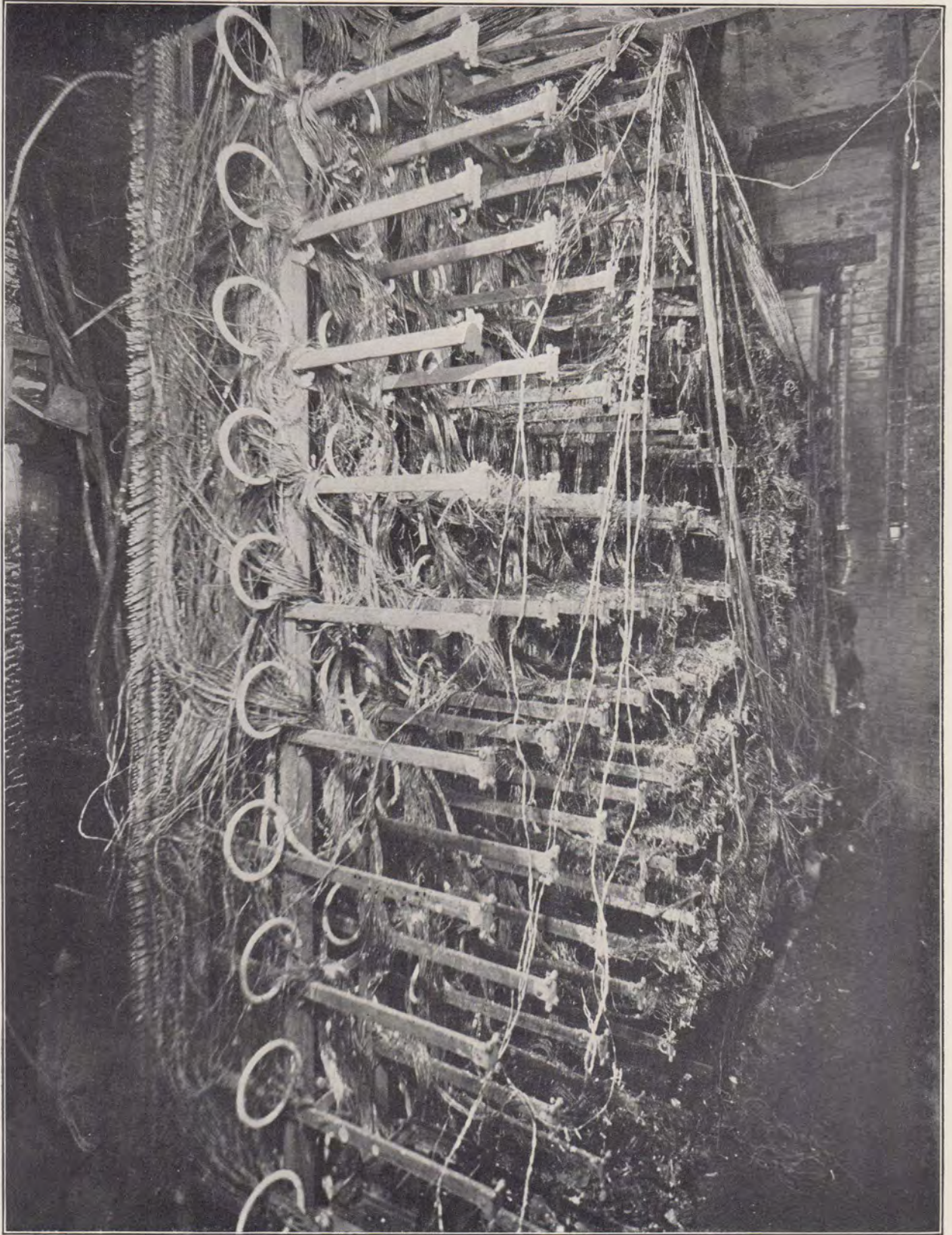


TELEPHONE TOPICS



Cashmir F. Shea
CASHMIR F. SHEA

MARCH 1925



WRECK OF BOSTON TOLL MAIN FRAME

Disastrous Toll Test Room Fire of February 16, 1925, Started Here

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

Amazing Recovery from Boston Toll Fire

LESS than five days after fire had destroyed the Boston toll test board and all its equipment on February 16, service was completely restored to every point in New England.

During that time a new toll test board was cut into service, 2,000 circuits were reconnected and over 50,000 outward toll calls were completed with a crippled plant.

Restoration of service in such record time was a remarkable job. There has never been anything like it. The fire severed every line in the second largest toll office in the world, handling over 50,000 toll calls daily, and paralyzed the chief telephone nerve center of New England.

In a few seconds 400,000 telephones in Greater Boston were completely shut off from communication with 600,000 others in our territory.

While the water from four lines of hose was still cascading like a mountain brook down the stairs, and flooding the cable vault in the sub-basement, the work was started.

It continued for one hundred and eleven hours without let-up.

There was nothing spectacular about the restoration—no running about, no shouting of orders, no dramatic scenes, no whirlwind finish. Every foreman, every supervisor, every worker knew what to

do and did it quietly, skillfully, quickly. It was well-directed effort at its best.

Hats off to the gang who accomplished one of the best pieces of work this company, or any other telephone company, will ever witness. It could not have been better. It deserves the highest praise.



CUTTING OUT THE OLD—CUTTING IN THE NEW

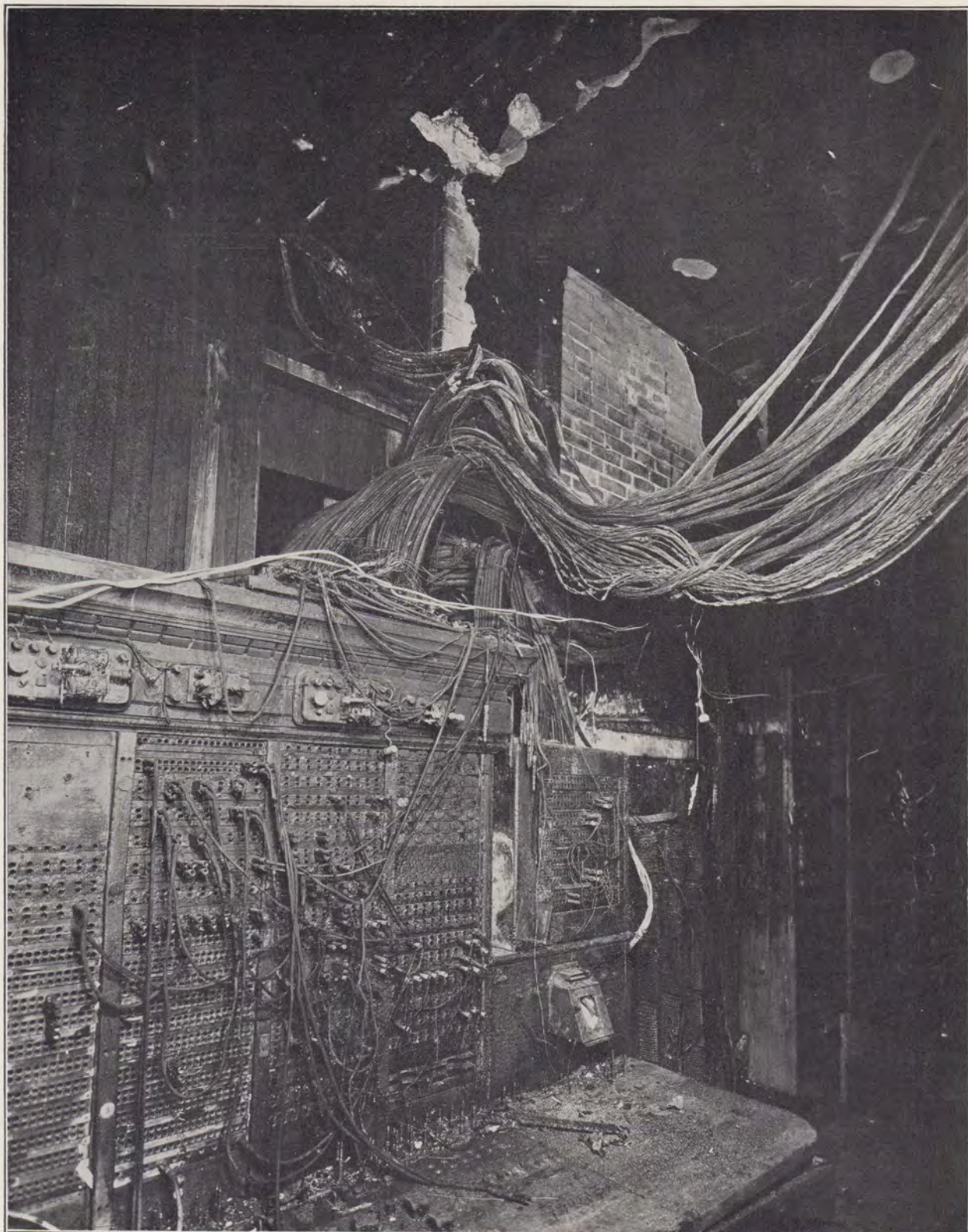
Several men worked until their hands were blistered and bleeding from continuous handling of wire and pliers, but they stuck it out with the same spirit that telephone men always show in an emergency.

At the start it was estimated that the job could not be finished in less than ten days or two weeks. But as the hours wore on, and one gang followed another, day and night, it became apparent that a record would be established to stand for some time.

The fire started about 8.30 Monday evening. At 6 o'clock Tuesday morning 3 per cent of the circuits had been reconnected; at 6 P.M., 10 per cent; at midnight, 11.3 per cent. Wednes-

day evening, 48 hours after the fire, the percentage stood at 52.7; Thursday evening, 73.9; Friday, midnight, 95; Saturday noon, all lines restored.

As the work went on progress became slower because of more complicated phantom circuits and other equipment left until the last. But it was all



ONE END OF TOLL TEST BOARD

Note the Thrown Neutral Drop which Gave First Warning

done systematically and with splendid co-ordination. Men from various departments worked together as one unit and with a single mind to complete the job at the earliest possible moment. What they did will not soon be forgotten.

But mere percentages of progress do not tell the whole story by any means. A far better measure is the remarkable way in which the traffic forces handled and completed a rapidly increasing toll business over a skeleton plant and finished the five days with over 50,000 completed toll calls to their everlasting credit.

Careful planning, and the delegation of specific duties to men and women who can both think and act promptly, made it possible to utilize every circuit to its full capacity.

And yet all the planning and all the supervision would have availed nothing had it not been for the splendid way in which the toll operators handled the situation under trying conditions. They were on the job every second with a keen realization of the importance of their work.

Of course they knew the circuits and how to handle the keys and plugs and all the many other things that make a good toll operator, but such a crisis required more courtesy, more speed, more intelligence, greater accuracy.

All these requirements they manifested to a marked degree and there are thousands of telephone

users who bless them for their helpfulness. They share with the plant men in this splendid record of accomplishment.

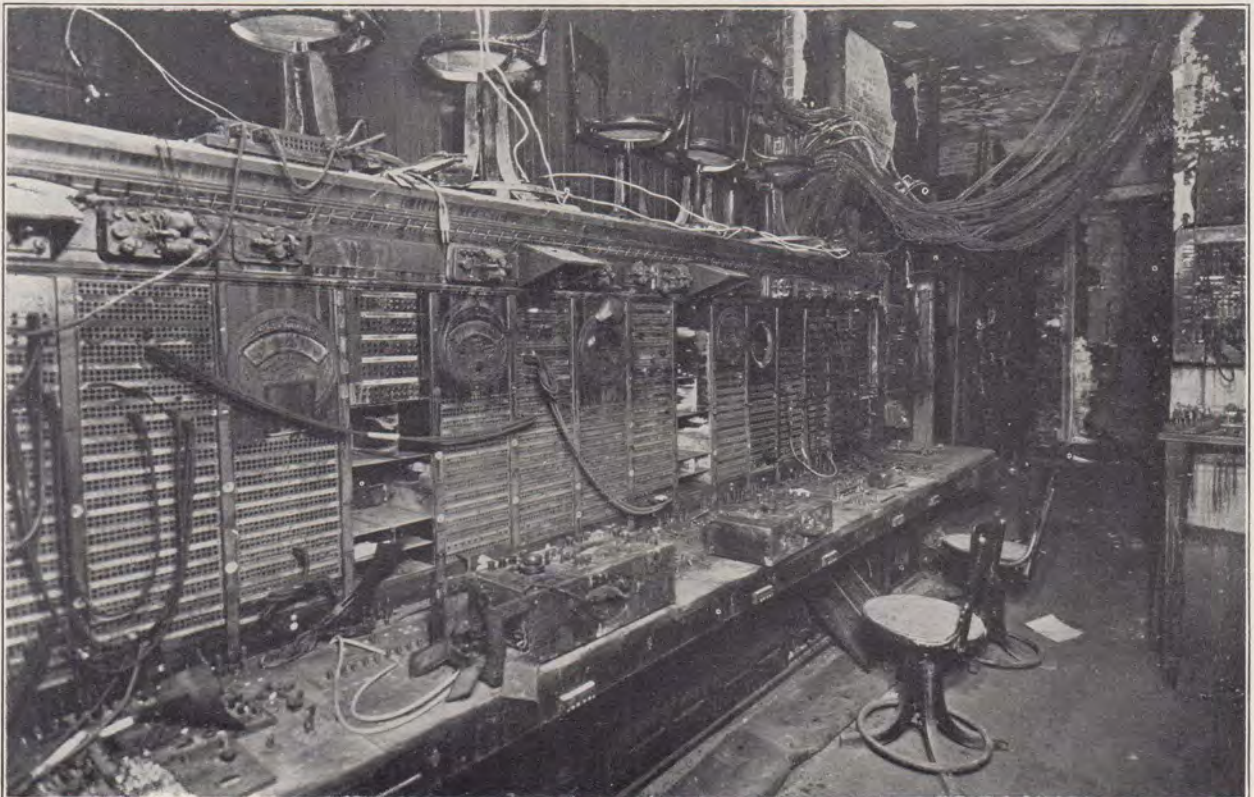
In dealing with the public during this emergency the toll recorders held a key place. For nearly four days they patiently and courteously told each person desiring to make a toll call there would be an indefinite delay and that conversation would be restricted to three minutes.

