

TELEPHONE TOPICS



W.H. Pedman

OCTOBER
1922

"FOUR IN ONE"

THE *cover this month has been well named "Four In One" as being symbolic of the Four C's*

CONTACT
CONFERENCE
CONFIDENCE
CO-OPERATION

The beautiful ensemble presented by the four birches, brought about by the association of each with the other, would be lessened by the removal of even one.

TELEPHONE TOPICS

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

Death of Jasper N. Keller

JASPER N. KELLER, the third president of our Company, died September 22, 1922, at his home in Surrey, N. H.

Mr. Keller was a telephone pioneer in the truest sense and one of the ablest lieutenants of Theodore N. Vail in establishing the telephone business on a firm foundation throughout the United States.

He was born in Burlington, Iowa, January 22, 1846, and his career was one of extraordinary activity. He tried to enlist as a drummer boy with an Ohio regiment at the opening of the Civil War, but was rejected on account of his youth.

In 1862, when between 15 and 16 years old, he took advantage of an opportunity to go with a wagon train to the Pacific Coast, making the trip over land from Iowa City, then the western terminus of the railroad. At Austin, Nevada, some of his comrades got the mining fever and he went prospecting with them. Then he took up telegraphy which he had learned at home, and he was stationed as an operator at Lake Tahoe in the Sierra Nevada Mountains. He had a varied experience among the mines of Nevada and California, was a friend of Buffalo Bill and served with that distinguished scout in one of the early sessions of the Montana Legislature.

After three years' absence he decided to visit his old home and made the return trip by way of San Francisco, sailing from the Golden Gate to Panama, crossing the Isthmus and thence by boat to New York, where he took a train for Ohio.

His ability as a telegrapher attracted him to the railroad business and for several years he served as a railroad agent at various points in the rapidly growing

West. He was a railroad telegrapher in Nebraska when Theodore N. Vail was a railroad mail clerk and their close friendship continued until Mr. Vail's death.

In 1880, he was general agent at Ogden, Utah, for the Union Pacific Railroad and there he saw the first telephone. The new invention greatly interested Mr. Keller and he

asked and obtained from the American Bell Telephone Company the rights for Weber County, Utah.

His partner in this enterprise was the Western Union manager at Ogden. They had very little cash but they had faith and courage. Their equipment was crude and the poles were small pine trees cut on the nearby mountains.

With this outfit and the Bell instruments they started in business and did so well that, inside of a year, they were seeking to add to their territory. The only unassigned territory was Texas and Arkansas, however. This Mr. Keller took, selling out his Ogden interests, and he spent nearly three years in the

southwest. During that time he built 23 exchanges.

The Erie telephone interests learned of the progress and prosperity of the new company and made such an attractive offer for the property that Mr. Keller and his partner decided to accept it.

In 1884, Mr. Keller came to Boston for the American Bell Telephone Company to examine the property of the New England Telephone and Telegraph Company, and, after completing this work, was asked to remain as acting general manager and then as general manager. Subsequently, he became vice-president and succeeded the late General Sherwin as president.



JASPER N. KELLER

During his connection with the New England Company the number of telephones increased from 14,000 to more than half a million. The organization grew from a small group, which as general manager he directed personally, to a systematized army of thousands.

His two sons, Carl T. and Ralph H., were associated with him in our Company, the former being the first general commercial superintendent of our Company. R. H. Keller is still with our Company and is well known to telephone employees as Supervisor of Toll Plant.

Many telephone officials and employees, including President Jones, Vice-President and General Manager Driver, Vice-President and General Counsel Pierce, T. J. Feeney, assistant to the president, F. W. Story, assistant to the president, Vice-President Devonshire of the American Company, Honorable Samuel L. Powers, Treasurer Balch, I. O. Wright, F. R. Starkey, General Superintendent of Plant Dresser, General Traffic Superintendent Bowen, Secretary Siedhof and many others, attended the funeral services held September 25 at Forest Hills Cemetery, Boston.

Until after the funeral services flags on all telephone buildings were at half mast.

NATIONAL AMATEUR GOLF CHAMPIONSHIP

IT is seldom that we in our Company have the opportunity of having a national amateur golf championship held in our territory. This tournament, the most important of its kind, is held once a year and commands world-wide attention.

The tournament this year was held at the Country Club, Brookline, September 2-9. The interest in golf has increased by leaps and bounds until now at any event of this kind newspaper men by the score are present to record and send out the details of every stroke.

The speed and efficiency in getting this data out depends upon the circuits available for telephonic and telegraphic communication. The officials of the Country Club realized this situation and came to us for our assistance. Mr. C. T. Keller, formerly our general commercial superintendent, was the chairman on the Committee of Communications. He asked our Company to study the situation and to lay out plans as we thought best.

After several weeks of planning with Mr. L. P. Lanthier, the American Telephone & Telegraph Company, the Western Union, the Plant Department and others vitally interested, set out to do this task. District Installation Foreman Senior, together with Foreman Peterson and a crew of men from the Brookline office, went to the Country Club and under all sorts of conditions established lines of communication that were truly remarkable and much credit

is due to their ingenuity and perseverance in the face of many distracting conditions pertaining to the proper location of wires, cable, etc., so as not to interfere with the game at any time.

"Harry" Hoole, the Plant man on duty during one of the days of the tournament, discovered something wrong in one of the circuits. He traced the trouble to a cable in one of the trees and found there part of the cable sheath eaten away by a squirrel. If this had not been discovered, the whole communication system might have been disrupted.

The members of the press were unanimous in saying that the whole system of communications was one of the finest they had ever seen. It was, too, and a splendid example of what can be accomplished with the co-operation of our patrons.

DEPARTMENT HEADS TALK "BUGDET"

A CONFERENCE of division department heads was held at the Point Shirley Club, Winthrop, September 12, to compare budget performances during 1922 and to outline budget plans for 1923. It was one of the most interesting and fruitful meetings of the kind ever held in this Company. President Jones led the discussion at the forenoon session and Vice-President Driver that of the afternoon session.

For the past year or more the field forces for each division have been asked to assume the responsibility of preparing and presenting a division budget of expense and revenue. The subject was big and new and each division group was allowed to approach it in its own way. These ways differed because of varying local conditions. One of the purposes of the Point Shirley meeting was to permit a detailed presentation of each of these divisional budget plans and a discussion of their strong and weak points based upon experience thus far in 1922.

Out of this discussion it was hoped that constructive suggestions for the building of the 1923 budget would be developed. The hope was well founded, judging from the expressions of those present. Each exchange area, and, as far as possible, each exchange is regarded as a definite unit of the Company. It allocates to itself a definite revenue and expense budget, and, by getting prompt and frequent reports of its standing with reference to these items, is enabled not only to know what progress it is making but also to strengthen itself along such lines as indicate weakness in the carrying out of the years' plans.

OUR COVER

THE attractive cover on this issue of TELEPHONE TOPICS is a contribution from our good friend, Manager Stedman at North Adams. "Sted" is a photographer with a real eye for beauty and we have in the past printed many scenes snapped by him. May we have more as time goes on is our wish.



“What’s in a Name”

By ERLE S. BACON, Machine Switching Engineer, Metropolitan Division Traffic Engineering Department

SHAKESPEARE said, “What’s in a name?” In the days of the Bard of Avon, telephones were non-existent and possibly William’s comment was in accord with the spirit of those times. Today, however, telephonically speaking, there is much in a name especially the names selected for our new machine switching offices. If a poor choice is made it will be reflected in an inferior grade of service to the subscriber due to the liability of connections to an exchange other than the one desired.

Few people, including our own employees, realize the time and effort put into the selection of a new office designation. This fact is well brought out in a recent article, humorously written, which appeared in an issue of the *Boston Traveler*. It is well worth reading as it perhaps pictures the popular viewpoint of the general public.

WILL SPAGHETTI OFFSET ASPINWALL RICHNESS?
No Telling Where This “First Family” Stuff in Naming Telephone Exchanges Will End

If “Aspinwall” comes as the name of the new telephone district in Brookline, can other “first family” designations be far away? “Aspinwall,” or “Asp” for short, is the name of the new exchange for Aspinwall Hill district, serving a portion of the present Brookline exchange area.

As everybody knows, the Aspinwalls are among the oldest of Boston’s blue-blooded families. Some go so far as to say the Aspinwalls are a couple of jumps ahead of the Cabots and Lowells in this “old family” stuff. So why not name a telephone exchange after them in their own bailiwick?

But who comes here? None less than Tony Spaghetti from the Boston North End. Tony chirps:

“I wanta da telephone comp to name da new exchange for da besta fam in Nort’ End. Ma fam da besta fam. Da Spaghetthis come from Sunny It twenty-fi years aback. Giva da name of da fam to da new exchange. Spaghetti Exchange—dat’s a what—cal it “Spag for queeck.”



LET HIM HAVE IT

All right, let Tony have the Italian residents of the North End recognized by naming an exchange there some time for one of the dominant Latin families.

But how about a part of South Boston, where Lithuanians and Polanders and other Slav races are increasing in force? Some day South Boston districts will have an additional exchange. Shall it be named for some leading Polack or Lithuanian family?

Have a care now, Telephone Company! Some of those South Boston names come hard to Yankee tongues. Imagine calling up central and saying: “Give me 1313 Czryqskozcy.” And wouldn’t the abbreviated name of the exchange, under the machine switching system, look pretty on the telephone dials, like this: “CZRY.”

Are there Swedes in Squantum? Lots of ‘em. As Squantum grows it will need an extra exchange all its own. Well, who’s elected to name the coming Squantum exchange, Oleson or Swenson or who?

One can imagine a future Squantumite “yumping” to the telephone and pushing the dial around to “OLE” or “SWEN” and ringing up a neighbor for the latest news about Hans and Hilda.

There are Syrians in swarthy numbers around Beach Street. Who wants to pick a leading Syrian family name for a future additional exchange to the present Beach exchange? Write your own ticket, as they say at the horse races.

As for Chinatown, take your choice of Ah Sin, Moy Duck, Hop Foo, Ling Ding, Gin Sling, Ting-aling, any old thing.

Then it certainly will be “Ring-ting-a-ling-ting-a-ling on the telephone,” as Lillian Lorraine used to sing it.

Meanwhile, don’t forget the new exchange, “Asp”, pronounced with a hissing sound. Snake business.

And when we come to a neighborhood like old Kerry Village,



ERLE S. BACON



think of the dangers in making a selection between De Valera and Griffiths.

Having made the studies in connection with the selection of Aspinwall and Columbia names I feel that it may be of general interest to obtain a detail picture of the methods used in reaching a final decision.

CAREFUL STUDY MADE OF EACH NAME

The first step in selecting the name for a new central office is to make a careful study of the district to be served. In this study the history of the district plays an important part. For this reason, names are taken from all available maps, from reliable works of reference in public libraries, from the papers of historical and genealogical societies.

The names so obtained are arranged in alphabetical order and they are then compared individually with the central office designations already in use within the division as well as with the number only points. Many of the selected names are ruled out at once by this comparison either because they are already in use, because they are quite similar in sound to some of the existing designations or conflict upon the dial or translator with another office. Thus we start out with a list containing a dozen names and this test will reduce it to a possible eight.

Next comes the operating test which is designed to secure a reasonable indication of the confusion which would result if any one of the proposed names were adopted by our Company. It is, of course, an artificial test, but it is made, to conform as near as possible to actual conditions.

In preparing for this test a list is made up which contains the eight or more selected names together with the designations of all central offices reached on an A-B basis. The names of any other offices within the number only area which may be at all similar in sound to any of the selected names are also included.

HOW NAMES ARE TESTED

To imitate more closely the actual operating conditions, all names and designations are arranged at random in the list, special attention being given to have them thoroughly mixed so that all geographical or alphabetical order will be avoided. In addition to this, a subscriber's number is associated with each name and designation; the entire list comprises 200 or more names and numbers. This list is given to an operator to read so that she may become familiar with the suggested names. When she has read the list this operator takes her place at an "A" switchboard position and records the names as read to her over a telephone line by a second operator. After the list is so recorded, the second operator takes the recording position and a third operator reads the list to her. The process is repeated until the list has been recorded at least ten times in several different

offices. The records are made under close supervision, and no repetitions are permitted. The operators are instructed to record each order exactly as understood, and in cases where they are uncertain of a name, a blank is left on their records.

It has been found that the more desirable names from an operating standpoint are confused with other names to but a slight extent, the errors in some cases running below one per cent on the calls for a particular name. It has been our practice to pass each of the selected names approximately 1,000 times and to have about 100 different combinations of operators in each test.

When the test is completed each written list is closely compared with the original list and a note is made of all discrepancies and errors. A summary is then prepared which shows the number of times the names of existing central offices are recorded when the new names are passed and also the number of times the new names are recorded when the existing offices are passed. These figures give a rough idea of the confusion which might be expected as a result of adopting one of the new names.

After approval or comments by the various functions, Commercial, Plant and Traffic, the selected office designation is forwarded to the general manager for his approval.

Thus, if friend Shakespeare were living today and had the task of testing designations for new central offices he might revise his famous phrase to "There is much in a name to a telephone company."

DORCHESTER OPERATORS GIVE VETS OUTING

THE operators of the Dorchester exchange played hostess to 150 World War Veterans from the West Roxbury Hospital, Sunday, July 23. Through the efforts of a committee headed by Miss Catherine R. Smith and Miss Gladys A. Hanley, several hundred dollars were placed at the disposal of the committee in charge of the affair, which was known as the Blue Eyed Girls. Mayor Curley of Boston, with his usual big hearted appreciation of the "boys" who went over for their country in the World War, donated the use of the city boat, *Monitor*, assuming entire expense of the operation of the boat. About one hundred operators of Dorchester exchange took part in the outing with only one object at heart, to lighten, if possible, the darkened lives of those who were once the pride of the U. S. A. At 10 A.M. the *Monitor* proceeded down the harbor as far as Boston Light, and upon her return stopped at Rainsford Island where games were enjoyed and refreshments served. The Government was represented by officers and nurses from the hospital and northeastern headquarters and the operators were assisted by the American Legion.

A New Type of High-Power Vacuum Tube

By R. W. KING

THERE is an old saying to the effect that success in little things leads to success in big things. The author of this maxim probably wanted to express the fact that a little job well done prepares the way for the doing of a big job.

It is not exactly this kind of a situation that we shall consider here but the old saying seems, in a sense, applicable. Here is a case in which the successful development of a very small piece of apparatus paved the way for the successful development of a very large piece. To the uninitiated there may seem to be little connection between the tiny switchboard lamps which flicker on the modern telephone switchboard and a vacuum tube (using this term in the sense in which it is applied to telephone repeater tubes) which requires a 250 horse-power engine and electrical generator of corresponding size to keep it supplied with electrical energy. As every telephone employee knows, the switchboard lamp is scarcely as big as a peanut, while the large vacuum tube, which in a way is its descendant, many generations removed, is about three feet long and four to six inches in diameter.

WHAT THIS TUBE DOES

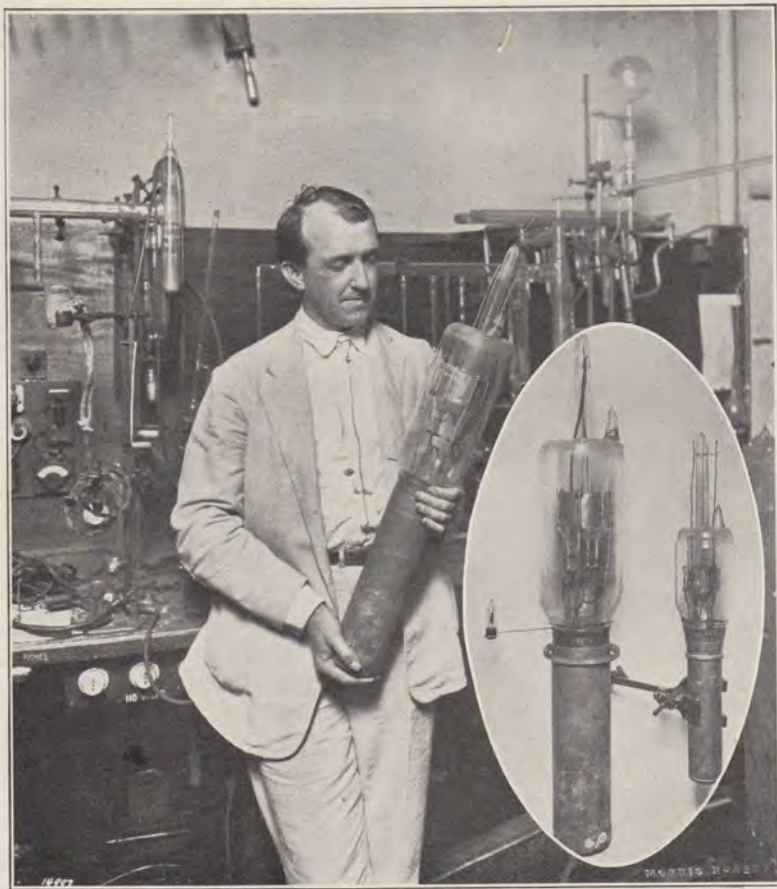
Now a word as to what this enormous vacuum tube does. Its principle of operation, from an electrical point of view, is identical with that of the telephone repeater tube. It can, therefore, be used to generate high frequency oscillations, to detect them and to modulate them as repeater tubes are called upon to do in carrier telephone and telegraph sets. The large tube may also be used as an amplifier.

The difference between the large and small tubes, therefore, lies in their different electrical capacities and not in difference of principle. When used as an oscillator to generate high frequency electrical oscillations the big tube is capable of an output of fully 100 kilowatts. Just what this means can be gathered from a comparison with the oscillating tube in a carrier set. The latter, under normal conditions might be capable of developing one watt of high frequency energy. In figures then, the large tube is 100,000 times as powerful as the small.

Needless to say, these new tubes will not be used in carrier sets and as

telephone repeaters. However, there are various important uses in sight for them particularly in connection with radio telegraphy and telephony and to these we shall return later.

Let us look for a moment at the sequence of events which has caused the switchboard lamp to give rise to such enormous progeny. Several years ago Mr. W. G. Houskeeper, of the Bell System Research Laboratory at the Western Electric Company in New York City, became interested in cheapening the manufacture of switchboard lamps. One of the things he aimed to accomplish was the elimination of platinum wire which was being used for the leads to bring the filament heating current through the glass wall of the lamp. His study showed him that copper wire possessed one of the requirements necessary to a vacuum tube seal when fused through glass. This requirement is that the molten glass be "wet" or



EXTREMES IN VACUUM TUBES

W. G. Houskeeper, of the Bell System Research Laboratory, with his 100 kilowatt water-cooled tube.

(Insert) In the centre the 100 kilowatt water-cooled tube—on the right the 10 kilowatt water-cooled tube, and on the left the little "peanut" tube (type N) whose filament can be lighted with a single dry cell. The filament heating current of the 100 kilowatt tube is 91 amperes.

adhere closely to the wire. Another requirement of course is that the wire should not cause the glass to crack upon cooling. Now platinum and glass contract about equally upon cooling and the glass is not strained sufficiently to crack. Copper and glass, however, have quite different coefficients of expansion with regard to temperature and Mr. Houskeeper found, after many trials, that only by giving the copper wire a peculiar cross-sectional shape could he prevent cracking.

His success with the very fine copper wires, which he was using as leads for his experimental switch-board lamps, led him to study other and bigger types of seals between glass and copper. Prolonged study led him to bring some of these to enormous sizes compared to seals which had previously been made.

It was about this time that it became apparent to the Bell System engineers, who were interested in the development of radio apparatus, that vacuum tubes of very much greater capacity than those which had ever been used would find applications in future. One of the major problems connected with the building of a successful high power vacuum tube has to do with the removal of the heat generated in the tube during operation. In the small tube, the removal of this heat can be taken care of by radiation. But experiments showed that with present known methods of construction and using a glass bulb as container a radiation cooled tube could not handle more than one kilowatt or possibly two. This fact indicated that the desired solution of the high power tube would involve some auxiliary means of cooling, as by a circulating stream of water. To employ water-cooling successfully requires that those metal parts that are most subjected to heating (the plate or anode) should come directly in contact with the cooling water.

In the early experiments in the research laboratory various types of water-cooled tubes were tested, the most promising of these involve the use of a small platinum tube as anode. This tube was closed at one end and opened at the other to admit the stream of cooling water, the grid and filament being placed outside of the tube and concentric with it.

