shortly after this he became a lineman, then inspector, and worked up through the various grades to the position of construction engineer of the Metropolitan Division of the New England Tele-

phone and Telegraph Company at Boston. A few years ago he was transferred to special duties in the chief engineer's office at Boston, where he has since been located until his transfer to Providence.

Mr. Crockett tells many interesting reminiscences of the early days of the telephone business, and if you want to spend an interesting as well as profitable session just get him to tell you some of

is no stranger to Providence, as during the history and appraisal made in 1916, he was briefly located here and met many of the Department men at that time. We are glad to have him as a permanent member of our family, and hope that our association will be as lengthy as pleasant.

Construction Notes

PAWTUCKET. An estimate has been authorized covering the replacement and reinforcement of all pole lines in the outlying districts, and work is now under way.

Newport. An estimate covering replacement and reinforcement of all pole lines in this exchange has also been authorized and work is now under way.

The work of installing key equipment in the subscribers' switchboard to provide for divided ringing of subscribers' stations on a jack per line basis instead of a jack per station basis is now under way, and it is expected that the office will be changed over to the jack per line basis on January 1, 1921.

Pawtucket-Angell. U. G. cable construction is planned in the Angell and Pawtucket areas, to

provide for additional trunks between these offices:

Additional C. O. equipment has been planned for the following offices:

Valley. One additional section of subscribers' switchboard.

Warren. One special end section and additional subscribers' multiple.

Centredale. One additional section of subscribers' switchboard, one special end section and additional subscribers' multiple.

Plant News

The following men have recently qualified before the Examining Board for advanced ratings:

Dennis F. McCarthy, Construction Department, advanced to lineman.

Howard Ray, Construction Department, advanced to lineman.

Thomas Balfour, Construction Department, advanced to lineman.

William Ide, Woonsocket, advanced from C. O. repairman, Grade C, to C. O. repairman, Grade B.

Russell T. Waterman, Pawtucket, advanced from C. O. repairman, Grade C, to C. O. repairman, Grade B.

Miss Hazel Mastin has returned to her duties after an absence of several weeks on account of sickness.

Mr. V. E. Tyson, Western Electric Company's division foreman, is studying recent machine-switching installations in Omaha, Neb., and Kansas City, Mo.

William P. Dodge, who was recently discharged from the U. S. Army with the rank of major, has returned to his duties in the Plant Department.

Thompson B. Foster, a graduate of the Pennsylvania State College, class of 1920, has been appointed an assistant in the Plant Engineering Department.

Our Cover

THE delightful photograph used as a cover for this issue of TELEPHONE TOPICS was taken by George F. Curtis, a commercial representative in the Providence Telephone Company. We consider it one of the finest photographs ever received in this office, and want to express our appreciation to Mr. Curtis for his thoughtfulness in sending it in to us.

S. Morton Gunn Resigns

AFTER several years of efficient service in the Providence Telephone Company, S. Morton Gunn, formerly commercial engineer of our Company, and until recently on the staff of Commercial Engineer Davis of the New England Company, has resigned to accept a position with the Phoenix Mutual Life Insurance Company in its Providence office.

His hosts of friends wish him good luck in his new position.

Not His Job

"I'm not supposed to do that," said he,
When an extra task he chanced to see.
"That's not my job, and it's not my care,
So I'll pass it by and leave it there."
And the boss that gave him his weekly pay
Lost more than his wages on him that day.

"I'm not supposed to do that," he said,
"That duty belongs to Jim or Fred."
So a little task that was in his way,
That he could have handled without delay,
Was left unfinished; the way was paved
For a heavy loss that he could have saved.

And time went on and he kept his place,
But he never altered his easy pace,
And folks remarked on how well he knew
The line of tasks he was hired to do;
For never once was he known to turn
His hand to things not of his concern.

But there in his foolish rut he stayed,
And for all he did he was fairly paid,
But he never was worth a dollar more
Than he got for his toil when the week was o'er;
For he knew too well when his work was through,
And he'd done all he was hired to do.

If you want to grow in this world, young man,
You must do every day all the work you can.
If you find a task, though it's not your bit,
And it should be done, take care of it;
And you'll never conquer or rise if you
Do only the things you're supposed to do.



Our Triple Responsibility

The three great purposes of the Bell telephone organization, the three united interests which the management must ever keep in the fore-front, are: service to the public, justice to the employees, security to stockholders.

Service to the public must be as continuous, dependable, and perfect in speech transmission, under all conditions and during all emergencies, as it is humanly possible for science and skill to produce.

Justice to employees requires

their careful training for the work expected of them, agreeable and healthful working conditions, adequate pay, an opportunity for advancement, cordial relations between managing and other employees, and every facility for properly performing their duties.

Security to stockholders demands earnings to provide dividends with a margin for safety and the stability of market value which goes with a large number of shareholders with a small average ownership.



**AMERICAN TELEPHONE AND TELEGRAPH COMPANY
AND ASSOCIATED COMPANIES**

One Policy

One System

Universal Service

And all directed toward Better Service