Over and over again, thousands of times, they repeated this and always "the voice with a smile" won the good favor of the person calling and a realization that the company was doing all it could to restore his service promptly.

The first work of toll traffic engineers was to establish at once a skeleton plant that would give a few circuits to the more important toll centers and in that way establish lines to many other points. Working on that basis communication was possible Tuesday noon to nearly every central office in the territory.

The American Telephone & Telegraph Company, with its long-distance operating room in the same building, was not affected by the fire and willingly turned over every available circuit to the New England Company.

With the aid of these American Company lines hundreds of calls were sent over round-about routes. For example, calls from Boston to Portsmouth, N. H.,



BURNED TOLL TEST BOARD, END OF MORSE BOARD ON RIGHT



AFTER THE FIRE WAS OUT
Auxiliary Toll Intermediate Distributing Frame

went by way of Springfield, White River Junction and Concord.

To get a true picture of the amount of traffic handled during the five days following the fire you should know that on a normal day at this time of the year, the Boston toll office handles an average of 13,200 completed toll calls and a much larger number of inward toll traffic.

And yet on Friday, with only about 90 per cent of the circuits restored to serve, 16,862 toll calls were recorded and 14,120 were completed, an increase of 920 over a normal day with all circuits in use, and a completion record of nearly 84 per cent of recorded calls.

The record for the first day after the fire is even more striking. With but 10 per cent of circuits reconnected, 5,958 toll calls were completed; on Wednesday, 9,919; Thursday, 11,581; Saturday (a half business day in Boston), 12,052—a total of 53,630 completed toll calls in five days.

As the work of restoration went on and the number of completed toll calls increased from day to day there was a growing enthusiasm all along the line. Everyone who had a part in the great work was eager to scan the bulletin board set up to record progress and seeming to have a personal pride in the final figures.

Although the fire was the most serious the company ever experienced, and the interruption of toll

service was a catastrophe, it would have been infinitely worse but for the larger, more modern toll test board that was scheduled for cut-over early in April and placed in position over a year ago on another floor in the same building.

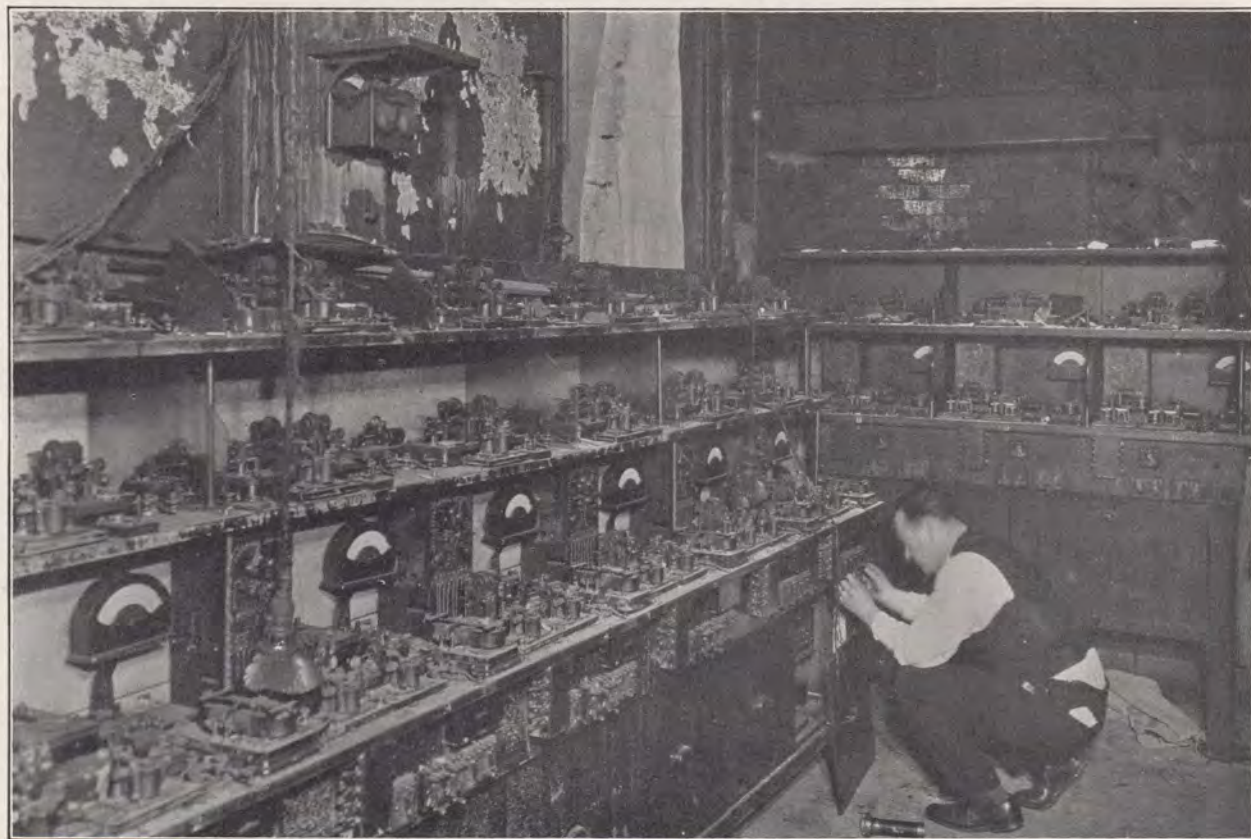
It was that new board and associated equipment that saved the day. Without it complete toll service could not have been restored for weeks, and possibly months.

There it stood bright as a new dollar on the seventh floor with every key and cord and all its complex and intricate apparatus for toll-line testing in its proper place. Nearby were the shiny brass instruments used in press service and on brokers' lines, and the new radio panel.

Yes, it was all there except the lines connecting it to the toll board on the eighth floor. Literally, it was as dead as a door nail on the night of the fire.

And yet the following morning it was humming with activity and every position was filled with men waiting to test out each new line reconnected. You may be sure that those men knew what they were doing. It was no place for a novice.

In order that you may partially visualize the scene of the fire in the toll test room you should know that it occupied a space about 30 feet long and 15 feet wide at the very top of the Milk street building. It was really a little brick house erected some



DUPLEX AND REPEATER TABLE, SWEEP BY FIRE



PART OF EQUIPMENT INSTALLATION FORCE

twenty-five years ago on top of the ninth floor and projecting above the roof. The room was crowded and much too small for the important part it played in telephone service.

During the past quarter of a century there has not been a time, day or night, when trained men have not been on duty in that little room that was almost home to them. Away up above the noise of the busy streets they were continually testing the lines, finding trouble, and guiding linemen on their way during storms to the fallen poles and twisted wires.

When the fire started from some unknown cause, H. B. Molholm, D. C. Ames and Fred G. Waldron were at the board.

Shortly before 8.30 o'clock a trouble bell rang and annunciator drops fell without warning as a blinding flash shot up from the cross wiring in a frame less than 15 feet away. In a second the frame was a wall of flame.

Molholm immediately telephoned to John Herzig, night wire chief in the Main and Congress central

offices, who called fire headquarters. The flames spread so rapidly that the three men were forced to leave the room at once about the time an explosion of hot air blew out all the windows.

As the fire swept across the test board and wires snapped, approximately 100 toll conversations were suddenly cut off. In addition, an unseen audience of millions suddenly had their entertainment snatched away from them as radio stations using telephone connections were cut off.

Station WEEL of the Edison Light was broadcasting a special concert from the Charlestown state prison which was halted abruptly in the middle of an address by Sanford Bates, commissioner of correction. Station

WNAC was forced to abandon its broadcast from the Checker Inn. Explanations were announced from both stations.

In addition to the radio service, serious dislocation of the New England news services was caused. The facilities of the Consolidated Press, the Associated Press, United Press and International News Service



INSTALLATION SUPERVISORS



PART OF TOLL TEST FORCE

were cut off and makeshift relays over thousand-mile loops were hastily made.

All the lines set aside as telegraph circuits for use by bankers and brokers were burned off, but by Wednesday morning all had been reconnected and service given as usual.

As the first fire engines went into action below, Deputy Chief Power ordered a bell alarm which brought additional ladder trucks. Aerials were hoisted to the sixth floor, over which hose lines were run. The men dragged their lines from the sixth floor up the stairs to the board room perched on the roof. Additional hose was hoisted up the Oliver street side of the building with ropes.

Although water is one of the worst enemies of electrical apparatus, the firemen had no time to work with sand or other substances. Their first efforts were to drown the flames, which had already leaped through the roof, and to prevent any further downward spread.

Within a few minutes gallons of water were cascading down the stairs from the roof, but the protective crews had already covered apparatus and boards in the toll recorders' room on the ninth floor and the toll operators' room on the eighth.

The operators in these rooms, 25 or 30 in each, lived up to the traditions of the switchboard. So far

as is known, only one fainted, even though all could see the angry reflection of the flames in the windows of buildings across the streets. All refused to leave their posts until the protective department men forced them out by covering the boards with rubber blankets.

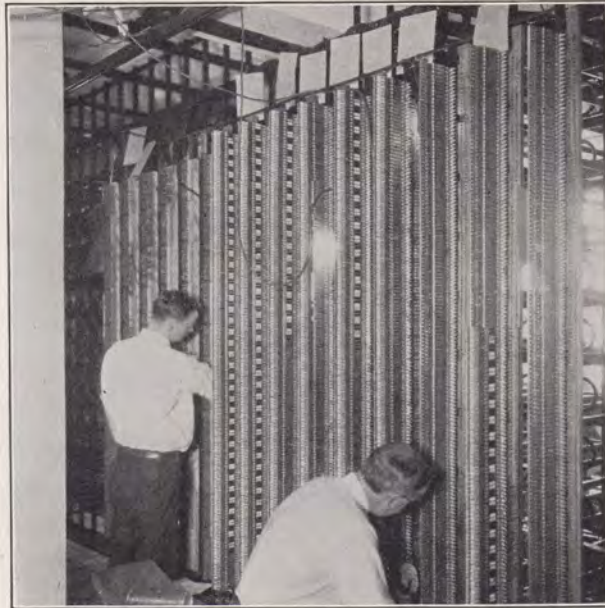
Further down in the building, the operators on the Main and Congress exchanges and on the Tandem Central Information and Long Distance boards also decided to "stick," and local business was carried on as usual during the evening.

The fire did not affect inter-office calls between exchanges in the Metropolitan division, but it prevented toll calls from any of those offices to points outside the division, with a few exceptions.

The long distance trunk lines to New York, Buffalo and the trans-continental lines of the American company were not affected and toll calls along those lines from points outside Boston in New England which are ordinarily routed through the New England com-

pany's boards, were relayed through test boards in other cities.

After the first excitement of the fire was over, the operators in the toll recording and toll operating rooms returned to their posts. Alice Connell and Catherine Tierney, who were in charge of the toll



UNDERGROUND CABLE TERMINALS



PART OF THE TRAFFIC FORCE

operators on the eighth floor, immediately began to rearrange the work and plan for the morrow.

About 1 o'clock Tuesday morning a small crew of cable spicers went into the cable vault in the basement, pumped out the water, cut all the cables running to the old board and half spliced the lines to cables running to the new toll test frame. That work was completed about three hours later.

Meanwhile, equipment installation and maintenance gangs had been routed out of bed and started work on wiring the new toll test board frames and soldering many thousands of wire connections.

During the next five days an augmented force of toll operators was required to handle the business under such abnormal conditions.

On all sides telephone people heard nothing but commendation and praise for the effort put forth to restore service promptly. Several newspapers printed editorials along the same line. The *Boston Telegram* said:

SERVICE FIRST

Faced with the worst disaster in a generation, when fire ravaged the main office, burning out 1,400 toll circuits and causing damage of \$125,000, the New England Telephone & Telegraph Company splendidly vindicated its slogan: "Service First!"

A flash of flame, an explosion and the crashing of glass would cause panic in most workshops. But glorious traditions of the telephone service were stronger than the instinctive urge of fear that dismayed 100 girls at work nearby. The same tradition sent men doggedly fighting the fire that followed.

Factory fires have brought chaos. School fires, where girls were students, have brought disaster and death. Self-preservation and fear outweighed all else.

Not so with those 100 girls at work at their switchboards. Some of the younger ones became panicky for the moment, but the older girls, veterans in the service, with the esprit de corps of their

calling firmly implanted, remained at their posts with a valor as great as any that hallows battlefields.

They remained at their posts until, told to leave, they filed out in orderly fashion.

Nor were the girls the only ones. Matt B. Jones, head of the company; George H. Dresser, general manager; L. W. Layton, division superintendent, and other officials, called from their homes, raced to the scene.

With the speedy precision of a military unit, emergency crews and repair men from all corners of the state were called into service and rushed to Boston.

Even as they came, those on hand labored to restore the crippled, silent lines.

"Service First!" regardless of all else. Their honor and the honor of their company was at stake. They must not fail.

They did not fail.

From the president down to the most humble laborer, they toiled through the night. Twenty cities and towns were cut off completely. Invaluable cables were useless. Thousands of subscribers faced utter lack of service. The loss in a business way threatened to be staggering.

So they toiled and sweated. Hours were forgotten as they fought the cause of "Service First!" They won. Daylight saw much of the chaos righted. All that human hands could do had been done.