After a thorough investigation of the platinum anode tube the engineers turned to the large copper seals as a possible key to the making of high power tubes and Mr. Houskeeper's experience with these seals qualified him to take part in this phase of development. As a result of many experiments a tube designed successfully involving copper seals has been worked out and is quite clearly illustrated by the accompanying photographs. The plate, instead of being supported within a glass bulb, in the new tube takes the form of a large copper thimble with thin walls. This is attached by a vacuum tight seal to a glass structure which supports the filament and grid and through which the lead wires are carried. The filament lies within the cylindrical grid and this

whole structure is placed within the copper anode and concentric with it. The cooling water is circulated around the outside of the anode and does not enter the evacuated space within. It is, of course, necessary that the anode be very free of minute holes which would tend to admit air or water vapor, a requirement which had led to the drawing of anodes from a single disk of copper.

At present the new water-cooled tubes are being constructed in two sizes, the large one already mentioned which is capable of delivering 100 kilowatts and a small one whose capacity is 10 kilowatts. One of the accompanying illustrations shows these two tubes side by side, and for the sake of comparison a third vacuum tube has been included which is the smallest one being manufactured and which is popularly known as the "peanut tube."

A few figures in regard to the 100 kilowatt tube may be of interest. The anode is 14 inches long and 3.5 inches in diameter. The filament is of tungsten wire and is .060 of an inch in diameter and is 63.5 inches long. The current required to heat the filament is 91 amperes and the power consumed in it is 6 kilowatts. The filament leads are of copper wire one eighth of an inch in diameter and are sealed through the glass wall by means of a special disk seal. To those who are at all familiar with glass blowing, it will be apparent that the handling of the parts of this tube during manufacture presents a task of no mean magnitude and numerous fixtures have been devised to assist in the work.

The significance of this tube development to radio art can scarcely be overestimated. It makes available tubes in units so large that only a very few would be necessary to operate even the largest radio stations now extant with all the attendant flexibility of action which accompanies the use of the vacuum tube.

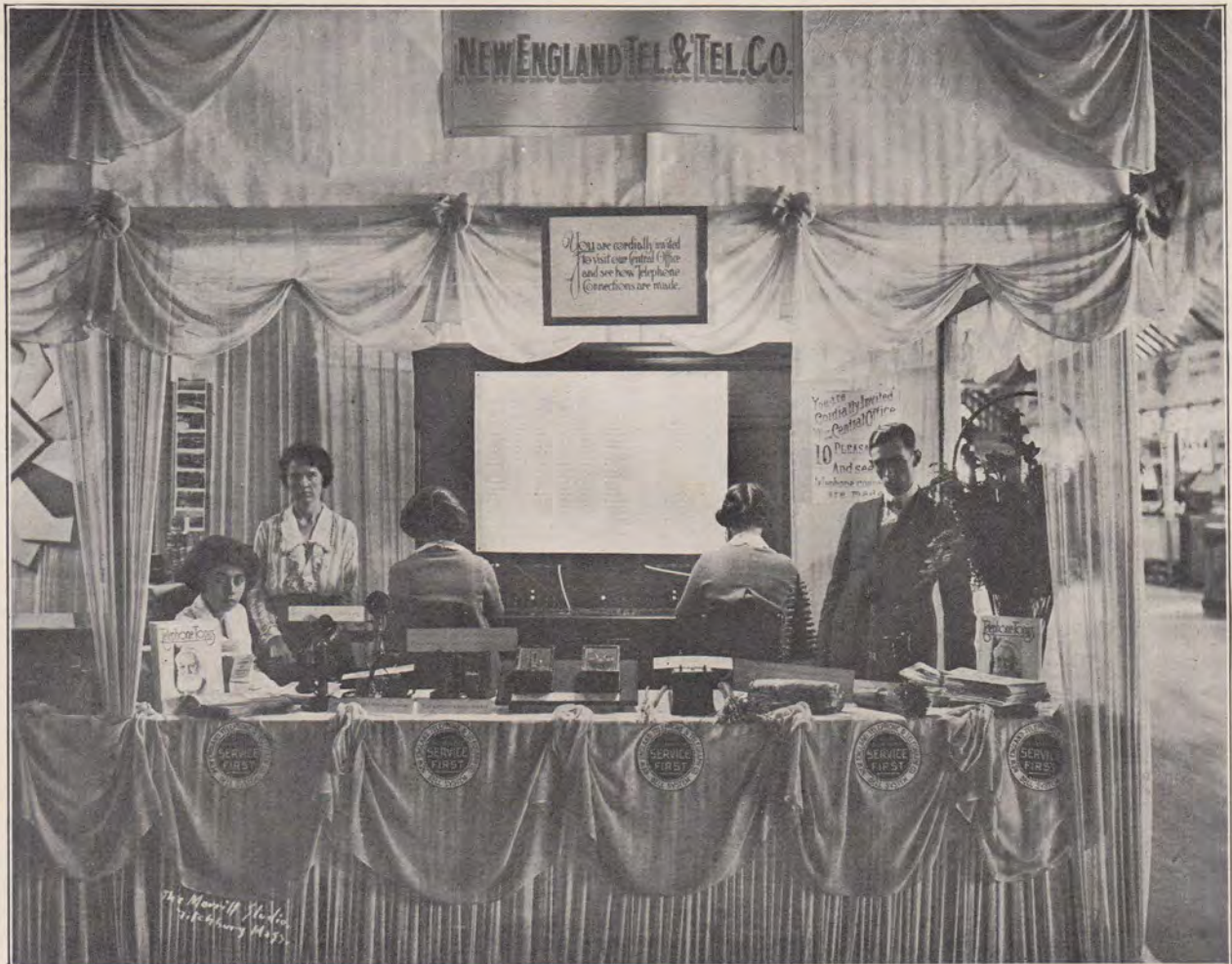
From the standpoint of radio telephony, the development of these high power tubes makes possible the use of very much greater amounts of power than have ever been readily available before. The 100 kilowatt tube by no means represents the largest made possible by the present development. There is no doubt that if the demand should occur for tubes capable of handling much larger amounts of power they could be constructed along these same lines.

LOCAL OBSERVER A BRIDE

MISS HELEN NOONAN of the Local Observing Force and Matthew Gindorf of Jamaica Plain were married on August 30 at Nantasket Beach, Mass. The day Mrs. Gindorf left us her associates presented her a gift of silverware.



MRS. "MATT" GINDORF



TELEPHONE BOOTH FITCHBURG INDUSTRIAL EXPOSITION

Left to right: Gladys Kinsman, Traffic; Mary M. Fallon, Commercial; H. M. Mattson, Traffic; Catherine Wood, Traffic; B. D. O'Neill, Commercial.

FITCHBURG PUTS IT OVER

WHEN a progressive city like Fitchburg stages an Industrial Exposition such as the one held from September 19 to the 22nd, it is not surprising that our equally progressive Exchange Service Committee should take a leading and active part in the success of the Exposition. This committee, consisting of Mary M. Fallon, Gladys Kinsman, Delia B. Lalonde, Margaret F. Forbes, Marie M. Kittredge, Chief Operator Marion M. McIntosh, Harold Simpson, Walter E. Wyman, William L. McBride, Frank Campbell and Charles I. Pierce, worked cheerfully to make the Exposition the success that it was. Others who assisted in making our part of the Exposition a great success were Delia B. Lalonde, Amy Lindquist, Helma Matson, May Hannon, Elizabeth Farrell, Gladys Kinsman, Mary M. Fallon, Margaret Forbes, Catharine Woods, Madeline Whitney, Marion McIntosh, Marie M. Kittredge, Walter Wyman, William McBride, Frank Henderson, Ira Pierce, Frank Campbell, Harold Simpson, Bernard

O'Neill, Manager E. F. Sidley, District Traffic Manager Holt, Jerry Mairguy, District Plant Chief A. S. Caverly, George Baldwin and George Abbott.

Carl W. Goodrich of the Plant Department in the Medford exchange was spending his vacation near Fitchburg and heard of the Exposition. He called at the booth, volunteered his services and was a decided help in explaining telephone problems to our subscribers. All were ably supported by every employee in the Fitchburg exchange.

In a splendid position in the State Armory, where the Exposition was held, our Company had space allotted to it. A section of a switchboard was installed in the space and it was "covered" every minute of the time that the Exposition was open by operators who volunteered their services. They demonstrated the method of handling local calls and also answered many question asked by subscribers.

Members of the Exchange Service Committee and others were in attendance at the booth during the Exposition, and through their courtesy and con-

scientious efforts giving information and answering questions won for themselves, their co-workers and the Company many new friends.

Hundreds of interesting pamphlets—"Some Facts About Your Telephone Service," pamphlets giving detailed information about toll service, others which told the story of the Fitchburg central office and copies of TELEPHONE TOPICS were distributed to the hundreds of visitors who stopped at the Fitchburg Personal Service Committee's booth.

It was a striking example of what an Exchange



FITCHBURG EXCHANGE SERVICE COMMITTEE

Front row, left to right: Mary M. Fallon, Commercial; Gladys Kinsman, Delia B. Lalonde, Margaret F. Forbes, Marie M. Kittredge, chief operator and chairman of the committee, Marian M. McIntosh, Traffic.

Rear row, left to right: Harold Simpson, Walter E. Wyman, Wm. L. McBride, Frank Campbell and Charles I. Pierce, Plant Department.

Service Committee can do and the Committee at Fitchburg is certainly a credit to our Company and deserves the highest commendation for their splendid efforts in promoting better public relations because of their work.

Here are a few of the interesting cases handled by the committee at the Exposition.

A foreigner asked why we did not use the same style of instrument which contained the receiver and transmitter in one piece that was used in the country from which he came. A Fitchburg subscriber, standing nearby, who had just returned from Europe, came forward and said that he thanked the Lord who let him come back to this country where he could get the kind of telephone service he got in Fitchburg. He preferred our instruments to those in use in any other country.

The rate card which is shown in the photograph on the face of the board and which was composed by Marie M. Kittredge, the chief operator, was the cause of much favorable comment. One lady, who had refused to accept some of our literature, appeared very much pleased when one of our girls asked her if she would care to have an explanation of how she could save money on toll calls. After an explanation of the saving on evening rates this lady stated that she intended to use our toll service to a

greater extent in the future. She also accepted some of our booklets and jotted down several of the rates shown on the rate card.

Another subscriber stated the appreciation of herself and friends for what she termed the kindness of our Company by explaining to its subscribers how to save money on toll calls by using the station-to-station evening rates.

A school teacher, after having witnessed a demonstration of a telephone call and also an explanation of some of the antique instruments at the exhibit, requested that she be allowed to send her entire class to see our exhibit as she intended to have them write a story on what they saw.

Bernard O'Neil of the Commercial Department secured a new subscriber for the Company when a man told him that after seeing our demonstration he was convinced that he should become a subscriber to service such as ours. He complimented the employees on their exhibit, stating that he was surprised to learn that there was so much interest in our business.

After listening to a talk by Miss Gladys Kinsman on our toll service one man asked her where he could find a public telephone as he wished to make a call to Waterbury, Conn. He had not realized that he could make such a call at so small an expense.

Many persons who were waiting for telephone service, which was denied them for the present on account of lack of facilities, left our exhibit satisfied that we are doing everything possible to hasten the installation of their telephone and that the delay that they were experiencing was unavoidable.

The invitation cards used during Telephone Week were again made use of, and many people who had never seen our exchange received a cordial invitation to visit the Fitchburg exchange.

A source of considerable comment was the fact that not a single booklet given out by telephone employees was noticed on the floor or streets surrounding the Armory.

DRAT THOSE SKEETERS

GEORGE HAYES, line foreman, and his gang are working on the Hartford-Troy toll line between Springfield and Pittsfield, running three coppers.

George was home the other Sunday, and he says that in his over 20 years of line work he never struck more discomfort than on that same line. A good share of the way it runs through low lands and swamps where there is not a breath of air, and mosquitoes! Wow! George says they are as large as eagles and each one is equipped with a Norton emery wheel under one wing to sharpen his bill with, and under the other a bottle of something far more poisonous than bootleg hootch.

The gang will be sorry when they get out of there—not.



HERE THEY ARE

The safety instructors of our Company with their invited guests on the State House steps, Boston. These men have accomplished a lot in preventing accidents in our territory. More power to 'em and may they keep up the good work.

SAFETY INSTRUCTORS HAVE A MEETING

SEVENTY-FIVE safety instructors, representing all divisions and districts of our Company, were guests of our Company on September 20, at Boston. These men, who have done so much to promote safety first and accident prevention among telephone employees, deserve the highest commendation for their work, which they have done gratis and, for the most part, on their own time.

As a mark of appreciation, General Superintendent of Plant Dresser, on behalf of the Company, invited them to Boston on the 20th. During the morning they enjoyed an automobile ride through historic Boston, visiting Bunker Hill and the Charlestown Navy Yard. A splendid dinner was provided for them at the City Club at 12 M., and, following the dinner, short addresses were made by executives of our Company. Previous to the dinner Bill Cummings of the Metropolitan division played several piano selections and George Fleming did some fancy dancing.

As chairman of the General Accident Prevention Committee H. A. McCoy welcomed the visiting safety instructors, and, in his remarks, said:

Late last fall the initial step was taken when a representative of each of our divisions was instructed in the standard course in first aid to the injured. Upon completion of this course these men were commissioned as division safety supervisors, and they in turn taught you, our safety instructors. You, at a great inconvenience to yourselves, with the proper spirit, voluntarily accepted the call to be of invaluable assistance to your fellow workmen, teaching them in large numbers and over long periods accident prevention and the standard course in first aid to the injured.

It now seems fitting that an acknowledgment of appreciation of the hard, faithful, conscientious service that you have rendered your fellow workmen should be given you. I want to say to you at

this time that from the reports I have steadily received from your division safety supervisors, I am familiar with the detail of the sacrifice of time and effort which you, as individuals and as a whole, have put into this campaign against accidents to make it a success and relieve the severity and duration of suffering by your workmates. I also know the interest which you have taken in your work as teachers of men, how you have unselfishly given up evenings at home or the social pleasures which you would happily have enjoyed elsewhere, in order to thoroughly instruct your classes so that they might graduate with high percentages, well qualified to teach accident prevention and practice first aid when necessity required it. Your unstinted aid and enthusiastic cooperation has made possible the splendid and satisfactory showing which has been made.

In connection with the training of our men, you who are the instructors, must always have uppermost in your mind that training is two-phase.

First—Accident Prevention—the most important phase because it prevents injury to our employees through their knowledge of the hazards of our work.

Second—First Aid—that phase which rescues men from danger, gives artificial respiration, treats shock, applies tourniquets, binds up wounds, splints broken bones and then hurries the patient to the doctor.

Our problem necessarily became an educational one, both for you who are instructing and our male force, whom we seek to help.

From the teaching that you received in first aid you have learned the seriousness of accidents, the consequent suffering, its duration, its severity, so that now, more than before, the desirability of avoiding accidents must be very apparent to you.

You have also been taught the care of your bodies, how to protect them, how to preserve them, and with that knowledge, you are a desirable asset wherever you may be, because you can be the means of saving life and alleviating suffering.

Your duties as safety instructors furnish you the opportunity to educate your workmates in the knowledge you have acquired and to build up a force by which "Old Man Accident" can be successfully combated.

This is surely a noble mission. It strikes at the very heart of our happiness. There is no one here who does not know the sorrow caused by accidents and who does not want to do all in his power to eliminate it.

Your shoulder to the wheel is the motive power by which our campaign will be put over the top. Judging from the tireless effort you have manifested all along the line, I am satisfied that the future will harvest for us the fruits of security from accident. You will always be borne in mind by these men whom you have taught as the source of their training which enables them to work amid dangers, and yet avoid them, making possible sound bodies in which to enjoy all that life holds dear.

Never lose sight of your objective. Instil into the minds of your classes that "a moment of thoughtlessness may mean a lifetime of regret;" that inherent in all men is a tendency to carelessness, which in many hazardous occupations reaches a point where familiarity with the risk occasions a sort of a contempt that only too often results disastrously.

Accidents are on the decrease. Our records show the result of your work.

General Superintendent of Plant Dresser congratulated the safety men on the splendid showing they had made and urged them to always keep in mind the bull's eye of the campaign—the prevention of accidents. As he carefully explained, the prevention of accidents is the main objective in the safety first and first aid campaign. He urged that the safety men set an example in safety methods, that their co-workers in the field would be bound to follow.

President Jones stated that it was a day's work that ran the telephone business or any other business, that it was a day's work of individuals that accomplished the big results and that the day's work of the world was hampered when accident and sickness made it impossible for an individual to perform his or her part. He stated that everything the safety supervisors can do to prevent accidents and to take care of the injured is a great humanitarian act, and in closing his remarks stated that he personally was very much interested in the safety first campaign and he hoped that even greater results will be accomplished by the safety instructors during the ensuing year.

Vice-President and General Manager Driver stated that the real job of the safety instructors was to get the employees *thinking* about safety first, and that if employees will think about this important factor accidents will be at a minimum.

Thomas J. Feeney, assistant to the president, congratulated those present on the splendid showing they had made and stated that he had every reason to believe that the good work would still continue.

Following the dinner the entire gathering attended the Braves-Cincinnati double header at Braves Field.

The safety campaign is now in its second stage. During the past spring and summer more or less activity has been carried on along these lines, but from all indications still greater activity will take place this fall. Teams will be arranged and contests held by districts in various sections of our territory. It is the earnest hope of our executive management that every plant employee will take advantage of this splendid opportunity and join a first aid class.

WIN FIRST AID CERTIFICATES

THE names of 731 male Plant employees who have successfully passed the examination by Dr. E. W. Bullock for American Red Cross First Aid certificates have previously been published in TOPICS.

In this issue 48 additional names are published whom Dr. Bullock has passed with very creditable percentages.

These 48 additional names of male Plant employees, plus 7 from Commercial Department; 1 from Traffic Department, and 17 non-employees, make a grand total of 804 men, who have been formally certified by American Red Cross as being qualified to render first aid.

Accident prevention and first aid has been already thoroughly taught to 80 per cent of the male employees in this division and classes enrolling the remainder will be formed in the near future.

Division Safety Supervisor Arthur Hindle, has a definite plan of action formulated and a concerted effort is being made to continue reducing accidents and, if possible, to entirely eliminate them.

The field forces have shown much interest and are eagerly awaiting the contest which is in store for them in the future.

The safety instructors have done splendid work, and their efforts have been rewarded by the excellent showing made in the examinations, the average rating for more than 800 men is in excess of 96 per cent, reflecting the study and thought of the men themselves, who devoted their evenings to the important subject of accident prevention and first aid.

BROCKTON CLASS—Wilmarth Pierce, Instructor

Werner M. Aberg, Perry F. Brooks, Joseph P. Courtney, Lincoln B. Dawes, George F. Dennehy, Charles B. Dunham, Milton S. Haskell, Harold M. Langdon, Charles H. McKenny, William W. Mullen, Zephirin F. Rondeau, Jerry J. Spillane, Timothy J. Spillane, George F. Webber.

FRAMINGHAM CLASS—Scott V. Currie, Instructor

John D. Boyd, Eugene W. Densmore, William A. Ernst, Charles D. Foster, Charles Hickson, Roderick M. Hogan, Elmer L. Hollis, George E. Jacobs, Dewitt W. MacKinnon, William E. MacLaughlin, Michael McCarthy, Arthur E. Post, Wilfred A. Riopelle, David E. Roche, John C. Schofield, Floyd L. Swift, William A. Trenholm, William L. Williams.

MILFORD CLASS—Scott V. Currie, Instructor

George L. Army, Frank H. Behrens, Roy S. Conway, Herbert W. Foye, George M. Glennon, William R. Hensel, Alfred A. Lavoie, William R. Lovering, William L. MacDonald, Charles W. Munroe, Ralph E. Parker, Arthur J. Richard, George C. Simpson, Clarence S. Slate, Clyde S. Smith, Merrill A. Smith.

THIS IS TOO TOO TOO MUCH

In changing the telephone directory of a western city recently, zeros were prefixed where numbers have less than four numerals. Shortly after the system went into effect a leading citizen had occasion to call for such a number, asking for "Main 4." The operator said it "Main, o, o, o, four"—and the leading citizen replied, "Oh, oh, oh, yes."—*Journal of Electricity and Western Industry.*

Legal Aspects of the Telephone Business

By GEORGE R. GRANT, General Attorney, New England Telephone and Telegraph Company

MOST telephone men will probably agree that the business in which they are engaged is legal in all its aspects and that it has more different aspects than any other business. I am to discuss some of the legal aspects of this business. The word "some," therefore, invites me to comment upon a few of the more important features of the work in which the lawyers of the business are engaged.

