

Telephone Topics



October 1920

W. HARRY SMITH

Make a Budget

Dr. Henry van Dyke says:

*“Four things a man must learn to do
If he would make his record true.”*

And he puts first:

“To think without confusion clearly.”

*In financial matters, a budget will
insure clear thinking*

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
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What is a Budget?

MOST telephone people know what a budget means, particularly the yearly budget prepared by our Company. It is the apportioning of certain amounts for this department or that department, and it means that the department concerned is to be conducted within the apportioned amount of money for a year. It is the most successful way of conducting any business, and the principle of a budget is just as applicable to conducting a household or home as it is to conducting a telephone company, a blacksmith shop, or a restaurant. There are many ways of making up a budget for a home. To make a budget means to have a plan for spending.

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Operating under a budget system has a distinct bearing on thrift. Useless waste and unnecessary expenses are eliminated where a budget system is used. It is not necessary to have an elaborate bookkeeping system to operate a household budget. In fact, the simpler the system the easier it is to keep it up. In planning a budget there are seven essentials to keep in mind: namely, know your needs, count their cost, study your spending, prepare a plan, make practice follow precept, keep accounts and review your records. Our money must pay for food—adequate, nutritious, and appetizing; clothing—healthful, comfortable, suitable, and attractive; home—sanitary, convenient, and pleasant; operating expenses—fuel, light, and service; personal expenses—education, pleasure, and gifts; savings—emergency and permanent.

* * * * *

We know best just how we can divide our money in making up a budget system, but some of us perhaps do not know how to set up such a system. Because it works fully as well as any other, is simple and not expensive, TELEPHONE TOPICS offers the envelope system as an excellent one for all of us to try. The budget idea is not alone for married folks—its value is for us all, married or single.

Secure a dozen envelopes—the color makes no difference; good staple ones, made preferably from heavy paper. On each envelope we will put a heading; for instance, on one, the word "Rent";

another, "Light"; the third, "Heat"; the fourth, "Gas"; the fifth, "Insurance"; the sixth, "Clothes"; the seventh, "Food"; the eighth, "Entertainment"; the ninth, "Charity"; the tenth, "Milk"; the eleventh, "Savings"; and the twelfth, "Personal."

That is the start of the system. When you get your pay envelope sit down with the envelopes in front of you and figure out for yourself just how much should be put into each envelope,—so much for clothes, so much rent, light, heat, etc., and put each amount in the envelope. That is the principle of a household budget—it can be worked out each week or once a month.

* * * * *

By systematic handling of your money you can economize here and there. You know just what it costs you to live, and you are able to save.

It becomes after a while an intensely interesting game,—this budget idea, and you are constantly on the lookout for opportunities to eliminate simple wastes that heretofore you never thought of.

Take the food envelope, for instance. Generally there is a material saving in buying in quantity, and you will often find that you save money by buying a dozen cans of this or that at a time, in place of buying a can at a time. Isn't it worth while to take advantage of such opportunities? You can do it if your budget system is working correctly.

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Careful buying does not mean buying cheap goods. Don't let the budget idea transform you into the miserly attitude. It is not intended for that purpose.

* * * * *

By a little study you will undoubtedly be able to reduce the amount required for almost every envelope, i.e., by seeing that no unnecessary gas or electric lights are used, watching the food envelope, by patronizing your coöperative store, and in many other ways. The primary object of a budget system is that it enables the user to save, and "a penny saved is a penny earned." The "Savings" envelope should be one of the principal items of your budget scheme.

This is a budget plan as the writer sees it. It is a most interesting subject, and TELEPHONE TOPICS will be glad to print any other ideas that telephone people may have on this subject. Why not write out your idea of a budget plan and send it in?

Dividend Rate Increased

THE Directors of the New England Telephone and Telegraph Company on September 21 declared a quarterly dividend of two dollars per share, payable September 30 to stock of record September 22, 1920. The dividend rate of the Company is thus increased from 7% to 8% per annum.

In commenting upon this action President Jones said:

"Our stock has been upon a 7% dividend basis since the autumn of 1911, and both before and after that time it sold in the market at around \$150 per share. Since then the cost of everything, including materials, wages of labor and wages of money, has gone up in leaps and bounds. In 1911 the United States could borrow money at 3%, it is now paying 6% free of the heavy taxes which have in the meantime been imposed upon the income from other investments. Sound corporation bonds which then sold readily on a 4½ to 5% basis now pay the investor 7½% to 8% and cost the borrower materially more.

For these reasons the stock of the New England Company has persistently sold below par for nearly three years, and during much of that time has been below 90. The laws governing the Company do not permit the issue of stock at less than par, thus contemplating a rate or return that will keep the stock above par. They also require that new plant shall be paid for with new capital.

"If the rapidly growing needs of New England for telephone service are to be adequately met, the Telephone Company must as promptly as possible construct large amounts of new plant and must continue to do so as the community grows. To do this requires money, and in order to get it upon reasonable and advantageous terms the Company must pay a fair return upon the money that has been risked in the enterprise.

"The result of a continued failure to pay such fair return, for whatever cause, may be seen in the present transportation service of the country. We believe the public wants no repetition of this condition in the telephone field.

Freight Rates and Living Costs

VICE-PRESIDENT DIXON of the Pennsylvania Railroad is quoted in an interesting statement with reference to the effect of the 40% increase in freight rates upon the cost of living. According to his views, this effect should not constitute a serious additional burden upon the public, and, if it enables the railroads to get the necessary additional facilities so that the transportation system becomes fully effective, he predicts that the ultimate effect will be a real and considerable saving in the cost of living.

After giving a table to show the additional freight charges on such things as flour, shoes, potatoes, oranges, meats, etc., from various points to Philadelphia, he goes on to explain:

"Most flour is shipped in carload lots. Taking

the rate from Minneapolis to Philadelphia, the forty per cent increase will amount to 33 cents per barrel of 200 pounds. On a 24-pound sack of flour, this will be just a trifle less than four cents. Even if the flour is shipped in less than carload lots, the increase in the freight charge per 24 pounds would be only 7 cents.

"As a crate of eggs contains 30 dozen, a glance at the table will show that on a carload shipment the added freight charge would be about one half of a cent per dozen eggs, and in the less than carload shipment about two thirds of a cent a dozen.

"Similarly, it will be observed that the increased freight charge on butter, per pound, from Chicago to Philadelphia, when sent in carload lots, would be about four mills, and on less than carload lots less than 5½ mills; in the one case a little less than, and in the other a little more than, one-half cent a pound.

"If we assume that oranges weigh about eight pounds to the dozen, which is a fair average for good fruit, the increase in the freight charge on carload lots from a typical Florida point to Philadelphia would be 3 cents a dozen, and in less than carload lots would be under 3½ cents a dozen.

"Under the new rates the increase in the freight charges for shipping early potatoes from Southern New Jersey or Virginia points to Philadelphia would amount to 3.3 cents and 5.1 cents per bushel, respectively.

"The housekeeper in the larger cities, who buys potatoes by the peck, ought, therefore, not to be charged more than one cent additional for each peck of potatoes purchased.

"The increased charge on apples from New York state to Philadelphia would be but 16 cents a barrel. If shipped in less than carload lots this would amount to 25½ cents a barrel. Worked down to a peck or half-peck quantity the increase is a matter of a few cents.

"On packing house products, such as ham, bacon, lard, and canned meats, shipped from Chicago to Philadelphia in carload lots after the advanced rates become effective, the increase in the charge will be 1.7 mills on each pound, while in less than carload lots it will be 2.4 mills.

Says Machine Switching Works Well

COMMERCIAL Manager W. F. Lawrence has returned from his vacation at Paterson, N. J. While there he visited several semi-mechanical and full mechanical offices in both New Jersey and New York, getting first-hand information of the actual working of machine-switching devices.

The Lackawanna Railroad in New York has a P.B.X. which connects its entire system. They are very much pleased with the working of it.

Mr. Lawrence was very much interested in the new system and learned a great deal about it during his trip.



THE ANNUAL BANQUET OF THE TELEPHONE PIONEERS AT MONTREAL

With the Pioneers at Montreal

Their Story of the Seventh Annual Meeting, as seen by
Thomas Tyson Cook, Special Correspondent

FIVE hundred Pioneers and Pioneers' wives hit the long trail to Montreal, September 8 to 12, and there attended the seventh annual convention of the Pioneers association, the first meeting since that held in Atlanta in 1916. It was a great big convention, a great big time, and many declared it set brand new standards all along the line.

Whether the boat trip down the St. Lawrence river, H. B. Thayer's presence, E. K. Hall's stirring address or the sail on Lake George was the most important feature of the convention, is a question that probably will never be definitely settled. But these four things, separately or together, were certainly the most brilliant highlights of the session.

The all-day boat trip gave the old-timers from widely-separated points — there was even a brave group from California — an opportunity to renew relations, and they made the most of it. The

weather was perfect. "Regular, good old God-made telephone weather," one man called it. For hours the Pioneers sat on deck swapping reminiscences and experiences.

Arriving at Montreal about dusk Thursday evening, very tired and hungry, the party had its first taste of Canadian hospitality — hospitality that was poured out without stint or pause during the entire time of the convention — when they beheld the enormous motor busses waiting for them on the wharf. A squad of Bell of Canada committeemen grasped the hands and baggage of the incoming delegates, helped to hoist them into the busses, and sped them uptown to the Windsor Hotel, headquarters for the convention.

There was little skylarking that first night in Montreal. Every one wanted something to eat and a place to sleep, and was satisfied to let good times go over until the next day, officially the first of the convention.

Ten o'clock Friday morning found Chairman T. D. Lockwood in his customary place as conductor-extraordinary of the Pioneers' business meeting. As soon as he could bring something resembling order out of his talkative audience, he made one of his characteristic, brilliant opening talks and wound up with: "I now declare this seventh annual meeting of the Telephone Pioneers of America open for business."

His Worship the Honorable Mederic Martin,—pronounced Maydreek Martang, please,—mayor of Montreal, was at once conducted to the platform by R. F. Jones, chairman of the Bell of Canada general convention committee. The Mayor, a tall and distinguished gentleman, surprised the Pioneers at his first word. He was a Frenchman and could scarcely speak English. He explained that French, not English, was his language and begged the indulgence of the gathering while he read a cordial address of welcome which seemed all the more attractive for the unfamiliar accent in which it was rendered.

"I am not turning over to you the keys to the City," said His Worship. "I will tell you that the doors of the City are wide open to you. Go and come where you will and be assured that you are welcome."

"Your organization," he continued, "is certainly unique in its kind. To secure admission into your Society, it is not sufficient to have common interest with your fellow-toilers, to work under the same master and for the same purpose. It is necessary, according to a popular expression which you will allow me to use here, that one should have grown gray in the service. And one does not remain for 21 years or more in the employ of the same company if he is not a faithful servant."

"Your numerous years of assiduous and conscientious work thus constitute, for each one of you, a report of irreproachable honesty and untiring devotion, while creating between you friendship, and entitling you to the esteem and consideration of your fellow-citizens. Allow me, therefore, to sincerely congratulate you upon your association with the Telephone Pioneers of America."

The routine business of the convention was then attended to in one-two-three order. The reading of the minutes of the Atlanta convention, four years old, was dispensed with as ancient history. The executive committee insisted on making a report, but it lasted only about 30 seconds and did not tire anyone. A nominating committee composed of Messrs. J. J. Carty, H. J. Schultz, and H. B. Emery was appointed and promptly put its collective head together on the job of proposing a new set of officers for the coming year.

At this point Chairman Lockwood interjected a short, but extremely eloquent, tribute to four of the association's most distinguished members who have recently died: Messrs. Vail, Sise, Kingsbury, and Leverett.

Membership Growing

Secretary Starrett made a report telling how the membership of the body stood, saying that on September 1, 1920, there was a total membership of 1,700,—an increase of several hundred in the last month or two.

The treasurer reported that there was a healthy balance on hand. His report was adopted with the suggestion that if the American Telephone and Telegraph Company ever got into financial trouble the Pioneers might consider helping it out.

Resolution Adopted on Death of Mr. Vail

James Robb, as chairman of a special committee, submitted a dignified and touching resolution on the death of Mr. Vail. It was adopted and copies were ordered engrossed and sent to the members of Mr. Vail's family. The resolution read:

"The Telephone Pioneers of America, by the death of Theodore N. Vail, have lost their first president, a most distinguished member and a most beloved and devoted friend.

"Born in Carleton, Ohio, July 16, 1845, Theodore N. Vail had achieved national prominence when in 1878 he resigned as general superintendent of the United States Railway Mail Service to become a pioneer in the great task of making the newly-invented telephone the instrument of a nation, and a blessing to the civilized world. As the first executive of the Bell System, he blazed a trail for us all to follow through the forest of difficulties which had to be overcome in the early years of telephone development.

"He was the typical pioneer, leading the way over unknown paths, clearing out the underbrush of doubt and swamps of discouragement, until at the end of the trail he witnessed the realization of his early vision of a great nationwide telephone system, serving all the people all the time, the continent spanned by the talking wire and the oceans traversed by wireless speech. It has been well said that

"We live in deeds, not years,
'In thoughts, not breaths,
'In feelings, not in figures on a dial."

"And in that sense the life of Theodore N. Vail exceeded that of the patriarch.

"A human and kindly man, he bound into one loyal family a quarter of a million of telephone men and women and made neighbors of a hundred million people.

"The Telephone Pioneers will ever hold his memory dear, and in the years to come his life will prove an inspiration to nobler thought and higher effort on the part of every member of the great telephone family."

H. B. Thayer Elected President

Chairman J. J. Carty then announced his committee's nomination of officers for the ensuing year: H. B. Thayer, president; H. J. Pettengill, F. A. Stevenson, A. L. Salt, and B. L. Kilgour, vice-presidents; G. D. Milne, treasurer; James Robb, E. K. Hall, and J. S. McCulloh, executive committeemen.

The chairman explained that, although the association's by-laws called for election by ballots, there was a much more expeditious method of transacting this bit of business. "I accordingly instruct the secretary," he said, "to cast one ballot for the gentlemen named." Secretary Starrett accordingly cast his ballot, and Mr. Thayer and the others became the new officers of the body in almost no time at all.

President-elect Thayer was invited to the platform amid much applause. He made an informal, forceful talk, saying that he thought it was now safe for him to announce that he had a platform. This platform, Mr. Thayer stated, contained two planks,—first, that the president retain office for

one year only; and second, that a broader career be mapped out for the telephone Pioneers' association.

He said that, speaking as a representative of the older generation of Pioneers, he wanted to tell the younger Pioneers of the Bell system that there is a greater era of building and growth immediately ahead than there has ever been in the history of the telephone industry. "Just yesterday," said Mr. Thayer, "Mr. McFarlane of the Bell of Canada company told me that here, in his own territory, there is more pioneering work going on right now than ever before."

At the conclusion of Mr. Thayer's remarks, the ladies were courteously shooed out to take observation cars for a sight-seeing ride around the city and to the St. George Snow-Shoe club, high up on Mount Royal, the mountain immediately back of the city, from which the community derives its name. At the St. George club the ladies had lunch, listened to some excellent singing and reciting, and had their pictures taken.

Back at the business meeting in the hotel, the chairman did not follow the usual order of business after the departure of the ladies, but straightway announced that the morning session was at an end. He also volunteered explicit instructions as to where the members might find entertainment until the afternoon meeting at 2.30 o'clock.



FACE OF SOUVENIR
MEDALLION

BACK OF MEDALLION

Presented each Pioneer by the American Telephone and Telegraph Company.

J. J. Carty opened the meeting with a brief address, suggesting the names of four distinguished telephone men as honorary members of the association. These gentlemen, T. D. Lockwood, L. B. McFarlane, T. B. Doolittle, and K. J. Dunsten, were speedily elected, to the accompaniment of loud cheers. Each of them, in response to calls from the audience, said a few words of appreciation of the signal honor which he had just received.

The rest of the afternoon was devoted to the reading of papers. The first of these was that of W. H. Black, secretary of the Bell Company of Canada. Mr. Black was introduced as a Pioneer of the pioneerest description, and he presented a convincing address outlining and emphasizing the trials, duties, and privileges of those in public service work.

An outstanding part of his paper was that in which he told how valiantly the operators of his company stuck to their posts when the influenza epidemic of 1918 was at its worst.

J. H. Winfield, of Halifax, N. S., came next, reading a paper on "Notes of Nova Scotia."

While waiting for Mr. Hall, the next scheduled speaker, Chairman Lockwood said he wanted to read an allegory written all by himself. This proved to be an exceptionally clever story of four ancient giants,—water, wind, steam, and electricity. Incidentally, Mr. Lockwood pulled a new word of his own manufacture—"velocious"—on the Pioneers.

Mr. Hall's Fine Address

E. K. Hall was the next and last speaker, and his address developed into a ringing appeal to the Pioneers, as the old guard of the Bell telephone system, to take the lead in rallying the ranks together for the pioneering of to-day in the solution of the problems of this readjustment period.

"Many of these problems," said Mr. Hall, "will be solved by groups of specialists and by the trained experts of the different departments. Mr. Carty and his group of wizards will delve into the mysterious recesses of science and find in the future, as they have in the past, answer after answer to seemingly unanswerable questions. The plant people will find the way over, around, and through obstacle after obstacle as it appears. Traffic men and women will find the way to meet the increasing complexities of furnishing service for a continuously increasing number of subscribers. The accountants will continue to find methods of interpreting the progress of the telephone business upon a single sheet of paper and the engineers will keep on working out plans for meeting future difficulties long before these difficulties have come into the range of vision of the rest of us."

Mr. Hall then stated that, while there were many of these problems on which not all of us could help and many of them which none of us to-day could foresee, nevertheless we all had a perfect confidence that they would be met and the answers would be found whenever and as fast as it became necessary.

"There is one great problem, however," said Mr. Hall, "that is right here with us to-day, one that we all can see, but to the solution of which no single group can contribute more than the Pioneers."

He then outlined one of the great problems of the present day, which has been brought prominently to the front in this readjustment period, and one common to all industries throughout the world, the so-called problem of industrial relations.

"This question," said Mr. Hall, "is under discussion from one end of the world to the other, and yet the answer ought not to be difficult. It is simply a question of bringing back into industry the human contacts, the human sympathies, the closer human relations, and mutual confidence which naturally existed in industry before it became necessary to conduct industries in such large units in order to lower the costs of production and render to society a larger and more extended service. To the extent that this human element has been crowded out by the rapid growth of the Bell system, we are going to put it back. You Pioneers found it here when you came into the company. You have helped to preserve it to a wonderful degree. Through your efforts and those of thousands of your associates it has been preserved

to a far greater degree than in most other industries. The great growth of the business, however, the necessity of departmentalizing so much of the work, and the fact that we must spread ourselves over an entire continent, all tend to make it difficult to preserve the contacts and acquaintances upon which mutual confidence and understanding so largely depend."

The speaker then pointed out that in these days of unrest various influences are abroad in the land seeking to destroy in industry the confidence and coöperation which is so essential to good results, and without which work is hardly worth while nor life worth living; that efforts were being made to substitute misunderstandings for understandings; to incite discontent instead of contentment; to promote warfare rather than coöperation.

He then told of a beautiful incident of an operator from the South who was in New York and happened to meet Mr. Thayer, the chief executive of the whole Bell system. The next day, speaking about it to one of her friends, she said that she had supposed that if she ever chanced to meet any of the higher officials of the company she would find them unapproachable, coldly dignified, unsympathetic and uninterested in any one occupying a more humble position in the organization. Then she met Mr. Thayer — "and do you know," she exclaimed, "he is just like my own daddy."

"One Inseparable Industrial Family"

"You Pioneers," concluded Mr. Hall, "are the very people to see to it that in this great family of ours — a quarter of a million of us — there is acquaintance, friendship, and confidence all the way up and down the line. You folks for long years have been working with the princes and princesses of this business; you know them by their first names. It is up to you to look out for the youngsters who are coming into our ranks.

"There is so much to be done in this tremendously important matter that I want each one of you to go back to your jobs and every day do — not just say — something to make the humblest and newest worker in our ranks feel that he is a real member of a great and happy family.

"We are banking on you Pioneers," he concluded, "and with your help we are going to show the industrial world that there is at least one inseparable industrial family — and that nobody in the wide world can pry us apart."

Mr. Hall closed in an uproar of cheers, and the crowd immediately gathered around him to offer congratulations.

The rose room of the hotel, famous meeting place of the Canadian club in Montreal, made a brilliant setting for the annual dinner on Friday evening. Seated at small tables tastefully decorated with cut flowers, in a great rectangular hall flanked with marble columns and hung with entwined American and British flags, the more than 500 members and guests made a picture long to be remembered.

The diners stood at their places while Mr. Thayer and Mr. McFarlane walked slowly through the crowd to their seats at the speaker's table. They were preceded by a seven-foot Scotchman in full kilts, blowing his bag-pipes at a rate to quite drown out the music of the orchestra.

With the appearance of the coffee, Mr. Thayer arose and, in strict conformity with custom, raised

his glass and proposed a toast, "To the King." Very impressively the many Canadians in the room, with the Americans quickly following, raised their glasses and sang a stanza of "God Save the King"; and as they touched lips to glasses murmured, "To the King — God Save Him."

The next moment Mr. McFarlane rose and proposed a toast: "To the President of the United States." And then, a thrill running up and down every American spine in the place, the diners burst enthusiastically into "My Country, 'tis of thee."

L. I. McMahon of the Bell company of Canada took over the job of toastmastering the dinner at this point, and with the aid of a large dinner bell and his own sparkling anecdotes and witticisms, immediately made a distinct hit with his audience.

A Delightful Entertainment

The entertainment included baritone solos, soprano solos, tenor solos, bass solos, readings of French-Canadian stories and poems in dialect — some of them by employees of the local company, others by professional — and, interspersed with these, several brief addresses.

L. B. McFarlane made the first of these, and again told of the Canadian company's great pleasure in entertaining so many distinguished visitors from the states. Alderman J. P. Dison of Montreal made a short address of felicitation as the representative of the city government.

J. J. Carty, eloquently introduced by the toastmaster as the telephone man who did things of incalculable value for the Allies during the war, spoke of the Pioneers' sense of deep appreciation to the Montreal hosts, and drew an impressive word picture of the telephone as an international agency for mutual understanding and good-will.

The next speaker was K. J. Dunstan, division manager of the Bell company of Canada at Toronto. Mr. Dunstan took the opportunity to express to the assembled Pioneers his gratitude for the honorary membership conferred upon him at the afternoon session.

After several more songs and recitations, the toastmaster ordered the floor cleared for dancing and several hundred of the banqueters one-stepped and waltzed from that moment until the small hours of the morning. Saturday morning almost every one was late in getting started. Answer: The banquet. But a number managed to get out and around the city, shopping, sight-seeing, getting all mixed up with their Canadian money, and deciphering the ever-fascinating French signs which met the eye on every side.

After the luncheon served by the Canadian Bell company on Saturday, the whole party made a rush to waiting automobiles for a motor ride around the city, through its beautiful suburbs and to Mount Royal. There were approximately 150 touring cars in the procession. The route led first through the business section, then down to the docks and shipping, out through the residential

and suburban sections, up the winding ascent to the mountain, and finally back to the city, where an almost successful attempt was made to round up the entire crowd for a panorama picture in front of the stately St. James cathedral.

There were numerous small and cozy dinner parties in the evening. Following this the ladies were the guests of the Canadian company at a theater party, while the men were entertained at a smoking concert in the Windsor hotel.

Homeward Bound

The Pioneers' special pulled out of Montreal on the first lap of the homeward trip about midnight, Saturday. Some of the conventioners got to it in plenty of time, others waited until the last horn blew — and two or three persistent stragglers had to make a desperate dash for it, barely reaching the last platform as the train gathered speed leaving the shed.

All through the train, wherever any one could be found with enough energy left to talk, was heard the most enthusiastic comment on the good times that had been provided by the Bell folks north of the line. It was the unanimous expression that everything any host could do for his guests had been done, and done extremely well.