Firemen were still working at the blaze when the girls returned to work.

It was a Homeric fight, against terrible odds—but victory came—slowly but surely.

Telephone workers and officials have given new significance and honor to their tradition: "Service First!"

The *Boston Post* referred to the "go-do-it spirit of the company" as follows:

GREAT WORK

A few days ago fire nearly wrecked the toll service testing room of the New England Telephone & Telegraph Company. For a while it seemed like a great disaster to the long-distance service of the company—and for a few hours it was. But then the ability and energy of the company went to work and almost immediately the service cables began to do their accustomed job.

Within 70 hours after the fire, it is stated, 67 per cent of the



MAINTENANCE SUPERVISORS



PART OF MAINTENANCE FORCE

service had been restored. That is a splendid record and one that could hardly have been equalled in any telephone centre of the country. The result is a fine tribute to the go-do-it spirit of the company and to its desire to be of value to its subscribers. We are glad to praise the company and its skilled workers for their quick recovery from what might have been a grave misfortune.

It is at such times of stress that the value of our relationship with the Western Electric Company is demonstrated. Only through a system of centralized stores such as that company maintains in Boston could we obtain the necessary materials with the essential speed and service. When Tyler Holmes, Boston manager, was informed of the fire his reply was, "No matter what equipment you need, if it's in the United States you can have it."

Both he and Edward Palmer, Western Electric warehouse foreman, co-operated splendidly with the New England Company men, as they have always done. There was nothing they could do to help that was left undone.

Frank Mahan, division supervisor of supplies, was in the building very shortly after the fire began. Harry T. Keenen, central district storekeeper, and Mr. Mahan drove in together and they immediately started on their task of providing the necessary supplies. Working on their own initiative, and using Mr. Keenen's car to carry supplies from the Western Electric warehouse, these two men had delivered enough cross wiring for 20 crews before 11 o'clock on the night of the fire.

As an instance of service, it was necessary for our men to obtain 320 resistance coils. At 8 A.M. the next morning 80 were delivered and the remaining 240 were on the way by express from New York before 10 A.M. The essential heavy gauge cable was shipped before 11 A.M.

Equipment installation men were at work putting the new toll test board into service before the firemen left the building. Many came in and volunteered their services; others were called by telephone from their homes, from theatres and from all parts of the city.

The job necessitated cutting in the cross wiring on the combination distributing frame. This involved cutting off 17 cables to the old test board at the toll intermediate distributing frame and making approximately 98,000 new connections.

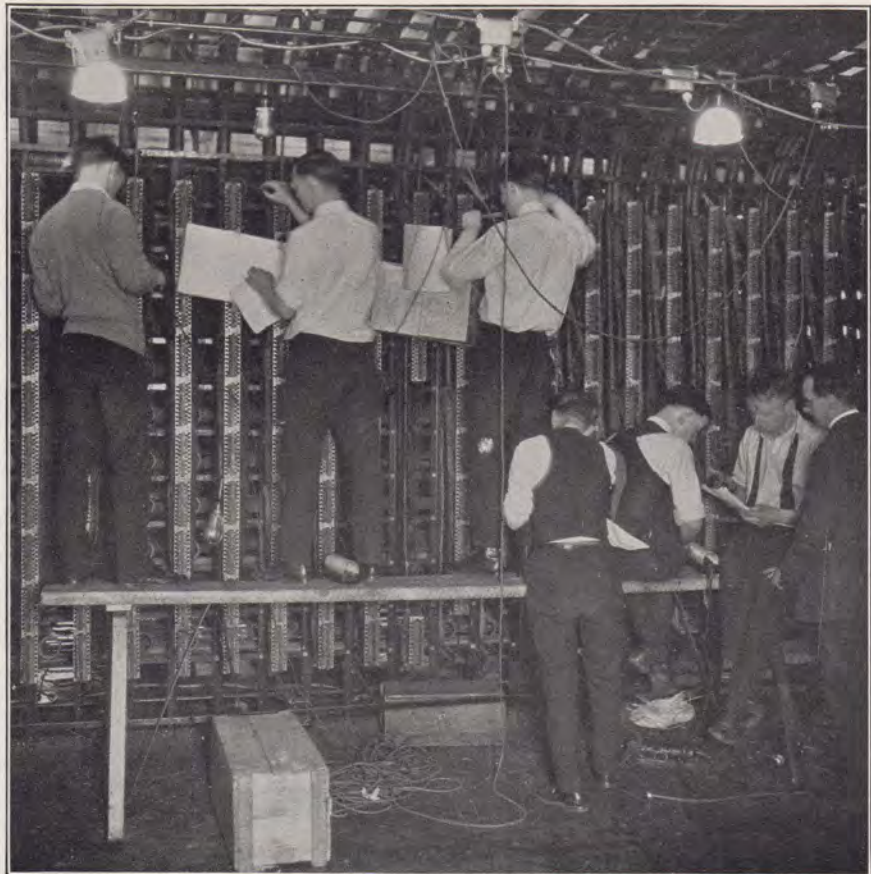
The cross wiring differed considerably from ordinary work of this kind. As an example of the complexities that were involved it is only necessary to mention the cross connecting of composite sets, composite ringers and work on physical, phantom and simplex circuits.

One of the many examples of faithfulness and the real spirit of "Service First," was exemplified by Chief Repairman C. T. Lynch. He reported for duty shortly after the fire started and, although he had worked all that day, he continued on the job for 40 hours without rest.

W. J. Hadley, equipment inspector, was visiting a sick friend in the hospital. On returning home his wife met him at the door and told him of the fire. "Billy" did not even take time to go into the house, but raced for the railroad station and arrived just in time to board a train. A short time later he was on the job.

Many of the men heard of the fire over the radio and rushed to the building, although some did not regularly work at Milk street. Among these were H. C. Swanson and J. J. McDonough, former senior testmen at Milk street, and now wire chiefs at Roxbury and Dorchester.

Swanson took charge of a crew organized to run



CUTTING IN ON NEW COMBINATION MAIN FRAME

new crosswire on what is known as the toll I. D. F., thereby routing the circuits into the new toll test board. McDonough handled many cases or re-routing lines throughout the day following the fire.

Frank Barry, janitor of the Milk street building, did a fine job in organizing the men and women of his group. They did splendid work in keeping the water from seeping in on the lower floors.

Cutting over to the new toll test board would have been infinitely more difficult, and complete restoration of service delayed for many days longer had not Transmission Supervisor Ralph Y. Scott of the Metropolitan division started on July 24, 1924, to give his entire attention to preparing the necessary papers for cutting over from the old to new toll test boards. He was assisted by Toll Testmen R. E. Burditt and D. J. Conry, and by Central Office Repairman Louis K. Brisbin of the Main wire chief's force.

At the time of the fire the equipment installation force had not completed the new toll test room equipment and Scott had not finished preparing his papers. For that reason it meant completing the expected cutover a month or so in advance of schedule and doing it under high pressure while completing the equipment installation and the necessary papers at the same time.

The Boston toll test station is responsible for about 529 ring-down trunks, 189 outward and 140 inward toll-switching trunks, 132 outward and 141 inward tandem-switching trunks, 48 tie trunks, private lines, etc., 56 radio telephone broadcasting loops and 33 miscellaneous circuits. There are about 117 separate telegraph channels and 60 local Morse loops. All of these had to be restored to service through the new

toll test board and the new combination toll frame, along with about 247 local trunks with which the toll wire chief is not concerned.

The work of restoration progressed with an emergency organization set up with Weston A. Gray in charge of the toll testmen looking after the Eastern wires; Harry Sargent in charge of the men on the Western group; E. J. Johnson supervising those on the Northern wires and Fred L. Holt directing the efforts on the Southern section.

Ben Bartlett was put in charge of distributing all trouble reports on all the circuits, both in the building and out. He kept a close check on every report of trouble made by everyone and saw to it that each report got proper attention.

Repeater Chief Elmer A. Leavitt did a wonderful piece of work getting the broker and ticker wires going after the fire. He was giving telegraph service to broker and press wires over facilities seemingly impossible of use. The news service was going through as usual on the morning following the fire; and by 11 o'clock on Wednesday morning all brokers' lines and news service were completely restored.

Seventeen cables to the old board were tapped some time ago to the new board. By cutting off these 17 cables in the basement vault, it was possible to give clear cables to the new toll frame.

The work was done under the direction of Splicing Foreman Frank R. Durgin, with First-Class Splicer William L. Foley, and Splicers' Helpers William J. Stearns and Henry Clark. Foreman of Cable Testers R. E. Carpenter and Cable Tester Paul DeCaro were also on hand to render what assistance was necessary.

Restoration of service was under the general direction of Herman A. Kiedaisch, general supervisor of



TESTING LINES AS CUT IN ON NEW TEST BOARD

equipment installation; Philip Hogan, division superintendent of plant; L. W. Layton, division superintendent of traffic.

The work was done under the supervision of the following:

Equipment installation force—J. B. Kirby, W. P. Clark, F. T. Hannon, C. R. McBride, C. F. Hannon, J. P. Hadley, N. T. Long, P. E. Grant.

Equipment maintenance force—J. J. Murphy, C. E. Ames, J. W. Slavin, W. J. Hadley, E. A. Baker, C. T. Lynch.

Toll testing force—R. Y. Scott, G. S. Wallace.

Cable force—Harold Tarr, J. McCarron, F. R. Durgin.

Traffic force—E. E. Browning, G. A. Morley, N. C. Loud, S. I. Daniels.

Those who aided in the restoration were:

EQUIPMENT INSTALLATION

C. F. Ahern, D. L. Coyne, A. G. Doyle, D. L. Doherty, W. J. Kilduff, J. A. McQueen, T. E. Parker, T. A. Welch, H. L. Schoenherr, A. Billotte, J. S. Blagdon, Jr., C. F. Burke, M. X. Carr, F. L. Cassely, E. J. Corcoran, D. V. Coughlin, J. M. Dempsey, G. C. Downey, R. F. Duval, R. T. Doherty, F. J. Dorgan, J. F. Daley, L. P. Duffy, J. Franklin, J. C. Foley, W. J. Ford, P. J. Graham, R. E. Garvin, A. J. Hennrikus, R. H. Hancock, H. E. Keane, T. G. Kirby, B. W. Kelliher, R. E. Lindner, F. L. Lyons, C. J. McCarthy, A. H. Mulhern, B. J. Mullaney, W. J. McEachern, J. H. Mulhern, J. J. Muldoon, C. E. McCarthy, W. J. McMahon, J. H. Murphy, Jr., J. J. Murphy, E. F. Murphy, A. C. McAvoy, J. X. Murphy, J. D. Miller, H. S. O'Gorman, C. S. Payson, R. W. Quigley, O. W. Stahl, G. E. Smith, L. M. Stahl, H. P. Villiard, J. J. Walsh, W. J. Welch, M. A. Weidman, F. B. Wilson, T. F. White, J. J. Clarke, H. F. Fleshman, T. C. Buchanan, A. L. Doherty, W. H. Donovan, F. M. Dwyer, W. J. Cullinane, J. H. Callahan, J. F. Fay, J. H. Galvin, D. R. Kirby, T. L. Kirby, J. A. Hunter, R. L. Jewell, W. E. R. Masterson, A. N. McCauley, M. J. McDonough, E. P. McGillicuddy, J. F. Mulhern, A. E. Newell, D. R. McDonald, F. R. Oliver, A. J. Sullivan, F. X. Tansey, J. H. Golden, H. S. Woodward, D. J. Hurley.

MAINTENANCE

W. A. Beatty, J. E. Brooks, E. O. E. Byrd, F. L. Brennon, L. K. Brisbin, A. I. Carey, J. M. Cotter, W. F. Curley, L. S. Durkee, G. R. Dyer, D. H. Farren, F. S. Fisher, C. W. Giles, T. L. Glynn, J. A. Goggin, W. F. Henderson, D. J. Heffernan, J. A. Herzig, A. W. Honer, C. J. Kelley, M. Kelley, T. J. Kelley, W. H. Kerrigan, W. Lennox, H. Lougee, F. J. Lynch, P. A. Lynn, J. B. Lister, A. Martin, W. A. Maynard, H. O'Connell, J. F. O'Mara, G. G. Parsons, C. E. Prest, F. J. Pearse, J. E. Quigley, D. D. Smith, G. P. Stevens, G. V. Whittaker, L. K. Whiting, R. F. McKeever, F. W. Peterson, D. H. Anderson, B. J. McInnis, R. Gorman, C. O. Pearson, A. J. Benoit, J. Healey, T. L. Gatley, H. C. Swanson, E. Ford, J. A. Smith, J. J. MacDonough, J. Sullivan, B. Hagan, H. MacAndrews, C. Ward, C. L. Crawford, T. Dockery.

TOLL TESTING FORCE

W. J. Jelley, D. J. Conry, R. E. Burditt, W. R. Runnells, E. A. Leavitt, L. C. Heartz, E. J. Johnson, C. E. Scott, D. C. Ames, H. B. Molholm, F. G. Waldron, P. D. Murray, R. H. Estey, J. H. Johnson, Jr., D. J. McRae, J. J. Doherty, A. J. Paradise, G. F. Sullivan, J. P. Manning, J. E. Dunbar, J. B. Powers, G. L. Vianello, C. T. O'Malley, R. Gray, F. S. Hoff, C. A. Tainter, D. Howland, W. Clark, J. H. Douglas, B. Bartlett, J. F. Petersen, C. R. Abels.