Under the powers of sovereignty it was customary in England and in our own original states to regulate common carriers and to fix a maximum charge for their services. The power to do so not having been delegated to the federal government by the constitution nor prohibited to the states, except as to interstate commerce. It is a power of the state over property "effected with a public interest," which, as Lord Chief Justice Hale said about two hundred and fifty years ago, ceases to be private only when so affected. When private property is thus used it becomes a subject of public interest over which the state has power of regulation. This may not be a police power in the strict sense of the term but is just as potent as a police power because, like the police power, it is a retained power of sovereignty. It has come to be generally considered as a police power notwithstanding the fact that in the strict sense of the word the police power controlled only the health, morals and safety of the community.

Questions of service, rates, eminent domain, competition and capitalization are all important today in the management of public utility business. A great deal has been written about them and the precedents which have been established in the field of regulation by courts and commissions guide us generally in our conduct. The law regulating the

business of public utility corporations has been pretty well established—first as the common law, and later as statutory law. There is very little room for speculation or doubt as to what is the law considered in the abstract. The difficulty comes in ascertaining the facts in a particular case and in applying the law to those facts.

The rule of conduct for the guidance of public service corporations is very simple to express. It is no different today than it has always been. It dates back to the hackney coach, the first common carriers in England, and has extended down through our own common law to our present statutory enactments, which in reality do nothing more than provide the machinery to enforce the common law.

THE ALL-EMBRACING RULE

Now what is the rule which is so all-embracing? *It is that public utility corporations shall render adequate service at reasonable rates.* When they have done that they have fulfilled their full duty to the public and to the stockholders. No power on earth can make them do more.

Service and rates, therefore, involve the most important questions which public utility corporations are today endeavoring to solve. This is no different than it has always been. *Service comes first in point of consideration.* Without service there could be no rates and so too without rates there could be no service. We probably should avoid a debate as to their relative importance lest we become involved in another hen and egg argument. Certain it is, however, that a public service corporation must have service to sell and sell it before it can ask for compensation. It must maintain that service up to a reasonable degree of efficiency and sufficiency and then charge a reasonable amount for it. This rule applies



GEORGE R. GRANT

directly to the telephone business as one affected with a public interest and concerning the activities of which the legislatures of our states have reenacted the common law rules of conduct.

Taxation, capitalization and eminent domain all present problems which are associated with the endeavor to give adequate service at reasonable rates. Taxation creates an element of the cost of doing business which must be included in any reasonable rate. New money must be obtained through the issuance of securities to finance extensions and betterments. Rights-of-way must be secured. These activities are all carried on in the interest of the service. Statutory requirements exist as to these various methods but it is easy to see that these subjects themselves and consequently all statutes relating thereto are but corollaries to the main subject of our business, namely rates and service.

Both in England and in the United States under the common law common carriers had the right to fix rates, subject only to the rule that they must be just and reasonable. Therefore the questions which arise today about rates and service are not new. They engaged the attention of public utility managements before the days of active regulation.

Because of the fact that the problems presented by these questions were not answered by many public utility managements to the satisfaction of the public, and in short because many utility corporations were too indifferent to public demands, the states took a more active stand in the realm of regulation and passed statutes affirmatively stating that rates should be just and reasonable, and that service should be adequate, and that there should be no discrimination with regard to either rates or service. Most of these statutes also include prohibitions and directions calculated to aid in producing adequate service at reasonable rates, such as the requirements relative to leases and transfers, including mortgages of the property of public utility corporations, the filing of rates, the issuance of stocks, bonds and other forms of indebtedness, and the keeping of proper statistics and accounts in manner and form to readily acquaint the public and the companies themselves with the status and progress of the business affected with a public interest.

All these matters have a very direct bearing on the ability of a public utility corporation to properly perform its functions. Such a corporation cannot render adequate service at reasonable rates if it is paying dividends on watered stock; if it disposes of part of its property used and useful in its business to the detriment of its service; if it charges different rates to different persons for the same grade of service, or if it fails to keep itself properly advised of the conditions of its business through a correct and comprehensive system of accounting.

THE HISTORY OF REGULATION

The legislatures, after the failure of the common law to properly regulate the business of utilities, undertook to regulate in some respects by direct legislative enactments. When this method likewise failed to produce satisfactory results, they created boards or commissions charged with the duty of administering regulatory laws and thus we have today public service commissions or public utility commissions, or railroad or corporation commissions with like powers or functions, in every state in the Union. Hawaii has a public service commission and the Philippine Islands a public utilities commission. These boards and commissions constitute forums to which both the public and the companies have access for relief from their troubles—real or imaginary.

The regulatory laws had to run the gauntlet of public opinion and stand the test of constitutionality. Public opinion differs, but on the whole it has favored the plan adopted by the states. As to constitutionality it is not necessary for me to cite the long line of cases which have sustained it. The time has passed when anyone believes that the states have exceeded their authority in passing these acts.

Questions have arisen and will continue to arise as to whether or not commissions in the exercise of their powers have not departed from the realm of regulation and entered upon that of management.

The management of the property of these corporations remains where it has always been, namely in the hands of their directors. In my experience before commissions in the East, I have known of but very few instances in which commissions have sought to manage. To do so would violate the fourteenth amendment of the federal constitution in that it would deprive the companies of their property without due process of law.

THE POWER OF COMMISSIONS

Commissions have no power whatever except that which has been specifically delegated to them by the legislatures. That delegation has been declared by the courts to be constitutional and proper. If the effort of the commissions is along the line of producing adequate service for the public and reasonable rates for the companies, neither the public nor the companies can complain. Both the commissions and the owners of the property should have a clear understanding of the difference between management and regulation. The commissions should not manage and on the other hand the owners must not disobey the rules of regulation. To illustrate, the quality of transmission to be furnished by a telephone company may be prescribed by a regulating commission. The means to be adopted and the methods to be employed in meeting the requirements are matters of management.

The jurisdiction of courts and commissions should not be confused. Regulation is a legislative function. The functions of the courts are judicial. Most of the state constitutions divide the functions of government into three classes, namely, legislative, executive and judicial. They prohibit each class from exercising any of the functions of the other. Therefore when commissions act within their jurisdiction, courts cannot review their legislative acts and substitute judgment for the commissions' judgment.

Courts can determine whether the commissions have acted within their jurisdiction and can set aside actions found to be outside of it. For instance, if a commission establishes rates which are confiscatory it violates the fourteenth amendment of the federal constitution. If a commission interferes with management it also violates that amendment and in both cases the courts can act to set aside the commission's orders. Again, if the commission acts in an arbitrary manner and enters an order unsupported by proof, the court can set aside the order as illegal because the commission has acted beyond the power conferred upon it by the legislature.

If a commission-made rate is on its face above confiscation and below extortion, it will probably be allowed by the courts to remain as a just and reasonable rate. If the commission acted arbitrarily the court can find that the commission exceeded its jurisdiction but having exercised its judgment on the evidence submitted, the court is not likely to substitute its own judgment for the judgment of the commission. A good formula on this point was given by the United States Supreme Court in the case of *Interstate Commerce Commission v. Union Pacific Railroad*, 222 U. S. 547. In this case the court said in effect that the reasonableness of an order of a rate-making body, regular on its face, may be questioned by the court if—

- (1) The rates are so low as to be confiscatory;
- (2) Are fixed arbitrarily without regard to the preponderance of evidence; or
- (3) Are fixed in such an unreasonable manner as to cause the shadow and not the substance to determine the validity.

When the commissions have made rates in any one of the three above methods, they have exceeded their jurisdiction and their orders may be set aside by the courts.

Another illustration of the lack of power of the court in such matters is to be found in connection with the operation of the telephone properties of the country by the federal government as a war measure. The United States Supreme Court held that since Congress had taken the property for operation it had complete control of the rates to be charged for the use thereof and further, that the question whether or not as a war measure it was necessary to thus take over and operate the properties, was an executive

question decided by the President and that the court could not substitute judicial opinion for executive opinion.

The rate-making power under the common law was with the companies. It is with them today. Statutes have not taken that right away from them. In only one class of cases may the commissions make rates under the regulatory statutes of most of the states, namely where it appears after a hearing that a rate existing or proposed is unjust or unreasonable or discriminatory. How far the legislatures may go in delegating rate-making powers to the commissions is not here the question. The fact remains that they have not gone beyond the point of saying that commissions may make rates only after a finding that present or proposed rates are unjust, unreasonable or discriminatory.

What the statutes really do then is to

- (1) Reenact the common law that all rates shall be just and reasonable and not unjustly discriminatory;
- (2) Leave in the utility the power to make and charge its rates so long as it does not infringe upon the rule established by common law and reenacted by the legislatures;
- (3) Vest in the commissions jurisdiction to make rates only in those cases where it affirmatively appears after a hearing that the rates established by the utility are in violation of this common law and statutory rule.

SOME DEFINITE EXAMPLES

An order of the commission may be erroneous or based upon insufficient evidence. The commission may have come to a mistaken conclusion. That is far from showing that the commission has by an arbitrary order promulgated the rates. The commission does not lose jurisdiction by mistakes alone and it is incumbent upon the companies to show affirmatively that the commission has ordered a confiscatory or unreasonable rate or has acted in an unreasonable or arbitrary manner before a reversal of the commission's order will be directed by the court. What is a reasonable rate is a question of fact calling for business judgment of the commission. The Supreme Court of the United States in the *Union Pacific Case* said that in determining these mixed questions of law and fact the court confines itself to the ultimate question as to whether the commission acted within its power; that it will not consider the wisdom or expediency of the order of the commission, or whether on like testimony the court would have made a similar ruling; that the findings of the commission are made by law *prima facie* true, and that the court ascribes to them the strength due to the judgment of a tribunal appointed by law and informed by experience. The court went on to point out that the commission's conclusions are subject to

review but that when supported by evidence they will be accepted as final; that this does not mean a mere scintilla of proof but rather by substantial proof, and that the courts will not examine the facts further than to determine whether there was substantial evidence to sustain the order.

The cases in state and federal courts upon this point are very numerous. One cannot read the decisions without arriving at the conclusion that an order of the commission when supported by substantial evidence is immune from attack in so far as the findings on the facts are concerned.

A GOOD AND REASONABLE RATE

We have observed that the commissions are limited in their rate-making powers to situations in which they have found after due hearing that the existing or proposed rates are unjust, unreasonable, discriminatory or otherwise unlawful. The words "unjust" and "unreasonable" are not synonymous with "confiscatory" as applied to rates. Bear in mind that when a commission condemns a company-made rate it must find that rate unjust and unreasonable and the rate which it establishes in its stead must be just and reasonable. A rate may be unjust and unreasonable without violating the constitution of the state or nation. In other words, a rate may be unreasonably low without being actually confiscatory. If a just and reasonable rate meant a rate which would just escape the charge of confiscation, public utility business would be done without profit, which is another way of saying that it would not be done at all by private owners.

The best definition of a reasonable rate I have ever heard is included in a comment made by Justice Swayze of New Jersey in the case of *Public Service Gas Company v. Board of Public Utility Commissioners*, 95 Atlantic, 1079. Justice Swayze said:

On the one hand a just and reasonable rate can never exceed, perhaps rarely equal, the value of the service to the consumer. On the other hand, it can never be made on compulsion of public authority so low as to amount to confiscation. A just and reasonable rate must ordinarily fall somewhere between these two extremes so as to allow both sides to profit by the conduct of the business and the improvements of methods and increase of efficiency. Justice to the consumer ordinarily would require a rate somewhat less than the full value of the service to him; and justice to the company would ordinarily require a rate above the point at which it would become confiscatory. To induce the investment and continuance of capital there must be some hope of gain commensurate with that realizable in other business. The mere assurance that the investment will not be confiscated will not suffice.

A just and reasonable rate is one which justly divides the difference between the cost of rendering the service and the value of the service to the subscriber. A difference between the cost of the service and the value of the service must always exist else the service would cease. Where the benefit goes only

to one party to the transaction the business cannot continue. Unless telephone service is worth more than a person pays for it, the public will not buy the service, and unless the company receives for the service more than it costs, the company will not render the service. Therefore there must always be a spread between the cost of rendering the service and the value of the service. Somewhere between those limits lies the reasonable rate.

ADEQUATE SERVICE

Adequate service depends upon a number of factors including:

- (a) Proper standards of construction,
- (b) Proper maintenance of plant,
- (c) Proper operating practices,
- (d) Sufficient and properly trained operating force,
- (e) Dependability through provisions against failure of equipment by storm or otherwise,
- (f) Proper handling of complaints,
- (g) Suitable directories,
- (h) All-around efficient management.

These are all matters upon which commissions in the exercise of their authority seek information, either in the handling of specific complaints or in the conduct of proceedings upon the commissions own initiative.

The lawyer plays a part in the efforts of public service corporations to render adequate service. When the question of adequate service or reasonable rates is the issue in any case before a court or commission, he should see to it that the tribunal before which the case is being tried gets the actual picture of the situation. His is the responsibility of marshaling evidence and seeing to it that the witnesses properly present the real facts.

There is much less law involved in a service complaint than in a rate complaint or proceeding. The lawyer should recognize at the very start of such a case that there is little defense to a true charge of inadequate service. His position should be that if the service is inadequate his corporation will do its best to bring it up to the level of efficiency and adequacy and should so state to the commission. This makes it possible in a very large number of cases to dispense with a long proceeding and to bring about the desired results by informal conference. Experience has taught that in matters of service, commissions are inclined to let the corporations work out the necessary improvements in their own way provided they show a proper disposition to do so. In many cases service complaints are founded upon mistaken ideas of the facts, and commissions order hearings because a company and its patrons have been unable to get together and there seems to be need for an explanation before an impartial tribunal. Such explanations have been very helpful to both sides to such controversies.

COMPETITION UNPRODUCTIVE

Competition in the public utility field has not been productive of good results. Today most public service commission laws require certificates of convenience and necessity before public utility companies may enter new fields. That makes it impossible for a utility to compete with another in the same locality unless the regulating body consents and it is now usually the case that the regulating body will not consent if the company already serving the public in the particular locality is doing its full duty.

The maxim that competition is the life of trade was once held to apply to utilities as well as all other kinds of business. Experience has proved that business rivalry in the public utility field is bad for the companies and for the public.

The New York Commission for the second district found that to be especially emphasized in the telephone field. That commission found that there was not only loss caused by duplication of facilities and the impairment of service but also the additional burden upon patrons of paying for two services when one would suffice. Anti-duplication statutes are now unnecessary in most states because the policy of commissions is to prevent the evils that those statutes prohibited.

THE RIGHT OF EMINENT DOMAIN

In some states today telephone corporations have the right of eminent domain—that is, the right to take private property for rights-of-way when necessary. This right is extended on the theory that public welfare demands it. It is surrounded by safeguards in the interests of the owners of the property taken. Condemnation suits, as such cases are called, are fortunately seldom necessary in our business. Where the right exists, in the vast majority of instances, it is not invoked because owners of private property necessary for telephone construction are usually reasonable, and amicable adjustments prevail out of court. This class of case, however, should be included as one of the important legal aspects of our business.

CAPITALIZATION

The relation between proper capitalization and proper service and rates is very close. The states have assigned to the administrative commissions the duty of prescribing whether or not utilities shall issue capital stock and bonds or both, and the terms and conditions of such issues, as well as the uses to which the utility companies shall devote the proceeds derived from the sale of such securities. Linked with this, because of its association with bond issues, or sometimes in separate grants, is the authority of the commissions to regulate the mortgaging of property of utility companies. The issuance of securities for any purpose other than the extension and improvement of facilities, such as, for instance, for repairs or

general operating expenses, would soon exhaust any company and leave its patrons without service, to say nothing of the loss to the investing public. Some people have felt that the primary reason for regulating stock and bond issues is to protect the purchasers of such securities. I have never felt that to be the primary reason for such legislation. It has always seemed to me that the real purpose of such statutes is to protect the service which the corporation in question is intended to render. When a commission authorizes an issue of stock and bonds, it is not a guarantor of the investment qualities thereof. It simply certifies that in its opinion the issues are reasonably necessary for the proper corporate purposes of the corporation and may be legally issued.

INDUCTIVE INTERFERENCE

Another legal aspect of the telephone business is one which is two-thirds an engineering aspect. I refer to the problem of ever-increasing importance involved in inductive interference. Telephone currents are small brooks of electrical energy. High tension power lines are rivers of electricity. When those rivers overflow their banks and run into the brooks the latter lose their identity. To put that in telephone language, telephone transmission becomes impaired and often impossible by the proximity of high voltage electrical lines. I shall not undertake to discuss the engineering features of the problem further than to say that it is my understanding that distance between the transmission line and the telephone line is the only real effective remedy. The problem of course has legal aspects. If the telephone company was first in the location and was not asleep at the switch when the transmission company built its line, it is not without its remedy. If, however, the telephone company allowed the electric company to build in close proximity to its own line and uttered no protest against it for a number of years and then suddenly trouble develops, the telephone company is not in a strong position—the equities are not entirely on its side because it was asleep at the switch.

The high tension companies are inclined to be reasonable. The public utility commissions and their experts are helpful in extending their good offices and as a result of all-around co-operation between the companies and the regulating tribunals, the legal problems involved are less troublesome. I do not mean that litigation never ensues. It has in the past and probably will continue but I do mean that where arbitration is possible, the best results in point of service improvement and money and time saved can be accomplished by arbitration.

All operators of telephone properties know that the usual rules of law, practice and procedure apply in this business in connection with personal injury claims and suits and with regard to general contractual relations. These matters, of course, are legal

aspects but not with any particular reference to the utility business as such and therefore need no comment here.

FRANCHISE CONTRACTS

The so-called franchise contracts, however, which include agreements as to rates between municipalities and public service corporations as well as service contracts between public service corporations and patrons, are in a class by themselves and require special consideration as one of the legal aspects of the business of any public utility.

Franchise contracts, or contracts as to rates which a public service corporation has agreed to charge for a given period of time in return for a consideration if valid when made, remain valid as between the contracting parties themselves; that is to say, there is nothing inherent in such contracts which takes them out of the general classification of contracts and exempts the parties thereto from the usual contractual obligations, solely because one party to the contract decides that he has made a bad bargain or for any other reason wishes to avoid responsibilities under his agreement. If, however, the rate at which a public service corporation has agreed to render service for a given period of time has become under changed conditions of operating costs an unfair and unreasonable rate, either because it is unreasonably low or unreasonably high, and the matter comes before a state public service commission having the usual authority which we have hereinbefore discussed, either upon a petition from the corporation itself or on the initiative of the commission, and the commission finds that the rate contracted for and agreed upon by a valid and existing contract is an unreasonable and unjust rate, the commission can negate the effect of that rate and establish, after due hearing, what it considers to be a just and reasonable rate. This is by virtue of the inherent power invested in the state to regulate the rates and services of public service corporations which can never be lost to the state.

The question naturally arises—How can the state take such action in view of the prohibition in the state and federal constitutions against the impairment of contract by the state? The theory upon which the state acts in such a matter is that it is not abrogating the contract but on the other hand that it is reading into it a term which has always been there by implication, namely that every other term of that contract is subject at any and all times to the paramount right of the state to regulate and that those who enter into such contracts with public service corporations, whether they be municipalities, industrial corporations, or private individuals, are charged with knowing that the authority of the state in such matters exists and that whenever the state sees fit to exercise that authority the effect of the contract in question may be lost.

The only apparent exception to this rule is that the state may have delegated to a municipality the right to regulate certain public service corporation matters within its boundaries. If it has by very specific language given to a municipality such a right, and a contract is made between that municipality and a public service corporation, then during the continuance of that contract so made under special authority, the state may not change its effect but in all such cases the language of delegation to the municipality must be explicit.

This is a very broad subject which has received extensive consideration by regulatory bodies and courts throughout the country. Before deciding questions as to the power of commissions to affect franchise contracts or contracts for rates to be charged by public service corporations we must look with care at the particular laws and decisions in the particular state in which the matter is at issue. Generally speaking, however, the rule is now broadly accepted that such contracts are always subordinate to the paramount right of the legislature to regulate rates and service of public service corporations.

HELP COMMISSIONS OBTAIN THE FACTS

Inasmuch as telephone companies are affected with a public interest, public regulation of their properties has always involved the principal legal aspect of the business. In presenting evidence to commissions it is essentially important that the engineers and plant men, the accountants, the commercial representatives, and the lawyers should do all in their power to aid commissions in obtaining the facts in every case at issue. Public service commissioners can make mistakes as well as other men. Our business is extremely technical. Perhaps most of us do not realize it but our very language, our telephone phraseology, is not readily understood by those without the industry. Matters which seem elementary to a telephone pioneer are often complex and confusing to others. We would be falling short in the performance of our work if we did not know more about the business than those who are following other trades and professions. Every man should know more about his own business than any one else is expected to know about that business. It is no reflection, therefore, upon public service commissioners that they are not all telephone experts. They can employ those experts and are now doing so to the advantage of their work and the welfare of the service.