In the gray dawn of Sunday morning, the returning Pioneers found themselves on the platform at Fort Kent, on the shores of Lake Champlain, ready to journey a few miles inland to the Ausable Chasm hotel for breakfast. It took some time to get there, and it is fairly safe to say that never was a breakfast more thoroughly enjoyed.

Immediately following it the party was taken through the chasm, one of the greatest natural phenomena on the continent. For an hour or more, partly on foot and partly on boats, they traversed the tortuous lengths and depths of this rocky gorge through the mountains.

A Beautiful Sail on Lake George

Again they entrained and hastened on toward Lake George. The palatial steamer *Horicon* met the crowd at the head of the lake. Lunch was served aboard the boat and the whole afternoon was devoted to what was undoubtedly the most beautiful and at the same time the most restful sail of the entire trip.

At the foot of Lake George came dinner at the Fort William Henry hotel. A wonderful meal it was, too! The party then broke into small groups, sauntering around the hotel grounds for a time, but quickly finding their way back to the special train which had been shifted to this point for the final lap of the homeward journey.

It was a thoroughly tired but unanimously happy crowd that sought its berths at the station, and practically every one was deep in sleep when the special pulled out at 2.00 A.M. When they awoke Monday morning, September 13, they were nearing New York City,—home to many of the party, and transfer point for all the others.

Opportunity

A TELEPHONE man of several years' experience was recently inquiring for the best up-to-date book on telephony to use in "brushing up," as well as to look up some special points in which he was particularly interested. We were obliged to tell him that there was no such book, for the reason that the art is changing so rapidly that a book is out-of-date in some respects almost as soon as it is printed.

Most of us know this, and the reason for calling your attention to it at this time, especially, is because the evening courses of instruction for telephone men are just now starting at the Franklin Union on Berkeley street, Boston. As an opportunity, if you are ambitious, these courses are better than a library of books and right up-to-date, as hundreds of our fellows in all departments who have taken them can tell you. "Ask a man who has been there."

Age makes no difference. The average age of the men is over 25 and many are over 30. Owing to two far-sighted citizens, Franklin and Carnegie, the cost is low, \$15 for 48 evenings, two nights a week, — but you must be eager to learn, as learning cannot be obtained without effort. "Earn your learning to increase your earnings." If this interests you, information can be obtained by telephoning Beach 7491.

Does This Mean You?

IN the offices of the Adjutant-General at Washington is a huge mass of mail, sent to France for members of the A. E. F., and returned for various reasons, which is still unclaimed.

It consists of jewelry, clothing, riding boots, fountain pens, safety razors, money, — everything, in fact, that can be sent through the mail.

Red Cross Chapters throughout the country have been asked to aid in locating the owners, for all previous efforts to return the mail have been unsuccessful.

Will those who have reason to believe that their property may be among these articles communicate with the Adjutant-General, giving details by which identification may be made?

All property so identified will be duly returned.

Is There a House to Rent?

THE Housing Information bureau has several applications from employees in the Metropolitan division who want to rent houses in this division. If you know of houses or apartments to let, — telephone Publicity Manager Conway, Official 50, Branch 45.

Pithy Pioneer Personals

ASK Harry Jones if he found Room 1100, and also get him to tell you how he grabbed a room at the Windsor when it looked sure he'd have to sleep in the park.

Ask Field and Gordon the name of the Canadian village in which their auto rear-end parted company with them. They will never, never, forget it. Their wives will never let them forget it.

If Fred Boynton ever returns, ask him about freezing on his trip to the Saguenay River, and what he said about preparedness when Mrs. B. produced his red flannels at the right moment.

Ask H. E. E. Boynton what he politely told the native who told about raising oranges at Three Rivers, Quebec Province.

Ask Fred Cheney what he told the clerk at St. Lawrence hall when he settled with him.

Ask Al Tuttle and Bill Hadley about getting turned back towards Montreal after getting over the line, coming home. Al claims the "old boat" didn't like coming into dry country, but then, you know Al!

Bill Crowell came up from Portland and said Montreal didn't have a thing on what the old inhabitants had told him about Portland in the days before he adopted the town.

Mel Hutchins says Springfield water is good enough for him, and he and Dick Jones went home early — Sunday morning!

Tom Maguire, the Parker boys, and Fitchburg Watson were too much for the hotel clerk, and he didn't dare book them all in the Windsor so he scattered them about town. Ask Tom what Watson told the hotel clerk.

As usual, Jim McCabe, the Beau Brummel of No. 125, was on hand, showing the natives how a telephone man *can* dress if he is in the money end of the business.

Ovitt, of Enosburg Falls, Vt., asked a committeeman if they had any sub-licensees up there and he said, "Go right into room 1100 and help yourself." C. L. didn't quite get him, but George Pierce was handy and explained.

All in all, it was a "right smart time," and "we'd all like to visit our cousins again and soon" — as Ed Hall put it.

Those who attended the Pioneers' convention from New England were:

Mr. and Mrs. E. B. Baker, New Haven; Mr. and Mrs. G. M. Benjamin, New Haven; Mr. and Mrs. F. J. Boynton, Boston; Mr. and Mrs. H. E. E. Boynton, Watertown; Mr. F. C. Buck, Springfield; Jos. Burns and family, of Boston; M. J. Burns, Lowell; Mr. and Mrs. J. J. Carter, Meriden, Conn.; C. W. Chamberlain, Palmer; Mr. and Mrs. F. G. Cheney, Lawrence; Mr. and Mrs. George B. Church, Springfield; Mr. and Mrs. M. J. Cook, Boston; Mr. and Mrs. W. F. Crowell, Portland; Geo. T. Cutler, Burlington; T. B. Doolittle, Brantford, Conn.; C. H. Durant, Pittsfield; Mr. and Mrs. A. H. Emery, Boston; Mr. and Mrs. H. B. Emery, Boston; E. H. Everart, New Haven; Mr. and Mrs. F. D. Field, Boston; Mr. and Mrs. E. C. Ford and family, New London; Mr. and Mrs. J. H. Gordon, West Newton; Mr. and Mrs. W. J. Hadley and family, Boston; Mrs. G. Haller, Springfield; T. F. Maguire, Springfield; H. H. Hodgdon,

Barre, Vt.; R. Hunter, New Haven; M. Hutchins, Springfield; H. L. Jones, Springfield; C. T. Keller, Boston; Mr. and Mrs. C. E. Kent, Boston; C. W. Lane, Boston; Mrs. M. Lockhart, Boston; T. D. Lockwood, Melrose; J. A. McCabe, Boston; F. L. Moore, New Haven; J. T. Moran, New Haven; T. E. O'Neil, Nashua; Mr. and Mrs. C. L. Ovitt, Enosburg Falls, Vt.; Mr. and Mrs. B. M. Packard, Rockland, Me.; Mrs. L. E. Palmer, Hartford; W. A. Parker, Springfield; G. F. Parker, Rutland, Vt.; S. F. Parker, Rutland, Vt.; G. M. Pierce and daughter, Hyde Park; Mr. and Mrs. H. J. Pond, West Haven, Conn.; Mr. and Mrs. E. E. Schultz, Morrisville, Vt.; E. A. Smith, Hartford; S. H. Smith, Bethel, Conn.; Mr. and Mrs. H. W. Sperry, Short Beach, Conn.; W. N. Sperry, Derby, Conn.; C. E. Stannard, New Haven; Mr and Mrs. W. M. Todd and son, Lawrence; F. L. Towey, Nashua; Mr. and Mrs. H. T. Turner, Laconia; Mr. and Mrs. A. W. Tuttle, Boston; W. K. Wagner, New Bedford; F. A. Watson, Fitchburg; C. M. White, Boston.

Don Heath on New Job

THE many friends of Donald Heath were pleased to welcome him back to the Metropolitan division. He took up his new duties as supervisor of embargoes in connection with the embargo situation in the Metropolitan division on August 1, 1920.



DONALD HEATH

Mr. Heath has a long and creditable record of service with our company. He commenced telephone work in April, 1904. In November of that year he was made a clerk in the Pay Station department. In February, 1906, he was appointed to the Service inspection bureau as a service inspector. When a vacancy in the manager's position occurred at Winthrop, in November, 1907, Mr. Heath's good record recommended him for that position.

In October, 1908, at the time of the adoption of the functional organization, he was made an assistant traffic chief in the Charlestown district. He was promoted from that position to a similar position in the Malden district in July, 1910. A year later he was selected to fill an assignment on special work in the office of the general superintendent of traffic. In September, 1912, an assistant traffic chief was needed in the Central district. Mr. Heath was selected for this assignment.

In July, 1916, he came to the position of traffic supervisor, in charge of the Service Inspection bureau. This position Mr. Heath held until June, 1918, at which time he was assigned to the office of the Service supervisor in the state of Maine division. In August, 1919, he was appointed district traffic chief at Lewiston, which position he held until his present appointment.

Public Address System Again a Success

10,000 People Hear Speakers at Braves' Field, Boston,
on August 28

ONCE again the public address telephone system has proved a success. On August 28 at Braves' Field, Boston—"The Home Of Big Things"—more than 10,000 people heard Governor Calvin Coolidge of Massachusetts, Senator Henry

ball parks in the country. It has a seating capacity of more than 48,000. No matter where the listeners were located, whether it was in the grandstand directly in front of the speakers' stand or out at the flagpole in center field, several hundred feet from the speakers' stand, every speaker could be heard clearly.

The installation of this system in Boston was different from that in any other place where the system has been used. The speakers' stand was located at the pitcher's box, directly in the center of the diamond. Because it would destroy the playing field, our men were not allowed to dig holes and place poles in the ground, upon which to attach the cable running back from the massive horns and the transmitter to the control room,



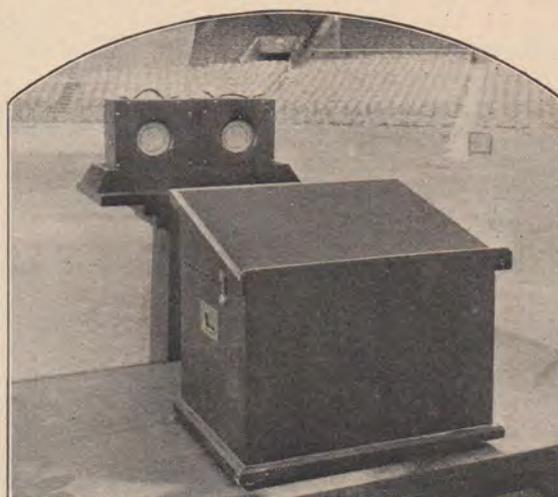
THE SPEAKERS' STAND AND HORNS

Cabot Lodge, Louis K. Liggett, Helen V. Boswell, and Colonel Raymond Rogers expound the principles of the Republican party as clearly and distinctly as if they were within ten feet of the speaker, and it was all possible by means of the public address telephone system installed by experts of the American Telephone and Telegraph Company, Western Electric Company and the New England Telephone & Telegraph Company.

Braves' Field, the home grounds of the Boston National League Baseball Club, is one of the largest



ONE OF THE GREAT HORNS



THE TRANSMITTER IN THE SPEAKERS' STAND

which was located under the third base bleachers. The stand was built upon blocks, and a piece of cable 495 feet long was run across the diamond and made fast at the extreme ends of the grandstand. A tap was made at the center cable, and another section run to the top of the speakers' stand. Eight massive horns, which, in reality, are enlarged telephone receivers, were suspended above the speakers' stand. In the stand in front of the speakers were located two transmitters, one that was in use and one for emergency. The speakers stood directly in front of these transmitters and their voices, as they struck the transmitter, were carried back by means of electrical current to the control room, there magnified many times and sent out to the enormous crowd through the horns suspended in the speakers' platform.

That is the non-technical way of telling how the public address system worked. A writer in a recent issue of the Western Electric News clearly gives an explanation of how this system works. He says:

"Starting at the speakers' stand there is a microphone transmitter from which the telephone output is led through a vacuum tube amplifier to the receiver, or to a group of receivers, if a large area is to be covered. At the receiver the current passes through a winding, changing the magnetic flux of a permanent magnet and thus causing the motion of a diaphragm from which sound waves are sent out into the surrounding air."

The horns suspended from the speakers' stand are about 10 feet long and rectangular in cross sections, being about 20 inches by 30 inches at the larger end. The sound from the horn spreads at the edges so that it covers a larger angle than that formed by the sides of the horn.

Unit Wire Chief Dick Adler and his force from Brookline did a rattling good job in stringing this cable and also in every other bit of work connected with the installation of this system. The entire project was under the supervision of James Leonard, now with the American Telephone & Telegraph Company and at one time a member of our Engi-

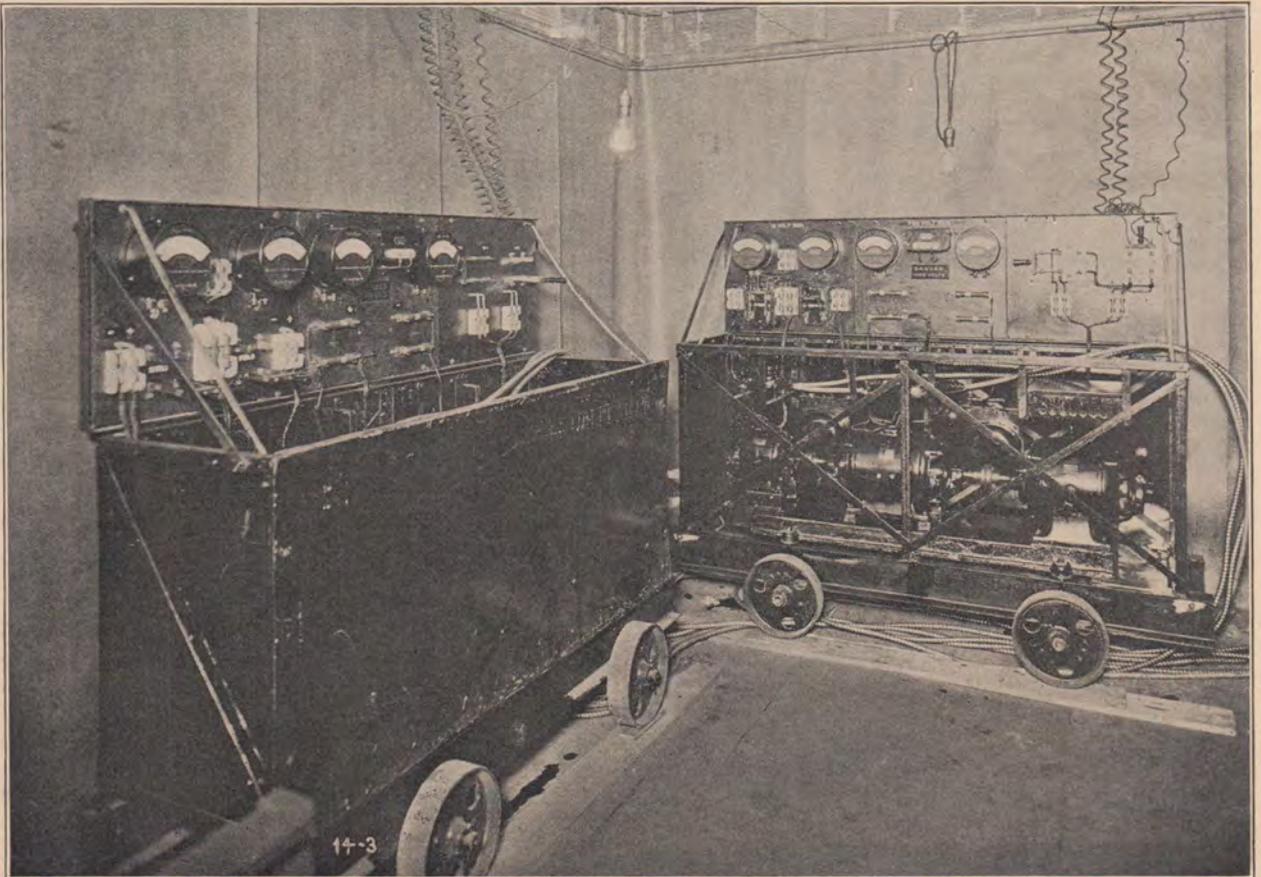
neering Department. Through the cooperation between our men and the American Company engineers the system worked perfectly.



AMERICAN COMPANY ENGINEERS IN CHARGE OF THE INSTALLATION

James Leonard, center, was formerly with our Company.

In appreciation of the good work Harold Caverly, field secretary for Boston of the Republican League of Massachusetts, sent Commercial Manager Mc-



A SECTION OF THE CONTROL ROOM

Donald of the American Telephone & Telegraph Company the following letter:

Dear Mr. McDonald:

During the installation of the voice amplifiers at Braves Field, Boston, for "Coolidge Day," August 28, 1920, I met a number from that splendid corps of men the Telephone Company had assigned to the task.

There were many I did not meet, and I wish through you to extend to them *all* my hearty congratulations for their share in this red-letter day in telephone history, and further to express to them the thanks of the Republican League of Massachusetts for their material contribution to the effectiveness of the Mass Meeting.

The Weather — A Vest-Pocket Essay

By FRANKLIN M. DYER, Engineering Department

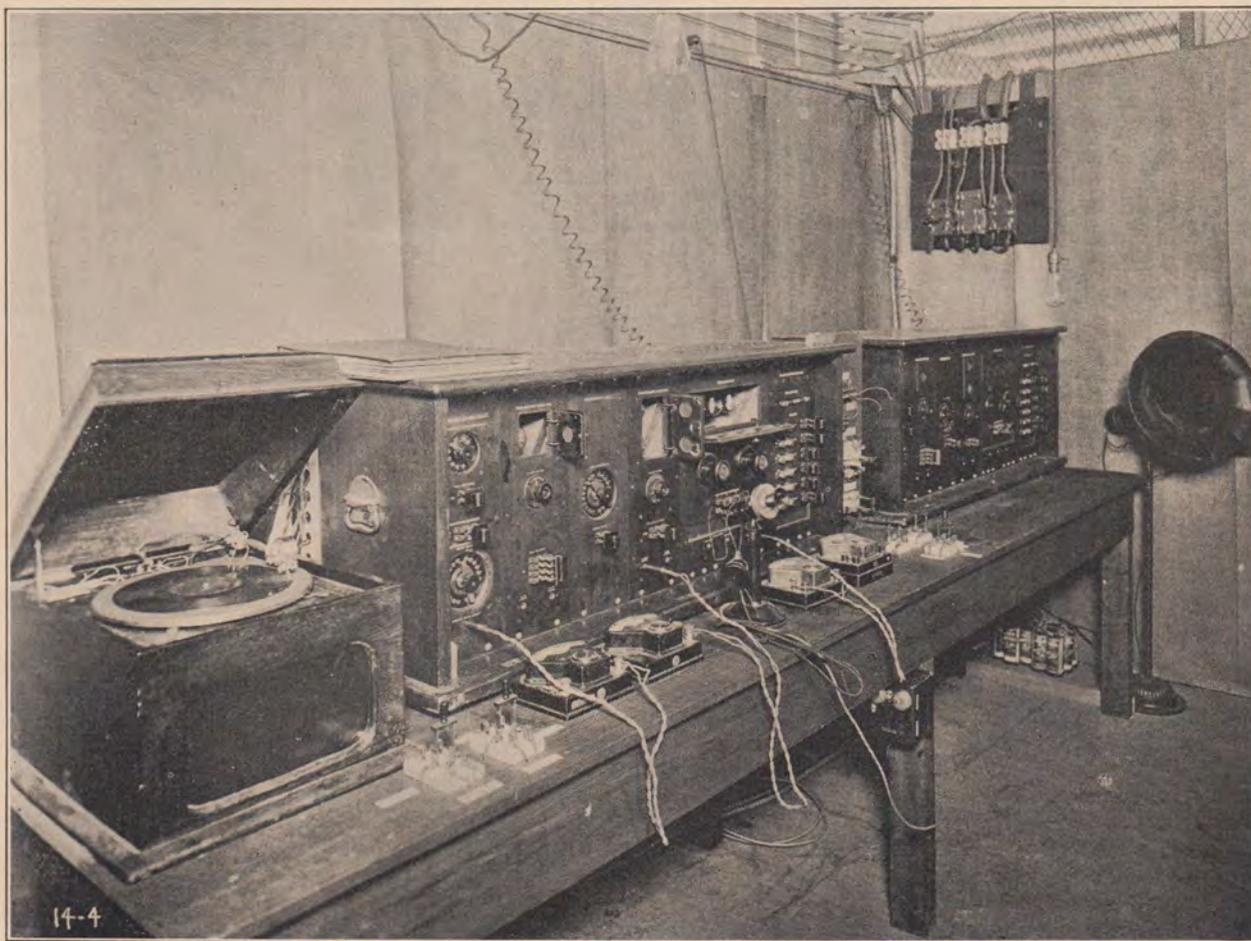
WEATHER is an atmospheric sandwich in which a series of mistakes is interposed between 365 days and the happiness of mankind by an unfeeling joy-killer, officially known as the Weather Man, who strives to please everybody, knows it can't be done, and consequently fails miserably.

There are as many kinds of weather as there are kinds of girls—a few being dog-day weather, sloppy weather, fair and warmer weather, news-

paper weather, and weather for ducks. But weather whether good, bad, or indifferent is of more value to man than a whole barrel of "L" transfers, especially at this time.

Weather is no respecter of persons. It brings joy to some; sorrow to others; causes more argument than the League of Nations and another Democratic administration combined; breaks the thin ice for bashful lovers; makes the fat man suffer from the summer's heat and the thin man shiver with the winter's cold; causes perfectly respectable and seemingly rational men to tote umbrellas and raincoats about with them on the rarest of June days; forces the suburbanite to break his back over a snow-shovel all winter and play with the garden hose all summer; causes the flowers to bloom and the grass to die. In fact, weather has more control over our actions than President Wilson.

In spite of all this, weather is indispensable. We pray about it! Cry about it! Laugh about it! Sigh about it! In fact, we lie awake nights wondering about it; but whether we like it or whether we don't like it, we get it just the same, so — ish ka bible—!



ANOTHER VIEW OF THE CONTROL ROOM

Promotion

By N. C. LOUD, Service Supervisor, Metropolitan Division

FOR the last three months we have been discussing together personal initiative. We have taken time to analyze it and to see what it is. We have readily agreed that there are several specific and practical ways in which it can be developed. We have also found that we are able to apply certain accurate tests to ascertain if we possess it. But such a discussion loses a great deal of its value unless we have realized its full import. Have we, I ask you in all fairness, such a realization?

Education Means Advancement

You and I have endeavored to obtain an education, not simply for the sake of saying that we have obtained a high school or better education, or have learned this fact or that fact, but principally for the purpose of helping us to engage more efficiently and successfully in life's physical, mental, and social activities. Our mental development means to us not an end in itself, but a means of admission to other spheres of life more important and more essential. Likewise should it be with our consideration of personal initiative. The possession of it should not be the end of our real pursuit. It really should be the beginning of it. What is this real pursuit? It is nothing more than the continual attaining of higher levels, — advancement.

As advancement is a term of such wide significance and admits of such varied application, it is well for us to decide just what phase of it we wish to talk over together. As I am to start the discussion, I should like to confine my remarks to a consideration of promotion in our chosen line of work, and, with your permission, I will so do.

Promotion, — a word we all have heard much about, — a word we all, I hope, have thought much about, but a word many of us, I fear, have had a misunderstanding about. May we help one another to perceive its true meaning?

If we go back to the Latin from which the word promotion comes, we learn that it means literally "moving forward," but such a definition does not accurately describe the thought latent in the idea of promotion any more than the definition of the term horse as a four-footed animal gives a clear idea of what a horse is. Both definitions are correct as far as they go, but they stop short of

affording us a description which could not be applied to other things which have similar attributes and characteristics.

In order that we may bring out as many facts as possible, I am going to ask a few of you to sit in with me around our discussion table. I want to conduct a questionnaire.

"Mr. A, will you tell me, please, what promotion means to you?"

"Yes, sir; it means getting more money."

"Thank you."

"Mr. B, will you tell me your idea, please?"