TRAFFIC FORCE

P. S. Bannister, W. A. Libby, A. McClure, D. L. Marshall,

L. W. Twombly, H. C. Hannigan, R. D. Clark, C. G. Ames, M. F. Breed, R. S. Palmer, E. J. Daly, J. S. Erskine, F. J. McGee, T. F. Williams, J. A. Martin, M. D. Getchell, H. A. Black, A. A. Carter, F. B. Dadmun, T. F. Long, T. Flanders, D. F. Condon, G. B. Bailey, H. M. Stevens, W. J. Lynch, E. McEvers, J. J. Callins, H. L. Ryan, W. H. Reid.

△ △

THE ANNUAL REPORT

IN the annual report for 1924, President Jones discusses the financial condition of our company, and emphasizes the need for additional revenue.

"Manifestly, such a situation cannot continue if we are to furnish adequate telephone service in the coming years; that is, if we are to maintain our present service upon a satisfactory basis and are also to meet the demands of the New England public for additional service. In order to do this we must, within the next five years, construct the plant necessary to operate about 320,000 additional telephones, and this means that we must obtain additional money to the extent of approximately \$100,000,000 during that time.

"In order to secure this money we must have net earnings that will enable us to compete with other enterprises seeking funds from those who have money to invest."

President Jones estimates that the new general rate schedule now under discussion will provide for an average increase in the territory as a whole of about $2\frac{3}{4}$ cents a day per telephone, and that the increase in the Metropolitan area around Boston and in a few other sections, where net earnings have been considerably below the average for the company as a whole, will be somewhat greater than this average figure. Outlining the conditions which have resulted in the urgent need for additional revenue he says:

"On January 1, 1920, the average investment for plant and equipment was \$138.64 for each telephone operated. On January 1, 1925, we have an average investment of \$182.91 per telephone.

"The existing difficulty with respect to earnings is not temporary but will continue in an accentuated degree until relief is given in the form of adequate rates for service, and unless relief comes during 1925 the earnings for that year will be poorer than those in 1924."

During the year the company made a new record in the amount of the construction work done to meet the demand for service. Expenditure for gross construction and equipment amounted to approximately \$34,063,000 as compared with \$29,013,000 in 1923.

In 1924 the company installed 213,482 telephones and disconnected 147,522, making a net gain of 65,960 for the year. It closed the year with a total of 1,069,359 telephones.

Our Massachusetts Rate Case

HEARINGS on our company's new Massachusetts rate-schedules—in their third week as this is written—are progressing in a rapid and orderly way. To this, the decision to defer cross-examination until our case is complete has contributed.

Most of the time the full commission has been sitting. Chairman Attwill and Commissioner Stone have given a little time to other matters; but Commissioners Ellis, Wells and Hardy have been in constant attendance.

As counsel for the Commonwealth representing the public, Henry A. Wyman and Charles H. Gilmore have been attentive listeners. E. Mark Sullivan appears for the City of Boston and other municipal remonstrants.

There has been almost no public attendance, from which it may be inferred that people generally are well informed and content to leave the justice of our cause for the commission to determine.

Ralph A. Stewart is acting as special counsel for our company, of which he is a director. He has Vice-President Charles S. Pierce and General Attorney George R. Grant as associates.

Opening our case, Mr. Stewart summarized the company's outstanding capital obligations as \$83,025,400 stock, \$46,820,000 funded debt and \$31,219,200 floating debt,—a total of \$161,064,600, substantially all permanently invested in telephone plant.

For 24 years prior to 1920, he said, new money put into the business averaged \$2,400,000 a year. In the four or five years since, it has averaged \$19,300,000 a year,—an index of the enormous recent growth of the telephone business.

Coming at a time of high price levels, this expansion plus replacement of outworn plant at double original costs, has carried average plant-and-equipment per telephone from \$138.64 in 1920 to \$182.91 on January 1, 1925; with the certainty that

this average will go still higher in the next few years. This, Mr. Stewart said, is the root of our company's troubles, as operating expense per telephone has not increased since 1920.

As to the reasonableness of the increases asked for, Mr. Stewart said that since 1913 in Massachusetts, steam railroad fares have increased 55%, steam railroad freight rates 60%, and street railway service in the Metropolitan district of Boston 75%,—whereas our average revenue per telephone has increased only 15%.

He declared that not only must the \$31,000,000 floating debt be permanently financed at the first opportunity, but that another \$100,000,000 new money must be had to pay for plant extension for the next five years' telephone demand. Earnings adequate to establish high credit are vital.

For a year and a half our company has not fully earned its dividends, and has paid them only by drawing on surplus. Surplus is now reduced to a point where only two more quarterly dividends can be paid unless relief is had.

Mr. Stewart contended that the 8% dividend maintains our stock only a few dollars above par, and that to cut the dividend would drive it below par and so make impossible the legal issue of new stock.

Looking at the situation from another angle, Mr. Stewart said that for the first full year, which he assumed to be 1926, the proposed rates should yield \$11,900,000 additional gross revenue—\$9,500,000 of it in Massachusetts. In that year, under existing rates, earnings before interest and dividends (estimated at \$13,500,000) should be \$6,780,000—leaving \$6,720,000 to be taken from the new revenues. Federal taxes on income and State taxes on capital would be increased by \$2,725,000. Payments under the 4½% contract with the American Telephone and Telegraph Company would increase \$535,000. These three items, therefore, would absorb \$9,980,000 of the new revenues, leaving

A Sense of Proportion

The editor of the *Daily Hampshire Gazette* of Northampton has a sense of proportion. The following from his pen appeared in the issue of February 11:

We don't know much about the question of whether the New England Telephone Company needs higher rates; all we know is that our monthly telephone bill sent to the house is \$2.75, and that it used to be \$2.50. We got a haircut, the other day, and paid 50 cents for it, while we remember that we used to pay only a quarter. You don't hear the board of aldermen getting up any protest against the barbers' jump of 100 per cent, but an increase of 25 per cent in the charges of a great corporation makes them red-headed.

only \$1,920,000 for surplus. This Mr. Stewart compared with a \$192 surplus after a year's operation of a \$25,000 business.

President Matt B. Jones testified that relations of the New England Company with the American Company, are two-fold. The American owns 58% of the New England's stock; and there is a so-called "license contract" under which, for services rendered by the American, the New England pays 4½% of its gross telephone revenues.

Among these services, the American Company furnishes and renews the transmitters, receivers and induction coils used by subscribers, thus relieving our company of several millions of capital investment together with depreciation and maintenance charges thereon. The New England is privileged to use, without royalty and with guarantee against infringement litigation, all the American's present and future patent rights. Use of one of these patents alone, President Jones declared, is worth to our company and our subscribers more than the entire payment under the contract. Asked to what patent he referred, he named the Pupin coil.

The contract makes available the result of research work by the American's staff of electrical and telephone engineers, which President Jones described as the foremost body of telephone experts in the world. This work—if we could do it at all, which President Jones doubted—would be less efficient and more costly. Likewise, the work of a staff of plant, traffic, commercial and accounting experts is available. Legal matters before the Interstate Commerce Commission, the income tax authorities, and other Federal bodies, are handled by the American's legal staff, as are other matters of common interest.

With regard to the \$31,000,000 floating debt of our company, President Jones said it is in the form of 6% demand notes to the American Company.

Questioned specifically as to the possibility of bank-borrowings, he said banks do not consider it a banking function to supply money for permanent investment in plant. If it could have been obtained at all, it would have been at the cost of heavy interest returns. Under our contract with the American, he said, a uniform interest rate of 6% obtains, regardless of the fluctuations of the money market. This arrangement President Jones characterized as of very great value, saying that since May, 1923, sums aggregating \$63,000,000 have been advanced us on 6% demand notes for our construction work. Because of the New England Company's financial

condition, it would have been practically impossible to get this new money elsewhere on reasonable terms, and without it construction would have had to stop.

The cost of these and other services to us and to our subscribers amounted in 1924 to \$2.14 per year per telephone; and similar contractual relations obtain between the American and several other operating companies of the Bell System in which the American owns only minority stock.

Our company, Mr. Jones said, ought in his opinion to earn 8% on its property used in the public service. For several years past it has earned less than 6%; in 1925, at present rates, he estimated earnings at 3%; and the proposed rates will not produce over 7%. Meantime the combined electric light and gas companies in Massachusetts earned in 1923 an average of 11.18% for dividends.

Comparing New England telephone earnings with those of the rest of the United States, President Jones testified that in 1914 our revenue per telephone was \$2.50 higher than the average of Bell System companies, but in 1924 was lower by \$9.00 per telephone.

General Auditor Frederic E. Moore presented detailed figures backing up the general statements



FREDERICK L. RHODES
Outside Plant Development Engineer
 American Telephone and Telegraph Company

of Mr. Stewart and Mr. Jones as to revenues, expenses, and requirements. He made the point that, of the new revenues, taxes will take about 18½c. in every dollar. Allowing for other contingent costs, the company will net only about 77c. on each dollar.

It is true, he said, that, in 1924, an increase of 9½c. net, on each revenue dollar would have taken care of deficit and provided a very modest surplus. But to net 9½c. our company would have had to get nearly 12c. gross. Furthermore, the financial problem is progressive, and in 1926—the first full year the new rates can be operative—we shall need a gross of 20½c. more on the dollar. That is approximately what the new schedules should produce.

Depreciation—how we reckon it and properly charge it to operating expense—was testified to at length by George K. Manson, our chief engineer. He defined depreciation in telephone plant as “the using up of units of telephone plant in giving telephone service.” That “using up” is the difference between the cost of a plant unit installed ready for service and the net salvage from the same unit, removed from service and dismantled.

The Interstate Commerce Commission prescribes that depreciation shall be distributed as evenly as possible over the useful life of the plant. It is therefore necessary in all cases, Mr. Manson said, to determine the service life of various plant units, and the salvage reasonably to be expected.

Mr. Manson pointed out that, because of this even distribution requirement of the Interstate Commerce Commission, our company would not be permitted—even if it were good business—either to charge off a plant item in one lump, or to vary the depreciation charge against operating expense from year to year with the rise or fall of earnings.

As service life and salvage vary widely with different plant units, Mr. Manson said depreciation is reckoned separately on 28 different classes of tele-

phone property. Service life varies from five or six years in the case of tools and subscribers' station apparatus, to 60 years for toll conduit and exchange main conduit. Net salvage varies from 32% less than nothing on bare exchange wire, to 64% plus on subscribers' station apparatus. Taking a weighted average, the composite annual depreciation charge is 4.9% for Massachusetts, and 5.0% for the entire territory. Since the spring of 1923, 4.9% is the percentage we use.

Mr. Manson said the fact that our plant is located in a heavy sleet storm area is a factor to be taken into account, since rebuilding plant after storm damage is depreciation expense.

In support of our company's contention that its contracts with the American and the Western Electric are advantageous, a great volume of testimony was introduced.

Frederick L. Rhodes, outside plant development engineer of the American Company testified that in its general staff the American Company maintains a large organization of trained, expert, technical telephone engineers who have developed and are developing the art of telephony and rendering advisory and consulting services to the associated companies in every branch of the telephone business. It numbers over 1900 men, besides drawing on the 3500 men of the Bell Telephone laboratories. It specializes along lines indicated by the titles “Development and Research,” “Operation and

Engineering,” etc. Its studies of systems, apparatus and materials are kept in advance of the needs of the operating companies, and the latter are thus enabled to expand their plants without experimentation and costly mistakes.

Instancing specific accomplishments of the American engineers, Mr. Rhodes spoke of the development of paper-insulated fine-wire cable as having saved a plant investment of \$106,000,000; of the



GEORGE K. MANSON
Chief Engineer
New England Telephone & Telegraph Company

making practical of phantom circuits, both in open wire and quadded cable, which replaces some \$80,000,000 of physical plant in producing results; of loading by means of the Pupin coil, and of amplifying and repeating by means of vacuum tube apparatus, without which long distance telephony would be so costly as to be impracticable; and of many other improvements both accomplished and in the making, which have saved, and may yet save, the investment of many millions. In these benefits, he said, the New England Company participates.

Refuting the impression that telephone patents have expired, Mr. Rhodes said the American Company owns or controls, and makes available to operating companies without royalty, more than 5100 live patents and has more than 3100 applications for patents pending.

Chief Engineer Manson and Mr. Rhodes were in substantial agreement that it would cost us just under a dollar a year each to provide our own instruments.

Robert F. Estabrook, general traffic manager, said savings in his department of our company approach two and a half millions more. He agreed with Mr. Manson that there is no source other than the American's general staff from which these services can be had.

The Western Electric supply contract was described by Assistant Vice-President Cox of the American. Charles N. Tasker, our general plant manager, said that,—buying never above the market, and often below it, and using the Western Electric as purchasing agent and warehouse,—the financial advantage of the contract is undoubted. He is free to buy elsewhere, and does; but mostly he gets better service for less money from the Western Electric.

Touching the issue of American domination of our company through majority stock ownership, all our witnesses denied experiencing any pressure. Chief Engineer Manson declared that never in his life

has he received an order from an American officer.

Along the same line James T. Moran, president of the Connecticut operating company, said the American has only a one-third stock interest in his company. Yet there is the same contract, and as a telephone executive he regards the relationship as essential.

Harry R. Tosdal, professor of marketing at the Harvard graduate school of business administration, testified to the establishment of new price-levels in the last ten years and to indications that, for the next five years anyway, they will be maintained.

Expert witnesses testified to the cost of obtaining money—especially in such great sums as is required for the telephone development of New England. John R. Macomber, of the bond house of Harris, Forbes & Company which has handled many telephone bond issues, said in his judgment our company could still market its securities "because I believe there is a public feeling that the New England Telephone and Telegraph Company will be treated fairly as regards rates. Without that feeling, it could not sell securities at reasonable prices."