Realizing as we do the importance of a thorough and complete knowledge of the facts by the commissions in any case, we should lay our cards on the table and do all in our power to assist the commissions to render a proper finding on the facts. This does not mean that we should not try our cases in an orderly manner and pay reasonable heed to the rules of evidence, taking such exceptions as are necessary

from time to time in order to preserve the legal rights of the company. Remember that if the commission makes a mistake on the law, a remedy is more available than if the commission makes a mistake on the facts. Without the true facts a commission seldom arrives at a true conclusion. If a commission fails to get the facts it is partly our fault.

Commissions today realize that regulation means more than a revision of rates downward. They know that the welfare of the service is predicated upon the welfare of the company. When we help the commissions to obtain a true understanding of our business we are helping both the public and our stockholders. The spirit of controversy should not prevail in proceedings before commissions and mutual confidence is essential to the best results. Wise regulation facilitates the proper operation of the business of any utility. Unwise regulation hinders it. The manner in which we co-operate with commissions has no little bearing on the quality of regulation in this business of rendering telephone service.

MEAGHER HEADS TELEPHONE SOCIETY

THE first meeting for this season of the Telephone Society was held in Room 115, 50 Oliver Street, Boston, on Monday evening, September 25,

with more than 150 members present. At the meeting the following officers were elected for the ensuing year: President: M. J. Meagher, vice-president: Ned C. Loud, secretary: Gordon S. Wallace, treasurer: F. A. Mahan, Jr.; executive committee: Harry McArdle, Thomas Cooper, William Broder, Harry Keefe, J. B. Atkins and C. D. Richards.

Vice-President and General Counsel Charles S. Pierce of our Company was the speaker of the meeting and gave the members one of the most



"JOINED THE SOCIETY YET?"

President M. J. Meagher is calling up the gang urging them to join the rejuvenated Telephone Society. Don't let it be a "DA" call.

instructive and interesting talks to which they have ever listened. During the course of his remarks Mr. Pierce said that the American people have a distrust of monopolies and he pointed out that one of the big public relations problems was to make the public believe as we employees believe—that the telephone business—the Bell System—is an exception to this general rule of monopolies; in other words, that the monopoly of the Bell System is good for the general public. This can be accomplished, he stated, by educating our subscribers, and he paid high tribute to the

personnel of the New England Company for its efforts in putting over Telephone Week which did so much to educate the public.

Mr. Pierce stated that the greatest reason for the difference in conditions between the United States today and Russia is that the American public has been educated, and that public education is the greatest protection of our country. Likewise, the safety of our business lies in the education of the public. The four C's formula of Mr. Hall—Contact, Conference, Confidence and Co-operation—he explained is the keynote of good public relations.

Among the many interesting subjects that Mr. Pierce carefully explained to his audience were the use of the reserve and surplus of the Company's earnings. To aid public relations, he stated, all telephone employees must familiarize themselves with the problems of the business and be able to clearly explain them to the public. Painting a word picture of the many advantages given to telephone employees, such as ideal working quarters in most places, rates of wages and many other items, such as the Benefit Plan. Mr. Pierce compared our company with other businesses and he stated that in all his experience he had yet to find a personnel that equalled that of the Bell System.

President Meagher, in true Leon Errol, Al Jolson and Ed Wynn style, carried on the rest of the meeting, introducing President Jones, who spoke a few words to those present.

The meeting was one of the best ever held by the Society. Cider, doughnuts and cheese were there for all who wanted them, and the new officers and committee promise that this year will be an exceptional one for the Telephone Society. Frank Mahan, as treasurer, has secured a new fountain pen and is anxious to use it in making out membership cards, so give any one of the officers a call, or better still give them \$1.00, the amount of the annual dues, and you will be linked up with a regular gang with whom you can meet once a month, enjoy listening to an interesting speaker, be provided with a real entertainment and have a mighty pleasant time.

Join the Telephone Society.

GOES WITH AMERICAN COMPANY

ONCE again the American Telephone Company has "Commandeered" one of our efficient engineers. Last month J. P. Thurber, well known to many employees as a member of J. G. Patterson's staff, left to accept a position with the American Company in its engineering department in New York.

Mr. Thurber, who is a World War veteran, had an enviable record in our Company and his legion of friends predict great success for him in his new field. Before leaving us, his office associates gave him a dinner at the City Club and presented him many gifts to remember them by.



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



GEE, WHAT A TIME!

WITH the officials of the New England Telephone and Telegraph Company from Boston in attendance and with visitors present from all over the state, employees of the telephone exchanges, between Kittery and Freeport, enjoyed a field day on September 9 at Sebago Lake

The big feature of the field day was the baseball game between the cable men and the Portland district representatives, in which two feminine emulators of Ty Cobb provided inspiration for Portland district men. Scores of telephone employees on the sidelines cheered their favorite teams; and it must be admitted that popular interest centered about the team on which the two girls played. Even the presence of the Amazons was insufficient to win the victory for the district team, however, and the cable men trimmed them by the score of 10 to 2. The cable men were likewise victorious in the game of the morning against division men and were awarded a liberal supply of cigars which were trophies of the occasion.

While the men won the trophy it was the feminine ball players who were showered with congratulations. Both Miss Mildred Seavey and Miss Elizabeth O'Donnell were congratulated upon their prowess at the national sport; and if all the male members of the district team had played as well the score might

have been reversed. The ball game was the climax of a day of unusual interest, which lasted from early morning until almost sundown.

Tired, dusty, but happy, the picnickers returned to town by special train at 5.30 voting the field day the very best in history.

Every moment of the day was crowded full of events. The morning baseball game began almost



WAITING FOR THE "EATS"

immediately after arrival, and simultaneously with the pitching of the first ball, Hebert's jazz orchestra started up in the neighboring pavilion. Those who did not root for the ball players on the side lines



E. K. BLY
LEWISTON DISTRICT
PLANT CHIEF
HOLDING A POLE -
NOT A TEL. POLE
NOR NORTH POLE
NOT EVEN A BARBER
SHOP POLE -
BUT, A TAPE
POLE TO
JUDGE
THE WINNERS
OF THE RACES

A LITTLE INFORMAL
CHAT BY A COUPLE
OF
DIVISION OFFICIALS
C.W. DUFRESNE,
DIV. COMMERCIAL SUPT
AND
W.F. CROWELL
DIV. TRAFFIC
SUPT.

JOSEPHINE
WELCH
"COPPED" THE
PRIZE FOR
BEING THE BEST
ALL-ROUND
ATHLETE

DEANE
SMALL
DIV.
PLANT
SUPT.

JAMES D.
MC CORMICK
"MAE" IS
CERTAINLY
A POPULAR
GENT WITH THE
FAIR MAIDENS

RAIN
COAT

GENIAL
ANNA E. CONWAY
ASST. CHIEF
OPERATOR

EDITH P.
MITCHELL
ONE OF THE
COMMITTEE
AT THE
OUTING

D.J. DESMOND
OFFICIAL ANNOUNCER

THOMAS F. MC GUIRE
ONE OF THE VETERANS IN
THE TEL. SERVICE

MAY GORMLEY
NIGHT TOLL
OPERATOR

A PEACH!

W.E.
"BILLY"
O'CONNELL
A LIVE WIRE
A GOOD THIRD BASEMAN
AN EXPERT COACH IN
BASKET & FOOTBALL
GAMES - ABOVE ALL
A JOLLY
CHAP

EDITH
SOMERS

MARY NEILEN

WHAT THE
COMBINATION

EVELYN HUGHES
JOSEPHINE SEIDEL

CATHERINE
CARROLL

"JOT"

INSPIRATION

MARGARET
O'CONNELL

H.E.
ALEXANDER

MARY B.
CROWLEY
RUTH
HAZELTON
LOU KENNEALLY
C. TIERNEY
F. GALLAGHER

JOS. STERN

ELLA
MC DUNOUGH

PORTLAND
WINE

CLICK
CLICK
CLICK
YOU ALL KNOW
THE OFFICIAL PHOTOGRAPHER

immediately began to trip the light fantastic save for teams of girls who practised zealously; determined to win the basket ball relay.

The presence of a number of officials from the main office in Boston lent interest to proceedings. They were about among their employees all day, speaking a cordial word of greeting here, there, and everywhere, and emphasizing the feeling of comradeship that exists between the men higher up and those who work for them. President Matt B. Jones, his assistant, Thomas J. Feeney, and George F. Dresser, general plant superintendent. F. X. Colleton, chief plant accountant, and J. M. Baker, supervisor of motor vehicles, were the Boston officials attending the field day.

District and division officials were present in large



OH WHAT A LUCKY FRANKLIN

numbers, the group including: C. W. Dufresne, division commercial superintendent; D. B. Small, division plant superintendent; W. F. Crowell, division traffic superintendent; C. A. Hiland, district traffic chief; Levi Clay, district plant chief, and C. J. Hanlon, division service supervisor. F. S. Goodwin, the Biddeford manager, was present as was E. K. Bly, district traffic chief from Lewiston. Visitors were many from other parts of the state and practically every exchange between Kittery and Freeport was represented in the more than 300 picnickers.

Girls outnumbered the men, and showed far more enthusiasm than they in taking part in the sporting events. They swarmed into the potato race, the relays, and the baseball throw, and in some instances it was necessary to run several heats to decide the winners. The majority of the girl athletes wore either knickers or breeches and presented a very trim and attractive appearance.

A long card of events was run off in the morning, another in the afternoon, and there was dancing all day long in the pavilion. A picnic luncheon was served at noontime under the trees and bottled drinks and ice cream were dispensed as supplements.

The trip both to and from Sebago was made by

special train, and the telephone insignia was much in evidence on the outside of the cars, so that no one could mistake whose outing it was.



"DO YOU REMEMBER THE TIME?"
Frank Colleton, John Baker and Asa Jacobs, swapping stories

All the prizes, and there were some excellent ones, were donated by merchants.

Asa F. Jacobs, division foreman and veteran employee of the Company, who has been 42 years in the telephone service, umpired the ball game, and Lester C. Ayer, manager of the Portland office, rendered decisions on bases. Thomas F. Maguire, who has been 36 years with the Company, and Mr. Jacobs were among the popular men, and had hosts of interesting anecdotes to tell about the field days of the past.

Leon Weir, "Billy" O'Connell and other well known athletes appeared with the division baseball team in the game of the morning, but that did not



THE FINISH OF THE 880

prevent the division men from being trimmed by cable men to the tune of 4 to 1. Louis Gray starred for the cable men in the morning, making the single home run of the game. The afternoon's game, however, proved more exciting than that of the morning



WHO WANTS TO TAKE HIS PLACE? DON'T CROWD.
 "Mac" proving his popularity

as the distribution of cigars was imminently in prospect.

Events of the morning with the winners and prizes, were as follows:

- 100-yard dash for men—Howard Reid, of Sanford; toilet set.
- 50-yard dash for women—Josephine Welch; pair of candle sticks.
- Potato race for men—Linwood Huden; cap.

- Potato race for girls—Isabel Driscoll; bag.
- Three-legged race for men—Ansel Winch and Ed Geary; three pairs of stockings each.
- The relay race for girls was won by the local room team; composed of Misses Margaret O'Connell, Ella McDonough, Josephine Welch, Mary Steele, Ella Cavanaugh and Katherine Lowe. Each of the members of the winning team was awarded a pound of chocolates. This team was victorious over teams representing the toll and accounting departments.



WHY DOES THIS REMIND YOU OF A CHRISTMAS TREE?
 Answer. Because of the well filled stockings

Events of the afternoon with winners and prizes were as follow:
Shot put for men—William H. Williamson, bag of flour and two pounds of tea.

Nail driving contest for women—Florence Beal, ladies' hat.

Egg race for women—Josephine Welch, box of stationery.

Candle race for women—Mary Steele, bottle of toilet water.

Tug of war for men, Division Crew—Messrs. Appleton, Williamson, Murphy, Lester, Cash, and Bean, the prize being one safety razor each.

Three legged race for women—Margaret O'Connell and Josephine Welch, one shirtwaist each.

Basket ball relay for ladies,—Won by toll operators, Misses Sampson, Hinds, Thompsen, Joyce, Farry, Kemp, Coolidge, James, Chadbourne and Simmons, ten pounds of chocolates.

Standing broad jump for men—William J. Lester, necktie.

Ball throwing contest for ladies—won by Louise Studley, pair of silk hosiery.

WE HAVE WITH US ???



THIS is a perfect back view of a well known supervisory employee of this division. A suitable prize will be awarded the first employee to correctly guess his name and title. To help you out the following will serve as a guide.

Age: between 20 and 45.

Color: white.

Married: yes.

Located: near Auburn.

Title: E. K. B. D. P. C.

Hobbies: Golf legitimate and African.

Collecting flash-lights.

Writing stories about other people.

Athletics, both indoor and out; in fact the above shows him in characteristic pose opposite first base.

Send your answer to A. H. Woodhouse, Lewiston.

WATERVILLE ON THE JOB

THE operators at Waterville have a fine reputation for prompt service and the following letter received by Manager Wood from George D. Carpenter is further evidence. Here is the letter:

After our conversation on the telephone today in regard to the service in Waterville, I will take the liberty to tell you of the service, which we are receiving here. Saturday, July 29, I put

through your toll operators three long distance calls, and these calls were put through inside of 30 minutes. The lines were all clear.

Today we were in need of a doctor, and as our phone was not working, I used the one next door and asked the operator, if she could get me a doctor as soon as possible. Inside of five minutes the doctor arrived. At this writing I want to thank you and your employees for the service which we have been receiving.

TRAFFIC GETS A BOOST

THE following letter was received from Fred. E. Gignoux a friend of Mr. Charles W. Dufresne, division commercial superintendent:

Dear Charles:

We all get so many knocks that sometimes a boost helps a little and I want to tell you a little story: A friend of mine from New York, a man who has traveled the world over many times, was in Augusta, Saturday night, and wanted to talk to me. As he put it:

"I knew Portland was up in the woods and that it would be a long time before I could get service, so we started a bridge game going and I called the Portland operator, saying, 'I wish to speak to Mr. Fred E. Gignoux, Portland, Me.' I was greatly surprised in about three minutes' time when she came back with the statement, 'Mr. Gignoux is at the Country Club, will you speak with him there,' to which I replied, 'I am not a member of the Country Club, but I should, nevertheless, like to speak with him.' In another half minute the connection was made and I consider it most remarkable service."

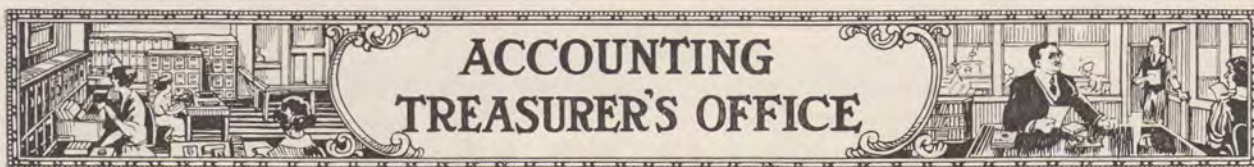
When you get this sort of thing from a New Yorker, I consider that it is going some, and thought it would be of interest to you.

STORY—SIMMONS

CHARLES F. STORY, district manager, of our Company at Lewiston, and Miss Selma A. Simmons of College Street, Lewiston, were married August 5, at one o'clock, at the home of Mr. and Mrs. George H. Curtis, College Street, by Rev. G. Edgar Wolfe, pastor of the Pine Street Congregational Church. The wedding was attended only by a few friends of the bride and immediate relatives of the bridegroom. The bride is a native of Gottenburg, Sweden, and is a graduate nurse. Mr. and Mrs. Story will make their home at 26 Davis Street, Lewiston.

FISH HAWKS MAKE A HOME

I. C. CROSS, trouble-man, of Rockland, found a very peculiar trouble on the line which takes care of the stations at Spruce Head, Me., a short time ago. A fish hawk, wishing to secure a substantial foundation for her nest, selected a pole carrying a crossarm and built her nest next to the pole pin. In its construction she used seaweed, mud, straw and sticks, mixing in a few strands of telephone wire which she wrapped around the crossarm. The nest on account of rains and fog became saturated with moisture and caused a leak across, and to ground, by way of a wire guy which came in contact with part of the nest. The leak was sufficient to place the line O. D. and spoiled half a day's time in locating.



ROBERT A. CROWN, *Associate Editor*
245 STATE STREET, BOSTON, MASS.

REMEMBER THE DATE

MEMBERS of the Revenue Accounting are looking forward and anticipating a glorious time at their annual banquet and dance to be held in December, 1922.

The full committee appointed for the ensuing year is as follows:

North Suburban: Miss W. C. Fitzgerald, Mr. Thomas Shaw; West Suburban: Miss A. L. O'Donnell, Mr. John O'Brien, Oliver Street, Mr. C. H. Russell, Mr. Ralph Manning; South Suburban: Miss E. E. Buzzell, Mr. Frank Mosses; Central District: Miss Alice Ayers, Mr. Wm. S. Brooks, J. B. Atkins.

The election of officers was held with the following results:

Chairman: Mr. J. O'Brien; Secretary: Mr. W. A. Brooks; Treasurer: Miss E. E. Buzzell.

ACCOUNTING WEDDINGS

MISS HELEN LEAHY, toll billing clerk was married on August 27, 1922, to John Q. Adams, Dorchester, Mass.

Before her departure she found her desk prettily decorated and her office associates presented her with a handsome steak platter and carving set with cards of good wishes for future happiness.

After a trip to New York the couple returned to Dorchester where they will make their home.

Miss A. F. Phillips, toll billing clerk, was married on September 17, 1922, to Thomas J. McCarty of Roslindale, Mass.

Her office associates decorated her desk and presented a silver service set along with their good wishes.

After a honeymoon trip to Woonsocket, R. I., and New York City the couple returned and will make their home in Roxbury, Mass.

Miss Margaret A. Cribben resigned September 9, 1922, and was married on September 20, 1922, to Mr. George Farley of South Boston, Mass.

After a honeymoon to New York the couple returned to Dorchester where they expect to make their home.

The happy bride was well remembered by her office associates who presented candle sticks, vase and a handsome dinner set. Her desk was prettily decorated and along with the above gifts were many cards of congratulations and good wishes for her future happiness.

THE REASON

MR. REEVES of the Methods Division was seen seated on the curbstone at Washington and Winter Streets with a companion at 5.30 A.M., Sunday, September 10. Of course this is unusual as Mr. Reeves is a married man very much devoted to his family, etc. The reason was that he was one of the many that worked all night on the American Telephone & Telegraph Company Stock Plan at their offices on Milk Street.

ANNA DOHERTY RESIGNS

ANNA J. DOHERTY, a former combination clerk in the Central District after 12 years service with the Company, resigned September 2, 1922.

Miss Doherty was very popular with her co-workers and although she disliked to sever her connections with the Company she felt her services were needed more at home. Her friends presented her a solid silver mesh bag before she left.

J. T. CONWAY NOW A DADDY.

SUPERVISOR of PUBLIC RETURNS CONWAY, has been receiving congratulations, for which he passed around the cigars, in behalf of the birth of an 8-pound baby boy, born on August 13, 1922.

MR. LONGLEY TALKS ON COAL SITUATION

VICE-PRESIDENT E. W. LONGLEY of our Company, who is also treasurer of the Massachusetts Fuel Commission, gave a very interesting talk on the coal situation in general to more than 200 delegates of the Credit Union League at a meeting held at the Villa Napoli on September 9. Mr. Longley predicted that by December we will be able to obtain some hard coal and he also stated that everyone must accustom themselves to using soft coal during the winter. Several members of the Telephone Workers' Credit Union attended the meeting and F. E. Cox, Editor of TELEPHONE TOPICS, who is President of the Credit Union League, presided.

CONSISTENT GROWTH

In 1900, when the American Telephone and Telegraph Company took over the American Bell Telephone Company, there were 7,500 stockholders. In 1905 the number of stockholders had increased to 17,500. In 1910 there were 40,400 stockholders, in 1915, 65,500 stockholders, and there are now more than 201,000 stockholders, more than half of whom are women. The average number of shares held by stockholders is 28.



Associate Editors

FRANCIS A. MAHAN, Plant, Liberty Exchange
HOWARD S. FAHEY, Commercial, 245 State Street

H. C. GAY, Traffic, 245 State Street

WHO'S WHO IN THE PLANT

AMONG the recent appointments in the Metropolitan Plant, there was none more popular than that accorded to Martin B. Downey who was advanced to the position of chief clerk in the office of the supervisor of employment.



"MATT" DOWNEY

"Matt" entered the service September 23, 1913, and has spent most of the time since then in the Construction Department.