"Well, my idea of promotion is getting to a place where you can be boss over other people."

"I certainly think, Mr. B, you represent a fairly good-size class who have the same idea."

"Mr. C, may I hear from you please on this matter?"

"Why certainly. Promotion is simply getting out of the rank and file."

"Means nothing more?"

"No, sir."

"I thank you."

"Miss D. You will pardon me for not calling on you first, but I wanted to start at the head of the table and proceed in turn. Furthermore, I knew

you would have some opinion that would be valuable and I wanted to reserve it until the last."

"That's all right, sir, but my opinion is so different from any that has yet been given that I am a little hesitant about offering it."

"Go ahead, Miss D, since women have recently received the right to vote, we expect and want them to exercise their right of opinion."

What Promotion Means

"Well, then, to me promotion means the opportunity of filling, in the social and industrial activities of the world, the highest place which the faithful development of my talents and ability will warrant my filling. All other things, such as remuneration and prestige, will follow in due time and in due proportion."

"Well, gentlemen, as usual, I am constrained to agree with the lady. Miss D has sounded a depth which you have not sounded. I agree thoroughly with her, and I am going to ask if you don't think she is nearer right in her conception than you are."

Mr. A, B, and C (after a little reflection), "I guess she's right."



"MENTAL DEVELOPMENT IS A MEANS OF ADMISSION TO OTHER SPHERES OF LIFE, MORE IMPORTANT AND MORE ESSENTIAL."

We all are apt to take a too narrow view of a broad subject. How many have I heard speak of promotion simply as a bar which is to be used to pry out more money. I have, and certainly you must have seen, superiors whose greatest satisfaction was derived from the fact that they had other people reporting to them,—motives which are not worthy of our best efforts and which should be replaced by actuating influences more healthy and inspiring. Personally, I cannot look at the desire for and attainment of promotion from any other viewpoint than that of duty. Life, whether it be industrial, professional, literary or spiritual, is highly organized and carefully administered. Necessarily, there have to be different degrees of responsibility and delegated authority. I say necessarily, for otherwise life's activities could not be carried on successfully. No one person can bear the whole burden. Each one of us is morally bound to assume his share, in proportion not only to his inherent talents and ability, but more in proportion to his developed talents and ability. I recently heard some say that they did not want to be promoted, as only a little more money was involved. Is such an attitude a right one? I believe it is not, for no consideration whatsoever is given to the duty owed the organized activities of life. Every niche has to be filled, and, of course, should be filled by the one best fitted. You may be the one best fitted, and if you refuse to assume your rightful place much injury may be done to many.

But while it is our plain duty to accept and seek promotion in order that the world may progress, it is just as much of an obligation to see that we are adequately equipped for "moving forward." You would not think of going to a department store to make a purchase without paying the price. And yet, there are some of us who expect to make a purchase of promotion to places of responsibility without paying for it. It should not be allowed for our own good and for the good of our associates. You must earn promotion as well as yearn for it. It would not be right for a locomotive fireman to be advanced to the position of an engineer, who has the lives of many people in his care, until he is properly trained. Many of us, without the necessary assets, are seeking promotion to a position of responsibility similar to the responsibility of the engineer. We think, perhaps, that it is an injustice that we are not "moved forward." If we were able to turn as clear a light on our own case as we are able to turn on the case of the fireman and engineer, we should not long wonder why.

It is indisputably a good thing for us to come to grip with ourselves once in a while. We ought to test our strength and ascertain our weaknesses from time to time, and one of the best ways of doing this is to measure ourselves by the requirements of that which we are aspiring to. Shall we do it at this time?

Do You Help or Hinder Your Superior?

How do you measure up to this requirement? Do you take from him or her every bit of the load you can? Some subordinates seem to have the idea that their superiors should do a great deal of work for them. If this is your idea, you are not on the promotion road, you are on stagnation road. Nobody will want you and you will be fortunate if you do not run against demotion. I know you will say that you have not asked your superior to do your work for you. That may be so, but you have done something worse. You have let him do what you did not attempt to do or what you did not consider had to be done. In such cases, *are you helping or are you hindering?* You know.

Do You Excuse or Do You Execute?

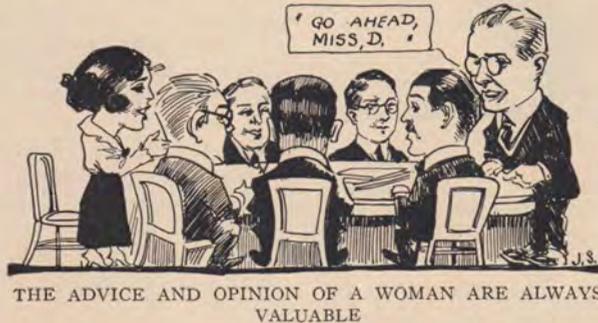
Only the other day I heard a subordinate give his superior a fine set of excuses for not doing a certain thing.

Nobody could have given any better, even the superior himself, but excuses were not what he was looking for. He wanted something executed or accomplished. Any street loafer has an exhaustless list of excuses for not doing better, but he seldom has any accomplishments to his credit.

And right here I want to speak of one excuse that although it is often heard is nevertheless weak and harmful to the one giving it. The excuse I refer to is, "I have done the best I can." What's the sense of it? When you were employed you morally obligated yourself to do that. If you are honest with yourself and your employer, you will do nothing less. Doing the best you can is not enough for promotion. The question is *whether you have done the best you can*,—it is *whether you have done the best that can be done*. That's what your superior is looking for and what he has a right to expect. And you yourself should never be satisfied until that is done. Don't *excuse*, but *execute*.

Do You Delay or Do You Deliver?

It is characteristic of some subordinates to always defer to some other time what could be done and better done at the present time. They are always a little late in submitting a report, starting an investigation, or suggesting a better method.



THE ADVICE AND OPINION OF A WOMAN ARE ALWAYS VALUABLE

They always fall a little short of delivering to their superior what is wanted or what is needed. They are always handicapping their superior and themselves by failing to deliver the right thing at the right time. And these same people are always full of regrets. Ah, but it's *results* and *not* regrets that your superior demands. Don't *delay*, but *deliver*.

Are You Unfolded or Are You Enfolded?

You know if you place a pebble in the sand and cover it up it always remains a pebble and nothing more. Plant an acorn in the ground and it will become later a sturdy oak. The pebble is enfolded and cannot rise above its immediate environment. The acorn is unfolded and rises to new heights.



DON'T MAKE EXCUSES

Superiors are looking for acorns, not pebbles, to promote. They want subordinates who will unfold in their positions, who are gaining in knowledge and experience each day and who *show a creative quality* in their work. They want persons who are bigger than the positions they hold and who cannot be enfolded or wrapped up by the duties of it. Does your work *unfold* you or *enfold* you?

Do You Take or Ask Action?

How often do you go to your superior when there is no necessity for it? Did you ever stop to think what you are on the job for? A gasoline motor vehicle, if in good condition, always charges



SHOW THE BOSS THAT YOU HAVE GIVEN SOME THOUGHT TO AN IDEA AND THAT YOU HAVE FORMED YOUR OWN OPINION

its own battery. An electric vehicle has to have its batteries charged from an outside source, and that is the reason probably why more of the latter type of vehicle are not used. If you are a battery that has to be charged every few days by your superior, you will never be much in demand. But

if you furnish your own charging power, and take some action yourself, there will always be positions waiting for you above. Never go to your superior unless it is absolutely necessary. But if you do go for advice, be prepared to answer his question, "What are you going to do about it?" Show him that you have given some thought to the matter and have formed your own opinion. He will be glad to review your decision under such circumstances and judge of its validity. Furnish your own power if possible. Take action whenever feasible. Ask it only after having decided what you would do yourself. Your superior likes to see you coming in such cases with a decision, but not for one.

In our little chat together we have formed an idea of what promotion really is in its fullest significance. We have seen what some of the qualities are that a successful candidate for it must possess. And now, before taking leave, may I ask you to keep the following thoughts in mind as you enter and travel along promotion's road?

Preparation precedes promotion.

It's not luck but pluck that wins.

A strong, ambitious man will row against the tide as well as with it; a weak man will rest on his oars and not row in either case.

Don't become discouraged because you think promotions come slowly. The highest priced motor vehicles don't take every grade on high.

Do your work in a reasoning way, not in a routine way.

Instead of thinking, "It doesn't matter," try to find out "What's the matter?"

Obstacles in the way of promotion are large or small to you, depending on whether you are large or small yourself.

Those who are promoted are not usually geniuses; they are ordinary, common people with uncommon determination.

Leaders have to prove their worth. The proving ground is your own job.

Put the stamp of superiority, not mediocrity, on your work.

Make the most of every accomplishment, for at that very time your superior may be taking your measure for a place higher up.





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

Chester A. Kennedy Dead

CHESTER ARTHUR KENNEDY, engineering assistant in the division office of the Eastern Massachusetts Plant engineering force, died on August 2, after only a few days' illness. The cause of his death was acute appendicitis, which necessitated an operation from which he failed to rally.

"Chet," as he was familiarly called, was a well-known figure in the Eastern Mass. division. He entered the employ of the telephone company in May, 1906, and was associated with various branches of the construction force in the old Central division. In recent years he was clerk for Division Foreman Bowser, and in January, 1919, became associated with the division engineer's force.

In the latter department he had charge of all the statistical work in connection with the preparation of estimates, and handled various details of division office procedure. The service which he rendered in this position was efficient and untiring, and his passing leaves a gap which it will be extremely hard to fill.

Sold \$105.00 Worth of Ice Cream

ON August 26 the Salem playground had its annual exhibition on the common. Some of the girls at the Salem exchange tended the booths, and it was good fun selling ice-cream cones to the kiddies and grown-ups.

Miss Irene Murphy, the junior chief operator, took charge of the booths in the afternoon, and had as assistants Miss Marion Eastman, clerk, Miss Helen Batchelder, and Miss Anna Geary.

Miss Helen Barry, chief operator, took charge in the evening, having as assistants Miss Marion McDermott, Miss Anna Harrington, Miss Louise Barry; and Miss Laura Kenney took charge of the tonic booth, having as assistants Miss Helena Murray and Miss Helena Kneeland.

They sold a total \$105.00 worth of ice cream,—the largest amount of any of the 14 booths,—and were a credit to the Company and the city.

Visited Europe on Vacation

MISS LILLIAN YATES, a Salem toll operator, requested a leave of absence, due to a nervous condition, and it was granted. She and her mother sailed, on June 26, from New

York to England on the R. M. S. *Caronia*. There were 2,700 passengers on board; slightly overcrowded, due to the fact that many people were going across the water to visit the battlefields.

The trip was ideal, as the weather was perfect and the sunsets wonderful during the eight days' sail. On July 5 they landed at Liverpool. Their first impression was unfavorable. They visited many seashores, and, while on a visit to the "Isle of Man," they had the pleasure of meeting the King, Queen, and Princess Mary, making their first visit to the island in the royal yacht *Victoria and Albert*.

After visiting relatives and friends in London, Manchester, Glossop, and Northern France, they sailed for home August 7, and stopped for a few hours at Halifax, N. S. They reached Salem August 16, and Miss Yates, after describing the wonders of her trip, never hesitates to say,— "After all, there is no place like home!"

Thanked for Unusual Attention

JOHN TRICKEY, a Lynn subscriber, called at the central office to get the name of toll operator 140. Upon asking why he wished the name of operator, he said he had made a call from Lynn to Milford, N. H., the previous night, and found the operator so courteous and willing to do all she could on the call that he wanted to write her a letter of thanks. The operator was Miss Ruth E. Littlefield, and a few days later she received the following letter:

"Very frequently I have occasion to call up my summer home in Milford, N. H. Had a delay, due to the lines being busy, and, during the interval of waiting, you, the toll operator handling this call, showed me an unusual degree of courtesy and attention.

"I felt that an employee of that kind would perhaps like to know that it was appreciated and noticed, and I am taking the opportunity to write you a complimentary note.

"If the service I received the other day is merely an incident in your day's work, I hope it will come to the attention of your superiors. In these times, when it is so difficult to keep the standard up, it cannot help but be very much appreciated by them as well as by subscribers.

"We subscribers are so apt to find fault, that perhaps this note of commendation may be a distinct relief."

Division Notes

MRS. MARY E. McDONNELL, matron at the Salem exchange, resigned on July 26, after an illness of several months. Mrs. McDonnell had a length of service of eleven years and six months, and her work was always satisfactory. The traffic employees presented her with a purse of money. Mrs. McDonnell was replaced by Mrs. Elizabeth Minagan, matron, and Mrs. Mary A. Kelley, assistant matron.

Miss Hazel Bowden, supervisor at Newburyport, resigned on August 14, after thirteen years and eight months' service with the company. She is to marry state senator Carl C. Emery, of Newburyport. Shortly before Miss Bowden's resignation, the traffic employees gave her a shower.

On August 15, Miss Florence M. Bass was promoted from division supervisor to supervisor at Newburyport.

Miss Jennie D. Kolesnikoff has resigned her position as operator at the Lynn exchange to enter the Baptist missionary training school at Chicago, preparatory to mission work in Russia.

Miss Margaret B. Dunne is spending a three months' leave of absence in Ireland.

Miss Carrie H. Dennis, chief operator at Saugus, is on a three months' leave of absence. The junior supervisor, Helen D. Torrey, has been appointed acting chief operator.

Miss Agnes Buchanan and Miss Mary Callahan have been promoted from junior supervisor to supervisor at Lynn.

Miss Viola A. Hallett, assistant traffic chief for the New Bedford district, and chief operator at Buzzards bay for the summer season, has resigned to be married. Miss Annie A. Fitzgerald, former chief operator at Hyannis, has been promoted temporarily from supervisor to chief operator for the remainder of the summer season.

Miss Ethel E. Hamblin has been promoted to the position of supervisor, in charge at Cotuit, in place of Miss Marion L. Harlow, who has resigned to be married.

Miss Hamblin was employed as a student at Cotuit, May 18, 1914, and by steady application and consistent good work has fitted herself for the position of chief of the exchange where a short time ago she started at the very bottom of the ladder.



ETHEL E. HAMBLIN

Found the Man Wanted

THE Haverhill chief operator writes, — "I think the following shows good work and the proper sort of interest on the part of our information operators:

"Yesterday afternoon a subscriber at Salem, N. H., 8000, called information for the number of

a Mr. Williams who lives in Haverhill. He did not know his initials or address, only that he owned some kind of an amusement place in Dover, N. H. He claimed he had to get this man; it was of the utmost importance and meant a great deal of money to him. We found several Williamses in the directory, but couldn't tell which one was wanted.

"We then called the Dover information operator and asked her if there was any place of amusement around there, and she referred us to some park. Upon reaching the number, the party who answered informed us that George Williams owned the flying horses there, and that he lived in Haverhill, but they did not know his address. There is a Mr. G. L. Williams listed in the directory, so we called him up and found he was the man desired. The Salem party was thankful to us for locating him. Mrs. A. H. Callahan and Miss Heffernan handled the call."

Appreciates Courtesy of Operators

GEORGE D. FLYNN, of Pohogonot farm, Edgartown, was so pleased with the courtesy and consideration shown by the operators that he enclosed a check for \$25, with the following note to Manager Burleigh at Vineyard Haven:

"My dear Mr. Burleigh:

"Will you kindly use the enclosed check to provide some sort of a treat for your operators and office force, who have always shown courtesy and consideration to us in the many calls we use down here; but especially on the occasion of the tragic happening we had a few weeks ago, when Mr. Stafford was fatally stricken and it was so necessary to get quick communication with the mainland."

MANAGER BUTTERICK, at Salem, received the following letter from a Salem subscriber:

Abbott St., Salem, Mass.,
August 30, 1920.

Mr. R. P. BUTTERICK:

Dear Sir: — I am writing this to show my appreciation of the splendid service shown during the sickness and death of my late mother.

Every call was answered quickly and courteously by the operators.

Thanking you again, I am

Sincerely yours,
JOHN A. GOURLEY.

Lowell Accounting Office Has Party

THE Colonial restaurant was the scene of a merry party, Thursday evening, August 12, when Miss Dora Dubois, a popular supervisor in the Accounting department of the New England Telephone and Telegraph Company was tendered an engagement dinner by the members of her sewing circle. Miss Dubois is soon to become the bride of Mr. Anthony Gosselin, a World War veteran and a former member of the 14th Engineers.

A Good Idea Adopted

MISS NELLIE J. MAHONEY, chief operator at Lawrence, and Miss Marion T. Morrill, supervisor at Lawrence, visited some exchanges in Montreal while on their vacation, and, as a result of observations while there, picked up an idea which they have successfully applied at the Lawrence exchange.

Upon returning to Lawrence, they consulted with the clerk, Miss Grace Burns, who prepared a chart under their suggestions, a photograph of which is attached. The chart is made of cardboard and the little slides work on a cord. The slide representing to-day's service in each case is red and the one representing the previous day is blue.

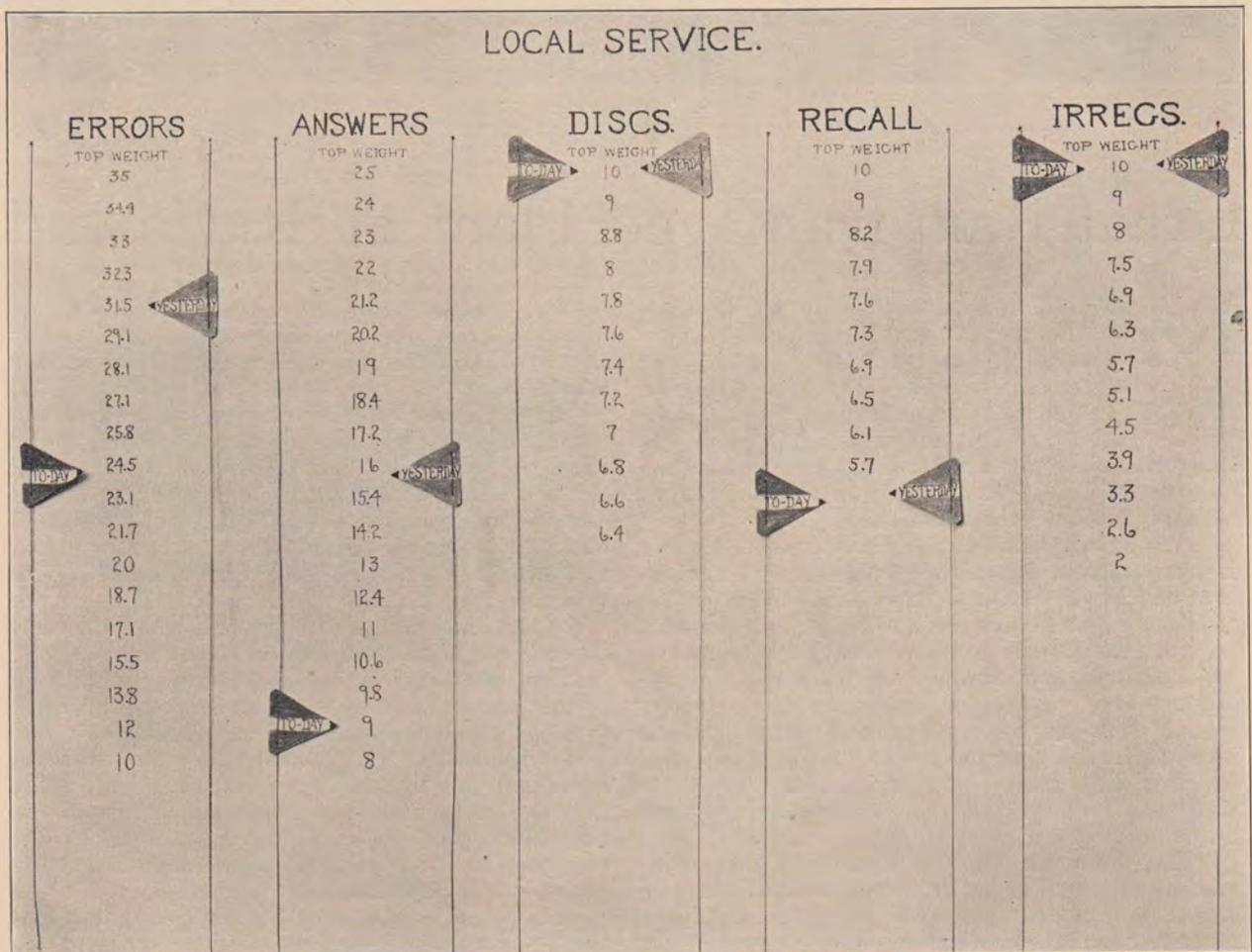
This has many advantages, chief of which is the fact that it presents to the entire force at all times just exactly how they are progressing upon the various service items. It also encourages the operators to become familiar with our system of rating service observations. This idea is being applied to the toll as well as the local service.

Salem Toll Operator Marries

A WEDDING of much interest to Salem operators was that of Miss Helen Batchelder, a toll operator, to Irving Butler, also of Salem. The ceremony was performed by the Rev. Mr. Davis, at the Calvary Baptist church, September 1. The church was prettily decorated with hydrangea and ferns.

Miss Batchelder was given in marriage by her father. She was gowned in white georgette, with a long court train, and was attended by Miss Clara Thurber as maid-of-honor. The bridesmaids were Miss Edith Butler, sister of the groom, Miss Irene Murphy, junior chief operator, and Miss Blanche Pepper, toll operator. Little Miss Verna Kenerson and Miss Phyllis Butler made very pretty flower girls, while Master Raymond Butler acted as ring bearer.

After the ceremony a reception was held at the home of the bride. Mr. and Mrs. Butler have gone on an extensive tour to Canada and on their return will reside in Salem.



THE CHART USED IN THE LAWRENCE OFFICE

Seeking always for a means of improving the service, Chief Operator Mahoney and Supervisor Morrill at Lawrence found this plan working effectively in Montreal. They adopted the idea, and it is now used successfully in Lawrence.

SUB-LICENSE AND CONNECTING COMPANIES

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



WHAT THE CLOUDBURST DID AT RICHMOND, N. H.

Great Rain Damaged Plant at Richmond

RECENTLY a cloudburst, with an unprecedented fall of rain, turned a mile of road in the town of Richmond, N. H., into a gorge from six to sixteen feet deep. The Richmond and Swanzy Telephone Company, with forty subscribers, had a pole line along this road, which was badly damaged by the storm, as were other portions of its plant. In his story of the cloudburst, Manager Harold J. Dickinson said:

"Among my other duties, as manager, I serve as trouble man, construction man, installer, coin-box collector, contract man, and many other positions which do not occur to me at this moment. So, when the hardest storm ever known here opened its floodgates and dumped an estimated rainfall of fourteen inches, in five hours, of very wet water on our hillsides, things began to hum. Roads were washed out, bridges were carried away, our pole line suffered, nearly every fuse on our system was burned out, and our No. 12 wire circuits were burned off clean in some places.

"The worst washout occurred on a hill a half-mile in length, washing from six to sixteen feet in depth, and wide enough on the bottom at the deepest point to drive a car. (See photos.) For some reason our pole line along this road was untouched, but 'twas a close shave, as may be seen.

"On another road an iron and cement bridge tested for six-ton capacity was loosed from its abutments and dropped into the stream seventeen feet below.

"Four miles of trunk could be covered with a team, the rest I cleaned up on foot, carrying the following: Tool belt with tools and safety strap; climbers; test box; pocket full of fuses; box of carbons and micas; coil No. 12 wire; coil No. 17-2 outside; small coil inside wire; soldering outfit and two rolls tape; Buffalo grips, and axe. Outside these few articles I was free and unencumbered, and had things in order and usable in three days — and as long as I could see at night.

"The intensity of the lightning may be realized in that the drop wires would be burned off, sometimes in three and four places between line wire and protector, or the protector be torn from the backboard and broken beyond repair.

I take off my hat to you boys who are experts in your one or two particular lines; but, if it's experience you are after, pick out a one-man system and go to it. It has Charlie Chaplin beaten for real comedy, and "Doug." Fairbanks beaten for thrills, with an opportunity to study human nature from more angles than any other line of business I know."