Henry G. Bradlee, a vice-president of Stone & Webster and a director of more than a score of utilities, said our Company should have a \$10,000,000 surplus at the present time, and should increase it by \$7,500,000 in the next five years. For the next few years we should carry \$3,500,000, a year to surplus, he said. He made it plain

that he was referring to surplus safeguarding dividends, and not to depreciation reserve which guarantees the integrity of the original investment. He said we might be able to sell bonds up to the amount of our stock, but as a sound business policy bonds should be materially less than common stock.

As the third week of the hearings was closing, Lambert N. Whitney, our general commercial manager, who drafted the new rate-schedules, was



FREDERIC E. MOORE
General Auditor
New England Telephone & Telegraph Company

testifying as to the theory and practice of building a rate-structure, and as to the reasonableness of various items in the new rates.

The principal evidence yet to be heard is the result of our recent inventory, establishing the value of our property used in the public service on which we are entitled to a fair return.

As the length of cross-examination and rebuttal cannot be estimated, it is impossible to predict when the hearings may come to an end.

△ △

THE TELEPHONE RATE CASE

THE financial page of the Boston *Post* holds a deservedly high place in the business and investment world. In large measure this is due to its editor, Arthur J. Bean. Mr. Bean is not merely a recorder of events but of their causes and their probable consequences. Hence his editorials are read with interest and with appreciation of their economic soundness and logical reasoning.

On Sunday, February 2, there appeared under his signature an editorial entitled "The Telephone Rate Case." For the benefit of such of our readers as may not have read it we reprint it below. It is mightily encouraging, in the midst of our rate case, with its involved complexities of detail, to follow the sweep of the broad philosophy with which this writer treats the subject.

He writes:

While it is not the intention of the writer to attempt to pass upon the merits of the telephone rate case now before the Massachusetts Public Utilities Commission for judicial decision, this matter prompts some reflections which it may be worth while to set forth.

Communication and transportation are the two great factors underlying business and social life and progress. We should all be very careful of our attitude toward these vital forces. Public sentiment regarding these two great factors determines whether progress is to be speedy or halting.

Fifteen or twenty years ago we witnessed widespread public sentiment against the railroad companies, accompanied by political railroad baiting and restrictive national and State legislation which brought railroad extension to a stop and forced a great many of our railroads to the brink of chaos. The result is that today, especially in New England, our railroad transportation systems are just where they were twenty-five years ago, as far as service to the public is concerned. Had the railroads been able to finance and develop themselves properly we should have had electrification of the railroads in the short-haul congested centres, vastly better equipment and probably lower transportation rates than now prevail. It is true that certain railroad managers brought this condition about by unfair and discriminatory practices, but it is also true that the public has been the sufferer from the wrath visited upon the railroads. Today we see the reaction from this condition. The law now permits railroad mergers, and the shippers and the public are co-operating to put the railroads on their financial feet.

Now communication is the mainspring of transportation. Communication facilities, like air and water, are not appreciated until they are taken from us. Sometimes an old-fashioned New England sleet storm calls this to our attention for a short time, but the wires are soon repaired, and we continue to take this service as a matter of course.

In dollars and cents the telephone service of the country is probably worth to us from 10 to 50 times more than we pay for most other services. This is not to say that we should be obliged to pay more than is necessary for this service, but it does seem clear that we should be very careful not to unduly restrict the forward march of telephone progress. Unless the telephone companies can amply finance themselves, progress in communication will come to a halt to the vast injury of business.

We have the present co-ordinated wire system extending throughout the country only because the telephone companies have been able to charge off vast sums each year for obsolescence. How helpless business would be with the old-fashioned telephone switchboards of even fifteen years ago! The Pupin coil invention has made it possible to talk from coast to coast, whereas a few years ago communication was limited to a few hundred miles. Of course it is impossible to measure in dollars and cents the immense value to the country of this advance in the art of telephony. The telephone system is at this moment at a big expense in installing the automatic switchboard, which will largely do away with the present switchboard. We are on the eve of perfectly tremendous events in improved communication. Within a few years the telephone wire will undoubtedly bring us broadcasts and even pictures of all the leading events of the world without interference with ordinary conversation.

In view of these things, who shall say just how much the telephone companies shall be allowed to spend for development, and who is competent to talk with authority on the matter of telephone efficiency?

If the managements of the telephone companies are capable and honest, and are earnestly endeavoring to forward the art of communication, there seems to be but one attitude to take toward them, and that is a liberal attitude. An attitude which recognizes that there is no such thing as perfection, especially in a business like this. We should also take a liberal attitude toward the investors scattered throughout the country—most of them people of small means—whose money makes the development of communication possible.

△ △

TAKES ISSUE WITH REPUBLICAN

THE Springfield *Republican* recently published the letter re-printed below. As indicated by the letter the *Republican* has been cynical, not to say critical, of our proposed new rates. We do not know the identity of the writer of the letter, and we may be a bit biased in our judgment, but his communication strikes us as being right to the point.

To the Editor of The Republican:

You have published several editorials concerning the proposed increase in rates asked for by the New England Telephone & Telegraph Company. In a way it seems rather humorous to note the zeal of our city and town officials in defense of the telephone subscribers.

In the last ten years my telephone rate has increased 8 per cent, and in that same time my taxes have increased 141 per cent on the same piece of residential real estate. If our officials are unable to prevent such an increase in taxes, where is the consistency in their opposition to the increase asked for by the Telephone Company, which in comparison is very small? Perhaps you will tell us.

With apparent satisfaction you inform us that the states of New Jersey and Maryland have refused an increase in rates to their telephone companies; it is to the credit of no state to refuse an increase to a public service corporation if justice demands it.

The fundamental reason for opposition to an increase in telephone rates seems to be that people do not wish to pay it; that is quite natural, but is no argument. I do not enjoy paying my taxes, but I feel obliged to.

W.

Springfield, January 28, 1925.

OUR LATEST ADDITION

JUST as the clock struck midnight on January 31, a new machine switching central office joined our present group. The newcomer was christened Stadium and one minute after the cut-over it was dealing out good service like a regular old timer.

Stadium is engineered for 2,500 lines and 4,000 stations. The initial cut included 621 lines and 1,160 stations. The cut also embraced a number of P.B.X.'s as well as many extension telephones formerly served by the Brighton office.

The Stadium area covers the territory bounded by Western avenue to the Cambridge line, River street to Union square, Allston, Commonwealth avenue to Spofford road through Allston, Imrie, and Ridgemont streets, to Cambridge street and Union square.

In about six months additional lines will be taken into Stadium from Brighton on a "line by line throw" basis.

The new office is located in Brighton and covers an area of one block between Wirt and Henshaw streets and Waldo Terrace. It is a 60-frame office with five positions of cordless "B" and six positions of semi-mechanical "A" board. The installation job has been under the immediate direction of James Quinn and supervised by William J. Reid. The testing out was directed by Grace Callahan, through test supervisor. The cut-over was supervised by Charles I. Flanders.

Thomas F. Hession, the Stadium wire chief, entered the service in 1901. He worked in the mechanical department until 1906 when he became connected with sub-station repair work in West Newton. Since that time Mr. Hession has worked as a central office repair man, an installer and a testman. The Main exchange, Newton North, Cambridge and Brookline all claimed Mr. Hession for various periods of time until 1919 when he was appointed senior testman at Brighton



THOMAS HESSION

where he became wire chief in 1921. To his present position it is evident that Mr. Hession brings a rich fund of experience.

As chief switchman Mr. Hession will have Carl R. Fichtner, formerly of Aspinwall. Since entering the service Mr. Fichtner has worked as a sub-station installer, sub-station repairman and testman until 1920 when he attended the machine-switching school, after which he was assigned to Aspinwall as a testman. After the Aspinwall office was cut over, Mr. Fichtner served in the capacity of day and evening supervisor until he was assigned to Stadium.

All the traffic arrangements, including the training of the traffic force has been in charge of Thomas H. Mahoney, supervisor of machine switching for Metropolitan North.

Traffic in Stadium is in charge of Gertrude M. Quinn, chief operator. Miss Quinn has served as a supervisor at Center Newton, evening chief operator and later chief operator at Aspinwall. Before coming to Stadium, she was chief operator at Milton. Miss Quinn conducted the operator's training, assisted by the Misses Helen Smith, Mary LeDrew, Gertrude Keefe, Gertrude Mullen, Agnes Lynch, Margaret McCoole, Agnes Powers, and Mrs. Margaret Marshall.



GERTRUDE A. QUINN

Stadium is in the Newton District under District Traffic Manager John P. Harvell, who was recently graduated from the machine-switching school.

Under the competent supervision of the Stadium plant and traffic folks there is no question as to the kind of service our patrons will receive from our eighth machine-switching office.

△ △

DEATH OF ELLEN SHEEHAN

ELLEN SHEEHAN of the Columbia exchange died on January 26, after an illness of some months. Miss Sheehan entered the service as operator in the Dorchester exchange and was transferred to the Columbia office. The funeral was held from her late residence on January 28, from St. Margaret's Church, Dorchester.

△ △

"SERVICE FIRST"

ON January 29, the unit office at Quincy received a rush order for telephone service from Boston on account of serious sickness, for J. A. Trenouth, located at 6 Willard street, West Quincy.

Foreman Driscoll received his order at one o'clock and immediately assigned his huskies, Head Lineman "Jack" McPhee, Linemen "Jeff" DeCoste and "Joe" Garmarche and Installer Larry "Doc" Brown to the job.

This order necessitated the running of fourteen sections of line wire and three miles of travel over bad roads. Order was turned in completed at twenty. Pretty good work don't you think?

Telephone Workers' Co-operative Bank

THE first Telephone Co-operative Bank is a-borning. Since the announcement in the February issue of TELEPHONE TOPICS the work of organization has gone on as rapidly as possible. Representatives of various departments of the company were consulted with reference to the proposed plan, and, expressing not only their personal opinion but that of their departmental associates, indorsed it and offered to give what help they could to its development.

On February 12 a petition for the incorporation of the Telephone Workers' Co-operative Bank under the laws of Massachusetts was formally presented. It is necessary that such a petition shall be publicly advertised three times during as many weeks, but there is little doubt that it will be granted. It probably will come into being shortly after this issue of TOPICS appears.

The next step will be the distribution of blanks for the signatures of those who desire to become depositors. This is a matter for individual determination. No one is obliged to take a share of stock if he does not wish to. On the other hand, if the employee desires to be spared the effort of personally making monthly payments, the company will, at his request, make deductions from salary in the amounts designated and turn these amounts over to the new co-operative bank. If an employee prefers to make his own payments, that preference is his to follow.

The company's position in the matter is simply that of a disinterested friend. It looks with favor upon all sound thrift movements, whether in the form of provision for old age, for the education of children, for the building of a home, or for any other proper purpose. To this end it has co-operated to extend the privileges of the American Telephone & Telegraph Company's Stock Plan to all eligible employees. Incidentally, two-thirds of all our eligible employees are paying for stock under this plan. It has watched with interest the development of the eight credit unions now operating in this territory. Although the company has no voice in the management of these credit unions, it believes they are well handled and is glad to furnish free quarters for them. In something of this same spirit it regards the proposal to establish a co-operative bank in the Boston division. If the experiment bids fair to succeed in this division, and other co-operative banks (or their equivalents in the form of building and loan associations in states where co-operative banks are not known under that name) are desired, it will extend the same privileges of free

quarters and deductions from salaries that it offers this first co-operative bank and its depositors.

It should be understood that the co-operative bank is not intended to rival or supersede the credit union. Each occupies its own distinct field. The credit union function is to make short-time loans to employees who need banking facilities, using for that purpose the savings of other employees. The function of a co-operative bank is to make long-term loans to employees desirous of buying or building homes or investing in real estate. Here again, the money to be loaned must come from the savings of employees. Three distinct methods of saving and investment are thus afforded—the stock plan, the credit union and the co-operative bank—and it is intended to extend the deduction from salary to all three, as fast as the accounting department can set up the machinery for taking care of the latter two.

Far from there being any rivalry between the credit unions and the co-operative banks, the proposal to organize the latter really originated with officials closely associated with the former. The desires expressed to them by employees wishing to own their homes outlined existing need. They could not fully meet it through the credit unions; hence the suggestion of one or more co-operative banks, functioning alongside or under the same roof with the credit unions.

Evidently all the capital that the co-operative bank can secure can be well invested at once in sound mortgages. The plan is to charge $6\frac{2}{5}\%$ interest on mortgage loans and it is hoped to pay 6% dividends on shares. The directors of the co-operative bank believe that if they are given free quarters they can operate safely on the two-fifths of one per cent difference between the mortgage loan rate and the dividend rate. Many co-operative banks pay a 6% dividend on shares; hence it will be the effort to do so in this case in order to attract the necessary capital. In arriving at this decision, consideration was given to the desirability of lending to the borrower at as low a rate as possible, but inasmuch as every borrower must of necessity be a purchaser of shares he profits proportionately by the dividend rate.

The list of incorporators includes: William B. Brigham, H. A. Fasick, W. L. Broder, Howard S. Fahey, Frank A. Benham, William A. Wilkins, George M. Better, John R. McLeish, Harry W. Sawyer, F. B. Reeves, Jesse A. Ayles, Laura M. Keenan, Rose A. Davis, Blanche F. Donaghue, Helen McGillvray, Barbara E. Foley, Mabel E.

COURTESY

Shea, Marion L. Sullivan, Mary C. DeCosta, Katherine A. Connors, James F. Dwinell, Nora Driscoll, Jessie E. Ferguson, Mary E. Thornton, Frances A. Leahy, Gertrude E. McCarthy, Mildred Z. Kelley, Mary F. Flavin, Elizabeth T. Lochney, Lillian F. Capeless, Chester W. Whitney, Nina C. Gordon, Hugh B. Crawford, John J. Hartin, Byron M. Wood, Conrad W. Grad, George F. Mahoney, Arthur E. Whiton, Charles F. Donahoe, Jeremiah J. Coughlan, Carl H. Morgan, Edward L. Shanney, Mary A. Lee, Mary A. McKeon, Mary H. Young, Thomas J. Feeney, Edmund W. Longley.