His long suit is accident reports and disability cases, and he can quote, *verbatim*, any specific paragraph or section under the plan.

His knowledge of the workings of the Benefit Fund Plan has been a great help to many of the employees who have been in doubt as to their rights and duties in connection with it.

"Matt" is a very quiet chap, and has always been considered a confirmed bachelor. He is greatly interested in public and historic places which he visits on every opportunity. While his time for travel has been limited, he has managed to cover quite a little of the country.

CHIEF OPERATOR WEDS TRAFFIC MANAGER

JOHAN P. HARVELL, district traffic manager of the West Newton district and Miss Katherine C. Ratchford, chief operator at Fitchburg, were married by Reverend Father Harry J. Hackett at Fitchburg last month.

Mrs. Harvell has been with the Company for 13 years, nine of which she was chief operator of the Fitchburg exchange.

She was given a shower by the girls previous to her marriage, and presented a chest of silver.

JOHN F. FITZGERALD PRAISES OPERATORS

BECAUSE of splendid service by local and toll operators in our Company Ex-Mayor Fitzgerald

of Boston sent the following letter to Vice-President and General Manager Driver:

I desire to express my appreciation for the splendid service given by your Company over the long distance lines. There are so many people who find fault with the telephone service that when one finds the service as good as I have found it, in connection with my calls between Boston and Montreal and Boston and Saranac Lake, as I have had occasion to do frequently the past few months, I think it only fair to the Company to write this letter of commendation.

The courtesy of the young ladies handling my calls has been wonderful. They seemed as much interested in getting my calls through and in the quickest way possible as I was myself.

The Telephone Company is indeed fortunate to have that character of women in the service.

WEDS WORLD WAR VETERAN

ON Friday morning, August 25, 1922, Miss Ruth Hazel Berg of District Manager Fair's office and stenographer to Commercial Supervisor Clapp, arrived at the office to find her desk beautifully decorated in colorings of pink, blue and white and a liberal supply of silver, a wedding gift from her fellow employees in the Commercial Department.

The wedding took place at 8 o'clock, Saturday, September 2, 1922, which was also the 26th wedding anniversary of her parents. She married a veteran of the late World War, Iver F. Swanson, who served as a chief yeoman in the U. S. Navy and was stationed at St. Thomas, Virgin Islands, and at present is in the employ of the American Refrigerator Company, Boston.

DIDN'T WANT A "NICKEL SLOTER"

HERE is a letter received by Credit Man McManus of the North Suburban district. It was expressive to say the least:

Chelsea 50, Mass.
Aug. 25, 1922

N. E. Tele. & Telegr. Co.,
Dear Sirs:

I ordered a two party line 45 message and they went and put in a nickel sloter. It has a big weight on the wall. It is so heavy that the wall might break.

I thank you.

TRAFFIC CHANGES

LOUISE A. DOYLE, from junior supervisor to supervisor, University.

Katherine M. Quinlan, from operator to junior supervisor, Centre Newton.

Agnes E. Vefce, from operator to junior supervisor, Revere.

Helen M. Whalen, from clerk, Malden, to plant department, Malden.

MACHINE SWITCHING NOTES

LIBERTY

LIBERTY and Milton played a twilight game at Brighton Playground and it was some game, for five innings the score stood 3 to 0 in favor of Liberty, when in the last of the fifth Liberty blew and Milton made five runs and felt they were going to win. Liberty in the last of the seventh tied the score amid great excitement. Liberty wanted to play the full nine innings but Milton refused to play, they were content to let the game rest as a tie.

Liberty's next opponent was the strong Somerville B.B.C. and again Liberty won by the score of 4 to 2. Somerville B.B.C. asked for a return game which was played resulting in a tie 3 to 3, game ending in darkness. Somerville B.B.C. then asked to play a rubber game and the Liberty team was again victorious defeating the Somerville team 3 to 2.

"Bill" Reid has returned from his two weeks vacation at White Horse beach.

Frank Doyle vacationed at Leominster, motoring, golfing, and playing tennis.

Henry Gullage vacationed at Boone Pond. Henry's first aid instructions helped out in several minor accidents, they call him "Doc." at the camp.

Frank Haskell vacationed at York Harbor, Me., Frank has joined the "Knicker" Club but doesn't wear them to work.

Matty Mullen and Bill Hagerty vacationed at Nantasket. Joyces' Hotel mineral water is great.

Bill Edgar vacationed in New York and Atlantic City. Ask Bill how he likes Chinatown.

Don't look in 1921 September TOPICS for 1922 happenings.

The Liberty job when completed calls for 320 senders. Some job. Base angles on the Liberty addition has all been placed and some of the frames erected.

Power plant—The charging machines have been tested and accepted. Batteries are now receiving weekly charge.

Bill Edgar having finished trouble and test desks is working on special "A" Board.

Sheldon Heap and his line switch gang have about finished adjusting 200 type selectors. About 8,000 on original Liberty job.

MILTON

On Tuesday, August 29, Milton met Liberty at Brighton Playground the result being a tie game 5 to 5. Since that time Milton has made several attempts to get a game with Liberty but each time have been turned down with some excuse or another. We have seen Liberty Team featured in the Boston Papers and some wonderful writeups showing Liberty to be a great team and cannot understand why they are not anxious to play Milton.

F. W. Boutilier, store keeper at Milton machine switching exchange has been transferred to Liberty. Frank has been on the job at Milton since it started in April and his absence will be keenly felt by the many friends he has made while at Milton. Mr. Boutilier was presented with a slight remembrance on his departure in the form of a Gillette safety razor. The well wishes of the boys went with him.

Milton machine switching athletic association is organizing a basket ball and bowling team for the coming season. Applications are being received in large numbers and a busy fall and winter is expected. After October 1, Milton machine switching will be ready to date up other teams for bowling or basket ball. Milton suggests a bowling league in the equipment construction department.

COLUMBIA

The Columbia boys held a stag outing at the Crabtree estate at Squantum, Saturday, September 9, which was a huge success. A

baseball game was played between the Columbia regulars and the outlaws. The outlaws defeating the regulars by a score of 3 to 1. The tug-of-war was won by the married men, and an interesting relay race was won by McMahan and Hollins. J. E. Barry easily defeated the field of starters in the 100-yard dash. An interesting feature was the tonic-drinking contest between George Crisp and Lonnie Mahoney while the orchestra played "Your Eyes Have Told Me So." Crisp won first prize. The feature event of the day was an excepted challenge race by "Ted" Sorenson from the fleet-footed Mike Sullivan of the old South Boston High. Sorenson proved to be a dark horse by easily defeating Sullivan to the extent of 15 yards. A very good musical program was furnished by the agony quartette representing the power room. Larry Foley was introduced to a mustard bath which he will long remember. Transportation was furnished by several large sight-seeing buses. Credit is due to the Columbia chefs headed by John Keating and Bill Harvey, who prepared an ample and delicious shore dinner of steamed clams, broiled live lobsters, sweet corn, coffee, ice cream and sandwiches of all descriptions. The committee in charge headed by P. J. Driscoll surely deserve great credit for the wonderful time that everybody enjoyed and the boys are looking forward to their next outing with great expectancy.

George J. Hutchinson has returned from his vacation which he spent in Winthrop repairing his roof. Keep up the good work, George, its going to be a hard winter. Columbia addition is well under way, also work on Neponset exchange has started making a total of 15,000 lines now under construction.

ALMOST STUNG AGAIN

WHILE clearing a piece of trouble caused by the recent storm, Ernest Hayman better known as "Venus," employed as a lineman, in the Quincy Unit, escaped by a narrow margin from being "stung again."

It seems that "Venus," while working in Milton, ascended a pole to the cable box and comfortably seated himself on the seat provided for that purpose. He then opened the cover of the box only to be greeted by a swarm of hornets, who had taken the pains to erect their home in the box. Without reflecting a second, down the pole came "Venus," closely followed by Mr. Hornet, Mrs. Hornet and all the little Hornets, who followed their intruder up the road for some distance. When he returned it was with much difficulty that "Venus" was convinced that hornets would not be present where smoke abounded. Finally, being assured of the truth of the statement, he lighted his pipe and puffing hard at it ascended the pole, clearing his trouble without further interruption by his sharp-pointed friends.



The difference between a rut and a grave is width and depth. Dead ones are found in both places.

PLANT OUTING AT MANSFIELD

ON Sunday, September 9, 1922, William Minkel of the Central District extended a special invitation to the boys of his department to attend his twenty-fifth wedding anniversary on his spacious farm at Mansfield. The boys met at Mattapan Square at 10 o'clock where twelve automobiles awaited their arrival to convey them to Mansfield.



THE TWO BALL TEAMS

After reaching the farm the married and single men played a 12 inning ball game with the honors going to the single men by a 3 to 2 score. Bill Minkel, an ex-New England League player, did fine pitching for the married men, but Bill Fallon of the Milton town team was a little stronger.



MR. AND MRS. FALLON WITH A FUTURE CHIEF OPERATOR

A pleasant surprise was given the boys when John H. Fallon also of the Central District invited the boys to his farm to take part in the christening of his nine pound baby girl. After the christening Leo O'Brien and Walter Kelley were presented with a spray of Bill Minkel's lilac bush, that it may assist them to present the goods for the christening at the next outing. Bill claims that his lilac bush never fails to bring results.

Boating, bathing, fishing, hiking were also on the program and enjoyed by all.

The dinner served on the lawn consisted of:

- Chicken Soup
- Iced Olives Celery Hearts Spiced Watermelon Rind
- Baked Virginia Ham Champagne Sauce
- Roast Chicken Oyster Stuffing
- Baked Sweet and White Potatoes
- Green Corn on Cob
- Hearts of Lettuce Roquefort cheese Dressing
- Apple Pie a la Mode
- Bents Toasted Water Crackers with Roquefort Cheese
- Coffee Demi Tasse

The line-up of the ball tossers was:

- Married Men Single Men
- W. (Old Reliable) Minkel P. F. J. (Cotton Top) Murphy 3B



"HINKLEY NOW BATTING FOR NOTHING"

- J. H. (Spike) Fallon 3-B.
- J. F. (Napper) Dwyer R.F.
- R. L. (Speed) Drislane S.S.
- L. H. (Units) O'Brien C.
- W. R. (Doc) Senior C.F.
- E. L. (Stretch) Carlezon 1B.
- J. J. (Alice) Strong 3B.
- A. (Time) Crowley L.F.
- J. J. (Corkey) Counihan 2B.
- J. W. (Jocko) Kelley S.S.
- G. C. (Pete) Hinkley 1B.
- E. F. (Gold Dust) Davis R.F.
- J. R. (Ham Gravy) Barry S.S.
- J. H. (Pippin) Howard L.F.
- J. F. (Baldy) Hasse C.
- R. S. (Hound) McDonough 2B
- G. H. (Wop) Donini C.F.
- Bill Fallon P.
- H. A. Norton R.F.
- W. Collins L.F.

Umpires—G. W. Ketchell, William F. Flanagan.

The true Brookline tone and style was carried out at the party by Bill Senior in fancy knickers.

METROPOLITAN PLANT NOTES

FRANK DWYER, of the Equipment Department, was married September 3 to Miss Ruth Flagg of Somerville. His associates at Back Bay presented him with a purse of gold in recognition of the occasion.

John Burke and his assistants heaved a sigh of relief when they finished the budget. It looks like a big year ahead.

"Form 42" Maloney substituted for Leo McKenney during vacation, and with pink blotters, pink slips, and all the colors of Form 42, he had a lovely time.

"Bert" Newell had a great time at Wellfleet.

William R. Milton, our popular building supervisor, has returned from a visit to the British Isles, and the battlefields of France.

He says he stopped at the headquarters of "F. X." in London, Room X. A.

The Porter and Aspinwall manual units are under way. "Bill" Clark says the engineers must have intended to run "phantom" cables on the racks, they are so small.

The rush on R.C.I. for Aspinwall is over; vacations are again in order.



TRAFFIC DEPARTMENT BRIDES

MISS AGNES C. MACDOUGALL, University, becomes Mrs. Oscar E. Schaejbe.

Miss Anna M. Doherty, Somerville, becomes Mrs. William Dwyer.

Miss Mary Rotchford, Belmont, becomes Mrs. Thomas McKewin.

Miss Josephine M. Gaudiano, Granite, becomes Mrs. Salvatore Genturelli.

Miss Josephine M. Kelley, Milton, becomes Mrs. Albert Netty.

Miss Katherine M. Thompson, Milton, becomes Mrs. James A. Duggan.

Miss Mary C. McMahon, Newton North, becomes Mrs. William G. White.

Miss Lillian Palmer, Needham, becomes Mrs. Warren Hill.

Miss Agnes L. McFadden, Crystal, becomes Mrs. Carl F. Widell.

Miss Edith F. Barter, Everett, becomes Mrs. Henry Linquist.

Alice M. Smith, Dorchester, becomes Mrs. Gregory Donahoe.

Catherine A. Bertian, Milton, becomes Mrs. John Blake.

Laura E. Neisse, Milton, becomes Mrs. William R. Powers.

Alice Hudson, Parkway, becomes Mrs. Flanagan.

Gladys Peters, Parkway, becomes Mrs. Honer.

Elizabeth Nelson, Parkway, becomes Mrs. Erandly.

Mary A. Ahern changed her name to Mrs. Alfred J. Deering.

Mary E. Kane changed her name to Mrs. James J. Carroll.

Mary M. MacIsaac changed her name to Mrs. Clifton B. Jones.

GOOD WORK BY BOSTON TOLL

RESULTS accomplished by operating employees are often of such nature as to suggest the use of clairvoyants in establishing the desired connections. The following from George Taylor is an excellent example of the thoughtfulness and persistency of Toll Operator McSolla who completed the call.

On July 12 we had occasion to talk with a man from the West who was visiting in Vermont. The only information we could give your toll operator was—"Mr. R. M. Carter from Milwaukee, visiting somebody, name unknown in Sutton, Vermont."

Within 40 to 50 minutes we had obtained the connection and transacted our business.

Mr. Carter has since told us that during the telephone conversation he was not in Sutton but at St. Johnsbury, the local operator having first learned his address at Sutton, then traced him to Barton, we believe, thence to St. Johnsbury.

It may be rather late to bring this matter to your attention, but it seemed an example of good service; and you may wish to pass along due credit to those deserving it.

PRAISE FOR CENTRE NEWTON

THE operating and supervisory force at Centre Newton continues to put forth their best efforts in giving the subscribers a service that fairly bubbles over with the much sought for personal touch. The following letter was recently received from J. R. Leeson, one of their subscribers:

For some time it has rested on my mind to write to you to express my appreciation of the service received by me at my home, Newton Centre, where my telephone number is Centre Newton 338, with more especial reference to your provision of a supervisor service.

On all occasions where I have not secured prompt and satisfactory responses to my requests through your ordinary local operators, I have invariably found by calling on the Centre Newton supervisor that prompt responses have been made. The type of operator you supply for this supervisor service indicates

care in selection, and the idea itself of giving your subscribers power of instant appeal and service is an admirable part of your arrangements.

ANOTHER SOUTH BOSTON EMERGENCY

THE letter printed below from Sergeant Waldron of the Boston police needs very little comment. Supervisor Lillian Orchard handled the call in question and her efficiency and thoughtfulness are of the type that make people realize just what personal service from telephone employees means:

I feel it my duty to inform you of the efficient and thoughtful service that was rendered by one of your operators at the South Boston telephone exchange, in regard to a boy who had accidentally cut himself and severed an artery in his leg and was in dying condition.

At about 1.30 P.M. on Saturday a lady called at my home, knowing that I was a police officer, and in an excited manner informed me that a boy was dying in the provision store at the corner of Howell and Boston Streets, and to call a priest. I immediately telephoned to the South Boston exchange and in an instant I was connected with Police Station 12, and I informed the officer in charge to send the ambulance as soon as possible to the above location. As I was over anxious to render first aid to the boy I omitted to tell her to call a priest, but just as I hung up I received a return ring from the operator, who was thoughtful enough to ask me if I wanted a minister or a priest sent to the scene of accident and I replied that a priest was wanted.

As the priest came from St. Margaret's Church on Columbia Road, which is about one quarter of a mile from the location of the accident, and as there was not more than two minutes had elapsed since I informed the operator, than the priest was at the scene and the boy received the rites of his church and was taken to the hospital none too soon to save his life.

I sincerely hope that the operator, whoever she may be, may receive commendation for she certainly deserves it for her efficiency and thoughtfulness.

PERSONAL SERVICE PARTY

THE Personal Service Committee of the Newton North exchange acted as hostesses for the West Newton District on the evening of June 15, when an informal social in the form of a pop concert was held at the West Newton Catholic Club House, Washington Street, West Newton.

Among the guests of the evening were Mr. Jones, Mr. and Mrs. Bowen, Mr. Brigham, and Mr. and Mrs. Burns.

A program was arranged which included selections by Mr. Lund, Mosquito Band, a one act play by the U. B. (Unclaimed Buds) Dramatic Society, under the direction of Madam Sullivan, and several vocal and instrumental treats were given by talent of the district.

Miss Margaret B. Fleming, desk operator at Newton North, was chairman, and to her a great deal of the success of the party can be credited. The clever way in which she introduced the speakers and announced the different numbers on the program was an entertainment in itself.

He is the benefactor of mankind who makes two grins grow where there was only a frown before. HUBBARD.

PLANT ACCOUNTING HAVE OUTING

Monday, September 18, 1922.

DEAR Bob:

You sure missed out when you didn't tag along with the Metropolitan Plant Accounting bunch on their first annual outing last Saturday. Just to make you feel worse I'm going to give you an earful of the happenings on that auspicious occasion.

At 11.10 A.M., Rowes Wharf looked like 245 State Street at half-past eight in the morning. The gang was all there and after Elmer distributed the boat tickets impartially, we all climbed on board the *Old Colony* for the sail to Nantasket. "Sailor" Tom McGinness, whose wide and varied sea-faring experience stood in him good stead, took charge of the party. Tom was strong for going up to the pilot house and shaking hands with the skipper but finally compromised on saluting everyone in uniform until he discovered that even the deck hands were dressed like an admiral in the navy. I missed Wadleigh Phillips and found him wandering around looking for the wireless room. "Wad" was bitten by the radio bug a week or so ago and spends all his spare time now with a pair of receivers on trying to pick up W.W.J. in Detroit. Listening in Friday night he got an earful of static and thought some kind hearted dealer was shooting a load of coal into the cellar.

However, to get back to our trip. Most of the men gathered on the "smoke" deck where a gentle little game of "old maid" served to pass the time away and incidentally, I might mention that "Landlord Tom Casey" will buy another house next week. The ladies, including Aaron Noyes and Charlie McIntosh, who, by the way, appeared in a beautiful pair of "knickers" took possession of the upper deck and were happy until the office "queertette" started to sing. It wasn't so bad until Aaron lit on a high "C" and couldn't get off. The police boat heard him and headed in for us but C. P. O. McGinnis started singing "Asleep in the Deep" and they thought it was a fog horn and backed away.

Arriving safely at Nantasket the gang beat it for the Villa Napoli.

Once at the "Villa" we handed our surplus wraps to the mercy of the check girl and went out on the long driveway to watch the sports pulled off. First on the list was a 50-yard dash for girls won by Miss Mary Maloney with Lillian Rassmussen second. Believe me Bob, Mary has speed and showed a clean pair of "all silks" to the rest of the would-be runners. Quite a number entered the three-legged race and, inasmuch as they had to borrow a supply of belts from the men for tying purposes, there wasn't much hand clapping among the male members. They didn't dare let go until they got their belts back. Miss Margaret Brooks, teamed with Miss Reddish, managed to make the tape ahead of the rest and copped the prize.

In the 25-yard backward race Catherine Walsh showed class and waltzed in for a first, with Mary Maloney a close second, and this same pair came through again in the potato race. If Catherine can cook spuds as well as she can pick 'em up some guy is going to be lucky.

Last, but not least, was the fat womens' race and everyone bet on May McCarron to come through with a win but May couldn't produce and Miss Goguen broke the tape with Mrs. White treading on her heels. In the hop, skip and jump Miss Thelma Bass nosed Miss Brooks out of first prize by about a yard, some jump!

Then the men took their turn and in the 50-yard dash Wadleigh Phillips sure showed class.

Then came the real sporting event of the day, the fat men's race. As you doubtless know, there has been much speculation and many heavy bets waged on this race. Look at the line-up. George Hampton at the post, Bill Saunders, Frank Sanders and last, but not least, Phil Gallagher. Phil thought the race was in the bag and started running on the second count and queered the heat. On the second try they came down the home stretch in style. Phil did fine until he threw a shoe and did a brodie on the gravel wrecking a perfectly good pair of pants and putting Bill Saunders out of the race. George Hampton and Frank Sanders came down the course like a pair of fire horses on a third alarm and in a darn close decision, Frank won the blue. In the potato race "Sailor Tom" took first prize and "Knicker" McIntosh second. "Ink Pot" Ward won the backward race with "Fresh Air" Donovan second.