Preceding his description of the cloudburst and the damage to his plant, Manager Dickinson told a little something about his company. He headed his story: "A Small Toad in a Big Puddle." Then he continued:

"Outside of a very few in the Sub-license department, the name of our little company wouldn't even bring forth a grunt of recognition from your great family of experts and executives.

"Just a brief historical outline—with your permission—to show why and what we are. Back in 1903 the town fathers decided we needed a more rapid means of communication than was furnished by one mail a day, and as the 'powers that be' did not regard this territory as a necessary addition to their already extensive country districts, the town voted to build its own system, starting with five subscribers.

"Our town is small in population, but large in the area we cover to serve the forty subscribers now on our list, having about twenty-eight miles of metallic circuit beside our trunk line to Keene.

"In March, 1919, the management of the system was wished upon 'yours truly,' together with the sixteen years' accumulation of incumbrances, the same being some large unpaid accounts, a wobbly pole line,—the first being accountable for the second,—and a spirit of doing just as they deemed prudent among the subscribers. The radical changes necessary to put us on any sort of a stable basis have made things interesting—yea, very interesting! By the way, should any young man reading this care to discover the popular opinion in his home town, let him do something entirely different than has ever been done before, and then BACK IT UP. He'll find out all right,—I've tried it and I know."



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

They're Back

IN the August issue of the TELEPHONE TOPICS, a brief story was promised of the trip to Canada by automobile, taken by Messrs. Jack Atkins, Geo. Coleman, and Wilbur Howe.



ON THE ROAD TO MONTREAL

Space will not permit telling all they saw and did, but here is the story of the trip as told by them.

Started from Boston August 21 and journeyed to Lake Winnepesaukee, where an enjoyable week-end was spent bathing, fishing, etc. While at camp an enjoyable surprise was furnished by the appearance in that vicinity of Supervisors Farquhar, O'Brien and party, who condescended to spend the night at camp.

On August 28 they broke camp and journeyed through the following places: Old Orchard, Portland, Augusta, Skowhegan, and Jackman, Me., and thence to Quebec. From here a side trip was taken to St. Anne de Beaupré and Montmorency falls. Leaving there, traveled to Montreal, thence

to Rouses Point, to Plattsburg, N. Y. While at Plattsburg they visited Ausable chasm, then to Lake Placid, Mirror lake and the Saranac lakes, also through the Adirondack mountains to Lake George. Here a delightful all-day trip was made on the large lake steamer. Albany was the next stop, from where they traveled by the west bank of the Hudson, visiting West Point and there via the Pallsades to New York city.

After a day in the big village, all hands started homeward, arriving back in Boston Sunday evening, September 5, with lots of souvenirs from Canada. (What d'ya mean, souvenirs?)

Extra!!!

"**B**ILL" HARTE writes from Ireland that he will soon be back with us, bringing his wife with him.

When our friend "Bill" got married, we do not know. However, good wishes are extended to both.

"Bill" also writes that Ireland is in a very disturbed condition at the present time. Also, it is a very common thing to see houses burned down, and that his sister and himself saw some of the rioting in Belfast on August 23.

Good Luck

HELEN M. HASTINGS, of the South Suburban district, has resigned to attend a business college.

A fountain pen was presented her upon her departure.

Good — White

MISS ALBERTA GOOD, of the Brighton Accounting office, was married to Spencer White on September 11, 1920.

The couple spent their honeymoon at Springvale, Me., afterwards returning to Everett, where they will make their home.

Her co-workers presented Mrs. White a beautiful picture,—along with many good wishes from all,—the day she left our company.

Wildflower Club Hold Dance

ISABEL McGRANNACHAN and Katherine Rogers, of the Wildflower girls' club, who work in the Second Central district, ran a dance at the Nautical gardens, Revere, Mass., on the evening of August 25, 1920.

Several from the Accounting department attended.



HERE THEY ARE, BOYS

Let us introduce three of our Accounting girls. From left to right, Elizabeth M. Stickley, Eleanor B. Rogers, and Gladys A. Rogers. The Whitman House, at North Truro, was the place where they spent their vacation.

Congratulations, Miss Buzzell

MISS EDITH E. BUZZELL completed twenty years of faithful service to the company on Monday, September 13, 1920.

Her numerous friends from all divisions of the auditor's office, being anxious to show good-fellowship, showered congratulations on her throughout the day, which was opened by the presentation by D. R. S., E. T. Williams, on behalf of her fellow-clerks, of a beautiful gold watch.

Replying with thanks, Miss Buzzell showed signs of a future "front porch" orator, as woman finds her way out in the future.

Lloyd Carpenter Resigns

LLOYD CARPENTER, formerly of the Second Central district, resigned from this company on August 21, 1920, to enter the employ of the New York telephone company.

Before his departure, his many friends in the Second Central division presented him a box of cigars and a cigar case, along with good wishes on his new job.

"They Say"

THEY say!" Ah, well, suppose they do!
But can they prove the story true!
Why count yourself among the "they,"
Who whisper what they dare not say?
Suspicion may arise from naught
But malice, envy, want of thought.

"They say!" But why the tale rehearse,
And help to make the matter worse!
No good can possibly accrue
From telling what may be untrue;
And is it not a better plan
To speak of all as best you can?

"They say!" Well, if it should be so,
Why need you tell the tale of woe?
Will it the bitter wrong redress,
Or make the pang of sorrow less!
Will it the erring one restore,
Henceforth to "go and sin no more?"

"They say!" Oh, pause and look within —
See how thine heart inclines to sin;
And lest in dark temptation's hour,
Thou, too, should'st sink beneath its power,
Pity the frail, weep o'er their fall,
But speak of good, or not at all.

M. M.

Boost!

Boost your city, boost your friend,
Boost the lodge that you attend.
Boost the street on which you're dwelling,
Boost the goods that you are selling.
Boost the people 'round about you,
They can get along without you,
But success will quicker find them,
If they know that you're behind them.
Boost for every forward movement,
Boost for every new improvement,
Boost the man for whom you labor,
Boost the stranger and the neighbor.
Cease to be a chronic knocker,
Cease to be a progress blocker,
If you'd make your whole work better,
Boost it to the final letter.

— Detroit Free Press.



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

It's Mrs. Seymour Now at 7600

THE much-adored god, "Cupid," paused in his conventional flight, from June to September, and decided that the month of August should be chosen by some eligible bride-to-be from the Springfield exchange. The result of his musings was the announcement that Miss Margaret Lunch, official P.B.X. operator, was to become the bride of Frederick Seymour. The wedding was solemnized Tuesday, August 17, in St. Thomas' church at 9 A.M., by the Rev. Father Tyrrell. That the newly-weds have the congratulations and best wishes of their telephone friends was evident in the chest of silver presented by the girls of the River exchange, and a beautiful lamp from the Plant department employees.



MRS. FREDERICK SEYMOUR

An Instance — Not an Exception

MOST every employer knows how a property owner feels about having a telephone pole "stuck up in his yard," but there is at least one property owner in Worcester who feels O.K. about it.

After the usual amount of persuasive powers had been exercised, Right-of-Way Agent Bacon secured rights to place a pole and anchor in the midst of a cherished garden, but work was not to be done until fall, unless assurance was given that the garden would not be damaged. Foreman "Bill" Eddy, after looking the job over, decided he could do the work without damage, and so informed the property owner, and was allowed to proceed.

Upon completion of the work, Bacon went to see if the owner was satisfied. He was informed that the work had been done without the least bit of damage, and asked that Mr. Eddy's superior be informed that the company should be congratulated on having such an efficient and gentlemanly lot of men as were in the gang that performed the work on their premises.

The good word, of the good work, was passed along, and Foreman Eddy and his men naturally feel elated that their efforts were appreciated.

Acting District Plant Chief at Fitchburg

ON September 12, M. S. Blaisdell, district plant chief of the Fitchburg district, was transferred to Springfield, where he will assume special work in the office of the division superintendent of plant. Arthur S. Caverly, of the division engineer's office, assumes the duties of acting district plant chief at Fitchburg.

A Farewell Gift

A TOTAL of 101 former associates of Fred White combined to present him, on September 1, with one of the finest traveling bags that money could buy. As the accompanying card expressed the feelings of the donors, we will quote:

"Sorry as we were to see you go, we cannot but be glad that ability has been recognized, and wish you every success and happiness in your new surroundings."

Now We Know Why He Always Headed West

MARRIED — At Williamstown, on July 17, 1920, Lewis J. Bumps, of Springfield, and Emma H. Snack, of Albany, N. Y.

Testman Strahan on the Job

AT 5.20, on August 18, Mr. Blasdell, superintendent of the General Electric company at Pittsfield works, called and asked if it was possible to have his line at Pontoosuc lake fixed at once, due to the emergency calls which he might receive. He cited one incident where it was necessary to send an automobile for him, as his telephone was not working. Due to the great number of troubles, Testman Strahan was working overtime, and the request was immediately placed in his hands, with a request that the line be fixed in the morning if possible. The following letter was received the next day from Mr. Blaisdell, which shows that the testman worked fast, and to Strahan is due the credit.

"Please accept my thanks for your very prompt attention in the matter of my house telephone. When I arrived home from the office, last evening, I found that the repairman had just finished correcting the trouble.

"I thoroughly appreciate your courtesy and interest in this, and if I can reciprocate in any way, I shall be very glad to do it."

The Coöperative Garden — A Comedy

Head Seed Producer — L. V. Gillis

ACT I, SCENE I — A Garden

CAST OF CHARACTERS

Head Fertilizer Spreader F. K. OSTRANDER
 Head Planter FRED BEEBE
 Head Picker TOMMY FLYNN
 First Weeder GEORGE CAMPBELL
 Second First Weeder CLARENCE FREDERICKS
 Third First Weeder WILDER CAMPBELL

Chorus — We got the seed potatoes from Gillis, and they came up in spots.

Head Planter — I'll stand up for the seed, I planted them that way on purpose, so Tommy could stand on the spots when gathering the crop.

Head Picker — Say, Ossy, that's some fertilizer you spread; it made beats come up carrots, and the pea vines bore fine beans.

[As the cabbages and eggs now make their appearance, the curtain falls.]

Traffic Promotions

Springfield "River." — Miss Annie E. Colligan, from operator to junior supervisor; Miss Anna E. Sullivan, from operator to junior supervisor.

Springfield "Walnut." — Miss Marcella Allen, from operator to junior supervisor; Miss Sella Moriarty, from operator to junior supervisor; Miss Ida Gregorie, from operator to junior supervisor; Miss Medga Smith, from junior supervisor to supervisor.

Worcester "Park." — Miss Margaret V. Clifford, from junior supervisor to supervisor; Miss Gertrude Carlson, from junior supervisor to supervisor.

Worcester "Toll." — Nellie F. Brennan, from junior supervisor to supervisor.

Hurry Up, "H. L."

There was a young (?) manager named Harry,
 Who made up his mind he should marry;
 But the girls are all sore,
 After 10 years — and more —
 Of waiting for a chap who will tarry.

Where Does Mere Man Get Off?



THE above snapshot must have been taken by the missing man. Perhaps he is the missing driver.

I guess we missed something by not being present at Brigg's farm in Deerfield on July 11, when this outing took place.

Just What Did She Mean?

ONE of the River supervisors is laughing about an experience with a student operator. The student handed her four trouble caps and, when asked where she got them, pointed to four of the cords at her position. When the supervisor tried to explain that cords with such caps could not be used until repaired, she replied: "Oh, yes; but I can't wait 'til then."

Walnut Information Knows a Lot, But —

"Look here, information, there have been two strange dogs around my yard for two days now. What can I do about it?"



G is for Gus, a breeder, 'tis true,
 Of foxes colored a dingy hue;
 Stock in a company he took to sell
 And of those who bought, I'd hate to tell.

H stands for — the other half's Clarence,
 He can tell you, "Why boys leave home and their parents."
 Canoodling's his hobby, he'll always stand treat,
 And if once don't suffice, he'll say, "Let's repeat."

I is for one by name of Irene,
 Who daily and nightly can always be seen
 Wending her way to the Bijou show;
 For she is a movie fan, you know.

NUMBER THREE OF THE GUESSING CONTEST

What is the last name? Send your answers to H. S. Holt, Associate Editor, N. E. Tel. & Tel. Co., Springfield.

North Adams People Hold "Get-Together"

THURSDAY, August 12, will long be remembered by employees in the North Adams exchange district, for, on the evening of this date, 55 members of the telephone family, from Williamstown, Adams, North Adams, and Pittsfield, gathered in Odd Fellow's hall and made merry. Installers, linemen, trouble shooters, construction men, operators, clerks, district heads, and others were present. Rank and titles were cast to the winds and every one was placed on an equal footing. The general workings of each department were talked over and an open discussion was participated in by all. After a delightful musical entertainment refreshments were served, followed by a "free-for-all" sing of the old-fashioned style. And how that bunch did sing! Sadie McIntyre



W. A. SCRIBNER AND HIS "JAZZARINA"

presided at the piano, and, take it from us, she can play; and if any one can keep a chorus in harmony, Sadie can. Through the courtesy of the phonograph shop a beautiful Edison furnished music, and the crowd danced until — well, we don't need to mention the hour.

Although the program is given below, we cannot refrain from giving special mention to "Bill" Scribner's part at this social. "Bill," as most people know, is the plant man at Williamstown, and he came all the way to North Adams with his "jazzarina." By way of explanation we want to say, right here, that a jazzarina is a musical instrument, and was made one rainy afternoon by "Bill" himself. It is composed of the following articles that he picked out of the office ash can: a cigar box, broom stick, and a piece of barber's thread. By looking at the "jazzarina" no one would ever

guess that it was a musical instrument, except the violin bow that "Bill" was obliged to buy. But, if you heard the music that "Bill" got out of that cigar box, you perhaps would have wondered how he did it. But it goes without telling that he is some musician, not only because he makes and plays on weird-looking instruments, but we also heard "Bill" play the saxophone.

"Sted" Tells of Pioneer Days

Manager W. H. Stedman, or rather "Sted," as he is better known to most employees from one end of the territory to the other, gave a most interesting talk. Every one in the North Adams exchange district knows "Sted" so well that they have come to look upon him as the father of the local family, and his talk perhaps received more attention than the others. "Sted" told of the days when he first entered the employ of the company, and compared its growth then with to-day. He displayed an early balance sheet, with the names of the subscribers and the amounts due, which totaled \$471.62. This sheet was dated 1883, and at that time this district boasted of 134 subscribers. Of that number 96 have died. When Mr. Stedman started with the company, or rather when he entered the telephone business, as there was no New England company in this territory then, the North Adams district had 93 subscribers. That was in 1880. To-day "Sted" tends to the wants of 4,844 telephone subscribers. In his course of duty with the company, Manager Stedman has seen five American company presidents, six New England presidents, twelve superintendents and six general managers. From the very room in which the North Adams people held their get-together, Mr. Stedman talked across the court to another building with North Adams's first telephone in 1878.

Several Interesting Speakers

George Cheney, of the Commercial department, presided at the meeting, saw that everything ran smoothly, and introduced the speakers. Mr. Holt, district traffic chief, talked on traffic conditions. Mr. Vaughan, district plant chief, dwelt on the lack of materials and gave some interesting figures. Mr. Hughes, district manager, gave the commercial angle and emphasized the important job that the commercial people have to-day in their dealings with the public. Mr. Pineles, district revenue supervisor, spoke about toll tickets and enlightened the operators, in a most interesting way, as to what happened to the tickets after they had made them out. He spoke of rating tickets and how important it was to have tickets come through in a legible and accurate way. He said further that North Adams had very few incorrect tickets, according to his monthly ticket check.

Following is the program:

Program

- Saxophone and Piano. W. A. SCRIBNER, saxophone.
SADIE C. MCINTYRE, piano.
- Purpose of the Meeting. GEORGE F. CHENEY,
commercial representative.
- A Word about the Traffic. F. A. HOLT, district traffic chief.
Plant Conditions. C. L. VAUGHAN, district plant chief.
- The Commercial Department. H. E. HUGHES,
district manager.
- About the Accounting Department. HENRY PINELES,
division revenue supervisor.
- The Olden Days. WILLIAM H. STEDMAN, manager.
- General Discussion — Questions and Answers.
- Jazz-box Selection. W. A. SCRIBNER.
- Vocal Solo. SADIE C. MCINTYRE.
- Vocal Solo. MAUD BEVAN.
- Refreshments. Victrola Selections.
- General Singing. Dancing.

Among those present were:

- From Pittsfield — Fred A. Holt, district traffic chief; C. L. Vaughan, district plant chief; H. E. Hughes, district manager; Henry Pineles, division revenue supervisor; Charles Durant, district foreman.
- From Williamstown — Agnes N. Hastings, chief operator; Ellen Hastings, Anna Ogert, Alice N. Hickox, W. A. Scribner.
- From Adams — Myrtie Hammond, chief operator; Leona Dupre, Vera Stone, Mildred Jepson, Delphine Goodbout, George Marr.
- From North Adams Commercial department — William H. Stedman, manager; George F. Cheney, commercial representative; Sadie C. McIntyre, cashier; Mary D. Mauser, clerk.
- From North Adams Traffic department — Frances A. Gatslick, chief operator; Annie Timoney, clerk; Mabel M. Jones, chief operator; Anna Ashton, Vera Ashton, Jessie Scott, Dorothy Hodgson, Freda Mills, Virginia McDonough, Mildred Iles, Mabel Durant, Ida Allard, Elnora Shaw, Victoria DeSandre, Florence Lee, Helen Shultis, Beatrice Jerdon, Edith Greer, Anna Marshall, Lenora Nestor, Maud Bevan, Margaret Lapine, Agnes Breen.
- From North Adams Plant department — G. Murray White, wire chief; Robert H. Harvie, James McIntosh, E. G. Evans, Walter E. Evans, Carl H. Hunt, Daniel Horn, Frank R. Camp, Raymond J. Ashton, Forrest I. Brown, N. L. Saulnier, James J. Molloy.

The above list shows that the Commercial department was present — 100 per cent strong. Adams exchange was represented by an attendance of 75 per cent; North Adams Traffic, 57.5 per cent; North Adams Plant department, 54.5 per cent; Williamstown exchange, 57 per cent. Of course it was impossible for a better percentage on the part of the Traffic department, even with such a gala occasion as this. "Service First" predominated, and the public, as ever has been in North Adams, had to be served promptly. However, the girls came in when going off duty, some at 9 and others at 10 o'clock. Those girls who were left behind, and who were working night tricks and were unable to come, were not overlooked when refreshments were being served.

Joe Smith Blames It on Sunday's Rest!

JOE SMITH has forever renounced bowling. Joe found out what his friends had always known, that his ball never worked good on the first three days of the week, and it made him so mad that he swore off.

To Be Expected

THE following letter was received by District Plant Chief McAulay. Foreman Dan Thomas and his crew are the men referred to. 'Nuff said.

BRIMFIELD, MASS., August 26, 1920.

Dear Sir, — Mr. Hayes paid me for five days as first payment.

The amount you sent to cover balance is correct. Thank you.

The men were certainly as nice boarders as I ever had in my home. I hope they will have the other lines out here to do, as I should be pleased to have them board here again.

Respectfully,
Mrs. O. D. ESTEY.

Professor Kimball Compliments Miss Clark

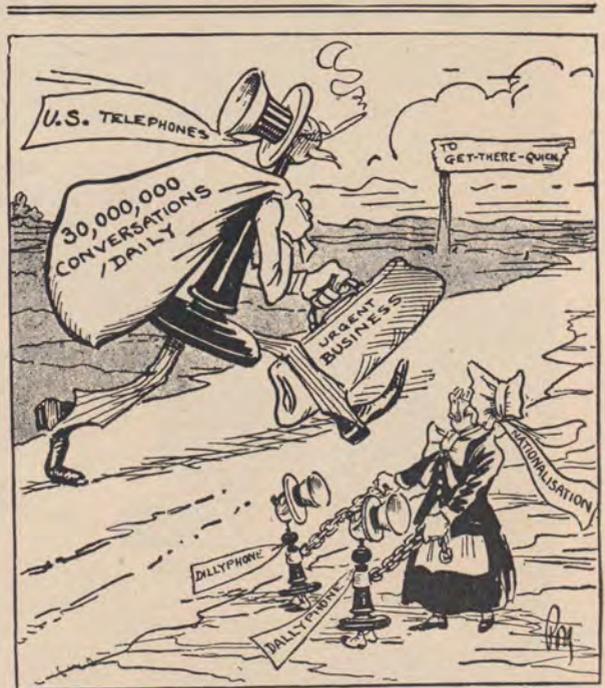
SMITH COLLEGE,
NORTHAMPTON, MASSACHUSETTS,
DEPARTMENT OF HISTORY AND GOVERNMENT.

August 30, 1920.

New England Telephone and Telegraph Co.,
Northampton, Mass.

Gentlemen, — May I congratulate the Northampton office on its efficiency, and the courtesy of its operators? Yesterday — Sunday — the toll operator handled for me some out-of-town calls to country places, with great efficiency and despatch. She displayed a personal interest in advising whether it was possible to reach the parties by telephone or telegram, and made all necessary connections for me. If any records for efficiency and courtesy are kept at your office, this operator should receive a high rating.

Faithfully yours,
EVERETT KIMBALL.



A DREADFUL WARNING.

(Evening News, London)
NURSE: "Oh! Look, dears, at that great hulking brute. That's what you would have been like if you had been allowed to run wild!"



The Amplifier System was a great help to Governor Coolidge

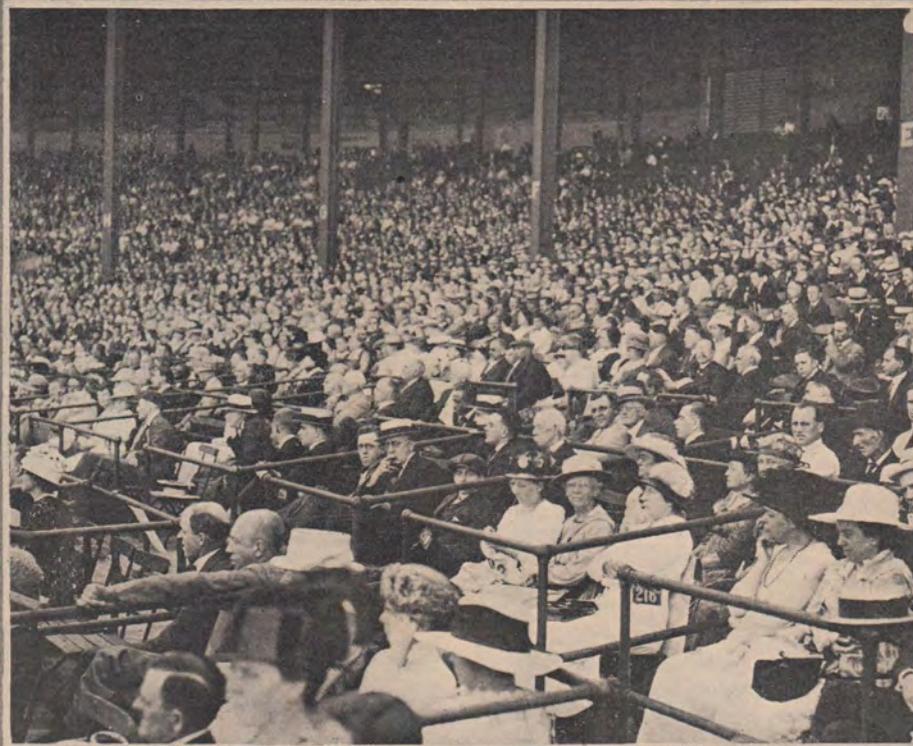


*In the Speech Senator Lodge, Governor Coolidge
The Operator is connected with*

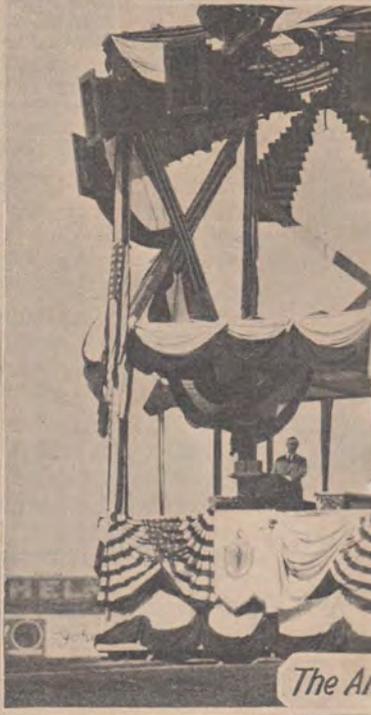
PUBLIC ADDRESS
USED SUCCESSFULLY AT BOSTON



*Governor Coolidge congratulated
Manager McDonald of the Telephone System
on splendid job done in public address*



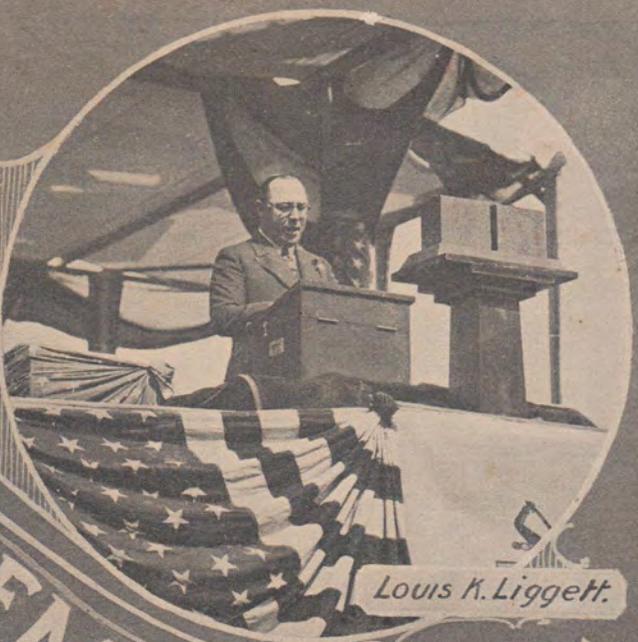
A section of more than 10,000 people at Brave's field, Aug. 28.