At a meeting of the incorporators the following officers were elected: president, Charles F. Donahoe; treasurer, William B. Brigham; clerk, A. E. Whiton; directors, Rose A. Davis, Mary H. Young, Lillian F. Capeless, Nina C. Gordon, Hugh B. Crawford, George F. Mahoney, Edward L. Shanney, John R. McLeish, Byron M. Wood, Conrad W. Grad, Howard S. Fahey, Jeremiah J. Coughlan, John J. Hartin, Carl H. Morgan, W. L. Broder, Harry W. Sawyer, Harold A. Fasick, Arthur E. Whiton, Charles F. Donahoe, William B. Brigham, Francis B. Reeves.

Those desiring detailed information concerning the co-operative bank and its purposes are invited to consult any of the above.

△ △

ILLINOIS BELL PLANS

THE Illinois Bell Telephone Company will expend more than \$110,000,000 in the next five years to build extensions and additions to its plant to supply the demands for additional telephone service from the citizens of Illinois. During 1924 the company appropriated, for this work, a total of \$22,810,360. It will have to expend more than this in 1925 and each of the years to follow.

In 1920 the company's average investment per telephone was \$125. In 1924 this had risen to \$146, and it is estimated that in 1929 this will be \$175.

△ △

A TELEPHONE FOR EVERY 5.2 PERSONS

THE 538 telephone companies reporting to the Kansas Public Utilities Commission have 782 exchanges, operated in as many communities, serving a total of 346,152 subscriber stations and operating 198,236 miles of wire in Kansas.

Thirty-five per cent of Kansas' total population are electric service patrons; 30 per cent use fuel gas and there is a telephone on an average for every 5.2 persons. These statistics are set forth in the biennial report of the state public utilities commission prepared for submission to the 1925 legislature. There were 665 public utilities and railroads which made reports to the commission.

GEORGE F. GRIMLEY of the Providence installation force is a firm believer in courtesy—both to the public whom we serve and to our associates. His ideas on this subject are very well expressed in the following contribution:

In our great Bell System, there is no agent so effective in dealing with our ever exacting public as a kindly and obliging courtesy.

Our various departments in their contacts with the public meet many pressing matters daily which demand a full measure of courtesy, particularly in the adjustment of bills and service complaints. A considerable number of subscribers, some with a real grievance and some misguided or ignorant of our practices, tarry at the adjustment counter oftentimes with a complaint that may seem tiresome to the listener. To show an impatient and an indifferent attitude in these circumstances and to dismiss a subscriber abruptly or discourteously reacts unfavorably on our public relations. Sensitive individuals who are easily affronted will surely resent this and construe it to mean that their complaint is not going to be given due consideration. They form an unfavorable opinion of our company and we have lost the chance to make a friend.

The operator, the installer, the lineman and all the various individuals that make up the Telephone family should know that courtesy is an obligation that cannot be underestimated and is something that the public has a right to expect and demand. To show a subscriber that you respect him and take an interest in his case will make him feel more kindly disposed toward you and toward the company which you represent.

Courtesy should not be confined alone to the public but we should practice it also in our daily contacts with our associates. The supervisor who enters the office or stockroom in the morning with a pleasant smile and a cheerful "Good morning, Henry or Jack—you're looking fine this morning" is going to start the men off in a mental attitude that will be reflected in their work all day. These little personal remarks of courtesy from one's supervisor are always appreciated by the men, no matter in what capacity they may be employed. It instills a spirit of cheer into their mental attitude as they begin the day's work and this state of mind has a great bearing on their efficiency during working hours. To show those who are working with you that you take an interest in them is going to make them feel more kindly disposed toward you and more interested in affairs of the company for which we are all working. A man who is interested in his work and who is interested in furthering the interests of the company is going to become a better workman, a more valuable employee and a happier man in general.

Telephoning the White House

IF you step into a public telephone booth next time you are in Washington, and call "Main 6," that doesn't mean that President Coolidge will say "Hello." It's the White House number, but not everyone who calls in the hope of talking with the President is permitted to do so.

You will reach a one-position switchboard in the White House office building, located in a small room adjacent to that in which the President's secretaries work and not far from the office of the President himself. But the three White House telephone operators—each of whom is on the staff of the Secretary to the President, and each of whom has been a White House employee for more than a score of years—are given wide discretion in answering telephone calls.

Should you want to talk to one of the clerical employees in the White House offices, you would be connected. But if you wanted to talk to the President, or one of his secretaries, you would have to identify yourself. If you had a reasonable request to make, or legitimate business to transact, you would be connected with the Secretary to the President or with one of his assistants. He would try to settle whatever matters you wished to bring up, and unless your call was of very great importance it would get no further. You might reach the President's personal secretary, who, of course, would either properly dispose of the matter, or refer it to the President at his convenience.

Certain people of course are privileged, and their calls to the President are seldom halted. Cabinet members, some of the Senate or House leaders, and personal friends sometimes call, both during business hours when the President is at his office, or during the evening, on Sundays, or on holidays, when he is at his home. From long experience the operators recognize the voices of the more frequent callers, and are well posted as to the whereabouts of the President. They know with whom he is willing to talk, and when.

Two of the White House operators alternate in working days and evenings. One works during business hours. The other remains on duty until midnight, or until the President is known to have retired. From midnight until the day operator arrives for duty, calls at the switchboard are handled by a White House policeman.

In the same room with the switchboard are telegraph sending and receiving instruments for handling official business. All the White House telephone operators are also expert in telegraphy. In fact, when they were first employed, it was as telegraph operators. The handling of telephone calls was incidental to their other duties. Nowadays the

situation is almost reversed. Operating the telephone switchboard is the greater part of their work.

President Coolidge is a believer in the efficiency of the telephone in business, and originates many calls. The switchboard is so arranged as to facilitate the handling of the President's calls in the quickest manner. There are direct lines to those officers of the government with whom he is most likely to talk frequently. Direct connection can be made, for instance, with the Secretary of War, the Secretary of the Treasury, and similar officials. In all, there are a dozen or fifteen private lines giving the White House direct connection with the homes or private offices of high government officers. Other direct lines connect with the private branch exchange switchboards of the other government departments, making quick conversation possible in case anyone at the White House wants to talk with any of the bureau chiefs or minor officials in those departments.

A direct line goes to the Capitol, connecting with a booth convenient to the Senate chamber. Should the President or his secretary desire to talk with anyone on the floor of the Senate, the operator at the White House would ring this booth and ask the clerk who answered to summon the person called. Direct connection can be made with the regular Capitol switchboard in case the White House wishes to talk to any member of Congress in his office.

Almost every room in the White House, both in the executive offices and residential quarters, can be reached from the switchboard. There is a booth just outside the President's office which he sometimes uses for long distance calls. Another booth, rather larger than the average, is located in the same room as the switchboard, and is frequently used by the secretaries for long distance calls. It was originally built for President Taft.

There has been telephone service at the White House since the early part of 1880, shortly after the first central office was opened in Washington. The first installation was an individual grounded line. The instrument was located in the executive office, and later there was an extension connecting the office of the Secretary to the President. If anyone at the White House wanted to talk, the call had to pass through the public central office, because at that time there was only one switchboard in all Washington.

The necessity of having the call pass through an outside operator, however, was hardly thought an inconvenience, for the telephone was new in those days and government business had not speeded up to the point where quick and frequent communication was necessary. Nor were the departments and bureaus scattered all over Washington as now.

It is said that President Hayes rarely used this one telephone, which continued to serve the White House executive office during President Cleveland's first term—the latter also making small use of it.

By the time President Cleveland returned to office for his second term every government office was connected with the city's exchange and there were frequent calls over the several telephones then in use by the executive secretaries and clerks.

Early in the administration of President McKinley—about 1898—a system was installed connecting all the government departments, including the White House. In 1901 a small switchboard was installed at the White House, and from this has grown the present complete system. Several times new and larger switchboards have been installed, as the force in the executive office has been increased and as the household of each succeeding president has learned to make more frequent use of telephone service.

The present 80-line switchboard has four central office trunks, one long distance recording circuit, and serves 37 telephones in the White House and the executive offices, in addition to those private lines to government officials outside the White House.

President McKinley really began the practice of using the telephone in handling important government affairs, although the development of the system in those days was not great enough to allow such extensive use as in the present and the previous administration.

President Roosevelt did not continue the precedent. He used the telephone only in emergency. President Taft, however, found it of great convenience and also was a user of the long distance service.

President Wilson seldom used the service, and the White House operators had instructions never to ring him. In order to converse with him, even his closest associates had to see him personally.

It is said that President Harding was the first chief executive to employ the telephone extensively in transacting his daily routine business.

In addition to making more extensive use of the telephone than any of his predecessors, President Coolidge has created another precedent. He was the first incumbent to remain at work in the White House during the greater part of a campaign for re-election. Most of the President's speeches were spoken into a special telephone, or microphone, and carried by telephone wire to broadcasting stations.

Telephone service is used extensively at the White House also by the newspaper correspondents, who have a room in the executive offices set aside for their use. Some papers and news services have special lines connecting the White House press room with their offices and there also are telephones served by the Main central office. None of these telephones connect with the White House switchboard.

INCOME TAX POINTERS

YOUR income tax for the year 1924 is less, in proportion to your income, than was the tax for 1923. A rate reduction, however, is not the only benefit afforded by the revenue act of 1924. Increase in the exemption for married persons, a 25% reduction on "earned income," and other changes in revenue legislation are of immediate interest to all.

The revenue act of 1924 requires that returns be filed by every single person whose net income for 1924 was \$1,000 or more, or whose gross income was \$5,000 or more, and by every married couple whose aggregate net income was \$2,500 or more, or whose aggregate gross income was \$5,000 or more. Husband and wife, living together, may include the income of each in a single joint return, or each may file a separate return.

The exemptions are \$1,000 for single persons and \$2,500 for married persons living together, and heads of families. In addition a \$400 credit is allowed for each dependent under 18 or incapable of self-support. Deductions for personal or living expenses, such as repairs to the tax-payer's dwelling, cost of food, clothing, education of children, etc., are not allowed.

The normal tax rate is 2% on the first \$4,000 of net income, 4% on the next \$4,000, and 6% on the balance.

The revenue act of 1924 provides that all net income up to \$5,000 is considered "earned income," in which amount the taxpayer is entitled to 25% off the tax.

Failure to receive a form does not relieve the taxpayer from his obligation to file a return and pay the tax within the time prescribed.

Where for good reason additional time for filing an income tax return is required, the taxpayer should address to the Commissioner of Internal Revenue, Washington, D. C., a request for an extension. Collectors are not, as under preceding acts, permitted to grant such extensions. The request must be made on or before March 15, 1925, and must contain a full recital for the causes of the delay.

An extension of time for filing the return does not extend the time of payment of the tax or any installment thereof unless so specified.

Thousands of persons are required to file returns of income although the incomes are not taxable. Heavy penalties are provided for failure to file a return.

The period for filing returns is from January 1 to March 15, 1925. The return must be filed with the collector of internal revenue for the district in which the taxpayer has his legal residence or has his principal place of business.

The tax may be paid in full at the time of filing, or in four equal installments, due on or before March 15, June 15, September 15, and December 15. Note that at least one-fourth of the tax must accompany the return.

Fireside Finance

BILL SMITH was a worker and a capitalist. Bill was a lineman in the Northeastern Telephone Company and he owned ten shares of Northeastern stock.

He came home one night after a particularly hard day's work, and, after he had eaten his supper, took off his coat and vest, slipped his feet into his warm house shoes, lighted his pipe and drew his favorite chair close to the comfortable warmth of the fireplace. It had been a very cold day. The Northeastern Company operated in the four northern towns of Vershire where butter turned to brick if left on the back porch in winter.

"By George, this is the life," said Bill to himself as he blew another ring of smoke toward the ceiling and picked up the paper. As he scanned the pages, Bill discovered an item that brought a real message to him. It was the annual report of the directors to the stockholders of Bill's company, so naturally Bill was anxious to know what it was all about and to find out what had happened to his investment during the year.

The report showed that there were 1,157 stations and 3,105 miles of wire in the Northeastern Company. During the year the company had taken in \$47,565 in revenue and its operating expenses had been \$37,800, which left a net operating revenue of \$9,765.



"Not so bad," mused Bill. "Now I wonder what they did with that \$9,765. Let's see. They had to pay taxes on gross earnings, capital stock, real estate and franchise rights to the Federal, State, County and City governments and that ate up \$2,570. Taxes take a big lump of money out of business these days. And \$346 charged off as uncollectible.

Well, that's a pretty small percentage of the total business, but it only proves that there are some dead-beats still alive. Those taxes and uncollectibles shrunk that net operating revenue from \$9,765 down

to \$6,849. What's this \$843 non-operating revenue? I guess I see it now all right. That's the interest on securities owned by the company as well as interest on the bank balance, and other revenue that does not come from the telephone user. That brings the total income figure up to \$7,702. Well, that's fair enough, so far."

The next figure showed that the company paid \$3,508 for interest during the year. That seemed reasonable to Bill because he knew that the company had borrowed money on notes to do a lot of construction in the last year. The item "rent" added \$462 to the expenses. One of the company's exchanges was located in a building which was hired and \$462 for a year's rent was certainly not excessive. The final balance of the net income showed that after operating expenses, taxes, uncollectibles, interest and rent had been charged off, there was only \$3,732 left.

"Gosh," said Bill, "that's a pretty small profit for any business to realize in one year's time. And out of that the company has to pay dividends to myself and all the other stockholders."