After the sports we assembled in the dining hall and disposed of a chicken dinner with dancing in between, music being furnished by Magee's orchestra. At four o'clock the long looked forward to ball game between the married men and the single men took place. Battery for married men: Phillips, Kelley and Gaddis; for the single men: Hertach, Ward, McGinness and Barron. Donovan first man up. As a ball player Donovan is a fine plumber.

"Landlord" Casey was umpire and now we know how he makes his money. The way he counted balls, strikes and runs was wonderful. Hertach thinks him a member of the "forty thieves." Bill stopped a hot one with his chest and his breathing apparatus is working poorly this morning. No one has unraveled the score yet. Ward batted for a thousand, four hits in four times up, while Pete Gaddis was there strong with the chest protector and mitt.

Everyone came back on the 6.45 boat except one young man wearing "knickers" and his lady friend from 50 Oliver Street. Maybe they got lost on the beach. Coming home everyone sang and shivered, and voted the outing a grand success.

Yours until the next outing,

"SHINO."



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

INTUITION COMPLETES CALL

THE operator at Ware was recently given a call from a public station for a number in Whitman, Connecticut.

Not being able to find a town or village of that name in the "Nutmeg" state she tried Whitman, Mass., result—no such number.

The calling party then called one of Worcester's morning papers to find the correct address in connection with an advertisement in that morning's issue and was informed that Whitman, Connecticut was correct.

But—wise operator knew different, and thinking, "I'll bet it's Putnam," tried that city and had the person desired on the wire just twenty-five minutes from time call was passed.

FIRST AID WINS AGAIN

WHILE working in a manhole on Center Street, Adams, recently, Cable Splicer Daniel Horn and Helper Claude Cain were nearly overcome by gas. Mr. Horn was in such condition that it was necessary for Cain to lift him out of the manhole. When Horn reached the street he staggered and fell to the ground unconscious. Although very weak himself from inhaling gas, Cain at once started artificial respiration and at the same time asked a passerby to telephone

for a doctor. Combination Man Marr happened to be in the telephone office when the call was received and he immediately went to the manhole and relieved Cain who was performing artificial respiration on Mr. Horn. Assisted by Head Lineman Walter Evans, Mr. Horn was restored to consciousness after 20 minutes work by Marr, Evans and Cain. Both Cain and Horn were treated by a physician and brought to their homes by Marr and Evans. The physician and those who watched these three men perform artificial respiration gave them great credit for the wonderful work they had done in restoring Horn to consciousness.

PARTY TO MRS. EVA BRYSON

THE employees of the lunch room at Springfield tendered a party in the form of a surprise luncheon to Mrs. Eva Bryson, former lunch room supervisor and present supervisor of rest quarters. Her friends showed their esteem by presenting "Our Eva" a beautiful Tiffany glass vase. The fact that the weather man sent very warm weather did not lessen the appetite of those present and a luncheon was served as only those lunch room cooks can cook. All present agreed that it was the best time ever, and departed for home feeling that the evening was certainly well spent.



THE MAN OF THE HOUR AT ATHOL

Millard F. Estey standing next to President Jones was presented his Vail Medal last month.



FITCHBURG DISTRICT QUALIFIED FIRST AIDERS

Standing left to right: F. D. Henderson, (Safety Instructor), S. Wallwork, A. MacDonald, H. Oleson, J. Hurley, C. Gumaer, A. Thurston, R. Lawton, D. Brunt, V. Derby, F. Nichols, H. Franum, F. O'Neil, A. Cutter, T. Martin.
Sitting left to right: V. Dupuis, J. Logan, J. Schutt, G. Baldwin, R. Fredette, P. White, H. Parker.

FITCHBURG DISTRICT CLASS 100 PER CENT

F. D. HENDERSON, district safety instructor, who was a member of a 100 per cent First Aid Class is doing a fine job. His first class of 21 men were given ten lessons and all received a very high mark.

Examinations were given by Dr. E. W. Bullock, assisted by Division Safety Supervisor Gowdy.

HOLYOKE NEWS

ANOTHER instance of Holyoke's Personal Service was shown during the recent flood in Willimansett. The operators on duty first heard of the disaster through an emergency call to the Chicopee police. Hastily summoning Miss Marguerite Parker, a supervisor, who lives nearby, they did everything in their power to help the sufferers.

For several hours they called firemen, police and members of the city departments to save the people who were trapped in their homes. The men constructed rafts and went from house to house taking the worst sufferers to places of safety. Here they were met by doctors and ambulances, whom the operators had sent.

In answer to hundreds of frantic calls for help the operators coolly told the people to stay where they were, until the men could get to them.

They saved hundreds of lives by their prompt work. Their efficiency was publicly praised by the Mayor of Chicopee, (who had charge of the relief work) in a letter to the press.

Miss Mary Rohan has resigned her position in the Holyoke exchange to accept one with the *New York World*. A farewell party was given in her honor at the rest room by her office associates. The room was prettily decorated with flowers and ferns. Games and

music were played, a dainty luncheon was served. Miss Rohan was presented with a beautiful string of pearls. Mary takes with her the best wishes of the whole force; and we are sure her personality and efficiency will bring success in her new work.

FITCHBURG ENTERTAINS

THE Fitchburg Exchange Service Committee entertained about fifty employees of the Plant Department, at the exchange, Thursday evening, August 31.

The visitors were given an opportunity to inspect the retiring, test, and terminal rooms, and switchboard. To many of the Plant men, this proved to be not only interesting but instructive, and was something they will not soon forget, as the "mysteries" of the test room and switchboard were explained in detail, and are mysteries no longer.

The visit terminated about 11 P.M., but not before the committee, consisting of Miss Fallon of the Commercial Department, the Misses Kittredge, Kinsman, Forbes, Lambert, Lalonde and McIntosh of the Traffic Department, and Messrs. Wyman, Simpson, Campbell, Pierce and McBride of the Plant department proved themselves finished hostesses and hosts by appealing to the inner man in the form of a particularly tasteful luncheon.

VISITORS AT NORTH ADAMS

THE following letter was received by Manager Stedman at North Adams from R. W. Dick, To Manager of Telephone Company.

Dear Sir: The members of Clan McIntyre No. 128, O. S. C., wish to express their thanks to your employees for the courtesy shown them during their visit to your exchange and for the insight shown them in the workings of the GREAT TELEPHONE SYSTEM.

SPRINGFIELD TRAFFIC CHANGES

MISS FANNY WRIGHT, a supervisor at Northampton, was married September 20 to Roland Knight of Easthampton.

October 3, Miss Anna McNamara, an operator in Northampton, and Dick Dragon of the Plant Department are to be married.

Miss Margaret Nolan, a local operator at Northampton, resigned September 9 to enter Westfield Normal School.

Miss Elizabeth G. McNamara, who has been chief operator at Northampton for several years, has resigned to be married. Miss Helen Barney, formerly the

chief operator at Amherst, has been transferred to Northampton to succeed Miss McNamara, and Miss Alice D. Forbes, supervisor at Amherst, has been appointed chief operator of her exchange.



HELEN BARNEY

WORCESTER OPERATOR SAVES LIFE

BENJAMIN EAMES, aged 84, of 41 Tirrell Street, Worcester, owes his life to the efficiency of Miss Julia Kelley, a Worcester telephone girl.

About two o'clock in the afternoon, the light on the switchboard at Central flashed as the receiver of the telephone in the Eames home was taken off. A weak voice at the house end of the telephone began to give a message to the telephone girl. It suddenly stopped and repeated rings on the telephone brought no response.

Realizing that something was wrong in the Eames home, the interrupted message was reported to Miss Anna McGrail, one of the supervisors. She called Dr. James P. Buckley of 22 Downing Street on the telephone and told him she feared something was wrong in the Eames house, and explained how the message was interrupted. Dr. Buckley hurried to the house and found Mr. Eames lying on the floor in a semi-conscious condition, suffering from two fractured ribs.

Mr. Eames was revived by Dr. Buckley sufficiently to tell that he had been trimming a tree in his yard and had fallen 15 feet from a ladder to the ground. He managed to crawl into the house and tried to call a doctor on the telephone, when the pain from his injuries caused him to collapse and he was not able to rise.

STILL—IT'S ALL IN A DAY'S WORK

MISS ELNA RESLAU, toll supervisor at Worcester, was in charge on August 12 when two emergency calls were placed, one for a man traveling in Maine, and expected in Bangor sometime during the week; the other for his brother traveling in Saranac Lake, New York State, the previous week with General Delivery, Malone, N. Y., as a forwarding address.

The call was explained to Saranac Lake supervisor who tried all hotels and garages and put the police department on the trail. Malone supervisor was also put on the job.

The Bangor, Maine, operator was given the job of locating the brother.

The man in New York was on the wire Wednesday while his brother was talking to his home on Monday.

As their mother writes, "Once more the Bell System has come to the fore, accomplishing the seemingly impossible. Thanks to Miss Elna Reslau, one of the great corps of workers who are untiring in giving to the public their best efforts."

With the exception of Nevada, which is the least populous of the states of the Union, there is not a state which has not as many telephones as the extensive Kingdom of Rumania, with its population of 17,000,000 people.



The accompanying picture shows Miss McNamara, seated at her tastefully decorated desk, admiring with a bevy of her girls the chest of silver which was presented to her by the employees of all departments of the Northampton exchange.

Two Springfield's toll operators were fortunate in being able to visit relatives over the deep blue sea. Miss Eleanor Donovan visited Ireland and Miss Agnes Morison, Scotland. Furloughs were arranged to cover their absence and both young ladies derived much benefit from the trip.

FIRST AID IN WORCESTER

WE are pleased to present to our readers this month a picture of Worcester's First Aid Class which was turned out in August under the supervision of W. R. Jones, district safety supervisor, Worcester.

This class was examined by Dr. Bullock of Manchester, N. H., assisted by W. F. Gowdy, division safety supervisor of Springfield, and all received a rating of 100%.

These gentlemen will act as instructors of First Aid in this district under the supervision of District Supervisor W. R. Jones. Each division of the Plant department is represented in this class, and also the larger exchanges. Matt. Murray will instruct in Whitinsville, H. Baggott in Webster and Southbridge, Wallie Keith the cable splicers, H. Wilson



WORCESTER FIRST AIDERS

Seated left to right: M. Murray, Wallace Keith, H. Wilson, John Savageau.

Standing left to right: F. Cone, W. Jones, P. Sullivan.

and Francis Cone the linemen, J. Savageau, maintenance and P. Sullivan, loop and installation. We regret that Mr. Baggot was not present when the picture was taken, but if we are not greatly mistaken, he will be very much in evidence when the Webster and Southbridge classes show up.

First Aid in Worcester was just getting a start last fall when the ice storm came along and gave it a knock-out blow, together with a number of other activities which the boys had planned for the winter. But in the spring after things had settled down a little, W. R. Jones, was sent to Springfield and was one of the class of twelve that was conducted by W. F. Gowdy, division safety supervisor, and covered a period of 14 lessons and which has the distinction of being the largest class turned out in our Company with every man receiving a mark of 100%. Upon graduating Mr. Jones was appointed safety supervisor of this district, and at once entered upon his duties. That Billie is a hustler, and has the knack

of imparting what he has learned to others is attested by the fact that this class of seven, turned in a 100% average as recorded above.

While the accident average in the Worcester district has been much higher than it should be, and very much higher than we all wish it was, the high rate is almost wholly attributable to the fact that it was necessary to hire so many temporary and inexperienced men owing to the big ice storm. The ordinary outside working force was increased more than three times and a majority of these men were entirely inexperienced in this kind of work, and a large percentage of the accidents was caused by neglect to take ordinary safety precautions, which have become second nature to the older men.

The month of August showed a gratifying reduction in the number of accidents and we venture to prophesy that when Billy Jones and his hustling corps of safety instructors get down to business Old Man Accident will pack up his kit and get.

SPRINGFIELD HOLDS ANNUAL PICNIC

TRAFFIC employees of the Springfield area held their second annual picnic at Mountain Park on August 1. The committee in charge were Mary Gordon, Catherine Hurley, Mabel Duclos, Helen Sullivan, Helen Purcell, Mary Carroll and Grace Dolan, Springfield; Margaret Griffin, Holyoke; and Elizabeth McCarthy, Chicopee.

A special car awaited the girls outside the telephone exchange and went directly to the park. During the trip the girls sang and cheered for Springfield.

The committee had planned to serve supper out of doors in the picnic grounds but owing to a thunder storm which greeted their arrival, were obliged to change their plans and supper was served in the main pavilion.

The fact that the rain had no effect on the spirits of the party was evident from the way supper was enjoyed. Refreshments consisted of almost everything from ham sandwiches to watermelon and it was well served under the direction of Miss Margaret McCarthy, Miss Edith Harkness, Miss Alice Feeney, Mr. Harold Amidon, Miss Julia Lacey and Mrs. Mary Wynne.

After supper many of the party enjoyed dancing in the attractive dance pavilion, while others tried the various park amusements.

About 10.30 the special car left for home and all agreed they had a great time and were ready to plan their next outing which is to be a dog roast during the latter part of the month.

Among the guests present were Mr. and Mrs. J. W. Spalding, Mr. and Mrs. W. B. Northrup, Mr. and Mrs. H. P. Chapman, Mr. Augustus McAuley, Mr. John J. Lynch, Miss Edith Harkness, Miss Teresa Tierney and Miss Margaret McCarthy.



EASTERN MASSACHUSETTS DIVISION

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

CREDIT UNION AT NEW BEDFORD

THE Southern Massachusetts Telephone Workers' Credit Union will soon be doing business with headquarters at New Bedford. Following the policy of establishing separate Credit Unions throughout the state instead of branches of the Telephone Workers' Credit Union of Boston, this Credit Union was organized and, on September 15, held its first annual meeting in the Cornell Building, New Bedford, with more than 250 present.

A delightful musical program was furnished by telephone employees, consisting of a musical act by Clare C. Barry, Alice Payne, Janet Taber, Gladys Hathaway, Catherine Carman; novelty dances by Lena Lennie, accompanied by Helen Walsh; vocal selections by Mary Eatough; selections by the New Bedford Telephone Orchestra, consisting of Catherine Carman, Alice Paine, Gladys Hathaway, Clare C. Barry and Janet Taber.



JAMES F. McLAUGHLIN
President Southern Massachusetts
Telephone Workers' Credit Union

At the meeting the following directors were elected: C. F. Donahoe, James F. McLaughlin, George Taber, C. W. Chisholm, Nellie S. Walker, Mrs. Viola Chase, Charles A. Cook, Francis C. Sartoris, E. C. Burleigh, Robert S. Greenyer, Frank McNulty, Joseph P. Courteny, Hilda Nelson, Joseph A. Murphy and Sadie Wilde.

The Supervisory Committee elected were: E. J. Ames, J. W. Howard and B. Pineles.

The following were elected as a Credit Committee: Clare C. Barry, A. W. Kelley, George W. Mercer.

The directors elected the following officers: President: James F. McLaughlin; first vice-president: George L. Taber; second vice-president: Francis C. Sartoris; third vice-president: Frank A. McNulty; clerk: Joseph A. Murphy; director and manager: Colin W. Chisholm.

This Credit Union will serve what is really known as the southern section of the eastern Massachusetts

division, taking in Fall River, Brockton, New Bedford, Taunton, the Cape and other nearby places.

The New Bedford branch of the Telephone Workers' Credit Union was one of the first to be organized; it has been very successful and there is no reason why this new Credit Union should not be one of the best in our territory. Its officers and directors are enthusiastic workers, serving without recompense and it is their intention to have every telephone employee within the jurisdiction of this particular Credit Union a member inside of six months.

PLANT RATINGS

FRANK CRABTREE, New Bedford, *cable splicer, first class*; Thomas S. Kennedy, New Bedford, *cable splicer*; Milton M. Nichols, New Bedford, *cable splicer*; William C. Graney, Raynham, *head lineman and line foreman*; William F. Sullivan, New Bedford, *cable splicer*.

PASSING-THE-BUCK

IT'S popularly known as an army game, but it's played in all branches of business, social and political life. It's a great game for the fellow who's playing it, and he apparently enjoys it—until he wakes up to the fact that he's the only one being fooled.

The fellow who passes a small job along to some one else often causes a molehill to become a mountain or a tiny spark to assume the proportions of a serious conflagration. This is caused by the second fellow passing it along to a third, and then a fourth, fifth and sixth. At the end of a few weeks the job has everybody scared half to death and is consuming a tremendous amount of valuable time, when the first fellow could have disposed of it in a few minutes.

Passing-the-buck doesn't pay, to say the least. The fellow who is guilty of it either lacks physical and mental energy or he hasn't the courage to assume any responsibility. It's a vice, but we don't believe that it's a wilful vice—we believe it is an habitual vice, and therefore, one that can be overcome.

The remedy for overcoming this harmful habit is to be found in having the person afflicted properly trained and handled by some one who has long since discovered that passing-the-buck doesn't pay and has eradicated the slightest suspicion of it from his make-up.—*Transmitter*.

GREAT WORK

ON March 31, 1922, the Fall River Personal Service Committee started active duty.

With the exception of July and August, weekly visits were made to subscribers' stations throughout the city and several irregular conditions which were bothering subscribers were straightened out. Two serious criticisms have been satisfactorily adjusted by the Personal Service Committee.

Many friends have been made for the Telephone



FALL RIVER PERSONAL SERVICE COMMITTEE
Sitting, left to right: Rhea B. Vaillacourt, Jennie M. Keefe, Eva J. Cook, chief operator, Loretta L. Crofton.
Standing, left to right: Mary E. Shallow, Annie M. Coughlin, Teresa G. Flanagan.

Company through its efforts. The members have been instrumental in bringing 112 visitors to the Central Office, where all parts of the service have been thoroughly explained.

It is not uncommon to have a subscriber call in and ask for a member of the Personal Service Committee to help them out of a difficulty.

On June 2 the committee was very fortunate in having Mr. T. J. Feeney give them a very interesting talk along personal service lines.

Plans have already been made to start new activities again this fall.

PERSONAL SERVICE AT FALL RIVER

MISS ETHEL CLARKIN, a toll operator at Fall River, proved she believes in and practices Personal Service as the following letter to Manager Webb from Mrs. Gardner Carnett:

Will you be good enough to deliver the enclosed letter to the operator who took my call on last Sunday night.

It is so easy to "kick" at the service that I think when an opportunity arises to commend the same it ought to be just as readily embraced and am very glad to do so.

I was on my way from Cataumet to New York by way of the Fall River boat and just after I left the station at Cataumet I went by the harbor at Red Brook and saw a boat on which my boy had been racing, lying at the mooring with its mast broken off.

Having lost my other son in an accident four months ago, you can imagine my anxiety for the safety of this boy.

I tried to telephone from Buzzards Bay but found that I had no time and my only way of learning what had happened was to telephone from Fall River.

Upon trying to do so, I found that the line was busy and having waited until the boat was about to leave I asked the operator if she could not break in upon the line. She told me that she could not do this except in case of emergency and when I explained the circumstances it seemed to me that I had the connection instantly.

I found that the mast had not seriously injured anyone in falling and could take the boat to New York with my mind relieved of all anxiety.

I thoroughly appreciate the courtesy and quickness with which the operator grasped the situation and congratulate you upon having such a one in your employ.

NEWBURYPORT COMMENDED

THE following letter was received by the chief operator at the Newburyport exchange from Louis Orenstein:

The operator referred to is Mary E. Haley.

While in Haverhill, last Saturday, it was imperative for me to get in touch with a party located at 207 North End, Salisbury Beach.

Operator 37 did very good work in locating my party for me, and I wish to commend her to you.

PUPPY STARTS TELEPHONE CALL

THE following article appeared in the *Newburyport Daily News* of August 29:

The operator who handled the call is Miss M. Bertha Canning.

The night operator at the local exchange reported to the police that a call had come into the office from the house of Mrs. Mary Carey, 11 Merrill Street, and that she could get no response when she answered.

She could hear what seemed to be somebody crying, the sound being like that of a dog. Office Nason made an investigation, calling at the Carey house. He found that a little puppy had succeeded in capsizing the telephone stand, opening the circuit, and that it was the cries of the puppy which the operator had heard.

GO 'WAY, I'M BUSY

A NEW troubleman in the Brockton district, who was studying First Aid lesson on surgical shock, put this up to the wire chief: "If you should see me coming down the street, staring straight ahead, apparently seeing nothing, with my eyes dilated and in a dazed condition, what would you say was the trouble with me?"