The Amplifier System



Speaker's Stand.
Coolidge, Com'l. Mgr. McDonald.
with the Control Room by Telephone.



Louis K. Liggett.

ESS TEL. SYSTEM

STON, ON HARDING & COOLIDGE DAY.



Conorating Commercial
the American Tel. & Tel. Co.
parting in the Public Address



Outpost keeping in touch
with Control Room by
Telephone from field.



Amplifiers

Senator Lodge was
heard in every part
of the field.



Associate Editors

FRANCIS A. MAHAN, Plant, 245 State Street

NED C. LOUD, Traffic, 125 Milk Street

WILLIAM V. GORMLEY, Commercial, 245 State Street

Death of Popular Dorchester Clerk

ON August 28, the company lost one of its most popular employees through the death, by drowning, of Edward J. McCarthy. He entered the service of the company in June, 1916, and was continuously in Dorchester, except for about a year during the war, when he was away with the Naval Reserve force.



E. J. MCCARTHY

"Eddie" had a very likable disposition and held great promise for the future, and the company has lost one who, if he had been spared, would have made his mark. He died a hero's death, as he gave up his life after saving two others who

were unable to swim.

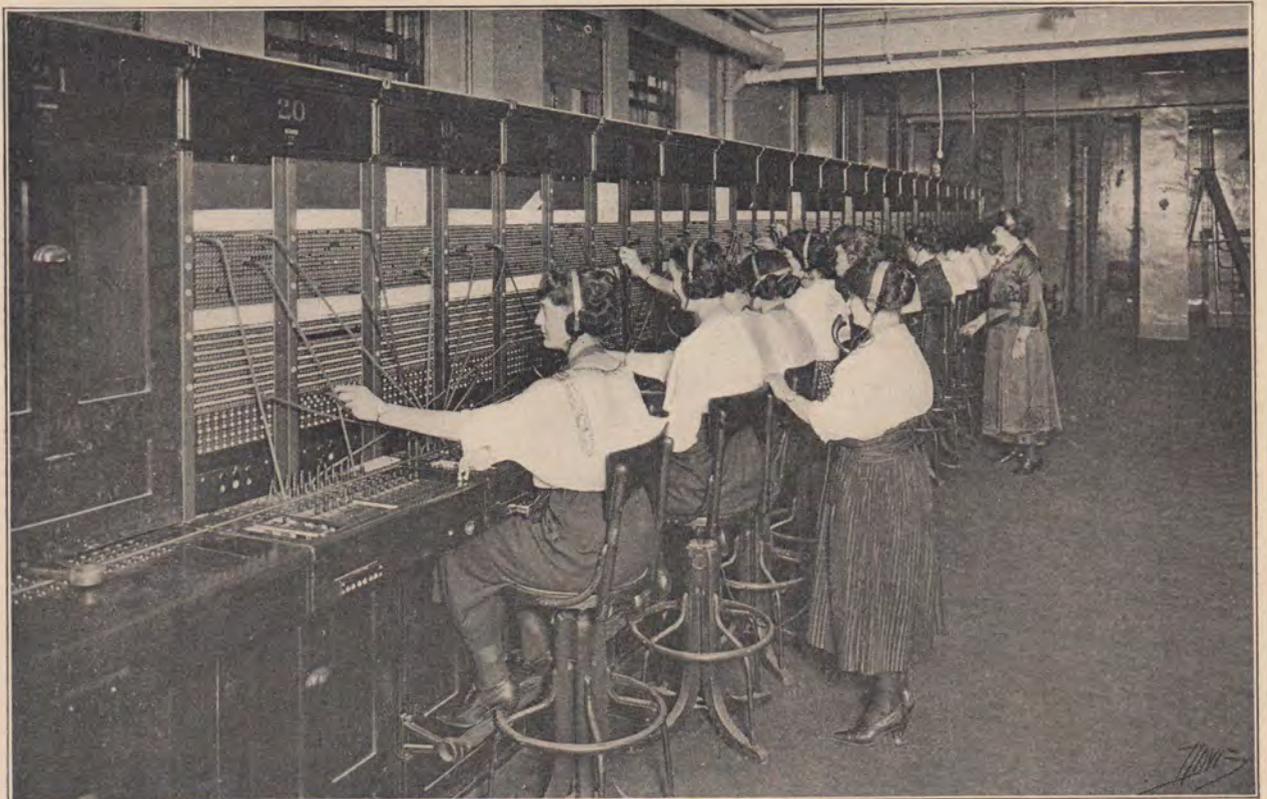
Switched the Receivers

FRANK SHEA had a good one, the other day. A subscriber in Somerville has two lines which terminate on separate stands on his desk. He reported that both lines were "dead." The trouble man found that the subscriber had both stands on the same desk, but had switched the receivers. When he tried to make a call he would use the transmitter of one line and the receiver of the other.

He is going to keep the stands apart after this.

New Ratings

THE following men have obtained ratings by examination in the Metropolitan Division: William Brennan, testman; Ambrose J. Donohue, class B substation repairman.



OFFICIAL "50"

The P.B.X. of our Company in Boston is now located on the third floor of the 'Milk Street' building.

“ Official 50 ”

ON Saturday, August 28, 1920, the Official Private Branch Exchange, which has for several years been a part of the Fort Hill switchboard, was changed over to new quarters located on the third floor of the Milk Street Building, where a new switchboard of the 604 P.B.X. type had been installed. The new board consists of twenty positions. It is thoroughly up-to-date, and is equipped with the new flashing supervisory signal whereby the operator receives an intermittent recall signal which flashes regularly until answered by the operator. The signal is set in operation by one movement of the hook-switch at the branch exchange subscriber's station. This feature is one of the latest improvements in telephone equipment, and is exceedingly helpful in giving good service. The equipment of the new office also includes a monitor and information desk which eliminates the necessity of the line operator doing work which is ordinarily performed by a monitor-information operator.

The official branch exchange has grown from a very small bureau to one of considerable size. The present force of official operators numbers 28 employees. There are 19 positions now in use, and approximately 12,000 equated units of traffic are cared for every day. The busy hour traffic amounts to approximately 4,700 equated calls.

The board is of the No. 604 type, and comprises 20 positions which were formerly used by the War Department at Washington. The board was received July 20, and installed under the supervision of R. A. Wolf, foreman in the Equipment department.

To connect the P.B.X. main frame with the Main Exchange frame it was necessary to run three 600-pair cables and terminate them by means of six 300 silk and cotton tips. The cables were placed by a cable crew under Jack Doherty, and spliced under the direction of Bob Sawyer.

The Plant force did a mighty good job and deserve credit for their work.

Newton North and Waltham Operators Aid K. of C.

DURING the month of August the operators of the Newton North and Waltham exchanges, who reside in Watertown, rendered valuable aid to the Watertown Knights of Columbus in their drive to raise funds for their new building.



THE "BLUE BELL" GIRLS

A "Blue Bell" dance was held in St. Patrick's hall, Watertown, on Friday, the thirteenth. A lawn party was held August 23, at the home of Catherine M. Colligan, chief operator of the Waltham exchange.

At the Field Day, on August 28, a "Blue Bell" booth was conducted by the girls—the booth was tastefully decorated with "Blue Bells," "Service First" cards, and during the afternoon and evening many appetizing things were disposed of.

Their efforts realized the tidy sum of \$1,142.00.

The committee consisted of Margaret E. Kinchla, Mary E. Morley, Kathryn E. McCafferty, Catherine J. Maloney, Mary J. Richardson, Grace C. Murray, Helen C. Powers, Margaret E. Quinlan, Helen F. Dargan, and Catherine M. Colligan.



THE FORCE THAT INSTALLED "OFFICIAL 50"

Bill Reed and his men did a mighty fine job in installing "Official 50" in its new location.



FORMER BOSTON DIVISION PLANT DEPARTMENT MEN NOW IN THE ENGINEERING DEPARTMENT OF WESTERN ELECTRIC COMPANY AT NEW YORK

Left to right — Standing: R. E. Coram, R. B. Hunter, H. A. Titus, H. A. Black, G. B. Joslin, P. T. Higgins, J. P. B. Lynch. Left to right — Sitting: T. F. Burke, W. L. Dodge, T. J. Walsh, R. B. Buchanan, H. D. MacPherson, W. C. Jordan, C. A. Morton.

They Are All Making Good

IT is the custom of the Western Electric Company to seek experienced telephone men for its Engineering Department, from all of the associated Bell System companies.

Pursuant to this policy, in January and February of 1917, our territory was invaded by a scout from the Western Electric Company at New York, with the result that we lost five men from the Metropolitan Plant Division. Again in September, 1919, we lost seven men to the Engineering Department of the Western Electric Company.

These two groups, with two other men who went over singly, constitute the fourteen men shown in the picture. Some difficulty was experienced in arranging for the picture, owing to vacations, but our old friend, George Joslin, finally managed to get the group together.

It is customary for the Western Electric Company to give each new man a special course of engineering training, which varies according to the experience and previous training of the individual. All of the men from our company, who have gone over, have had the advantage of this course and are now permanently assigned to different places in the Telephone System Development Branch.

There are a number of other New England Telephone men in the same department, who went from other sections of New England, making quite a sizable group of our men who are all strong boosters for our company, and while they seem to like New York are not yet ready to admit that it has anything on their home company.

The assignment of work and position of these men is subject to change from time to time, but at the time of this writing all of them were assigned to definite branches.

"Bill" Dodge is working on full mechanical automatic sender testing devices, which automatically test sender circuits and notify the wire chief or attendant when a defective one is found.

"Charlie" Morton and "Tom" Walsh are assigned to the full mechanical testing laboratory, and are engaged in testing all newly designed full mechanical circuits.

Hugh MacPherson is assigned to miscellaneous toll circuit design and multiple single supervisory signaling.

Roy Coram has been detailed to carrier system work, and recently favored us with a few visits.

"Bill" Jordan is at work on full mechanical

circuit design, of circuits for our Liberty and Boston toll offices.

Russell Buchanan is assigned to standardization of full mechanical circuits and equipment.

Herman Black is engaged in miscellaneous circuit design, and is working on the new No. 550-C P.B.X. and circuits which will be used in both full mechanical and manual central office territories.

"Johnny" Lynch is engaged in the analysis of associated telephone circuits to produce good service. We hear that "Johnny" is about to take unto himself a wife, one of the girls he "left behind him" when he went to New York.

"Paul" Higgins, "Tommy" Burke, and George Joslin are associated with the method of operation group, whose work is the preparation of method of operation sheets for full mechanical, semi-mechanical, and manual circuits.

"Harry" Titus and R. B. Hunter are still in the student's engineering course, and will be assigned to some group in the Telephone Systems Development Branch upon completion of the engineering course.

While all the boys who have gone to New York were A1 telephone men before they left us, they have found it necessary to burn the "midnight oil" in order to stay with the men with whom they are working.

We are glad to know that they are all doing so well, but must say that it is just what we expected.

Teamwork and Initiative

ANOTHER chapter has been added to the already long story of assistance given by telephone workers. This time, as at many times in the past, the help given was the result of the usual excellent teamwork combined with individual initiative and resourcefulness.

About 9.30 Friday evening, August 13, Supervisor Morrissey of the Everett exchange received a call for assistance from a Malden physician, who wished to keep in communication with an Everett subscriber, at whose station he was attending a patient so sick with heart trouble that the latter was not expected to live through the night. The Everett telephone had been temporarily disconnected.

After talking with the wire chief, whom she finally located in Milton, Miss Morrissey, at the former's instructions, appealed to the Cambridge wire chief, who in a very short time had a Plant man working on the line. At 10.30 Mr. Roberts reported service restored to the Everett subscriber, and at 10.32 the doctor was in communication with the nurse attending his patient.

Temporary Line Repairmen

JAMES A. MCCAULEY, head splicer, and Charles A. O'Connor, central office man of the Metropolitan Division, spent their vacations at Jefferson, Mass.

They could not forget the business.

We understand that one day while out on a country road they found a line down between poles, and after obtaining some hay wire from a nearby farmer, repaired the line temporarily and reported it to the wire chief.

Jim says it is easier to make a "pig tail" in No. 24 gauge than in hay wire.

Charlie says they just finished the job in time, because they got a ring on the line as they made the final twist.

Division Traffic Changes

MISS FRANCES M. MULLOY from junior supervisor to supervisor, Roxbury.

Miss Mildred A. Lloyd from operator to junior supervisor, Brookline.

Miss Mary C. Cahill from operator to junior supervisor, Back Bay.

Miss Annie McClusky from junior supervisor to supervisor, Back Bay.

Miss Mary A. Murray from operator to junior supervisor, central information.

The following men have obtained ratings by examination:

Henry A. McNealy, testman; Leslie R. Hynes, "A" Central office repairman; Constantine J. McBride, "A" substation installer; William J. Coulter, "C" substation installer.

Charles Germain, line assigner at Quincy, is passing out the smokes. A 9½-pound girl arrived at his home August 25. Mrs. Germain was Miss Catherine Mullen, an operator at Quincy, before her marriage.

Good Work, Miss Doyle

THE following letter was received from a Cambridge subscriber, on September 1, 1920:

I had occasion to ring up "emergency" last Wednesday afternoon, August 25, at about 3.30, and the service rendered to me is certainly worth mentioning.

Operator 148, a Miss Louise Doyle, proved to be prompt, courteous, and willing. The teachers in charge, and myself, extend to her our many thanks.

Thanking you in advance for your many past favors, I beg to remain

Yours truly,

ALBERT L. MARTIN,
Supt. of Thorndike School Playground,
Cambridge, Massachusetts.

Reading Operator Crowned Queen

NEARLY 10,000 people, many of whom came from miles around, jammed the grounds at the Wakefield Elks' carnival recently, to see Miss Mildred O'Connell, a Reading telephone operator, crowned queen of the carnival. The official crowning by Frank H. Hackett, chairman of the Selectmen, followed a lively contest of a month in which Miss Louise P. Bateman and Miss Florence McMahon of Wakefield and Miss O'Connell of Reading were the chief contestants.



"CHOW"

The Collection Department of the Metropolitan Division at their field day at Lake Cochituate on September 11

Collection Department Field Day

FOR the Collection department, all roads led to Lake Cochituate on Saturday, September 11, when the men of that department held a field day and old-fashioned clam bake at Lakeview, collection manager James C. Fair's camp. Overages, shortages, forms "319," look-ups, balances, etc., were all forgotten in the mad rush and keen competition of the ball game and field events arranged by coin box manager T. F. Murphy. The wonderful clam bake, prepared by Bill Monteith and Charlie Macdonald, and the evening's entertainment handled by George Scanlan, went off without a hitch.

The storm clouds and threatening weather gave way during the morning, and the ball game and field sports were run off under ideal conditions.

The ball game between the single and married men was won by the former, 7 to 4, and was hard fought to the very finish. The losers immediately challenged the winners, and another game will be played in the near future. It would be unjust to the others to give special mention to any particular players, as every one played a slashing game. The work of pitcher Bill Condon and catcher Ernie Clark, of the winning team, and pitcher Bill Schaetzl and catcher Dick Barry of the losing team,

should not pass unmentioned, however, — each of the pitchers striking out ten opponents.

The work of Harold Marsh and Eddie Kelleher proved that they were picked for the A. E. F. ball team in France on merit. Bob Friery at third base, for the married men, handled himself as he did in the old days when he piloted "Hurie" home ahead of the field at Saratoga Springs. His double play was going some. The Desmond brothers put up a bang-up game, and Joe's work especially reminded one of the days when he traveled with the big leaguers and proved that his rest (?) in Italy with the A. E. F. did him a world of good.

Tim Murphy proved that his baseball days are by no means over; but since the field day, he has been turning the bread-mixer and rocking the cradle with his left hand. Bill Metcalf still insists that there was a hole in the bat, and that, as an umpire, Elmer Noble is a darn good coin-box collector; but outside of that, and the fact that he accepted no chances in the field and struck out four times — well — that is sufficient. After the game, Elmer submitted evidence to prove that he qualified as an umpire in that, at one time, he was an umpire in the grammar school league.

The line up:

Married Men			Single Men		
	Runs	Hits		Runs	Hits
Barry, c	0	0	Clark, c	2	2
Schaetzl, p	0	3	Condon, p	0	2
Murphy, 1b	0	2	A. Desmond, 1b	1	0
Bowman, 2b	1	0	Marsh, 2b	2	2
Kelleher, ss	1	2	Little, ss	0	1
Friery, 3b	0	2	J. Desmond, 3b	1	2
Reinhalter, lf	0	1	Keenan, lf	0	1
Tousignant, cf	1	1	Nolan, cf	1	1
Blomquist	1	1	Metcalf, rf	0	0
Glynn, rf	1	2			
Total	4	14	Total	7	11

Married men	1	2	3	4	5	6	7	8	9
Single men	0	0	1	0	2	0	0	1	0—4
	3	0	1	1	1	1	0	0	—7

Umpires — Noble behind the plate; Ryan on bases.

After the ball game, the field sports were run off, every event of which was hard fought and closely contested, and bore evidence that their work serves to keep the men in excellent physical shape. The sack race was very close, the judges awarding first prize to Bill Hall, who crossed the line first on his feet. Harry Howe crossed the line first by rolling under the tape, and he appealed the decision. The question was put up to district wire chief Dick Adler, who ruled that Harry won. The race will therefore be run over after the next ball game. Following is a list of the field events:

- Tug-of-War — Married men, Scanlan, anchor; Moran, Kelleher, Bowman, Howe. Single men, Metcalf, anchor; Clark, Keenan, Marsh, J. Desmond. *Won by married men.*
- Three-legged race — First, "Al." Desmond and Bill Condon; second, Metcalf and J. Desmond.
- Sack race — First, Hall; second, Howe.
- Relay race — Married men, Friery, Moran, Bowman, Howe. Single men, Doherty, Aldham, Bloomquist, Noble. *Won by single men.*
- Broad jump — First, Condon; second, "Al." Desmond.
- Forty-yard dash — First, Condon; second, Hall.

Promptly at 6 o'clock the men sat down to a real old-fashioned clambake, served from an army field-stove, in full view of the diners. The tables were arranged on the broad, cottage veranda overlooking beautiful Lake Cochituate. No keener competition was displayed anywhere during the day than at the dinner table. All did full justice to the dinner, which greatly pleased the cooks. The menu was as follows:

- | | |
|-----------------------------|---------------------|
| Steamed clams | Rolls |
| Whole broiled live lobsters | Coffee |
| Golden Bantam corn | Tonics |
| Potato chips | Crackers and cheese |
| Cigars | |

Some very interesting athletic events followed the dinner, until dusk, when George Scanlan put over an evening's entertainment as only George can. Pete Tousignant's rendition of "When I Get Back to My Old Girl," composed and written by George Scanlan of the Coin-Box department, was the hit of the evening, and his singing of "Madelon," in French, reminded many of the boys of the days in the trenches when Pete and his famous "Y. D." quartet helped them forget the "cooties" for awhile.

The evening's entertainment program follows:

Piano, George Scanlan; violinist, Vincent Permateo; songs and stories, Johnnie Carey, "Silvery Moon," "Rosary," "Who'll Take the Place of Mary"; Whitmark trio, — selections from the different musical comedies; violin selections from "Irene" and "Mary," Vincent Permateo; "When I Get Back to My Old Girl" (words and music by George Scanlan, of the Coin-Box department), "Pete" Tousignant; "Madelon," in French, Pete Tousignant; "Love Nest," Billy Monteith; piano selections and songs, William Timmons; songs and stories, Bill Metcalf; and the closing chorus of popular hits.

Late at night the men were taken home by automobile, and all agreed with Frankie Dougherty, that it had been "the greatest day ever."

General commercial superintendent L. N. Whitney, and division commercial superintendent Harry H. Carter, were interested spectators of the ball game and sports, and a glimpse of the clams and "broiled lives" almost caused them to be "absent without leave" at a previous important engagement.

Field Joins Quarter-Century Club

ON August 19, 1920, Frank D. Field, district traffic manager of the Second Central district, completed twenty-five years of service with our company.

Mr. Field entered the service of the telephone company as night operator at Brookline, August 19, 1895. After serving a little over two years in this capacity, he was promoted to the manager's position at Revere, on December 1, 1897. During the next few years Mr. Field's promotions came frequently. He served successively as manager at Walpole, Dedham, Hingham, and Charlestown. On January 1, 1905, he was appointed manager at the Dorchester office, one of the largest suburban offices at that time.

When the functional plan of operation was adopted, in August, 1908, Mr. Field was appointed traffic manager of the Charlestown district. This position he held until August, 1910, at which time a re-organization of the traffic districts occurred, and he was made traffic manager of the Quincy district. In February, 1917, Mr. Field was transferred to the Somerville district. In March, 1920, he was assigned to the responsible position of district traffic manager of the Second Central district.

Mr. Field's agreeable and pleasing personality, coupled with his faithful service, has made for him a host of friends, all of whom extend congratulations.



FRANK D. FIELD

Promotions in Traffic Department

DURING the past few weeks several promotions have been announced in the Traffic department of the Metropolitan Division. They include five new chief operators in the division.

As you read the sketches of those who have assumed higher responsibilities, you will be again impressed with the opportunities for advancement in the telephone business.



MARY C. MULLEN

Miss Mary C. Mullen was recently appointed chief operator of the Cambridge exchange, to succeed Miss Mary E. Kane, former Cambridge chief operator. Miss Mullen entered the company September 6, 1912, as a student at the school for operators.

From the school Miss Mullen went to Medford as a student operator, where she rapidly demonstrated her ability as an operator, senior operator, and supervisor. Later, when the chief operator's position at Revere was vacant, Miss Mullen was chosen to fill it. After two years at Revere, Miss Mullen returned as chief operator at Medford, where she remained until transferred to Cambridge, August 29, 1920.