But as Bill soon discovered that \$3,732 was not enough to pay the dividends, which amounted to \$6,311. It was a lucky thing that in its many years of business the company, by setting aside whatever it could each year, had accumulated a surplus of \$4,660, and the necessity of paying dividends ate into that surplus, so that now there was only \$2,081 left in the rainy-day account which two hours of sleet would melt away. Those dividends, of course, had to be paid because that was a fair wage for money, and further because the company was constantly needing more money from the public. People would not turn their savings over to a company that was not able to pay them interest. If the Northeastern Telephone Company could not pay interest on the money which hundreds of people had invested in it these folks would rightfully put their future savings elsewhere. People would not trust the Northeastern Company with their money, and the company, unable to get more money, would stop



growing. Construction would come to a standstill, and without more poles, more wire, more switchboards and more cable the company could not give more service. Both the public and the company would suffer.

Bill looked back over the yearly statement again and saw this:

Operating Revenues	\$47,565
Operating Expenses	37,800
	<hr/>
Net Operating Revenues	\$9,765
Deductions—Taxes	\$2,570
Deduction—Uncollectibles	346
	<hr/>
	2,916
Total Operating Income	\$6,849
Net Non-Operating Revenues	853
Total Gross Income	\$7,702
Deductions Interest	3,508
Deductions Rent	462
	<hr/>
	3,970
Balance Net Income	\$3,732
Corporate Surplus Unappropriated December 31, 1923	4,660
	<hr/>
Total	8,392
Dividends	6,311
	<hr/>
Corporate Surplus Unappropriated December 31, 1924	\$2,081

Now the Northeastern Company had \$83,025 of common stock and on this it was only fair that the company pay to its stockholders who had furnished the money and taken the risk of the business at least 8 per cent and that would amount to \$6,642 instead of the \$3,732 which the company actually realized during the year.

"When the company has an income of \$3,732 and it needs \$6,642 it is clear that something must be done," said Bill to himself.

Bill knew that his company was economical and could not save more money; it had to get more money. Hence, it was no surprise to Bill the next morning when he heard that the company had filed a petition for increased rates.

We just heard a yell and somebody said, "You're crazy. There isn't any such concern as the Northeastern Telephone Company, and where is Vershire?"

Well, Vershire is in the same kingdom with Graustark, Avalon and Arcady. But the Northeastern Telephone Company is, of course our own New England Telephone & Telegraph Company. We mutilated the company somewhat in reducing to

one thousandth of its ordinary size. We have tried to take the magic out of the millions our company deals in. Ordinary human beings like Bill Smith and the rest of us cannot imagine what millions mean, but we can talk about thousands with some understanding. Multiply every figure in this article by one thousand and the secret is out—it is the yearly statement of our own company. △ △

WHEN PROVIDENCE TALKED TO 'FRISCO

THE recent celebration of the tenth anniversary of the opening of the transcontinental line makes the picture below of particular interest at this time. It shows Bancroft Gherardi, vice-president of the American Telephone & Telegraph Company, and at that time chief engineer, giving a demonstration of the line in Providence on March 17, 1915.



HELLO 'FRISCO

Those in the picture are, standing, left to right: A. W. Howard, C. M. Wilson, George F. Macdonald, A. K. McLellan, J. T. Barnicoat, John Doe, D. N. Allan, W. P. Sheffield of the Westerly Telephone Company and H. G. Ward of the Providence Long Lines office. Sitting, left to right, E. C. Hughes, Bancroft Gherardi, J. Fred Nelson and H. C. Robinson.

Messrs. Allan and Barnicoat are at the general offices in Boston; Mr. McLellan is retired; Mr. Macdonald is division right-of-way agent; Mr. Hughes is connected with the division engineer's office; Mr. Nelson is division engineer of the Southern division; Mr. Wilson is division commercial assistant, Mr. Sheffield is manager of the Westerly Company and Mr. Robinson is assistant treasurer of our company.

It is of interest to note that the dog in the picture claims the distinction of being the first canine to "bark" across the continent. His "bow-wows" were plainly heard on the Pacific coast.

△ △

The cocoons of 400,000,000 silk worms are used each year in the production of telephone equipment. The cord leading from the base of every desk telephone alone requires 24 spools of silk.

OUR NEW DIRECTOR

EDWARD HARRIS RATHBUN of Woonsocket, R. I., was elected a director of our company on January 27, 1925.

Mr. Rathbun was graduated from Brown University in the class of 1889 and has been a prominent figure in Rhode Island financial and industrial circles for many years.



EDWARD H. RATHBUN

He is president and director of the Rathbun Knitting Company and the Dunn Worsted Mills of Woonsocket, R. I., president and director of the Stafford Worsted Mills and a director in many other textile enterprises in Southern New England. He is a director of the Industrial Trust Company of Providence and the Franklin National Bank of Franklin, Massachusetts, and a trustee of the Woonsocket Institution for Savings.

Mr. Rathbun is one of the outstanding figures in textile circles in New England and is widely known and respected for his business ability. He takes an active interest in the civic affairs of the city and state and is prominently identified with many business, charitable and social organizations.

WINDS O' MARCH

THE month of March has a spirit. He is a big, bragging fellow who wants to fight everybody. But at heart he is a coward. He always avoids a real two-fisted combat. March is a sneak. He throws a brick at you when you are not looking. Then when you are helpless under a doctor's care March stands at your bedside and gives you the laugh.

You must watch this fellow March. He has more tricks to make people ill than any magician we know. One of his favorite methods is to alternate cold days with warm. And on the latter we shed our heavy clothing—only to find a few days later that we fooled ourselves into trading our overcoats for blankets and doctor bills.

Frequently March puts a soft, warm sun in the sky to make us forget the damp, wet world he leaves at our feet. And we play right into his hands. Lots of people who dislike swimming in the good old summer time, swim with unprotected thin-soled shoes or pumps through the sidewalk rivers of March. And the mean old man generally repays some of these folks by making them swim for two or three weeks afterward—in a delirium.

One day the teacher in the first grade asked little Johnny to trace the course of a cold.

Johnny replied, "First there is a little cold and a big me. Then there is a middle size cold and a smaller me. After that there is a real big cold and the littlest me. Finally, it is all cold and no me at all."

Johnny had the right slant on March colds. You must fight March every day; he is here and to do it you need not look like the fur and flannel department of a dry goods store either. But the girl who thinks the sidewalks of her town are the stage settings of the Follies—that little girl is going to be hit hard by the rude, rough winds of March.

Way up in New Hampshire near the old man of the mountains there is a venerable friend of ours. He has licked March ninety-seven times, so we asked him how he did it.

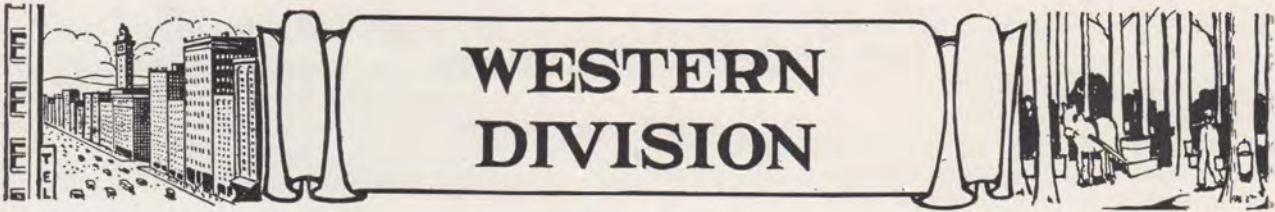
His reply was, "Keep your head cool and your feet warm. Then you can laugh at all kinds of weather, including the winds of March."

He gave us that advice three years ago. He is still puffing his pipe and ready to lick March once again.

△ △

BELIEVE IT OR NOT

During the International Gold Cup Motor Boat Races held in Detroit recently, a telephone system was used which was put in place by installers who performed all their duties while swimming. They had to swim to work, swim while on the job, and swim to maintain the service. The telephone was used in handling the races, and by newspaper men to send in early results. Several other installations were made on private yachts of members of the Detroit Yacht Club.



EDWARD J. TYER
SPRINGFIELD

Associate Editors:
GEORGE PARKER
RUTLAND, VT.

E. H. COOLIDGE
WORCESTER

WESTERN DIVISION TOLL COURSE

THE first advanced toll course for chief operators in the Western division was started at Springfield, on Jan. 26, with the following chief operators making up the class:

Margaret J. McCarthy, Ayer; Lena D. Frye, Burlington; Lilla E. Bamford, Clinton; Josephine E. Gleason, Greenfield; Katherine M. Colombo, Montpelier; Mary Solan, Pittsfield; Verna E. Thornton, White River; Marguerite F. Parker, Division central office instructor.

The course is under the direction of L. L. Ross, division toll supervisor, and Ella Lampson, Springfield toll instructor, is conducting the class. The course is of three weeks' duration, and is based upon the same general lines as those which have been given traffic men at Chicago, Cleveland and Philadelphia. Toll traffic practices and routines from the latest textbooks and operating practices are studied and demonstrated in classroom, followed by actual practice on the regular toll boards.

Short talks on important toll management subjects are scheduled to supplement classroom sessions on these subjects, two days each week, and more detailed discussions take up two or three evenings each week. The principal subjects covered, with a list of the speakers, follow:

Development and Use of Traffic Circular 200, by E. E. Browning, Jr., general toll supervisor, Boston.

General talk on Toll Matters, by B. T. Miller, division superintendent of traffic, Springfield.

Development of Toll Operators and Supervisors, by L. L. Ross, division toll supervisor, Springfield.

Position Management, by H. A. Amidon, toll traffic manager, Providence.

Toll Service Records and Results, by A. L. Hanlon, division toll supervisor, Portland.

Operating Technique, by S. A. Jones, acting district traffic manager, Worcester.

Two Number Service, by James Murphy, toll traffic manager, Springfield.



CHIEF OPERATORS' TOLL CLASS AT SPRINGFIELD

Misses McCarthy, Bamford, Parker, Thornton, Lampson, Mr. Ross, Mrs. Colombo, Misses Frye, Solan, Gleason

Peg Counts—Force Adjustment—Load Control, by R. J. Dee, division force engineer, Springfield.

Toll Service Observing, by Winifred E. Daly, division central office observer.

From remarks by members of the class, toll service is in for some regular supervision when each member returns to her respective office.

△ △

WESTERN TRAFFIC CHANGES

PHILIP S. HESSELTINE of the general office has been transferred to the Springfield District as assistant district traffic manager, succeeding Thomas F. Williams, transferred to the Engineering department in Boston.

Nelson E. Horton, assistant district traffic manager at Springfield, has been appointed to fill a vacancy in the office of the division force engineer.

Carl W. Proctor, formerly of the Plant, has been made assistant to the division traffic engineer.

Helen E. Orrell of the Whitinsville exchange was tendered a farewell party by the office employees who presented her with a student's bag and a thermos bottle. Miss Orrell leaves for Providence where she will enter business college.

Promotions from operator to junior supervisor during the past month: Worcester, Cedar: Florence Adams, Margaret McGovern and Margaret Sullivan. Worcester, Park: Teresa Gagnan, Rae Spencer and Mae Loan. Springfield, Walnut: Helen Mack, Mildred Metcalf, Waine Weslosky and Rebecca O'Connell. Springfield, Toll: Ella Hurley. Westfield: Elizabeth Barry. Miss Henrietta of Springfield, Walnut, has been promoted from junior supervisor to central information supervisor.

△ △

NEW PLANT RATINGS

MERRILL B. STEERE, Springfield, class B central office repairman and central office power man; Samuel L. Taylor, Worcester, lineman; Harry E. Lee, Worcester, cable splicer; Philip H. Skinner, Worcester, line sub-foreman; James H. Trudell, Worcester, line sub-foreman; Anthony J. Ferrero, Springfield, class A sub-station installer; C. E. Woodworth, Holyoke, line sub-foreman; A. N. Groth, Worcester, head lineman.

△ △

FIRST AID GRADUATES

THESE men showed marked ability and received high percentages in the First Aid examination recently given by Dr. E. W. Bullock in Springfield.

FRED L. BEEBE, *Instructor*, Robert Armstead, John T. Billings, Arthur L. A. Botler, Edwin F. Foye, Eugene F. Goggin, Frank J. Magnani, Lawrence J. Mann, James A. Prentiss, John P. Roderick, Edward A. Shea, Kenneth C. Waite.

VERMONT TRAFFIC NOTES

ALICE GLOVER, junior supervisor at White River Junction, has been transferred to Windsor in order to be at home with her mother, who is ill. Miss Glover has served as a very faithful member of the exchange committee and she will be greatly missed.

Regina Avery, night operator at Rutland, is enjoying a very welcome rest and change. She is visiting relatives in Perry, Oklahoma.

Mercedes Smith, junior supervisor at Newport, who was recently married, has resigned her position to become a "Home-maker." She was an employee of eight years' service and was well liked by her associates.

The White River employees held a farewell party in their rest room in honor of Beatrice Schutt. Miss Schutt is going to live in California.

△ △

ANOTHER TOLL CUT-OVER

ANOTHER toll cable cut-over was made in Worcester, Saturday, January 31, and Sunday, February 1. In this cut-over, all western toll circuits were put into the Boston and Springfield cable, making a connecting link in the cable from Boston to Hartford via Worcester and Springfield.

Preliminary work on this cut-over had been carried on for a week or ten days, and when the real work began on Saturday afternoon everything was ready. The time was spent that afternoon in cutting over the Boston to Springfield telephone repeater circuits, numbering 22, and in addition to that four Boston to Pittsfield circuits were cut in. The Boston to Pittsfield circuits carry repeaters both at Worcester and Springfield.