Distracted wire chief with oodles of troubles on hand: "Nothing at all. I'd think you were out shooting trouble."

FIRST AID

A RED-HEADED visitor to Montreal thrust his head out of a passenger coach and excitedly cried, "A woman has fainted here! Has anyone a drink of whiskey?"

A man in the crowd handed up a pocket flask, and the visitor took a long swig.

"Thanks," he said, smacking his lips. "It always did make me nervous to see a woman faint."—*Exchange*.



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

ALMOST A HERO

SEEKING to emulate the daring deeds of his fellow workers who have been awarded Vail Medals, Frank McAllister, sub-station installer at Manchester, thrilled an audience of several thousand people at Hampton Beach recently. After swimming more than a quarter of a mile from the shore he discovered that the object of his efforts was not a human being in distress but the trunk of an old, water-soaked tree.



Many of his friends and acquaintances watched Frank dash into the rising surf and madly propel himself to the supposed drowning man, and then with disappearing visions of the medal and ceremonies incident to its presentation return disconsolately to shore.

In justice to Frank we admit that we have learned that the object resembled the body of a man and his efforts deserve favorable comment as it was not until after his return that the inspectors learned their mistake.

TRAFFIC WINS PRAISE

FROM many sections of New Hampshire commendatory letters praising the work of the traffic forces have been received. Here are a few of them.

Good operating service at Rochester prompted the following letter from Fred L. Dire to be written to Manager Gannon.

I wish to express my sincere thanks to the Rochester telephone operator who very kindly assisted me in getting a physician last night. As my small child was suddenly taken dangerously ill, I considered her help a great favor.

George McCarthy, our efficient night operator at Portsmouth, caused the following letter from R. J. Heaney to be received by Manager Drew, in recognition of good service rendered.

I received a very urgent call to Portsmouth last Saturday afternoon occasioned by the serious illness of my mother and upon my arrival in Portsmouth, if it had not been for the efforts and kindness of your operator who was on duty between eleven and twelve o'clock, I would not have been able to locate my people, and I wish to express my sincere thanks to him through you and congratulate you on having such an efficient employee.

Mrs. Idiorne, junior supervisor at Hampton, N. H., performed such good service for the Postal Telegraph Cable Co., that Manager H. E. Clarkson wrote the attached letter to Manager Collins in appreciation of her good work.

No doubt you would be pleased to hear something good of one of your operators, as well as the "bad." Well here's an incident that happened today, and it was surely a good piece of work by one of your operators at Hampton, N. H.

This afternoon, we had a "send out call" for a Mr. John E. Hardman, Red Top Cottage, Hampton Beach, but this call was unable to go through on account of no street being known, and the cottage not known to your office at Hampton. Upon this report we cancelled the call.

Later on in the day, your Hampton operator called this office, and informed us, that a Mrs. Hardman, had just called from a pay station and as this operator had remembered the name, she informed this Mrs. Hardman that we were trying to locate a Mr. Hardman at the Red Top Cottage, and the operator asking her if she was located at this particular cottage, and as she was, the operator told her the circumstances, and the call was put through, Mrs. Hardman taking the message.

I will be pleased greatly if you will kindly thank this operator for me for the interest she took in trying to put through this call, which was rather an important one. It shows that your operator was on the job, (although it was by accident.)

"CHEESE IT, THE COP"

"DICK" WILDER and his helper, George Grant, employees of the Cable Department, experienced an amusing happening recently while assisting in the splicing of an underground cable opposite the exchange building in Nashua. Late in the evening about 10.30 P.M. to be exact, Wilder and Grant descended into the central office manhole after procuring the services of a local man to guard the manhole and assist in preparing the necessary sleeves and lead, etc. To eliminate torch trouble the guardsman moved his tools to the doorway of a business establishment nearby and commenced his duties.

Everything went smoothly until midnight when their attention was drawn to the police patrol which was proceeding swiftly in their direction. Their curiosity was soon appeased, however, when the patrol stopped opposite the manhole and three policemen alighted demanding to know the nature



of their business. The guard happened to be an intimate friend of one of the police officers and he explained that they were telephone employees directly engaged in cable work.

The guardsman's answer, with the verifications of Wilder and Grant, readily convinced their inquisitors, who then informed them that the night operator had telephoned to the police station and advised them that a man accompanied by two other men were loitering about the doorway of—store equipped with lanterns, and what appeared to be other implements of a professional burglar in the paraphernalia. Upon receiving this advice the police officers proceeded with all haste as directed.

Although the alleged break proved a myth, the police officials commended the operator for her actions, adding that many times before fires were reported and thieves apprehended through the same source.

To avoid similar occurrences in the future, "Dick" Wilder has initiated the practice of informing the operators of their intended presence in business localities during the night.

JOIN THE CREDIT UNION

THE Telephone Workers' Credit Union in New Hampshire has inaugurated a definite campaign for more members. According to their statement as of August 1, they have 338 members, 261 depositors and 148 borrowers. Their assets as of July 31 were \$10,676.59. W. J. McLaughlin, Treasurer of the Credit Union, in speaking with a TOPICS representative said, "I know of no reason why every telephone employee in the state of New Hampshire should not be a member of our Credit Union. The help that we



W. J. McLAUGHLIN

have been and can be to telephone employees in times of stress and emergency is a big factor in the success of our Credit Union. You will note that during the month of July we loaned more than \$1,600 and that \$2,043.06 was deposited in the Credit Union, which proves that a number of employees have faith in our organization. Our rate of interest compares favorably with any savings institution in the state and as an additional feature telephone employees can borrow from our Credit Union without collateral up to \$100. This alone makes it worth while joining the Credit Union. Our officers give freely of their time and are doing their very best to make an ideal Credit Union for

telephone people in New Hampshire. I sincerely hope that those who have not as yet joined will get into line; for we need more members and New Hampshire needs a Credit Union, so that the advantages are mutual. We are looking forward to a big increase within the next two months."

What Mr. McLaughlin says is true and there is no reason why telephone employees in New Hampshire should not back up this organization and become members as promptly as possible.

"DE HOPERATOR"

DERE'S one swell h-operator dat 'tends our telephone, Dere's odders, dere beside her, but dere's none lak' her, none; She's queek, and her voice dat answer, am lak' a leettle brook Her smile I'm sure is lak' it, I can pecture how she look. She got de store, de blacksmit' or friend, if you wish to talk; And if seek she get de doctor, just two seconds by de clock. If I was young, lak' I was once, I'm sure I'd lak' her so. That if I went a-courtin' straight to her I'd go.

—Mary A. Dwyre,
Class "F" Agent, Canaan, N. H.

LANCASTER OPERATOR COMMENDED

GENERAL MANAGER LEWIS of the Coos Company received the following letter from A. E. Dick, manager of the Maplewood Hotel at which place there was a fire on the morning of August 14 just after seven o'clock. Miss Margaret McDonald was the operator who handled this matter. Mr. Dick's letter follows:

Permit me to take this opportunity to express our appreciation for the prompt and intelligent action on the part of your operator who was on duty at a few minutes past seven o'clock this morning.

When the alarm of fire at Maplewood was given her, there was no hesitancy on her part, she grasped the situation immediately and the prompt response from the Bethlehem Fire Department is evidence that she got word to them and spread the alarm with inconceivable rapidity.

IMPROMTU FIREMEN

WILLIAM HITCHCOCK, who was recently awarded a Vail Medal for helping to save a life, performed another act worthy of mention.

A short time ago as he and Frank Flynn drove into the Telephone Company's yard at Manchester, Vt., the fire bells rang. Noting that the fire was close by, they grabbed a fire extinguisher, ran across the street and put out a fire which had started while the building was being disinfected.

When the fire apparatus arrived the fire was out and the fire laddies were out of a job, thanks to Hitchcock and Flynn.

AN UNSUCCESSFUL GAS ATTACK

A COUPLE of Irishmen met in a Chicago street and one of them asked the other:

"What's this I hear about Clancy?"

"He's been tryin' to asphyxiate himself."

"G'wan! What did he do?"

"He lit every gas jet in the house and sat down and waited."

VAIL MEDAL PRESENTED MR. BLAKE

THE presentation of the Theodore N. Vail medal to Harold R. Blake took place in Keene, recently, in recognition of the noteworthy service which he rendered on November 2, 1921, when at the risk of his own life, he saved that of Timothy B. Haley, a fellow workman, who received an electric shock which rendered him helpless while working at the top of a pole in Milford.

President Jones in connection with a tour of New Hampshire made the award in the presence of local and division officials and a large gathering of fellow employees.

The medal, one of bronze, was accompanied by a framed citation describing the act for which it was given together with a small button to be worn in the lapel of a coat.

Following the ceremony Mr. Blake, local and division heads were tendered a dinner by Mr. Jones.

Thomas J. Feeney, assistant to the president, accompanied Mr. Jones.

GOOD PUBLIC RELATIONS

THE following congratulatory message from R. H. White, the well-known merchant of Boston, Mass., to Manager Feather refers to Arthur A. Blaisdell, sub-station repairman in Peterboro.

Arthur is a prime favorite among the summer colony in Peterboro by reason of his aggressiveness in eliminating line and station trouble.

I want very much to congratulate you upon having in your employ such a man as the one you sent to repair my telephone. Apparently he at once found the real source of the trouble, which the other men that had come had never been able to ascertain. He was a very fine sort of man. If we could multiply his kind by millions, all our troubles would soon be overcome. I could not help writing you this brief word of commendation. Thanking you very much.

A STUDY IN LIVING

BUSINESS is business, but men are men

Working, loving, and dreaming,
Toiling with hammer, brush or pen,
Roistering, planning, scheming.

Business is business, but he's a fool
Whose business has grown to smother
His faith in men and the golden rule,
His love for friend and brother.

Business is business, but life is life,
Though we are all in the game to win it.
Let's rest sometimes from the heat and strife
And try to be friends a minute.

Let's seek to be comrades now and then,
And slip from our golden tether;

Business is business, but men are men,
And we're all good pals together.



THEY ARE PROUD OF THEIR FELLOW WORKER

Mr. Blake, Vail Medal Winner, is seated in the front row between President Jones and Division Plant Superintendent Marden.



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

WHO'S WHO IN VERMONT

MISS H. MARION WILLARD, who is pictured standing behind the decorated desk in this photograph, completed on September 1 twenty-five years of service for the Telephone Company.

After graduating from Tedioute, Pennsylvania High School and taking a business course at Cushing Academy at Ashburnham, Mass., she started her



MISS H. MARION WILLARD

telephone career at Keene, N. H., September 1, 1897, as local operator, reporting to George L. Rice, then manager of that exchange. Three months later she was assigned to the bookkeeper's position, and in 1900 was made cashier, which position she filled for four years.

On November 6, 1904, Miss Willard was transferred to the chief operator's position, which she held for ten years.

At the time of the functional set-up she worked for R. C. Marden, who was then the division superintendent of the Fitchburg district. January 12, 1913, she was transferred from Keene, N. H., to the Greenfield, Mass., district as traveling instructor reporting to S. F. Parker, district traffic chief, and later when the Greenfield district was abolished, went to Rutland, the present division office, holding the same position as before and reporting to Mr. Parker.

On coming to the office recently, Miss Willard was surprised to see her desk had been decorated by the young ladies of the traffic department, who also gave her several useful presents, including a traveling bag, in testimony of their affection and esteem.

Miss Willard is conscientious and faithful, con-

siderate of others and has a broad knowledge of her work and also human nature, which makes her particularly adapted for the duties of instructor for the traffic department. Judging from her activities and youthful appearance, one can easily estimate a long period of usefulness, and we hope happiness in the future in her work for the best Company in the world.

FRANK A. JONES NEW CHIEF CLERK

UPON the resignation of Harry A. Noyes, chief clerk in the Plant Department, on account of ill health, Frank A. Jones has been appointed to that position.

Mr. Jones is a young man, but has spent a good many years in the Accounting and Auditing Departments, where he has had valuable experience to prepare him for his new position.

He first began his telephone career September 1, 1908, in the Revenue Accounting Department, working under R. P. Jones. In 1909 he was transferred to the Auditing Department under L. D. Knowlton, and in 1910 to the Plant Accounting Department which was in charge of H. C. McKay, where he worked until May, 1921, when he was transferred to Rutland, Vermont, in charge of accounting in the Plant Department for the state, and recently was promoted to his new position under W. T. Durfee, division superintendent.



FRANK A. JONES

PLANT NOTES

MISS AGNES McDERMOTT, who has been employed in the Plant Accounting Department at Rutland, has been appointed stenographer in the office of the chief clerk of the Plant Department.

Barney W. Reynolds who has been foreman in the Plant Department for many years has been promoted to the position of pole line inspector.

TRAFFIC NEWS

MISS VIOLA G. MOSHER, for the past year chief operator of the Rutland exchange, has resigned her position and returned to her home in New Bedford, Mass., where she is soon to be married.

Miss Mosher was tendered a farewell party by the operators of the exchange and presented her with an electric percolator and coffee set. During the time she has been in Rutland, she has made many friends who greatly regret her departure.



MILDRED BENEDICT

Miss Mildred Benedict, for the past two years chief operator of the Bennington, Vt., exchange, has taken the position of chief operator of the Rutland exchange, succeeding Miss Viola G. Mosher, resigned.

On leaving the Bennington exchange, she was presented with a handsome traveling bag by the operators of that exchange.

Mrs. Mary H. Murphy, for the past six years chief operator of the St. Johnsbury exchange, has resigned her position.

At a farewell party at the home of her sister, she was presented a set of Nippon china, a gift from telephone associates. The following morning when Mrs. Murphy went to her desk at the telephone office, there was further evidence of the affection of her associates expressed in a large bouquet of flowers.



ELIZABETH E. BASSETT

Miss Elizabeth E. Bassett, for the past three years supervisor in the St. Johnsbury, Vt., exchange, has been appointed chief operator of that exchange in place of Mrs. Mary H. Murphy, resigned.

Miss Agnes K. Murphy, for the past two years supervisor in the Bennington, Vt., exchange, has been appointed chief operator of that exchange in place of Miss Mildred Benedict, transferred to the Rutland, Vt., exchange.

The death of Sara Fecteau Reiber, on August 19, came as a great shock to those who knew her. Mrs. Reiber entered the employ of the Telephone Company, October 20, 1913, in the Traffic Department at White River.

January 16, 1918, when volunteers were called to go across, Mrs. Reiber was one of the first to join the Telephone Operators' Unit. She trained for a short time in Lowell, Mass., under Chief Operator Snow. March 1, she sailed for France, where she worked until the Armistice was signed.

Mrs. Reiber's willingness and good disposition won for her a host of friends. During the time she was in France, she married Major Reiber, being separated from him shortly after their marriage on account of both having to return to the companies with which they were serving. After the Armistice was signed Mr. and Mrs. Reiber settled in Chicago, where she lived until the time of her death.

A military funeral was held for her August 21 at White River Junction.



AGNES K. MURPHY

NEW SUPERVISOR OF PLANT ACCOUNTING

WITH the transfer of Frank Jones from the Plant Accounting Department to chief clerk in the Plant Department, Mr. Clarence F. Hepburn has been appointed to fill his place.

Mr. Hepburn has had a varied and instructive experience in the Accounting Department which well equips him for his position at Rutland.

His first job was in the Jamaica Plain district in 1910, where he worked as a clerk. Later he was assistant supervisor of coding in the General Plant Department.

In 1917 he was made supervisor of Machine accounting unit.

During the war, when Chief Plant Accountant Frank Colleton was in Washington, he was appointed to assist H. C. McKay who took Mr. Colleton's place. For a time he was supervisor of special work for Mr. Colleton.

Mr. Hepburn says that he thinks he will thrive on Vermont water.



CLARENCE F. HEPBURN

Placed in line, the telephones in the United States would reach from New York to Kansas City.



WM. E. GEARY, *Associate Editor*
PROVIDENCE, R. I.

"DON" COWELL RESIGNS

DONALD COWELL, who has been Branch office supervisor of the Union Street Commercial office, resigned on August 26 to enter the printing business in Providence.



DONALD COWELL

"Don" came to work for us in April, 1918, in the Directory Advertising Department, and was one of the live wire salesmen in this branch up to within the past few months, when he was transferred to other duties.

During the war he entered the service and was stationed at Camp Hancock, Augusta, Georgia.

"Don" was the first Associate Editor of TOPICS for this division

and also served as Secretary of the Telephone Society in 1921-1922. He has the best wishes of all his associates for success in his new field.

RHODE ISLAND DIVISION PRAISED

DURING the past month, a number of commendatory letters have been received in the Rhode Island division. Here are a few of them.

Chief Operator Collins of West exchange is in receipt of the following letter from William Heron and family, commending supervisor No. 14, who is Miss Katherine Kiernan for her courteous and efficient service.

William Heron and family wish to extend their most sincere thanks to supervisor No. 14 of West exchange for the very courteous and expert service rendered on the night of July 22 in securing a physician for one of the family who was dangerously ill, after we had given up hope of obtaining one, and again on the night of July 23, when we were trying to secure a taxi to take us to the hospital to the bedside of my mother, who was momentarily expected to pass away, and were unable to do so on account of the storm which was raging, supervisor No. 14 came again to our service and accomplished the seemingly impossible.

Manager B. M. Cronin has received the following from Dr. J. W. Leech thanking the Pawtucket Installation force for the prompt manner in which service was installed on Diamond Hill in Cumberland. R. I.

May I take this opportunity to express to you my appreciation of the promptness with which you installed my telephone at Diamond Hill this summer? It is such a comfort to Mrs. Leech and myself to be in touch with the rest of the world that I want you to know how grateful I am to you.

I am sure that these sentiments are also those of Dr. Brackett and Dr. Hammond who helped to make up the so-called "Cut-up Colony" of Diamond Hill.

Chief Operator Gavitt of Newport has received the following letter from Mr. Benjamin Whillen of the New York Yacht Club, which recently gathered in Newport harbor on its annual summer cruise.

I wish to express my appreciation of the very good service rendered us during the past week, both by the operators here at the clubhouse and at the central office.

OLD FRIENDS MEET AGAIN

ON Friday, August 11, at the invitation of Mrs. Galen Pierce, of Pawtucket Ave., East Providence, formerly Miss Beatrice Bowman of East Providence exchange a group of her former associates met at her house. The evening was pleasantly spent in renewing old friendships and in discussing old times at the East Providence office. Many incidents humorous and otherwise were recalled of former days. During the evening a luncheon was served by the hostess and the party broke up at a late hour with many expressions of thanks to the hostess and with hopes of many more such reunions.

Those present were Miss Alice Murphy, Miss Frieda Winter, Mrs. Mae Thompson McDermott, Mrs. Katherine Hurly Rooney, Miss Dorothy Goodwin, Mrs. Mildred Anderson Bump, Mrs. Alice Cain Ryan, Mrs. Jennie McManus Miller, Miss Gertrude Fountain, Mrs. Galen Pierce and daughter.

DEATH OF FLORENCE L. BROWN

THE death of Florence L. Brown on September 4 came as a great shock to her many friends in the Revenue Accounting Department.

Brownie entered the Telephone Company, June 7, 1915, and had made for herself many friends by her cheerful disposition. She will be greatly missed by those with whom she was associated during her years with the Company.

As many as 2,500,000 farms in the United States are equipped with telephones, nearly two-fifths of all the farms in the country. No other country has anything like this farm telephone development.

OPERATORS ENJOY SUMMER HOME

"PINEHURST" is the name of the cottage and Narragansett Terrace on the shores of Narragansett Bay was the place chosen by some of the Woonsocket operators as the ideal place to spend their week-ends and vacation during the season now closing. The girls who made up the lively group that selected this spot were the Misses Catherine Cummings, Clara and Genevieve Greene, Mary Maney,

though coming close to choking in doing it. Some of the contestants thought it necessary to swallow bottle and all. Miss Cummings and Miss Maney copped the wheelbarrow race and Miss Lynch and Miss Lennox were declared champs in the three-legged race. The prize for causing the most excitement was presented to Miss Finn who rode a very disconsolate donkey into the house led by Genevieve Greene in a rube costume. Miss Finn was awarded the "Brown Derby" for this stunt.

A harvest cotillion was held on Labor Day, with the cottage prettily decorated for the occasion with sheaves of wheat and rye and stalks of corn.

It is planned to have a number of week-end parties this fall.

FIRST AID NOTES

A NUMBER of incidents occurred during August when the employees in this division were able to put their knowledge of first aid to good use in assisting injured persons.

Frank Russell of Union was stepping from a trolley car on Fountain Street, in Providence, when a large touring car drove past, knocking down one of the passengers who had just alighted. Mr. Russell assisted in extricating the man from underneath the car and gave him first aid pending the arrival of the ambulance.