Miss Lillian M. Bothwell, recently appointed chief operator at Medford, entered the school for operators April 8, 1913, whence she was transferred



LILLIAN M. BOTHWELL

to the Medford exchange as student operator June 1, 1913. At Medford Miss Bothwell rose through the grades of operator, senior operator, and supervisor to acting chief operator. During her six months as acting chief operator at Medford, Miss Bothwell showed her fitness for an administrative position, and as a result was appointed chief operator at Revere. After a period of approximately 16 months as chief oper-

ator at Revere, Miss Bothwell's increasing ability was again recognized and rewarded by a transfer to East Boston, where she remained until August 29, 1920, when she was assigned to Medford as chief operator.

Miss Rose K. Kane, the new chief operator at East Boston, entered the company October 18, 1909, as many other chief operators have entered it, through the school for operators. She left the school to become a student operator at Winchester. She was later employed at Somerville and Medford. At all three offices she showed a ability which warranted making her chief operator at Reading April 4, 1915. As a result of consistent good work, she was ap-



ROSE K. KANE

pointed chief operator successively at Everett and Winthrop, and on August 29, 1920, at East Boston.

Miss Mary F. Flynn, recently appointed chief operator at Winthrop, entered the school for operators April 26, 1915. After leaving the school she was a student operator at Revere. She then served as an operator at Everett and Chelsea, later returning to Revere. Miss Flynn displayed a natural aptitude and ability for telephone work which rapidly brought her promotions to senior operator, supervisor, acting chief operator, and on May 5, 1920, to Revere chief operator.



MARY F. FLYNN

When a vacancy occurred at Winthrop, it was apparent that she was the logical candidate; and so, on August 29, 1920, Miss Flynn was appointed chief operator.

Miss Alice M. McGunigle, the new chief operator at Revere, entered the service of the company in March, 1914, as a student. Later she became an operator at East Boston. Then, as it became apparent that she was the possessor of a ability



ALICE M. MCGUNIGLE

which would some day make her a chief operator, Miss McGunigle was promoted through the positions of operator, senior operator, and supervisor. In October, 1919, Miss McGunigle was made Malden district traffic inspector, a position for which she was well fitted. In August, 1920, Miss McGunigle received her latest promotion to chief operator at Revere.



MARY A. MCCARTHY

Miss Mary A. McCarthy entered upon the duties of district clerk in the Malden district August 29, 1920, having been promoted from the position of stenographer with the Employees' Benefit Fund committee. Miss McCarthy entered the service of the company as a clerk in the Main office in November, 1908. She filled several stenographic positions between that time and the month of August, 1915. On that date she was promoted to the position of stenographer with the Metropolitan division force engineer, which she held until she took up work with the Employees' Benefit Fund committee in December, 1918. Miss McCarthy's previous stenographic and clerical experience will prove a valuable asset to her in her new position as district clerk.

Miss Mary E. Kane, recently assigned to the office of the force engineer of the service supervisor's staff, entered the employ of our company in August, 1902, as an operator at Charlestown. Later she was an operator at Somerville until March, 1910, at which time she was selected for the position of supervisor in the Somerville office. In October of the same year she was chosen for the position of assistant chief operator at Somerville. Following this assignment she served as chief operator at Arlington, Winchester, Charlestown, and Cambridge.



MARY E. KANE

Miss Louise Fritzsch, appointed a traffic inspector in the Malden district, entered the service of the company July 1, 1912, as a stenographer in the general stenographic department. In November of the following year Miss Fritzsch was transferred to the Commercial de-

partment, where she remained until promoted to the position of Malden district clerk. When the position of traffic inspector in the Malden district became vacant, it was essential that it be filled by a person of Miss Fritzsch's ability and personality, and, therefore, on August 29, 1920, Miss Fritzsch was appointed.

The spirit of service combined with the service-first idea always in mind enabled these young women to know their job in the best possible manner, and when promotion was offered to them they were both ready and capable to step into the new position. The same opportunity, or like opportunity, is given to all.



LOUISE FRITZSCH

Musicians Wanted

WITH the passing of summer, when we have been enjoying the music of nature in the songs of birds and the murmurs of sea waves (sad and otherwise), our thoughts naturally turn to the opening of the musical season, when man, in his small way, competes with nature in expressing beautiful thoughts through the medium of instruments of brass and wood.

Our Telephone Orchestra is made up of men and women who are devoting their time and talents to the production of music of the highest order, and, too, with not a little success, if one may judge by the year just passed.

Conductor Ives, who has done so much with the talent at his disposal, feels that—with a greater number of members in our orchestra—the musical effort this year will surpass anything in the past, and the orchestra will easily take its place with the best in the country.

We are sure that you all are most anxious to help Mr. Ives in his ambitions as a conductor, and we ask you all to help, either with your talent or good feeling, to make this year the best ever.

If you have any musical ability, even the littlest bit, give your name to any member of the Board of Trustees, without delay, so that the fall rehearsals may begin at once with a well-balanced and enthusiastic orchestra.

Board of Trustees

Charles H. McGee, chairman, 245 State St., Room 604, Branch 269; Fred G. Peare, treasurer; Philip A. Fischer, secretary; Henry Ridgway; Harold D. Reed; Frank C. Moriarty; Leon F. Wheeler.



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

Do You Know?

JAMES CAMPBELL, division foreman, is the fifth oldest employee in point of service in New Hampshire.

"J. C." as he is often called, was first employed in Springfield, Mass., as groundman on April 14,



JAMES CAMPBELL

1891. In May, 1892, he was transferred to Lowell, Mass., where he remained until 1893, when he was promoted to subforeman with headquarters at Worcester. The year 1896 brought further advancement for Mr. Campbell, when he was made foreman of a floating crew assigned to the Lowell district. He retained this position until promoted to station foreman of the Holyoke district in 1900, which position he retained until he was

appointed assistant division foreman of the Western division. "J. C." annexed another new title in 1906, when he was made division foreman of the Worcester district.

In 1908, New Hampshire needed the services of a district foreman, and "J. C." received the assignment with headquarters at Manchester. His title changed again in 1914, when New Hampshire was made a division, and he received the title of division foreman, which position he now holds.

Since Mr. Campbell has been in New Hampshire, many new trunk lines have been erected, and practically all of the cable which New Hampshire claims has been placed under his supervision.

What an Awful Mistake to Make!

IN a previous issue of TOPICS there appeared an article relative to a "shower" given Miss Luce, chief clerk of the Traffic department, in honor of her approaching marriage. Through a typographical error, one of the presents received by Miss Luce was described as a complete kitchen set of *pyrox*, instead of a complete kitchen set of *pyrex*.

Pyrox, as defined by leading dictionaries, is a poisonous substance, commonly used for the extermination of bugs and insects.

Now, Mrs. Campbell, née Miss Luce, is a valuable member of the telephone family. She still continues to serve us very efficiently and we hope to retain her services for some time to come. We would not commit such a crime as presenting her with poison!

Manchester Operator Marries

MISS ANNA FLAVIA CARROLL, an operator at Manchester, was united in marriage, on August 24, to Charles Bernard McCullough, at St. Joseph's cathedral. Rev. James S. Buckley, pastor, solemnized the ceremony in the presence of a large number of telephone employees, relatives, and friends.

Miss Helen Mary Carroll, sister of the bride, was bridesmaid, and William McCullough, brother of the bridegroom, was best man. Following the ceremony, a reception was held at the Carroll home, which was prettily decorated for the occasion. Mr. and Mrs. McCullough left by motor for Boston, and visited New York and Atlantic City.

Manager Weston a Song Writer

GEORGE M. COHEN and "Al" Jolson, noted song writers, have a near rival in Charles A. Weston, commercial manager of the Manchester district.

The rendition of "Moonbeams," a waltz song, and "Closer, Closer, Sweetheart, I Love You," a ballad, the two latest song hits by Manager Weston, have been repeatedly encored when played at local theaters and ballrooms. These are the first songs that Mr. Weston has put on the market, but in the past a number of his songs and sketches have been featured in local amateur productions.

A Tin Hat

saved many a life from shrapnel in France. But only hard-headed thinking can give protection from bursts of unwise and unsafe investment. Men so hard headed they need no helmet are investing in Liberty Bonds and Victory Notes at current prices. They yield both profit and protection. Inquire at the treasurer's office for full information about where to buy these bonds. Do it now.

Slept Amid the Gravestones

DURING the past month, when the torridity was such that an inmate of "Hades" would find difficulty keeping cool, Angus Bailey, wire chief at Portsmouth, in seeking relief from the heat, had what we would call quite a weird experience.

During one of the many hot spells, Angus was acting as host to a fellow-employee, from Manchester, at Hampton beach. After viewing all the interesting sights along the beach, not excluding the dainty maids that tripped past, Bailey decided that it was about time to "turn in." By popular approval it was decided that, instead of nestling between sheets for the night, they would "rough-it" and sleep on the sands bordering the beach. After having obtained the necessary paraphernalia, both men started to explore the immediate vicinity for a likely location.

As they were traveling by machine, they thought it advisable to plunge themselves into darkness by turning off the lights, thereby avoiding a storm attack from members of the insect family, of which the mosquito is the most common in these parts. With everything proceeding smoothly, they cautiously drove on until they thought they had discovered a good place for their battle with Morphews. Without waste of time both lay down, feeling that they were deserving of a good night's sleep.

About six hours later, just as the sun was rising and casting a smile on their child-like countenances, and the morning dew gently sprayed them with its refreshing coolness, Angus awoke, looked into the skies, yawned, stretched, and then grew motionless. No, he didn't relax and go to sleep again; instead, the sight that met his casual glance, save for a slight tremble, made him lifeless.

What he saw might not have been such a ghostly sight; nevertheless, it had a terrible effect on Angus, who after regaining a semi-composure was now picking up his belongings and making a hurried departure from his temporary abode. His companion, perhaps a trifle more stoic, needed no second invitation to accompany his departing host.

When questioned regarding the incident, Angus said: "Why, anybody would have done the same identical thing if they slept in a graveyard with a tombstone for a head-rest."

The Telephone Operator

Say, listen! You do *some* job
With that cord and Jack and thing-a-ma-bob.
A wounded "Vet" crawls into a booth
And you give him back his golden youth,
As you pour his speech in the listening ear
Of his distant mother, dying to hear
His voice. "Yes, ma," he says, "I'm well;
"How's pa? and you? . . . and Nell?
"No. — Not crutches . . . a cane —
"Now and then a little pain.
"So long, mother, see you soon;
"I get my discharge to-morrow noon.
"I should worry if it takes a week,
"'Cause, Lordy, mother, I've *heard* you speak!"
Say, listen! You do *some* job
With that cord and Jack and thing-a-ma-bob.

— O. L. O.

Never Too Old to Spend

YOU may grow too old to *earn* money, but you will never be too old to *spend* it. Put a part of what you earn now into Liberty Bonds, Victory Notes and Government Savings Securities, and hold them to maturity. Then you will have it to spend. We recommend these securities as the world's premier investment, and urge their purchase at present prices. The treasurer's office will gladly tell you where to buy Liberty Bonds at the present price.



ANGUS BAILEY AND HIS FRIEND WILL NEVER AGAIN NOT LOOK BEFORE THEY SLEEP

"Service First" with a Hammer

WHILE homeward bound from Chichester, foreman "Joe" MacIntyre and division storekeeper Albert C. Knowles performed a service that is surely worthy of mention.

A heavy tree was found lying across important circuits on toll section 114, Chichester, which would eventually be the source of much trouble. The first thing to do, they thought, was to remove the tree; but, as they were without the necessary equipment for such an emergency, their task looked hard. After the combined strength of both failed to remove or budge it, a truly vexatious situation confronted them.



AL KNOWLES AND HIS SERVICE-FIRST HAMMER

After other futile attempts were tried, a hammer of the machinist type, which Knowles happened to have in his car, was brought into play as a last resort. With a few lusty swings by "Joe" the line was relieved of its heavy burden and another "Service First" feature was recorded in New Hampshire.

Division Notes

A. J. SMITH, of the Dover district, has a broken rib, sustained while caring for our toll lines during the reconstruction of state highways.

Miss Verna Titus and Miss Ethel Vining, Manchester operators, have been temporarily transferred to the Portsmouth exchange as toll operators.

John R. Diggins, of the Nashua district, has returned to work after an injury received by coming in contact with a stone wall, after descending from a tree which he was trimming.

"Tom" O'Malley, toll testman at Concord, resigned recently to enter business.

Division storekeeper Albert C. Knowles at-

tended an outing held by the Western Electric Company at Riverside Park, Boston, August 28.

Miss Pearl Lucile Wason, an employee of the Revenue Accounting department, was married recently in Lawrence, Mass., to Joseph St. Pierre. After an extended honeymoon trip to northern New Hampshire, Maine, and Quebec, Mr. and Mrs. St. Pierre will reside in Manchester.

Miss Dorothea A. Devens, an operator at Claremont, has resigned.

Miss Mae D. Filing, operator at Concord, has returned to work, after an illness of several weeks.

Miss Doris E. Hodsdon, of the Portsmouth operating force, has been transferred to Sanbornville.

Miss Lillian Coon, supervisor at Keene, has resigned on account of changing her residence.

Miss Mary L. Ferguson, Somersworth operator, has resigned to make preliminary plans for her wedding, which will take place in the near future.

Miss Minnie Gregory, an operator at Rochester, has returned to work after a serious illness.

Miss Irene L. Priest, junior supervisor at Newmarket, has resigned to be married.

Takes an Interest in Her Work

MRS. REBECCA FARNSWORTH, a toll operator at Keene, is responsible for the following letter, received by Manager Feather, from an executive of a large manufacturing concern, commending both the company and Mrs. Farnsworth for excellent service rendered:

"In this present age of criticism toward the telephone companies in general, and the operators in particular, allow me to be the exception that proves the rule, and compliment you on one of the operators in the Keene exchange.

"I have reference to the night operator, who goes on at 10 and comes off at 7. Early Sunday morning, August 15, I had occasion to do some long-distance calling from Keene to Walpole. The assistance, cheerfulness, and courtesy of the girl at the board made telephoning again a pleasure, and showed there are still some operators who take an interest in their work.

"Yours very truly,
"RUFUS S. FROST."

New Pole Yard at Nashua

A TRACT of land on Pine Hill road, Nashua, has been leased for storage purposes, chiefly poles. Already a large number of poles have been cut on an adjoining lot and hauled to the yard, where they will be held for seasoning, before being used for the erection of new pole lines in New Hampshire.

Finlay McPhie and a corps of huskies have been assembled to care for the inspection and piling of the poles, under the supervision of division foreman James Campbell, and foreman "Joe" MacIntyre.

Sufficient land has been reserved for the laying of a sidetrack, and, if placed, will greatly accelerate the shipping to other points.



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

Who's Who in Vermont

GEORGE T. CUTLER, whose photograph accompanies this sketch, is one of the oldest employees in point of service in the Vermont division.

Mr. Cutler was born in Wales, Great Britain. Like many other people of that country, he followed the sea, and sailed before the mast for about fourteen years. After traveling all over the world and having many exciting experiences, he came to the United States and became a citizen of this country.



GEORGE T. CUTLER

He entered the service of our company in 1889, working under the late William Hunt in the Construction department, and in 1891 helped to rebuild the Worcester, Mass., exchange.

He returned to Vermont and helped put in exchanges at Middlebury, Vergennes (the oldest city in this country), Brandon, Fair Haven, and Poultney.

For a time he worked for Augustus McAulay, now district plant chief in the Western division, building a line from Rutland to Vergennes, and later worked under George Cameron out of Boston.

Some time after, he helped rebuild the Burlington, Vt., exchange.

He again returned to Boston, where he remained until Vermont was made a division; then he came back and worked as foreman, under superintendents J. K. Butler and the late James H. Barry.

In 1909 he went to work under the Leased Wire and Circuit department as toll line repairman, a position he holds at the present time, with headquarters at Burlington, Vt.

Despite hard work and the many knocks of the strenuous life he had lead, Mr. Cutler is still one of the most active men we have, always on the job, faithful and reliable.

"Cut," as he is often called, has a host of friends and acquaintances. It is safe to say that hardly a farmer in the northern part of the state, in the

territory he covers, but has been approached by him for a "little trimming"; and because he always carries out his part of the bargain, he seldom fails to get what he goes after.

President Jones Pays Vermont a Visit

ON August 19, President Jones paid a visit to the White River central office, calling on the members of the three departments. His greeting of the "Hello" boys and his "Good-bye, good luck," showed his democracy. We all join in saying he's a regular fellow.

Employees in the Montpelier district were much pleased, on August 20, in receiving a friendly call from the president, who was spending a few days at his old home in Waitsfield. Mr. Jones called at the Montpelier and Barre exchanges and made a short visit to the granite quarries at Graniteville. It is very evident that he knows the country in which to spend a restful vacation.

Newport Cashier Marries

MISS BEATRICE LALIME resigned as cashier in the Commercial department at Newport on August 14 and was married on the same evening to Gerald Sloan of Beebe, Quebec.

At a reception, given on the following Wednesday evening, Mr. and Mrs. Sloan were the recipients of many beautiful and useful gifts. The girls in the Traffic and Commercial departments presented her with an electric toaster. After a honeymoon camping at Lake park, they will reside in Newport.

"Service First" at Newport

ACALL was recently received from Orleans, Mass., for a man staying at a cottage on the lake shore, about ten miles from Newport. As there was no telephone at the cottage, several in the vicinity were tried, but it was too far away to send a messenger. The Plant department was consulted, as some of the employees are the happy possessors of motor boats.

Some one volunteered the information that Mr. D——, owner of the cottage, had been in the city that afternoon; so one of the accommodating Plant men offered his services as messenger, which resulted in locating the man called—ten minutes after the call was received.

Again the Newport employees have upheld the motto "Service First."

New Brattleboro Central Office

THE Brattleboro central office is now finely established in new quarters on the third floor of the Barber building on Main street, almost directly across the street from quarters which it occupied on the second floor of the American building.

Although the change was made without incident, and everything was in perfect working order immediately afterwards, there was connected with it a certain sentiment, on the part of the employees, that found expression in the serving of refreshments of sandwiches, coffee, and lemonade to all who visited the new rooms.



THE MEN THAT HANDLED THE CUT-OVER

Standing, left to right: T. J. Crowley, F. A. Mara, H. B. Smith, R. E. Dougherty, E. J. Corcoran. Sitting: T. J. McKenna, F. A. Galvin, W. P. Clarke, supervisor; J. P. Hadley, foreman.

Among the visitors were S. F. Parker, of Rutland, division superintendent of traffic; W. T. Durfee, of Rutland, division superintendent of plant; George F. Parker, of Rutland, division foreman of construction; H. W. Buzzell, manager of the Bellows Falls exchange; M. A. Parker, of Springfield, Mass., division cable foreman; George Campbell, of Springfield, Mass., assistant division cable foreman.

The new operating room is about 80 by 30 feet, and has about double the capacity of the old room, affording ample provision for growth. It fronts on Main street and Flat street, and this and other rooms leased by the company comprise the entire southern half of the third floor, which has been leased for a period of ten years, with privilege of renewal.

West of the switchboard room are a retiring room, locker room, toilet rooms, the wire chief's office, and terminal room. The commercial office is on the second floor, facing Main street.

The telephone exchange was moved from Crosby block to the American building headquarters in 1907, the cut-over from the old "ring off" and

"ring off" system to the present flash system being made June 29. At that time 865 subscribers were receiving service through the Brattleboro exchange, or about six-and-a-half times as many as were served when the local exchange was taken over by the New England Telephone Co., in 1892, from the Childs brothers, by whom it was established in 1878. The equipment, all of which was new, included a switchboard, with facilities for giving service to something like 1,400 subscribers; but this has been enlarged from time to time so that at present there are about 780 lines, with approximately 2,050 subscribers' stations. There are also 10 toll circuits.

At the time the new switchboard was installed in the American building headquarters there were positions for 5 operators, and the number later was increased to 10. The enlarged board in the new quarters has positions for 12 operators. In 1907 the local office handled an average of nearly 3,400 local calls and 250 toll calls each day. At the present time the number of local calls is from 9,000 to 10,000 a day, and the toll calls about 350 a day.

On October 1, 1907, six months after the exchange was moved, Ralph J. Eldridge came to Brattleboro to become manager, to succeed Carl Henkel, who had been connected with the local telephone exchange since its establishment, and who had been manager more than twenty years. Mr. Eldridge had been manager of the exchange at Palmer, Mass., some time before coming here.

Herbert C. Shaw, the present wire chief, came here from Springfield, Mass., February 23, 1909, to assume the duties of wire chief, to succeed George D. Bishop. Mr. Shaw was trouble hunter in the branch exchanges about Springfield before coming here. He had had wide experience and had been employed by the company several years.

Vermont's Great Pipe Mystery Solved!

By "Bill" Bryan Jennings

Author of Watt! What Wart? Hi-Free-Quency, Mag-Knee-Tic, Capa-City, and other famous works

CHAPTER I

AS Charles was winding his way homeward after a hard day's work at the office (?) he stopped suddenly in his tracks, his hand went to his hip pocket, — no, I mean his coat pocket. "Ah!" he gasped, "just as I thought—GONE!"

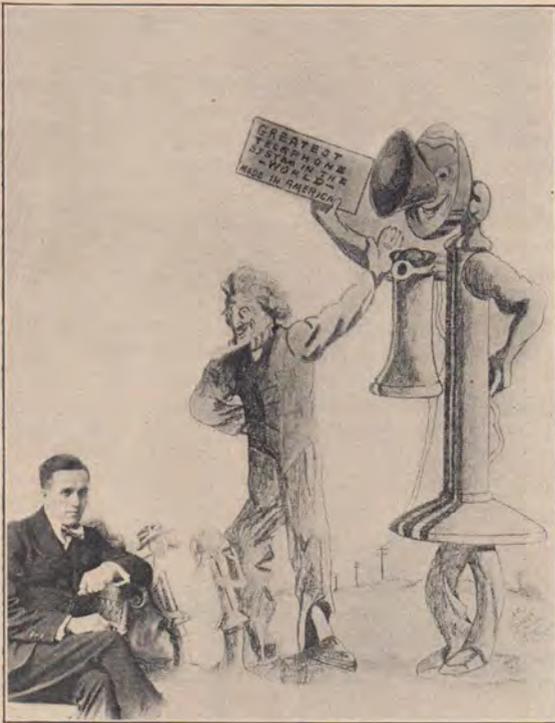
A shudder crept over him. His massive form trembled under the terrible strain. "Where can it be?" he murmured.

"Let me see, did I leave it in my 'shimmy machine [flivver]?' No."

He retraced his steps toward the place which gave him the means of procuring the substance of life — it might be possible that it was on the window sill. But, HARK! at that moment — soft music, please — loud laughter greeted his ears; it was coming in the direction of —

(to be continued)

Picture Reproduced in Eight Sections



THE above free-hand drawing was copied from a sketch by Goodwin, in the *American*, by William Jennings, of White River Junction. The original was but nine inches high and about seven inches wide. The copy is six feet high and eight feet long. It was drawn free-hand, and in eight sections. The photograph in the corner was put in to show the size.

Fewer Accidents in Vermont

THERE has been a great decrease in the number of accidents in Vermont during the past two months, which is most gratifying. Help keep up the good work.

Keep behind the safety line. Report bad conditions to your superior. In so doing you will help prevent accidents.

In driving autos, stop, look, and listen at railroad crossings.

Foolish and careless drivers often suffer, and also the innocent people who trust them.

Do not jump off a truck while it is in motion.

Do not get careless about leaving waste and oily rags about the storerooms.

Observe the rule for keeping wires at the proper height over railroad tracks and highway crossings.

Many accidents can be prevented by eliminating bad conditions, but more can be prevented by making an effort to avoid them.

Use extreme care, especially in a danger zone.

Traffic Department Changes

MISS SARAH I. STONE, operator, Manchester, resigned to be married.

Miss Iris E. Marden, operator, Waterbury, resigned to do housekeeping.

Miss Alice Lontine, operator, St. Johnsbury, resigned to enter Brightwood hospital to train for a nurse.

Miss Mae K. Bennett, operator, White River Junction, resigned to accept a position as P.B.X. operator with an insurance company at Montpelier.