Another case occurred on the highway near Fall River, Mass., on August 30 when an automobile struck a boy riding a bicycle, throwing him some distance and badly lacerating his face. Safety Supervisor Ernest Noke was driving past at the time and witnessed the accident. He immediately took the boy into a nearby house and applied first aid treatment so effectively as to excite the admiration of the doctor who had been called. The doctor stated that Ernest had handled the case exactly as he would have treated it himself.



SOME SMILES FROM WOONSOCKET, R. I.

Top row left to right: Misses Mary Jones, Madonna Jones, Mary Maney, Cecilia Leonard, Magdalen O'Neil, Irene Cummings. Front row left to right: Ethel Finn, Edna Jones, Catherine Cummings.

Ethel Finn, Cora Lynch, Mae Lennox, Magdalene O'Neil, Madonna Jones and Edna Jones.

Despite the general inclement weather this summer, the girls enjoyed a gala time. Bathing, dancing and numerous other amusements kept every one busy.

On July 4, the girls held a field day with a regular program of sports, Miss O'Neil was awarded the palm for first honors in swimming, while in the "Field Sports" Miss Clara Greene won the bottle race



HAIL, THE GANG'S ALL HERE

Mrs. T. A. Cullen (nee Kennedy) is showered by her former associates



District and Department NOTES

NOTES FROM THE FIELD

MISS MABEL WARREN of Union, who resigned on September 9, was presented a handsome ring by her associates as a mark of their regard and esteem.

Miss Florence Ramey has rejoined the Union operating force and received a warm welcome from her old friends.

In anticipation of the coming marriage of Miss Margaret Herlihy, a shower was given in her honor by Miss Mary McGrath at her home "Thorn Acres" at Hillsgrove on Saturday afternoon and evening, September 9. Dinner was served at 6 o'clock by the Misses McGrath, after which the surprise was sprung on Miss Herlihy. She received many beautiful and useful presents. Music was enjoyed until a late hour, the feature of the evening being a harmonica solo by District Traffic Chief Collins, accompanied by Julia McGrath.

Miss Herlihy, who has been on the service observing board, resigned her position on September 9 and was given a locker shower on that date by her former associates.

Cupid has again invaded the Broad office: Congratulations are now being extended to the Misses Ella Gallagher, Betty O'Rourke and Betty Lennon.

Miss Nellie MacNeil, one of the Broad supervisors, figured that there were not enough thrills in Providence so she decided to take a little jaunt out West. She got some thrill when on nearing Pittsburgh, she suddenly discovered that some one had evidently frisked her handbag; for a substantial roll of the stuff that the paymaster brings around Thursday was among the missing. We haven't heard the sequel to this.

Miss Lena Hathaway of the Commercial office has gone on a vacation trip to Grand Rapids, Michigan.

Raymond L. Carpenter, who at one time was commercial manager at Woonsocket, and who is now in business in New York City, was married on August 26 to Miss Matty Beers. It will interest many of Ray's former friends and associates in this division to learn that he has finally joined the ranks of the benedicts.

R. N. Pettigrew of the division engineer's force (sometimes known as "One Cylinder") was enjoying a sail recently down Narragansett Bay in the good ship "Waneta" hanging on to the main mast rigging which suddenly gave way precipitating "Newt" into the waters of the bay. Distress signals were raised at once, being answered by Charley Loof of Crescent Park in his 85 HP ferry boat (?) which he keeps tied up at the dock for this purpose. After swallowing a lot of salt water Newton was hauled finally on deck and given a suit of yellow oil-skins. He reported for duty next day in a nobby English tweed suit (herring-bone design) with cravat and socks to match, his regular suit having been relegated to the dry cleansers to remove the salt tang.

Previous to his departure from Newport, at the close of the summer season, Mr. Elbridge T. Gerry, one of the well known members of Newport's famous summer colony, sent the girls at the local office a generous gift in appreciation of the excellent service rendered by the operating force.

James P. Gibbs is a newcomer in the division engineer's office. Jimmy worked for the Company several years ago and has now returned to his first love.

M. P. Gallup spent his vacation down in Maine. "Shad" says the roads down there jolted his flivver considerable.

Fred Nelson recently put over a little deal in swapping tables in his department that would have put an old time horse trader to shame. As a result of the deal, Fred got rid of what he claims was a "flapper" table. Those who may be curious to know what con-

stitutes this type of table are referred to the genial Fred who will be glad to supply the information.

The well known "Jip" Provan spent his vacation in jipping along in his famous flivver to New York City and thereabouts.

Mr. S. Remington and Mr. Carville Hands are newcomers in the Providence commercial office.

Miss Ethel Brooks of the district plant office enjoyed a vacation at Matunuck, R. I.

The engagement is announced of R. C. Crawshaw of the division engineer's office to Miss Florence C. Denham of Providence.

Miss Elizabeth Leonard of Pawtucket enjoyed a two weeks sojourn at Oak Bluffs.

Miss Kathleen Drohan, junior assistant chief operator at Angell has a very beautiful diamond ring and is receiving the congratulations of her friends and associates.

Miss Liguori Sweeney of West office was given a personal shower recently at the home of Miss Margaret Maguire. She was showered with rose petals as she entered the room and was presented with numerous beautiful gifts. An entertainment was given during the evening consisting of vocal solos by Miss Anna Cassie, piano selections by the Misses Regan, Lucas and Mackey together with a specialty by the Misses McElroy and Greene.

"Jimmy" Harrigan, the genial line foreman was at Plant headquarters recently and rendered his new selection, the "Rattle Song" from "Ford." For an encore he gave the "Foam" song from "Lux."

Miss Mae Conners spent her vacation at Norfolk, Va., Baltimore and Washington. Mae is some traveler!

Miss Mary Fitzpatrick of service observing has recently returned from an extensive tour of "Seeing America First" which included a trip to the Pacific Coast and Alaska.

J. M. Weeks of Cable Department has been transferred to Providence district line assigning force.

SEPTEMBER BRIDES

MISS MARY C. KENNEDY, a popular Union operator was married on September 12, at St. Patrick's Church, to Mr. Thomas A. Cullen, one of the well known members of the Providence traffic force. Miss Kennedy was presented with a beautiful chest of silver from the girls at Union and also a handsome set of madeira.

The wedding of Miss Helen R. Sheehan, formerly of Union, and Mr. Peter J. Grimes took place at the Church of the Assumption on September 6. Miss Sheehan was remembered by her associates with a handsome mahogany tea wagon.

Miss Edith Lee of Union was married recently to Mr. Herbert Harrison, and Miss Alice Anderson, also of Union, became Mrs. Everett Briden. A joint shower was held for Miss Lee and Miss Anderson by the girls at Union, at which they received a great many useful gifts.

Miss Jenny Harlow, of the Union office, was married recently to Mr. Joseph Lovett.

Miss Dorothy Courture of the Broad office became Mrs. Perenteau on September 4. A surprise miscellaneous shower was held in her honor on August 21 by Miss Lennon and Miss Soderback at which Miss Courture was the recipient of many useful gifts with the best wishes of her associates.

Miss Cecilia Maude Allen Cooper of Broad, was married to Mr. Lloyd Durfee of Swansea, Mass., at St. Stephens' Church on Saturday, August 26. The wedding was very largely attended by the friends of the bride and groom, the ceremony being followed

by a reception at the home of the bride's parents on Mitchell Street.

Miss Mary L. Meledy of Central Information was married on September 6 at St. Pius Church to Mr. Sydney Doyle. Miss Lillian Canon of the Commercial Department was bridesmaid. Miss Meledy was given a locker shower on September 1 and received many useful gifts.

Miss Hazel Mastin of the Division Engineer's office was married on September 10 to Mr. J. Edward Beauregard. Miss Mastin was presented by her associates with a beautiful gift of silverware.

East Greenwich had two brides this month, Maude Barbour became Mrs. Clarence Hoxsie and Mary Burton was married to Daniel Masterson.

Miss May Walsh, information operator at Pawtucket was married in September to Mr. Martin Farrell and was remembered by her associates with a beautiful floor lamp.

Miss Jane Burrell of the Pawtucket operating force was also a September bride, being married during this month to Mr. James Ward. Mrs. Ward received a handsome floor lamp as a wedding gift from the Pawtucket operators.

On September 9, Miss Agnes Strom resigned her duties in the Revenue Accounting Department to become the bride of Ralph E. Bender of Chicago, Ill.

A rousing send-off was tender her and the presentation of a desk lamp from her associates.

Miss Ruth Champlin left the ranks of the Revenue Accounting on September 16 to become the bride of Mr. Ralph B. Peyton of the Commercial Department. Her associates presented her with an electric lamp on her departure, while Mr. Leyton's colleagues remembered him with a handsome smoking tray, suitably inscribed.

Miss Gladys Nelson of Revenue Accounting was given a surprise kitchen shower on Saturday, August 26, by her office associates. She was married on September 12 to Mr. Henry F. Gustafson and received a beautiful lamp along with the best wishes of her friends and associates.

TRAFFIC CHANGES

UNION—Mary E. Maguire, from senior operator to junior supervisor. Rose Maguire, from junior supervisor to local supervisor.

PLANT DEPARTMENT CHANGES

THE following men have qualified by examination for advanced ratings:

C. F. MacDonald, 2nd, *cable splicer*; H. A. Fauly, East Greenwich, *lineman*; A. I. Farrow, East Greenwich, *head lineman*; W. S. Hall, *line foreman*; Christopher J. Dunn, *lineman*; J. M. Hyde, Pawtucket, *class "C" sub-station repairman*; W. A. Cash, *lineman*; H. K. Reed, Valley, *class "B" local testman*.

Organization changes in the Plant Department during this month are as follows:

N. Albert Parsons formerly chief line assigner in the Providence district has been transferred to the division engineer's office.

Howard Albro has been appointed chief line assigner to fill the vacancy caused by Mr. Parson's transfer.

NEWPORT FLOAT WINS PRIZE

ON invitation from the Chamber of Commerce of Newport, R. I., the Company entered a handsomely decorated float in the automobile parade held on Labor Day night, which carried off third prize. A large auto truck, was secured and under the direction of Ernest Noke, division safety supervisor, assisted by Clifford Carr of the Plant Department, a section of switchboard was set up at one end and a number of sub-station sets installed around the

truck with a girl at each phone. Arrangements were made so that the bells were kept ringing at intervals and the whole truck was tastefully decorated and illuminated by electric lights, while four spotlights flooded the whole scene with light. Ernest himself was stationed under the hood and enlivened the scene with his shouts of "Number Please" in his



NEWPORT'S PRIZE WINNING FLOAT

usual dulcet tones. The young ladies who participated were one of the chief attractions of the parade and received a continued round of applause all along the route. As they passed the judges' stand all stood and saluted to an accompaniment of telephone bell ringing which feature drew a big hand from the crowd. Misses Brown and McPherson represented the Commercial Department and from the Traffic Department were Miss Dorothy Foster, assistant chief operator, and the Misses Gertrude Hennion, Jennie Larson, Gladys Anderson, Lillian Stapleton, Julia Cook, Dorothy and Helene Cornelius, Gertrude Steeves, Avis Edin, Orba Willis, Mary Mahon, Eleanor Moriarty and Josephone Linehan. After the parade the girls were entertained by Manager and Mrs. W. A. Wright at the Miantonomah Club.

CHIEF OPERATORS ENJOY OUTING

ON Saturday, August 26, the chief operators of the Providence district enjoyed a very pleasant outing as the guests of Miss Mary J. Agnew, Pawtucket chief operator, at her summer home at Touisset Point. Bathing was enjoyed during the morning hours which brought out the fact that the Providence chief operators are some mermaids when it comes to swimming. It was the consensus of opinion that Miss Angilly should be given first honors in this line with honorable mention to Miss Helen Graney and likewise Miss Harriett Birmingham.

An "Agnew" clam dinner was served at noon by the hostess and the afternoon spent in playing bridge and listening to an entertainment. We understand Miss Harriett Birmingham was awarded the first honors at cards, while in the line of entertaining, Miss O'Connor and Miss Collins were featured in vocal solos, with the Misses Agnew in piano selections. Mention must be made, too, of an interpretation exhibition of the latest jazz steps by Miss Mary Walsh.

SUB-LICENSE AND CONNECTING COMPANIES

JOSEPH R. WYCKOFF, *Associate Editor*

50 OLIVER STREET, BOSTON, MASS.



Standing, left to right: W. F. Davis, engineer, Sub-License Department; A. H. White, White Mountain Telephone Company; G. W. Hutchins, Central New Hampshire Telephone Company; G. H. Bugbee, Franklin County Telephone Company; P. G. Barrows, Moosehead Telephone Company; C. J. Knickerbocker, Granville Telephone Company; M. W. Hicks, Granville Telephone Company; F. W. Mason, Moosehead Telephone Company; E. J. St. Clair, Franklin County Telephone Company; M. P. Abbott, Maine Telephone and Telegraph Company; H. J. Radcliffe, General Accounting Department, New England Telephone and Telegraph Company.

Sitting, left to right: J. R. Wyckoff, Sub-License Department; John Gadd, White Mountain Telephone and Telegraph Company; G. F. Hagerman, Sub-License Department; H. T. Turner, Central New Hampshire Telephone Company; F. W. Story, assistant to the president, New England Telephone and Telegraph Company; C. L. Dill, Aroostook Telephone and Telegraph Company; L. S. Black, Aroostook Telephone and Telegraph Company; H. F. Martin, Eastern Telephone and Telegraph Company; R. F. Brown, Sub-License Department.

A SPLENDID CONFERENCE

ON Thursday and Friday, September 14 and 15, at 50 Oliver Street, Boston, was held a conference of the general managers of the Subsidiary Companies and the Plant representatives of the same.

The assembling of the Plant heads was the distinctive feature of the conference session and marks a step in advance in sub-license affairs. As one of the general managers said: "It depends in a great measure on the men in the field, their brains, their ingenuity, their knowledge of the mark we are shooting at, whether our trial balance is a delight or a tragedy." Both days were full of constructive criticism, helpful suggestions and expert advice.

The meeting of the Plant men was opened Thursday with George F. Hagerman in charge.

The men present from the different companies were as follows: Aroostook Telephone & Telegraph Company, C. L. Dill; Carroll County Telephone Company, J. D. Reny; Coös Telephone Company, T. W. Matson; Central New Hampshire Company, G. W. Hutchins; Franklin County Telephone Com-

pany, G. H. Bugbee; Granville Telephone Company, C. J. Knickerbocker; Heath Telephone Company, C. W. Dickinson; Maine Telephone & Telegraph Company, P. O. Howard; Moosehead Telephone & Telegraph Company, P. G. Barrows; White Mountain Telephone & Telegraph, A. H. White; Eastern Telephone and Telegraph Company, H. F. Martin.

The meeting was addressed by six members of the New England Plant Department. Thomas Cooper, Jr., spoke on "Exchange Transmission," Walter Whitmore on "Interference, Protection and Transmission Maintenance," J. H. Douglass on "Transmission Testing," A. J. Beach on "Materials and Methods," H. G. Grush on "Tools, Machinery and Maintenance" and F. R. Clark, on "Switchboards." Some very good practical ideas were brought out during these talks and assimilated by those present.

The men were taken to dinner at the City Club and from there to the theatre where they enjoyed Julia Sanderson in "Tangerine."

Friday morning they sat in with the general managers at the latter's conference, Assistant to

the President F. W. Story, presiding. Mr. Story opened the meeting by expressing his great satisfaction and delight in the presence of the Plant men. "It was to them" he said, "and their subordinates that the Companies looked for the keeping up and the improving of the service and the strengthening of the Company's business relations with the public." Mr. Story then turned the meeting over to Mr. Hagerman. The first topic of discussion was the "Budget" with Mr. Hagerman blazing the way and the general managers following with their own individual method of producing results. Vice-President and General Manager Driver of the New England Company gave a very inspiring talk on "The High Spots of Budget Making."

The subjects "Regrading of Service," "Expense," with sub topics, "Current Maintenance," "Reduction in Cost," "Automobiles," etc., brought out some spirited discussions. Dr. Lynch, T. J. Feeney, assistant to the president, talked very instructively on "First Aid and Accident Preventions." This closed the morning session.

After luncheon at the City Club, the Plant men were taken to see machine switching in operation and the general managers came back to their conference room for the afternoon discussions.

Vice-President and General Counsel Pierce talked informally and interestingly on "Commission Regulation" and its helpfulness in many ways to telephone companies, both large and small. Agency offices and their advantages, deferred toll business and plant and general accounting were the principle topics of the afternoon. Mr. Waring and Mr. Radcliffe spoke on accounting methods and coding. General Superintendent of Traffic Bowen talked informally at different times during both morning and afternoon sessions, making many helpful suggestions. General Manager Turner of the Central New Hampshire Telephone Company, in the closing moments of the meeting, thanked Mr. Story and the New England Company in behalf of the general managers and plant men for their entertainment which had been thoroughly enjoyed and much appreciated, and also asked Mr. Story to extend to Mr. Driver their appreciation of his interest in the meeting and his highly interesting and helpful remarks.

Everyone felt, as the conference was adjourned, that it had been one of the most successful and most beneficial yet held by the Sub-License Department.

The companies and their managers represented at the Friday conference were as follows: Aroostook Telephone & Telegraph Company, L. S. Black; Coös Telephone Company and Carroll County Telephone Company, W. A. Lewis, Central New Hampshire Telephone Company, H. T. Turner; Franklin County Telephone Company, E. J. St. Clair; Granville Telephone Company, M. W. Hicks; Heath Telephone Company, F. L. Reed;

Maine Telephone & Telegraph Company, M. P. Abbott; Moosehead Telephone & Telegraph Company, F. W. Mason; White Mountain Telephone & Telegraph Company and Connecticut Valley Telephone Company, John Gadd; Westerly Automatic Telephone Company; Dr. John Champlin and W. A. Sheffield.

CAN'T BE MIXED

THE accompanying picture shows the disastrous effect of mixing cider and gasoline. There were two men in the car when it left the road just south



of Plymouth. It took out forty feet of fence and a telephone pole, landing upside down with the occupants underneath who miraculously escaped serious injury.

COÖS NEWS

AUGUSTA MCKINLEY, operator at Gorham, has resigned her position to enter the services of the New England Company at Lewiston, Maine. Gertrude Dauphney is the new operator.

Mildred Osborne at Whitefield has resigned her position which has been taken by Margaret Gorman.

Martha McDonalds and Hazel Morrill, summer operators at Littleton, have resigned their positions to return to school.

P. J. Murphy, Plant foreman, who has been ill since June 4 visited us recently for a short time. He is unable to return to work at present.

W. J. Judge, repairman at Lancaster, is the proud father of a 10-pound son.

Persis G. Clark, supervisor at Bethlehem, has resigned her position. Cause: Wedding bells.

Plant Superintendent Matson is passing out the cigars. Mother and daughter are doing well.

Vice-President and General Manager William R. Driver and General Commercial Superintendent L. N. Whitney recently visited our general office. Come again, gentlemen. The latch string is always out.

Earle F. Newton, the wire chief at Concord, N. H., was a recent visitor to Lancaster.



Dividend checks from the American Telephone and Telegraph Company are received quarterly by more than 200,000 telephone users.

Owned by those it serves

Less than fifty years ago an application was made for a patent which created the possibility of speech between distant points. It was the culmination of years of study, research and experiment. It suggested a new aid in commerce and domestic life; a new tie to bind the people together. But it was only a suggestion—a dream.

To make that dream come true required the creation of an organization unlike any other. It demanded a kind of scientific knowledge that was yet to be formulated, as well as a type of equipment still to be devised. And it necessitated the financial and moral support of many communities.

Out of this situation grew the Bell System, bringing not only a new public service, but a new democracy of public service ownership—a democracy that now has more than 200,000 stockholders—a partnership of the rank and file who use telephone service and the rank and file employed in that service. The American Telephone and Telegraph Company exists

to serve the people and is owned directly by the people—controlled not by one, but controlled by all.

Evolution is going on. Each year the ownership is more widespread. Each year the various processes of the service are performed more efficiently and economically. Each year new lines and extensions are constructed. The responsibility of the management is to provide the best possible telephone service at the lowest possible cost and to provide new facilities with the growth of demand. To do these things requires equipment, men and money.

The rates must furnish a net return sufficient to induce you to become a stockholder, or to retain your stock if you already are one; after paying wages sufficient to attract and retain capable men and women in the service. They must adequately support and extend the structure of communication.

These are considerations for the interest of all—public, stockholders, employees.



" BELL SYSTEM "

AMERICAN TELEPHONE AND TELEGRAPH COMPANY
AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service