Miss Marion E. Maranville, operator, Middlebury, resigned to teach school.

Miss Hala Shedd, operator, Barton, resigned to enter Bay Path institute, in Springfield, Mass.

Miss Dorothy H. Purdy, operator, Bennington, resigned to enter Burr and Burton seminary at Manchester, Vt.

Miss Clara E. Winn, operator, St. Johnsbury, resigned to accept position with Fairbanks Scale Co.

Miss Mabel F. Jordan, operator, Burlington, transferred to Springfield, Mass., exchange.

Miss Margaret A. Fugere, operator, Burlington, resigned to be married.

Mrs. Gladys Calhoun, operator, Middlebury, resigned to work in store with her husband.

Miss Elizabeth M. Peck, operator, Burlington, transferred to Boston, Mass., office.

Miss Mary D. Jones, supervisor at Windsor for about eight years, and operator for four years prior to being appointed supervisor, has been married and will live in the West.

Miss Margaret C. Hullen, operator at White River Junction, promoted to supervisor at Windsor.

Cupid Busy at White River Junction

A VERY pretty midsummer wedding took place at the home of Mr. and Mrs. John Bean at Lebanon, N. H., on August 22, when Miss Marion Jameson, toll operator at White River Junction, and Samuel Bean, Jr., were united in



MRS. S. BEAN, JR.

marriage by the Rev. John K. Barker, pastor of the First Unitarian church, Lebanon.

Miss Henrietta Bean and Gordon Bean, sister and brother of the bridegroom, acted as bridesmaid and best man. Miss Marion Rollins, toll operator, a co-worker of Miss Jameson, played the wedding m a r c h. Many beautiful gifts of cut glass, silver, and money were received.

After a two weeks' honeymoon at York and Old Orchard beaches, Mr. and Mrs. Bean will make their home at Lebanon.

Division Notes

AT a very pretty social held in the parish house of St. Michael's Episcopal church, the operators of the Brattleboro exchange were presented with a victrola, of fumed-oak finish, to match the furniture in their retiring room. It was presented to them by the switchboard men from the Boston office, who have been installing the new switchboard in Brattleboro, and have made many friends during their stay.

About 35 were present at each of two corn roasts held by the Brattleboro operators, who entertained the switchboard equipment men from the Boston office. The men brought with them their Boston appetites and were given a real Vermont good time. The menu consisted of roast corn, roast potatoes, apples, frankfurters, bacon, rolls, and coffee.

During the intense humidity in August, it was necessary to keep the furnace fires going in the basement terminal room at Burlington, in order to keep the lines free from trouble. Plans are under consideration to move the terminal apparatus to the first floor, which will remedy this trouble that occurs every summer.

Miss Marjorie Bennett, assistant cashier at Burlington, spent her vacation at Keene, N. H.

Manager Russell, of Burlington, spent his vacation in Philadelphia, visiting friends and relatives. He made the trip by auto, and reports that he has made up his mind that Vermont roads are really not the worst in the country.

Miss Marion Merrill, assistant cashier at St. Johnsbury, has left the company's employ to accept a position in Massachusetts.

Mrs. Helen Bailey, cashier at Brandon, who was recently married, will leave for Los Angeles, Calif., where her husband will be associated with the city detective force.

Miss Helen Cray, cashier for many years at Bellows Falls, resigned September 18, to be married.

Miss Margaret Hullin has been transferred from local operator at White River Junction to senior operator at Windsor.

Miss Ruey A. Marsh, junior supervisor at White River Junction, has been appointed senior supervisor.

Sanford Smith, an A. T. and T. Co. student from New York, recently spent six weeks in the division studying methods and routine of the Plant and Traffic departments.

Cedric Reynolds, the popular combination man at Bellows Falls exchange, recently spent his vacation in northern Vermont and southern Canada, making the trip in his car and camping out along the road. He reports several fine catches of fish.

A. B. Anderson, testman at Bellows Falls, spent his vacation in Maine, going by auto. "Andy" looks as though he almost gained a pound.

Installation Foreman Ernest A. Shephard and his helper, Louis A. Hutchinson, of White River Junction, have returned from a vacation, touring

about New England in Mr. Hutchinson's Super-six.

"Gus" Campbell has returned to work as subforeman for A. LaChance, after about three weeks' absence. He traveled over 500 miles in his "shimmey car," and included Prince Edward Islands, P. Q., in his itinerary.

Mr. Thompson, of the A. T. and T. Co., recently spent a few days with the Morse men at Burlington and White River Junction.

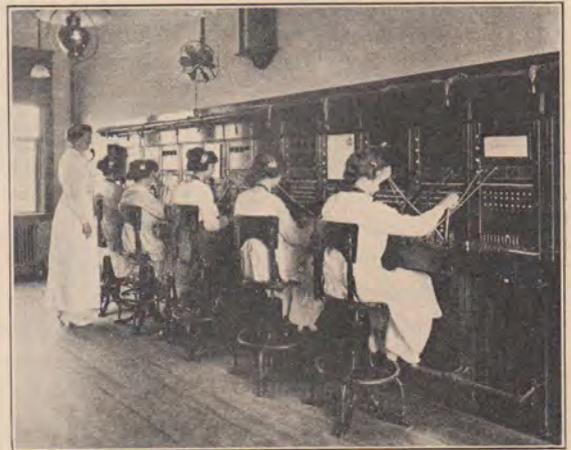
Miss Marion Dunn, recently returned from Colorado to Brattleboro as an operator, has been transferred to Rutland.

Recently a cable trouble was reported in the Cornish, N. H., cable to Wire Chief Doray at White River, who called Cableman Winters at Brattleboro at 3 P.M. Mr. Winters was taken in a car to Windsor and had the trouble cleared at 6 P.M. This is a real case of "service first."

Again We Present Manchester

LAST month we showed a picture of the exterior of our Manchester, Vt., office, that recently celebrated its first anniversary.

Here we have the interior, showing the operating room and a fine group of operators right on the job.



OUR OPERATORS ON THE JOB

The office carries a force of seven operators, with LaBelle B. Briggs in charge, while the plant department is under Wire Chief J. G. Germon; the two hustlers William E. Hitchcock and Frank B. Flynn look after the trouble.

Manchester is located in the heart of the Green Mountains, and is well populated in the summer by great numbers of tourists.

A number of favorable comments have been received at the division office at Rutland on the excellent quality of the service furnished by the Manchester operating force. And this force have reason to be proud of the good job they are doing.



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

Manager Ayer Up in Air

WITH approximately 1,200 stations out of order, due to severe thunderstorms, the various Plant officials got together recently in an effort to secure ways and means of keeping their heads above the trouble tickets. The method, while gratifying, was extremely simple, yet something entirely new in the methods of shooting trouble; in fact, it was several steps ahead of this, utilizing as it did the proverbial ounce of prevention.

accomplished wonders, for up to the present time we have not again been visited by an electrical display. Meanwhile, the Plant department breathes deep sighs of relief, and quite a few are wondering why the company does not furnish the Portland manager with an air chariot of his own.

"Racing from sea to the interior, 4,000 feet above the earth, Lieut. George Muffat, aviator, won from his associate, Harry M. Jones of Old Orchard, to-day, by thirty seconds. Lester C. Ayer, manager of the N. E. T. & T. Co. in this city, rode with the winner, and Horace Hines, mechanic, was with Mr. Jones." — *Portland Express*.



MANAGER AYER TELLING DISTRICT MANAGER STORY
 ALL ABOUT IT

District Plant Chief Clay modestly asserted that, while he might be able to exert strange powers in his own natural surroundings, it was impossible for his influence to extend more than a few feet above the earth.

Some one had the germ of a great idea but, owing to a shyness we had not believed capable of any one in the Plant department, we are not able to announce the owner of such a fertile brain. The result was this bit of reasoning: "If Mr. Clay possesses natural or unnatural powers on the earth, why isn't it possible for our manager, Mr. Ayer, to accomplish unheard of things with the elements above the earth?"

The challenge was accepted, and on August 17 Mr. Ayer held solemn conclave with Jupiter Pluvius and his eccentric and powerful companion, Lightning. Traveling a distance of thirty-odd miles, at an altitude of several thousand feet, he

Farmington Central Office Move

THE removal of the Maine telephone exchange at Farmington, from the rooms in Masonic block to new and more convenient quarters on the second floor of the Red Store block, has been practically completed, and service was kept up with but little interruption.

The switchboard was moved between 10 o'clock Friday night and 6 o'clock Saturday morning, this including the cutting of the connections with the old cable terminals, and connection with the new terminals; and this is said to have been, with perhaps one possible exception, the quickest and most satisfactory moving of an exchange that the company has ever made. The only interruption of the toll service was for only about thirty minutes in the middle of the night, when there are very few calls, if any.

The new quarters are in the best location in town; are commodious and attractive, and will be much more convenient in many ways than the old quarters, which, however, were considered among the best in the state.

The removal of the quarters was made necessary by the fact that the lease in the Masonic building had expired and could not be renewed, the Masonic bodies controlling the building having grown to such an extent that they needed the room.

Thought Hubby was Kidding

ONE of the boys was telling his wife how to mark a ballot. "If you want to vote a straight ticket," he said, "put a cross at the head of the column."

She came back promptly. "You needn't think you can kid me, you big fish; the only ones that make crosses are those that can't write."

What "Ken's" Sausage Grinder Did

KEN "FULLER, the Lewiston trouble shooter, is about 7 x 4 x 2 in feet and wears shoes in proportion. Just lately he whirled the old sausage grinder into a farmyard and, leaping lightly forth, connected with a buff Wyandotte broiler.

His Munson last covered the bird; there was a "squishy" moment, and what was left wouldn't even have made broth.

Like a regular guy, he yelled to the farmer's wife in the doorway: "I guess I've killed a chicken—how much?" "Oh, that's all right," said the lady, "but"—and with lightning speed dashed out, scooped up a bouncing baby boy, which was crawling in the yard, and beat it for the house.

Division Notes

JIMMY "DINEEN, formerly with a division crew, is now with Bill Smith's outfit at Gardiner.

George Railey, of the division accounting force, filled in at the Lewiston district office during the vacation of Chief Clerk Woodhouse. The latter has returned, and saw Hughey Jennings and Mack Sennett and their supporting companies, and all the Denman Thompsons up and around Laconia, N. H.

The New England section of the National Electric Light association holds its convention at Kineo, on Moosehead lake, this year. A few of our officials are members and will attend in order to find out, if possible, what new form of atrocity is to be perpetrated in the way of parallel lines, i. e., trout and salmon.

During the past month earned ratings are as follows: C. W. Adams, lineman; C. F. Brown, lineman; F. A. Eddy, lineman; T. C. Davis, "B" C. O. repairman; M. G. Casey, "C" S. S. installer; C. I. Lane, "C" S. S. installer.

Clarence F. Brown, of Philbrick's crew, passed examination for lineman on August 13, and was married to the belle of Rockland on August 14. Good luck to you, "Brownie"; we figure you will sure need the extra change.

Joe LaBelle, the Irish tenor of "E" company, 401st, has had his tonsils removed and—O Boy! how he can warble now.

Division Engineer Jones, of the Western division, was a recent visitor en route for the Pioneers' convention at Montreal. Said he was going a couple of days in advance of the bunch, in order to get in condition.

Portland District

Carpenters are at work on the new Portland stockroom, preparing it for occupancy, and here's hoping that we may move in soon.

E. G. Geary has been transferred to the division, and assigned to the position of cable helper.

P. L. Freeman enjoyed a two weeks' vacation in the Rangeley region.

District Plant Chief Clay is on the vacation list at present; mailing address and telephone number not available.

Lineman Virgin, while working on one of the state highways recently, noticed a large, out-of-state touring car approaching, with one of the forward tires flat. Thinking to do a possible favor, he hailed the driver with the remark, "Front tire flat, mister," and received the answer, "Well don't you suppose I know it? I have driven about ten miles with it that way." Charles says, "never again will he stop an automobile, if all four tires are flat."

Carl Johnson, now on the pension list, visits daily at the stockroom; he is surely a remarkably active man for his age—over 80—and has recently purchased an automobile in which to make his trips to "Grovers crossing."

F. E. Merrick and family "flivvered" to Aroostook county on his vacation and enjoyed fine weather for the two weeks.

Clayton Sanborn's second visit to Portland did not prove as remunerative (to him) as his initial call. Never mind, Clayton, come again; it pays to "call" often.

Arthur Seal, our chief clerk at Portland, thinks twice these days when he finds a note on his desk to "call the house."

Clair Currey has been our "Beau Brummel" this summer at the various resorts, but he has finally decided that Long Island is the best bet.

Portland Traffic Notes

MISS ETHEL P. COLLINS, senior operator at Portland, has been promoted to local exchange observer.

Miss Pauline E. Tierney has been promoted from operator to junior supervisor at Portland.

Miss Vena Douglass, an August bride, resigned to be married to John Douglass White, at the home of the bride's parents, No. 143 Riverside street, by the Reverend Ralph Kennon. After their wedding trip Mr. and Mrs. White will reside in Pennsylvania. Miss Douglass was the recipient of many beautiful gifts, at a shower given her by the local girls.

One evening, when the operators were very busy, the door of the operating room opened suddenly, and two small, very much begrimed urchins darted into the room and, approaching the chief operator, said excitedly: "Say, missus, I live over on Casco street, and my mother is out, and the doors are all locked so I can't get in; but I can hear the telephone bell ringing, and I want to know who's calling."

What's the Matter?

THE associate editor wants to know why the Commercial and Accounting departments don't send in more news.

Eastport Girls on Vacations

THE past month has found two of our oldest girls in service taking vacations. They are Miss Hilda Leland and Miss Gladys Hickey, the former holding a position in the Commercial department, the latter that of night operator. The former confined her vacation to Maine, and enjoyed camping and long rides through the country; the latter, however, strayed from her native state and was sight-seeing in Massachusetts. Both enjoyed very pleasant leaves.

Praise for Good Service

THE following letter was sent to the Eastport chief operator, Miss Huckins, and it helps a lot to know that people are grateful for what the girls try to do. The sender is a very prominent business man, for whom a great many calls are handled every day:

"I want to thank you, and through you the force of your office, for the kindness and promptness with which they handled our many calls during our past few days of trouble."

Oldtown Chief Operator Resigns

ON August 15 Miss Mary E. Farrell, chief operator at Oldtown, resigned from the company to join her sister who resides in Washington, D. C.

Miss Farrell entered the service of the company on January 1, 1898, with the opening of the first telephone exchange in Oldtown, at which time there were fifteen stations connected. She has been in intimate touch with the office ever since these early days, and has watched its growth to its present size. Miss Farrell was popular with the employees and the patrons, and will be missed by all.

On August 15 Miss Marcia L. Bellatty assumed her duties as chief operator at Oldtown. Miss Bellatty has been employed in the Ellsworth exchange for six years, and her past experience and efficiency augur well for both Miss Bellatty and the Oldtown exchange in the future.

New Chief Operator at Machias

MISS RUTH C. LARNER was appointed chief operator at Machias on August 29. The Machias exchange has grown rapidly, both as to local subscribers and in importance as a switching center, which necessitated the appointment of a chief operator.

Miss Larnar has been in the telephone service since December 2, 1909, and has been located at Machias since September 8, 1915, the past few years being supervisor in charge of this office.



PEAK'S ISLAND FORCE DO GREAT WORK

The operating force at Peak's Island, posing for their picture at the close of a busy and successful season.

They are, left to right — Standing: Ida B. Randall, Blanche W. Regan, Edith R. Blake. Sitting: Esther R. Randall, Lillian F. Nixon, chief operator, Florence A. Cragen.

Talked Across the Continent

ON August 18 a call was received from Bluehill, Me., to Los Angeles, Calif. The call was filed at 8.58 A.M., and passed to Bangor at 9.01; at 9.23, Bangor reported NCO Buffalo, and 11.07, NCO Chicago. At 11.12 the call was ready. At first the Bluehill party could not hear, but the connection became clearer and they talked satisfactorily for three minutes. The Bluehill party was very much pleased because the connection was established in such a short time, during the busy period.

Do you work in an office, a store, or a school?
If you do, then you know that we all go by rule;
There is always a list, by which we abide,
Of "Do's" and "Don't's" to you I'll confide.

Don't ever be saucy,
Don't ever be rude,
Don't answer subscribers
To fit with your mood.
Don't be impatient,
Don't seem to be sour,
Don't argue with people,
Just ring by the hour.
Don't disconnect people
Before they are through,
Just wait for the line,
As we often do.

Don't ever neglect any calls passed to you,
Don't wait for the next girl, but just put it through.
Don't lean on another, but be independent.
An "A1" operator is the company's defendant.

E. B. B., Eastport, Me.

PROVIDENCE TELEPHONE COMPANY SECTION

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

East Providence Development

By JOHN H. PERCIVAL

BY taking the case of a smaller exchange, and observing its rapid progression, we get some idea of the growth of telephone business and, more particularly, our own company's development. In this short history of the East Providence exchange we see, not only an increase from 200 to 2,600 stations, but an advance to that point where our normal annual gain is more than the total number of stations in 1902.

Previous to the Providence Telephone Company rendering service in this town, S. S. Rich and A. O. Miles started what was known as the East

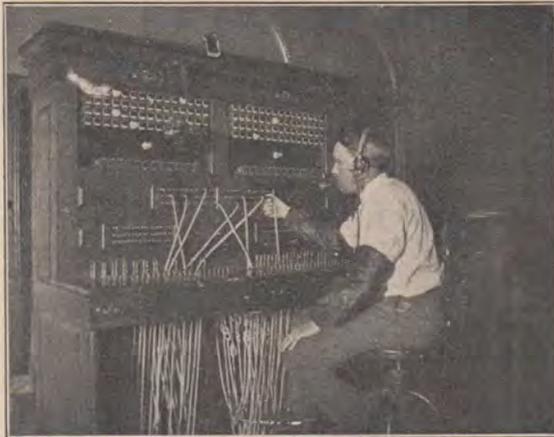
Immediately after the purchase was made, the installation of a two-position magneto self-restoring drop board was commenced. This board was located on the second floor of the Ray block, Taunton avenue, where larger quarters were available. At this time a power plant was also installed for furnishing ringing power, as well as current, for the operation of the board. This was a big improvement over the Independent company's board, as the ringing power there was generated by hand.

In 1907 the two-position board had outgrown itself, and in its place was installed a four-position magneto self-restoring drop board. This board was formerly located at Narragansett Pier and lasted only about a year, when a four-position, common battery, converted branch terminal (commonly called the Bull's Eye) system was installed in the Murphy block, on Broadway. The increasing demand for service soon outgrew the capacity of this board, and in 1915 the present board, with three sections, was placed in service.

Personnel

The following persons have been chief operators since the beginning of telephone service at East Providence: Miss Lera Rich, first operator of the Independent company and of the Providence company's board after being installed in the Ray block. She was followed by Louise Clinton, who was later succeeded by Bessie Waldron and Agnes Hayes. In 1907 Alice J. Ormsbee was appointed chief operator in the place of Miss Hayes, who retired to be married. Miss Ormsbee remained only a short time, when she returned to her duties at the operating school.

Louise Hartwell was appointed in Miss Ormsbee's place. She was followed by Harriett McDonald, who remained but a short time. Miss Ormsbee was again appointed chief operator, resigning later to take up other work. She was succeeded by Rose Lewis. Miss Ormsbee was again engaged by the company, and appointed chief operator at this office. Later she was transferred to Union as an evening assistant chief operator. The other chief operators at this office were as follows: Alice Cain, Mabel Meegan, May Thompson, and Helen Graney, who is at present chief operator. All of



THE FIRST SWITCHBOARD TO BE INSTALLED IN EAST PROVIDENCE BY THE PROVIDENCE TELEPHONE COMPANY, IN 1899

It was a magneto self-restoring drop board, and replaced the original independent system purchased from the East Providence Company.

William Mennell is shown, operating.

This board sufficed until about 1908, when the first common battery switchboard, formerly a part of Broad, was installed.

Providence Telephone Company. Using apparatus purchased from a New York concern they, about 1897, had more than 200 telephones working through a single-position magneto board located over a grocery store at Watchemeket square.

Subscribers soon realized the disadvantage of the Independent company, as their calls were confined wholly to East Providence. In view of this fact the Providence company was persuaded to buy them out, which it did, about 1899.

the chief operators, excepting Miss Graney and Miss Ormsbee, have resigned from the company's employ. Miss Ormsbee is at present chief operator of the Union exchange.

While the office was located in the Ray block at Watchmeket square, Mr. Harry Joslin was manager. The office at this time was not large enough for a wire chief. Later, when the mechanical duties were heavy enough, Mr. J. Kimball, wire chief at Angell, was in charge of the plant work in this office. He was later succeeded by Ralph Dillingham.

The following wire chiefs were appointed at this office: Edward Fanning, Harry Johnson, Edward Warren, Harold Greene, E. O. Burlingame, and A. J. Phillips, the present wire chief. All of the foregoing are still in the company's employ, excepting Harry Johnson and Ralph Dillingham, the latter being employed by the New York telephone company.

In the early days of the telephone business, male operators were employed in all of the offices during the all-night periods. The original all-night operator was James Duffy, who was later succeeded by the following, who were appointed in the order named: William Mennell, William Nichols, Allie Kilroy, John H. Percival, William Lewis, and Arthur Kiernan. Of the night operators, Mr. Percival is the only one still in the employ of the company.

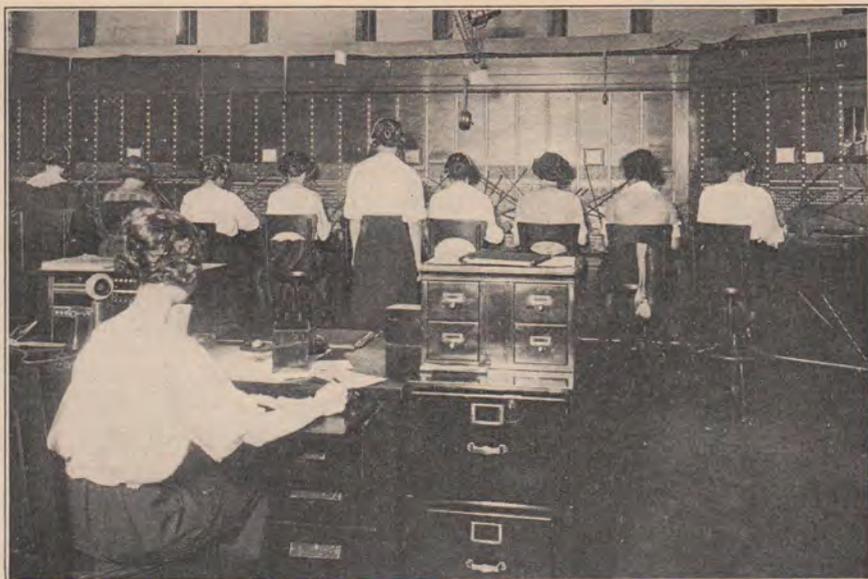
Three Long Ones for Our Baseball Manager

TO E. A. Wilson belongs a great deal of credit for his energetic and capable work with, and for, the baseball team. In the face of all manner of difficulties, scarcity of players, enforced absences, unfavorable weather, and adverse scores, he held the team together, kept enthusiasm at a high pitch, and attended to the many trying details of a baseball season.

Both manager and team deserve our thanks and appreciation for the time they have given and the courage they have shown in representing us on the diamond.

Peter Driscoll Injured

THE only serious accident of the Telco baseball season occurred on August 28, when "Pete" Driscoll, in sliding to second on a steal from first, was struck by a ball thrown from the catcher



THE PRESENT SWITCHBOARD AT EAST PROVIDENCE, INSTALLED IN 1915
Very soon another section is to be added, to take care of the constant growth.

to the second baseman. His cheek-bone was fractured. He was rushed to St. Joseph's hospital, where Dr. McLaughlin attended him, and four days later he returned to his home.

The following day he reported for work and was well on the way to recovery. The accident occurred in the twelfth inning, with the score 3 to 3, and was the only marring event in an exceptionally fine game, running through fourteen hard-fought innings. It was a clean victory for the Telco team, the score being — Telco, 4; Gas Co., 3.

If You And I

If you would smile a little more
And I would kinder be;
If you would stop to think before
You speak of faults you see;
If you would show more patience, too,
With all with whom I'm hurled,
Then I would help — and so would you —
To make a better world.

If you would cheer your neighbors more
And I'd encourage mine.
If you would linger at his door
To say his work is fine.
And I would stop to help him when
His lips in frowns are curled,
Both you and I'd be helping then
To make a better world.

But just as long as you keep still
And plod your selfish way;
And I rush on and heedless kill
The kind words I could say;
While you and I refuse to smile
And keep our gay flags furled,
Some one will grumble all the while
That it's a gloomy world.

— Selected.

Notes from the Field

Commercial

BERTRAM DEWARE, of the Collection force, left the company's employ for a short rest, preparatory to entering Brown university this fall. Arthur N. Ellston succeeds Mr. Deware.

We extend hearty congratulations to Clarence Farnsworth, whose marriage to Miss Alice Kenyon took place on Saturday, September 11. He was presented a wedding gift by his fellow-workers of the Collection department.

Miss Lena Hathaway has returned from a pleasant vacation spent with relatives at St. John, New Brunswick.

Plant

On September 7, Fred T. Crockett was appointed superintendent of construction, in charge of all outside construction work, succeeding Alexander McClellan. News of his appointment was received too near date of publication to permit any more than a brief note in this issue.

V. E. Tyson, the Western Electric company's popular division foreman, has been transferred temporarily to the Hawthorne works for special studies on machine-switching apparatus. During his absence his duties will be assumed by G. F. McPhee, of the Western Electric company's force at Hartford, Conn.

W. E. Geary, of the Plant engineering department, spent his vacation at his former home in New Haven, Conn.

Miss Hazel Mastin, of the Engineering department, has returned to work after an illness of several weeks.

The heavy wind accompanying the storm of August 31 did considerable damage to the plant, especially in Pawtucket and the northern part of Providence.

J. I. Provan, of the Engineering department, spent his vacation in Hoboken and other select suburbs of Gotham.

Examinations and Ratings

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

R. McAdam, Broad, lineman to head lineman.

Emil Morin, Construction department, lineman.

John T. Kerwin, West, lineman to head lineman.

Geo. W. Gumley, Union, class "C," central office repairman to class "B" central office repairman.

Construction Notes

Newport. An underground lateral pipe and cable will be laid on the Pell street plat, to provide service for the new houses recently erected.

Providence-West. A joint-owned line with the Narragansett Electric Lighting company will be

constructed on Central pike in Hughesdale, replacing the present P. T. Co. line, which is in an unsafe condition.

Woonsocket. On account of permanent paving on Arnold street, it is necessary to place about 300 feet of 4-multiple duct, and install therein a 200-pair 12-gauge underground cable.

Wickford. State road changes on the Post road at Bellville Depot made it necessary for us to move our pole line at this point. The existing open wire will be replaced by 30-pair 19-gauge cable, to avoid tree interference.

Angell

Miss Gertrude O'Connor has left for a trip across the continent.

Miss Mary Kelley is having an extended vacation, during which she will visit friends in Texas.

Broad

Anthony Bouchard, of the Plant department, and Miss Mildred Taft, of this city, were married July 31. They spent their honeymoon at Mount Sunapee, N. H. We wish them very good fortune.

Mr. and Mrs. A. Evans enjoyed a two weeks' cruise on Narragansett bay and other waters, in their motor boat *Gipsy*. The *Gipsy* is a fine, large boat, capable of standing heavy seas. Mr. and Mrs. Evans entertained many friends on their trip, among whom were Mr. and Mrs. G. H. Harris.

Miss Lillian Holbrook spent her vacation on a farm at Chester, Mass.

E. O'Connell and family visited relatives for two weeks in Worcester, Mass.

Mr. and Mrs. Edward Warren spent their vacation touring Rhode Island, Massachusetts, and New Hampshire. Mr. and Mrs. Harry Knowlton accompanied "Eddy" as far as Lake Sunapee, N. H. Mr. and Mrs. Warren toured, over Labor day, to the Canadian border and back, a trip of over seven hundred miles. "Eddy" says he didn't bring anything back from Canada — a great disappointment for Mr. Jones.

George H. Harris and family spent a very pleasant vacation "seeing Rhode Island first" by motor.

Mr. and Mrs. Harry Knowlton have returned from two weeks in South Sutton, N. H., during which time Harry hooked some huge fish, according to (his) report.

Union

Miss Margaret Conley, upon being promoted from senior supervisor to assistant chief operator, was presented by the girls with a beautiful handbag.

Miss Katherine Weeden, one of our future brides, was pleasingly surprised, Wednesday evening, by the girls of her section, when a shower was held for

her in the Messiah Parish hall, September 8. She received many useful gifts, among them being a set of Haviland china dishes.

The Attleboros

A very pretty, miscellaneous shower was tendered Miss Mary Cremo, of the Traffic department, by twenty-six of her fellow-workers, in honor of her approaching marriage to Mr. George Keagan. The affair was held in War Veterans' hall which was tastefully decorated in blue and white. Games were played, and a delightful, musical program furnished entertainment for the evening. Miss Cremo, who resigned September 18, was the recipient of many beautiful gifts, including mahogany, cut glass, and silver.

Miss Margaret Mulligan, chief operator, spent her vacation at Washington, N. H.

The Misses Olga Cremo and Anna Sullivan enjoyed a vacation in the White mountains.

Night supervisor, Miss Gladys Connolly has returned from a vacation spent at Oak Bluffs.

Miss Marion Tuohy has returned from a two weeks' vacation at Nantasket beach.

Miss Catherine Maguire spent her vacation in Philadelphia.

Miss Helen Savage has returned from a vacation in Westerly, R. I.

Miss Nonie Tuohy spent her vacation at Bristol, N. H.

Mrs. Sadie Tipping has returned from a vacation in Maine.

Harry Stuart spent his vacation at Oak Bluffs.

Jim McCabe enjoyed a sea trip to Norfolk and Old Point Comfort, Va.

Announcements have been received of the marriage of Miss Mildred Palmer, formerly on the Commercial staff, to William M. Walls. Mr. and Mrs. Walls will reside in Pittsburgh. Best wishes for a happy future are extended from both offices.

Ben Wetherell's vacation consisted of touring to various points of interest in New England, and several clamming expeditions which were very successful.

Attleboro is nearly isolated from the outside world, as all the main highways leading into the city are torn up and the loop system about the center is not operating, due to street repairs. Cutting corners back on a number of the busiest intersecting streets has made a lot of work re-locating poles, wire, and cable.

East Greenwich

Miss Anna L. Rockford, chief operator, returned to duty September 6, after a severe illness.

Mrs. Maude Sunderland Barbour, a former employee of the company, is with us again in the Traffic department.

East Providence

Thunderstorms all seem to center over East Providence, and bring lots of trouble with them.

Mr. Fiske, service tester *de luxe*, was with us for a couple of days recently on the trail of a trouble. It was fixed, and we are glad the bug has stopped buzzing.

Newport

The Newport telephone exchange used to have the reputation of being a regular matrimonial bureau, and this year, more than any other, seems to prove it. Dame Rumor says with good authority that there are to be six new brides this fall.

Miss Helen Noonan resigns soon to marry Colin MacDonald of the Cable department. Miss Noonan was connected with the telephone school as instructor, a most trying position during war and pre-war days.

Recently her friends showered her. She was presented a purse of gold as an expression of appreciation from the girls.

Many of the older girls in the exchange were present at a tea given Miss Edith Arnold at the home of her sister-in-law, on Elm street. Miss Arnold, who is soon to marry, was showered with many lovely gifts.

Pawtucket

Frank Manter, testman, and his family enjoyed two weeks' vacation at their country house in South Attleboro.

Edward Beauchemin spent his vacation touring Vermont and New Hampshire.

John Carley and John McCaffery toured to Old Orchard, Maine, over Labor day.

Miss Mary McGrath and Margaret Greene, the wire chief's clerks, visited New York during the holidays.

Warren

Miss Mary Burke spent her vacation at Jefferson, Mass.

Miss Mildred Littlefield has returned from her vacation in Springfield, Mass.

Mrs. M. E. Curran, night operator, enjoyed a vacation of short trips to various places.

Woonsocket

H. C. Taylor and Miss Florence Burdiken were married September 18. His fellow-workers wish them every happiness.

Recent Promotions

MISS IRENE DARBY, Union, from night senior operator to night junior supervisor.

Miss Mary Darby, Union, from acting chief operator to assistant chief operator.

Miss Ella Finneran, Broad, from senior night operator to junior supervisor.

Miss Mary A. O'Connell, West, from junior supervisor to local supervisor.

Miss Elizabeth Sullivan, Broad, from senior night operator to junior supervisor.

Miss Mary Fitzpatrick, Union, from senior night operator to service observer.

Record Storm Sweeps across State

NOTE: Due to the initiative and prompt action of George H. Harris, Broad, and E. O. Burlingame, East Providence, we were able to get the following article in time for this issue.

ON Monday, September 13, the worst hail-storm in fifty-one years battered its way across a portion of Rhode Island. The storm center broke about 10.30 A.M., not a great distance from our Broad exchange office, and swept eastward in a narrow path on the forefront of a forty-five mile gale. Its duration was hardly more than fifteen minutes, and it came out of what, an hour before, had been almost a clear sky.

Wake of Wreckage

But when it passed, it left a wake of disorganized industry, crippled telephone service, frightened householders, shattered windows, and ruined crops. Although the storm crossed the river and did terrible damage in East Providence and Riverside, the center of it seemed to be largely in the Auburn, Cranston, and Washington Park districts. Its suddenness and severity were beyond imagination.

The janitor at the Broad office was mowing the lawn at 10.20 A.M.; twenty minutes later he was shoveling hail—six to eight inches deep—from the sidewalks. The noise accompanying the storm was terrific. Those who experienced it are unable to describe it. Hail struck the skylight of the Broad operating room with such force that the racket made it impossible to make oneself heard the length of the room, even by shouting.

Operators Calm

Miss M. J. Walsh, chief operator, responded to the occasion and, through her efforts and a remarkable display of individual courage on the part of the operators themselves, there was not the slightest indication of panic, a particularly noteworthy feature, considering that many women in the stricken section were badly frightened. The switchboard became a mass of lights and presented an appearance which dwarfed that of Armistice day.

Pole lines crashed to the ground, and streets were a tangled mass of tangled wires, trunks, and local cables amid the wreckage in outlying territory. Although the lightning was not exceptionally severe, it splintered poles and trees, and burned off aerial cables. Aerial cable pot-heads were pulled out of terminals by falling trees, while telephone and lighting wires arched, sending out volumes of smoke and fire, and rendering many spots dangerous for traffic. Poles carrying trunks to Valley, to East Greenwich, and to Warwick Neck were down for many sections.

Edward Fanning, Broad wire chief, dispatched

his force after the manner of a good general, and with great efforts on the part of the Cable and Construction departments, the service on the trunks was quickly restored. Repair men worked at top speed.

Escape Serious Damage

Considering the magnitude of the storm, we were miraculously fortunate, for Broad had but 250 lines and about 500 stations out of service, with some additional straggling reports coming in the following day.

Of these, 40 lines and 132 stations were cleared before darkness stopped the work. In every case where our poles or wires were down, the cause was directly traceable to a falling tree, limb, pole, or other agent beyond our control.

East Providence had 95 lines and stations out.

The violence of the storm is practically without precedent. In a brief quarter hour it is estimated that damage was done amounting to between one and two million dollars. One truck gardener alone is said to have lost nearly a quarter of a million in ruined crops and shattered glass. Trees and poles were blown down carrying telephone, electric light, and trolley wires. Factory windows and skylights were smashed, letting in the down-pour, which was heavy enough to soak through several floors. Two or three factories each reported the loss of several thousand panes of glass.

Householders Hard Hit

Dwellings were completely denuded of windows on the western side, and the hail was blown in with such force that chandeliers were shattered. Dishes, rugs, wallpaper, upholstery, and furniture were badly broken, soaked, and scratched. Blinds were ripped off, while curtains, shades, screens, hangings, and awnings were riddled and torn to ribbons. The streets were covered to a depth of several inches with hailstones. More than thirty hours later, even in sunny places, there were spots where piles of hailstones still remained. The parks appeared to have a thick green carpet of leaves so profuse and evenly distributed that no signs of driveways or walks were visible.

The hail ranged in size from tiny peas to moderate-sized lemons. Crops of all kinds were completely ruined, while heavily-laden fruit trees were left bare. Several horses became frantic, and runaways were numerous. Yet in all the excitement, confusion, and even actual danger, the remarkable fact stands clear, that no fatality resulted.



THE HAIL STORM ON SEPTEMBER 13

Upper left: Streets deep with hailstones. Upper right: Aerial cable supports broken tree. Oval: High-tension wires down on Pawtucket Avenue. Middle left: Company's poles damaged in Lakewood. Middle right: Samples of huge hailstones. Lower left: Shattered windows in Broad Street school. Lower right: Showing depth of hailstones.

Courtesy

By M. LEIGH

EMERSON has said: "Life is not so short but what there is time enough to be courteous." We sometimes forget this in the onward rush of daily business life, and allow our speech and manner to become so terse and curt as to border closely on positive rudeness. The briefest, quickest answer we can give to a questioner seems to us to show the greatest efficiency; but is it not true that in our efforts to save time and words we forget the courtesy due our co-workers and the mass of those for whom our business exists?

American life to-day seems to be a matter of speed, regardless of the vehicle that accomplishes it. The end, not the way, seems to concern most of us; but we need to remember that seldom does the end justify the means, and certainly we lose much when we sacrifice the flower of courteous speech and manner for haste or preoccupation.

When irritated by another's failure to understand our point of view, or the facts of the case as we present them, we can well afford to show patient courtesy, since we are in the right, and nothing is to be gained by heated words. We descend to the level of our irate interrogator when we allow our own natural irritation to betray us into hasty, discourteous speech. And can we not see that courtesy in the end proves the better, the real time-saving way? After all, it is not the amount of time taken to give satisfaction, but the quality of the satisfaction given that really counts for us and for others.

We all know the old adage,—"A soft answer turneth away wrath,"—but few of us test its truth in daily life. It is businesslike, we think, to be brief and terse and curt, and this is true in part; but it is often carried too far, to the point of wounding and causing offense where none is intended, thus defeating our purpose. Can we not soften our speech into the courtesy that invites, where abruptness repels? Surely we desire friendly relations with our co-workers and the public we serve.

Why, then, do we forget that they are men and women with feelings and sensibilities; and even though we meet them only on the ground of business relations, why can we not set up a standard of courteous speech and manner that shall make for mutual satisfaction and kindly feelings?

This One Comes from Spain

THE following letter was received from Bilbao, Spain, which is a town of about nineteen thousand souls. It is an interesting letter from several standpoints. It shows the complimentary politeness that is a part of European commercial life; it also shows the gentleman's confidence in what is apparently commercial

English as taught in that country. It is interesting because of its spelling, and, last but not least, it is a testimonial regarding the value of our Classified Business Directory.

BILBAO 20 de Julio de 1920

Mr. Manager of the Telephone Co.

PROVIDENCE

My dear Sir,

I take the liberty of writing you soliciting of your Kindness, the favour of sending to me a list of the Firms which are included in the Telephone List of that important town.

You may, at the same time, state the price of the above list, in order to send it to you immediately.

Thanking you anticipating.

"Safety First" Suggestions

AS a member of the Safety committee, I wish to express my personal gratification for the splendid coöperation given by the Plant department along the lines of "Safety-First" work.

Certainly, the accident record speaks for itself; but the record cannot wholly show the real spirit of the men, in exercising such judgment in their daily work that preventable accidents have nearly reached the zero mark.

As I read over reports from other companies, I believe that our boys head the list, with the lowest record of preventable accidents per month. All credit to those, as individuals, who have made these results possible.

The committee would appreciate suggestions from the men as to ways of promoting interest in safety work, and will utilize, whenever possible, such ideas as may be submitted.

One suggestion has already been received and accepted. It has been proposed that we conduct a sort of contest, asking the men in the field to prepare papers in answer to the question, "What is the most dangerous part of my work?" Another pertinent subject might well be, "How I prevent accidents." It will be not only interesting but instructive, to read each person's ideas on the manner of applying safety rules to avoid accidents.

I wish each man would, at this time, write in to the committee his opinions on the following questions:

1. Have you any plan you would like to suggest that would promote, and be of general interest to, your fellow-employees on Safety work?

2. Would you suggest running a series of papers in TOPICS on the subject, "What is the most dangerous part of my work?" and also on "How do I prevent accidents?"

A. T. LUTHER,
Chairman, Safety Committee.



IF the vacations of the Providence telephone employees were restricted to one employee at a time, in order to complete this year's outings we either should have started when the first gun was fired at Fort Sumter, or else, starting now, we would finish some time in 1979. Yet with the equivalent of a vacation lasting over a period of fifty-nine years, apparently but one photograph was taken which the owner was willing to turn in for use in TOPICS, which explains the lack of vacation photos.

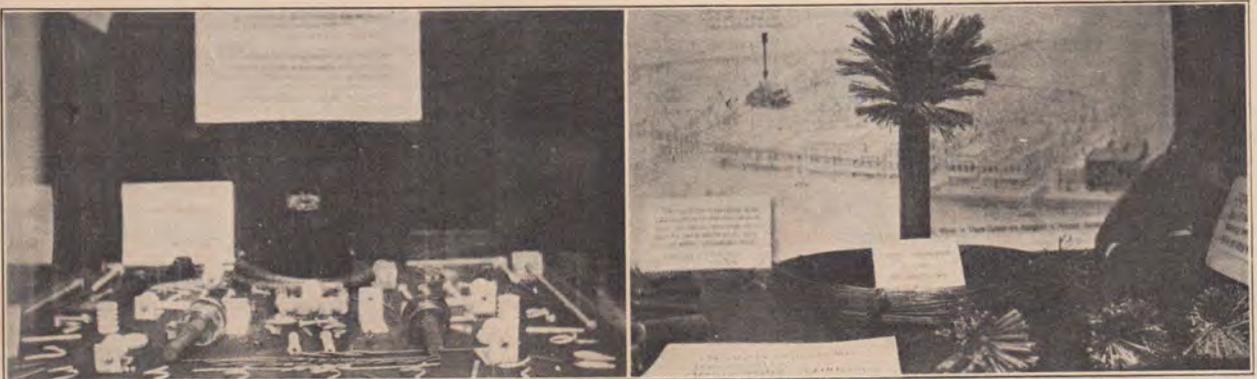
COPY for TELEPHONE TOPICS should be in our hands not later than the 5th of each month. When copy arrives too late, it must be held until the following issue, and such delays often render interesting matter untimely and therefore undeserving of publication.

WHILE listening to the complaint of an elderly lady in regard to not receiving a prompt response from the operator when placing a call, it was learned that she was laboring under a gross misapprehension. To quote her exact words is impossible, but her complaint was something like this: "It does seem a pity that girls to-day do not pay more attention to work and less to frivolities. Who is my operator, anyway? She doesn't know when she has an easy job. I know she has to be there in case I make a call, but some days I never use the telephone."

Splendid Material Display

HERE are pictures of the Woonsocket Commercial office windows, showing the display of materials used in the installation of telephones.

The exhibition attracted a great deal of interest. The public lined up outside and filled the doorway. Many requests were received from persons who wished to buy some of the material. The commercial force used the display to good advantage in demonstrating to many applicants why we are unable to furnish them with service.



Sh-h-h-h!

IN our mailing department, some time ago, a letter was received from a subscriber asking that he be put on "silent rate" for July and August.

Help!

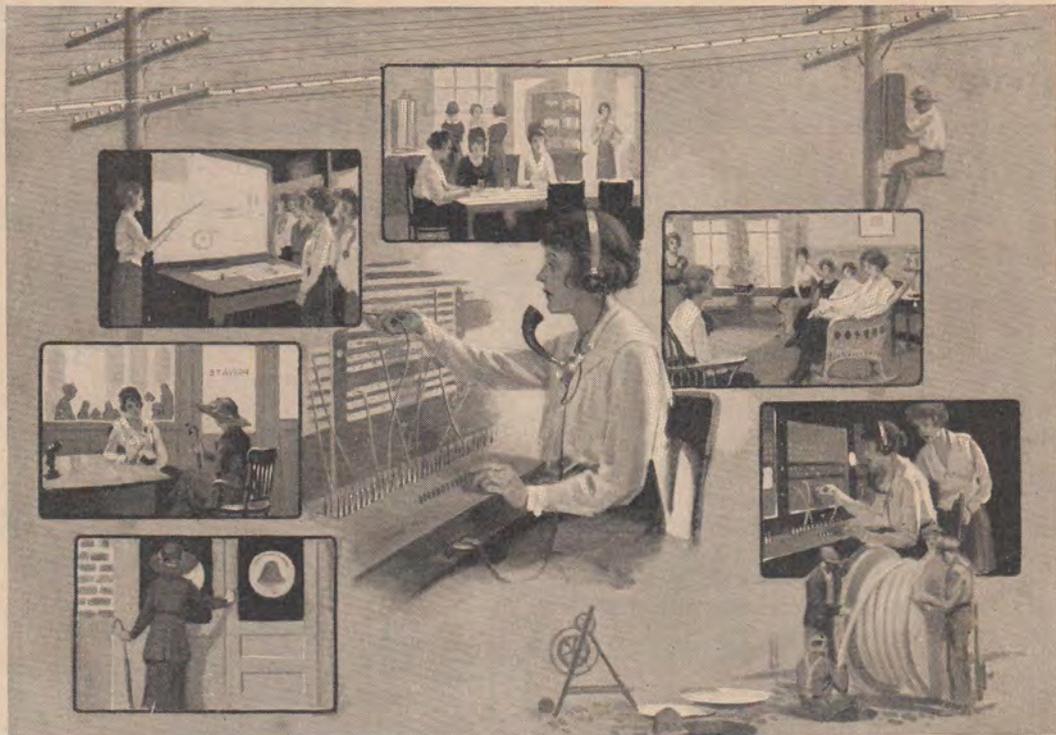
A CALL came into our order board, the first part of July, that sounded very much like an emergency call, for a voice bathed in tears wanted "the cat hospital," and wanted it quick!

A subscriber asked an operator, one morning, "Where is my party?" The operator said, "There is no one on the line now." "Well," said the subscriber, "no wonder, you cut us in two."

The Trials of an Operator

IN small exchanges, like Jamestown, many subscribers think there is only one operator and that she should know all the numbers. A subscriber called the other day and said, "Central, gimme the dock." The operator must have thought it was an emergency call, because the subscriber was connected with a doctor. Another one called and said, "Central, I want to talk to Mrs. Brown, who delivers milk on the telephone."

"Trouble will go away around a corner and sneak down an alley to avoid meeting a man who is prepared for it."
— Providence Tribune.



Training For Service

What science and engineering have done to develop the mechanical efficiency of the telephone, specialized training has done in the development of workers.

Plant engineers, linemen, directory clerks, toll operators, equipment installers, electrolysis engineers, trouble hunters, line repairmen, test table operators, chief operators, contract agents, building engineers, line installers, exchange repairmen, plant inspectors, trouble operators, fundamental plan engineers, draftsmen, estimate clerks, exchange operators, cable testmen, equipment inspec-

tors, wire chiefs, traffic engineers, galvanometer men, cable splicers, facilities engineers, surveyors, information operators, switchboard installers, accountants, testmen, supervisors, station repairmen, equipment engineers, directory operators, statisticians, appraisal engineers, routing operators and scores of other skilled employees are specially trained for the exacting work of providing telephone service.

Throughout all work of telephone construction and operation there is a ceaseless endeavor at mastery of service that makes for improvements beneficial to the public.



AMERICAN TELEPHONE AND TELEGRAPH COMPANY
AND ASSOCIATED COMPANIES

One Policy

One System

Universal Service

And all directed toward Better Service