Toll Wire Chief H. T. Sargent was in charge of the Worcester end of the cut with a crew of 14 men, consisting of testmen, cablemen, central office men and linemen; while Raymond Snow, toll wire chief at Springfield, with an equally large gang handled that end of the cut.

△ △

DEATH OF DUNCAN MACLENNAN

DUNCAN MACLENNAN of Worcester, a former well-known telephone man, died at the city hospital late in January. Mr. MacLennan was a resident of Worcester for more than twenty years.

He entered the employ of the Telephone Company in New Hampshire and was district plant chief in the Worcester district for a number of years. He had a service record of thirty years with the company, and was a member of the Telephone Pioneers. Several years ago Mr. MacLennan severed his connection with the Telephone Company and embarked in the automobile business in which he continued until his death.

NEW FITCHBURG CHIEF OPERATOR

WITH mingled feelings of regret and pleasure the Leominster operators learned of the transfer of their chief operator, Laura M. Stewart, to the Fitchburg exchange as acting chief operator. During



LAURA M. STEWART

the absence of Miss Stewart from the office, the employees decorated her desk with crepe paper and roses. Upon her return, they presented her with an appropriate token of their esteem. Miss Stewart is well

qualified by her years of training to fill the position to which she has been promoted. Helen M. Symonds, senior supervisor at Leominster, has been appointed to the position vacated by Miss Stewart.

Helen J. Barney, former chief operator at Fitchburg, has been transferred to the Walnut exchange at Springfield. Before her departure, Miss Barney was presented with a platinum pin by the Fitchburg employees.

△ △

NORTHAMPTON DISTRICT NEWS

A SHORT time ago Emma T. Kosbiel, an information operator at the Greenfield exchange, and Clarence F. Giddings, better known as "Gidd," of the plant and also of the same town, sprang a surprise on all of their friends and became one. The ceremony was performed by Rev. P. J. Meehan at the Holy Trinity Rectory. Everybody wishes them all kinds of good luck. The operators could not let Emma get away with anything so the whole force just showered her with oodles of presents. Emma has resigned her position but "Gidd" stays with us.

The operators of the Holyoke exchange entertained with a very pretty party, at the Hotel Nonotuck recently, in honor of Helen T. Wolohan, who resigned. Mrs. Wolohan has for the past ten years been one of our most efficient information operators. She was presented with a wrist watch from the force.

Robert Wiggin who has been the switchboard man at the Holyoke exchange, and a popular one too, has been transferred to Springfield, and is now division equipment engineer. "Bob" was presented with a gold watch from the plant and with a gold chain by the girls in the traffic. We congratulate Springfield on their gain, and we all wish "Bob" well.

△ △

DEATH OF MRS. CHARLES S. POPE

MUCH sympathy is being expressed in Worcester for Charles S. Pope, who suffered a great bereavement in the sudden death of his wife, Catherine F., at their home at 2 Eldred Terrace, January 16.

△ △

WHITE RIVER JUNCTION FIRE

ON the afternoon of January 29, the Hotel Coolidge, better known as the Junction House, at White River Junction, was burned to the ground. As this hotel was very close to the central office, the telephone family was much concerned as to the safety of the building.

As the fire raged, the central office windows began to crack and the heat became almost unbearable. At this time Toll Testman Sidney Read thought it best to move the records of the company, and, with the help of C. W. Sawyer and J. G. Bixby, carried them to safety.

During this time the operating force, under the direction of Miss Ryan, continued to complete calls in the usual manner. The force was augmented by nearly all the operators who were off duty who volunteered their services. The girls remained at their boards until it was thought that the rear wall of the hotel might fall against the telephone building. Then the operators quietly donned their wraps and immediately returned to their work, ready to leave at a moment's notice, but as this was not necessary the service was uninterrupted with the exception of a very few minutes. This reflects great credit on the operating force.

The commercial department also deserves honorable mention as it is believed a record was set for collecting pay stations, when the five stations at the hotel were collected during the fire.



DURING

BEFORE
The Coolidge House Fire

AFTER

SITE OF WORCESTER'S NEW OFFICE

THE purchase of the so-called Burnside estate by the Telephone Company marks a new era in local telephone history. On this site it is expected that in the near future a large and up-to-the-minute building will be erected, capable of housing our whole telephone family for many years.

The estate is located on Chestnut and Elm streets in what was formerly one of the best residential sections of Worcester. It is an ideal situation in every way, but a minute's walk from Main street, and will add one more to the group of fine buildings which have been built in that vicinity.



SITE OF WORCESTER'S NEW EXCHANGE

Directly across Chestnut street are two recently erected business blocks for the Worcester Mutual Fire Insurance Company and the Massachusetts Protective Association. On the west the lot is bounded by the splendid, new clubhouse of Worcester Lodge of Elks. A little farther down Elm street is the new Co-operative Bank building, and on the opposite corner of Elm and Chestnut streets the proposed new hall of the Horticultural Society will be built.

The Burnside house was built in 1836 after designs drawn by Elias Carter, quite a famous architect in his day, and the wise ones then shook their heads saying it was a shame to spend so much money so far out of the city. Can one imagine the corner of Elm and Chestnut streets as a cow pasture? It is worthy to note that the estate has changed hands but once from that time until its transfer to the Telephone Company. This site is a very central one for the telephone business. It was chosen after several years survey to get the telephone growth of the city and to locate the new central office where it could best serve the community.

As the Main street cable conduits are filled, new conduits can be laid in Chestnut, Harvard and Highland streets to Lincoln square, and a main south route can be selected. As the city wished to

repave Pearl street our company built the short piece of conduit from Main to Chestnut through that street last fall.

The lot has a frontage on Elm street of 202 ft. and on Chestnut street 200 ft. It is the present intention of the Telephone Company to tear down the old mansion and there is no doubt that the new exchange will be some building. Δ Δ

WHO'S WHO IN VERMONT

LOUISE O. ARCHER, stenographer in the Vermont district office at Rutland, whose picture is shown here, is a hiker not only on snowshoes, but also along the mountain trails in the good old summer time. One year, she went with a party on an automobile trip to the White Mountains, camping along the way. Another summer, they chose the Adirondacks—and the pictures she took were certainly very pretty. This year we expect more charming pictures of her trip, as she now owns a self-timing kodak.

If you think snowshoeing is an easy stunt, just put on a pair of snowshoes and try it.

It is hard to tell from the picture whether she was going or coming; but she got there in the nick of time to appear before the camera. She is at the left of the picture. Miss Archer entered the employ of the company July 16, 1917, as stenographer.



IF WINTER COMES

Δ Δ

OUR GIRLS HEAR ROSA PONSELLE

AS the Worcester Business and Professional Women's Club is a live organization, it naturally attracts our telephone girls to its membership. A number of them have recently joined and are active in the club's work.

The concert in Mechanics hall on January 19, by Miss Rosa Ponselle, was sponsored by the club and was the most ambitious venture yet undertaken and also the most successful. Notwithstanding the blizzard the hall was filled with what Miss Ponselle herself termed a "wonderful audience."

About twenty of our operating and clerical force attended, including these members of the club: Martha Henshaw, Gertrude Carlson, Mary Moriarty, Eunice Bacon, Jeanette Cutter, Helen Kilby, Alva Swanson, Elizabeth Hatfield, Pauline Lamson, Cecilia Haire and Christine Roberts.



FRANK J. HUNT, Plant

Associate Editors:

J. H. MASON, Commercial

H. A. FASICK, Traffic

OPERATOR AVERTS TRAGEDY

COOLED-HEADED, prompt action on the part of Ruth Stone, an all-night operator at Somerset office, had much to do with saving the lives of Mrs. Elizabeth Stodder, a 92-year old invalid, living at



RUTH STONE

10 Tower street, Somerville, her brother, Edward Stodder, and of a nurse and maid. Miss Stone answered a line signal and, getting no response, thought she heard a faint voice calling "Fire." Looking up the address of the number, she called the Somerville fire department and told them her suspicions. Firemen and apparatus, immediately dispatched, found the house in flames.

Members of the hose company broke in, carried Mrs. Stodder down two flights of stairs to safety, and assisted Mr. Stodder, the nurse and the maid.

Investigation developed the fact that the fire probably started from spontaneous combustion in a

barrel of rubbish in the cellar. Mr. Stodder was awakened by the smoke. In his excitement he knocked the telephone from the stand and was unable to locate it when he tried to use it to call the fire department. It was through this that Miss Stone heard the cry of "Fire" when she answered the line signal.

Shortly after the rescue of the occupants the ceilings fell, the walls mushroomed, and the firemen battled for two and one-half hours before declaring the fire out. Without doubt Miss Stone's prompt action made possible the saving of the four lives.

△ △

ANOTHER FIRST AID SCORE

THE benefit of the First-Aid Instructions taught to us was once again clearly demonstrated in a crowded elevated train when a young lady fainted when the train was stalled between stations. This time it was Wallace A. Copeland, our first-aid instructor at Liberty, who immediately took command of the situation. In a clear, cool voice he requested that the door between cars be opened, lifted the lady and started with her towards the door. On reaching the door he administered first-aid in such an efficient manner that by the time the train had reached the next station the lady was able to walk to a taxi.

Words of commendation were heard on all sides at the way Mr. Copeland conducted himself. Once more we see the results of our training benefiting not only our own employees but the general public as well. A physician afterwards came forward and said he had stood by and watched Mr. Copeland but he refused to interfere when he saw that Mr. Copeland knew what he was about.

△ △

NEW TRAFFIC DISTRICT

A NEW traffic district to be known as the Columbia district has been set up with W. J. Lund as district traffic manager. The district will be composed of the following offices: Columbia, Milton, Talbot, South Boston.

The Dorchester district, composed of the Dorchester office, will be under the direction of Ralph E. Smith as district traffic manager.



RALPH JONES



MABEL WILLIAMSON



JOSEPH MCGEE

ELEANOR STUART
KENNETH MATTHEWS



MILDRED BRENNAN FLORENCE CONNEELY
KATHERINE JONES DOROTHY GUTHRO
ELEANOR TOLLOW ELSIE HUGHES MARY BURKE



RACHAEL WOODWORTH



KATHERINE JONES



— WEST SUBURBAN COMMERCIAL'S SHOW —

FIRST AID NOTES

INSTRUCTORS Harold Crowley and James A. Glynn recently at Columbia-Talbot put across the First Aid class whose picture appears on this page. The class made a very fine showing in the examination by Dr. E. W. Bullock, for which credit is merited both by the instructors and the men. The names follow: Albert P. Bernazani, John A. Burke, David Craig, Martin F. Haridman, John G. Harris, Charles C. Hodges, Francis L. Kiley, Joseph L. LaRocca, Ernest P. Laubner, John J. Lyons, Carlton McKenne, John J. Molloy, Harold E. J. Mueller, Aden F. Murphy, Thomas H. Nee, Walter A. Nelson, James J. O'Brien, Alton D. Parker, Charles A. Prentiss, Walter J. Punch, Michael J. Rooney, Eldridge B. Ross, Arthur G. Sullivan.



COLUMBIA-TALBOT FIRST AIDERS

In addition to the above men, the following passed the American Red Cross examination before Dr. E. W. Bullock, also qualifying with high percentages:

THOMAS F. COOLEY, *instructor*; George E. Brown, Francis J. Buckley, John Carter, Frank P. Connor, Edward C. Cronin, Charles K. Daniels, Lawrence T. Fitzgerald, Henry H. Goldman, Wendell V. Ingraham, James R. Kelly, Edward F. Kyle, Edward J. Lee, Richard H. Lindsay, James A. McGonigle, Thomas J. Murphy, John J. Noreau, Jr., Charles W. O'Neil, Fred A. Porter, Ralph B. Sargent, Richard J. Shea, Frank H. Toohill, Edwin F. Trefren, Jr.

WALLACE A. COPELAND, *instructor*; Cornelius J. Bohane, John H. Flood, James J. Gallagher, Herbert H. Harvey, George E. Jayne, Robert C. Joslyn, Talmage J. MacLeod, Thomas W. McManus, Edward V. Meredith, William P. Sparks.

HARRY CROWLEY, *instructor*; Francis X. Elliot. J. P. SULLIVAN, *instructor*; Joseph T. Barrett, John J. Burke, Charles F. Coyle, James E. Flynn, Charles W. Kinney, James F. Lucey, Harry L. Matthews, James F. McCarthy, Francis J. McHugh, Thomas T. McKenna, Thomas L. O'Brien.

HAROLD CROWLEY and JAMES A. GLYNN, *instructors*; James C. Collins, Dana W. Fisher, Jr., Walter Norton, Richard L. Vernon, Patrick F. Whelan.

Accident prevention work in the Metropolitan

division is going along in very fine shape because the men in the field are co-operating splendidly. We hope this good work will continue and because of the fine effort being made by the plant forces in the Metropolitan division, our showing for the year will be a great improvement over the previous years.

In the central office equipment installation force there has been a very noticeable effort of all concerned to help the work of preventing accidents. We hope this effort which is being made in this department will create the spirit which is needed to prevent accidents.

Our mark is set to accomplish a substantial reduction in accidents, and we can be successful in reaching our objective only by the helpful, careful assistance of all our force. From all indications everybody is with us to reach the mark.

“FRIDAY, THE THIRTEENTH”

FOLLOWING the plan of large commercial organizations to encourage social activities outside of work hours among their employees a dramatic club was formed by the members of the west suburban district this winter. As their first endeavor, a cabaret show, “Thrills of Friday the Thirteenth” was given at Devotion Hall, Brookline, on February 13.

The stage setting was a cabaret and a prologue introduced thirteen acts of excellent vaudeville which proved, beyond a doubt, that there is excellent talent among telephone workers.

It was evident that a hundred per cent teamwork was shown by the employees who put heart and soul into their rehearsals which resulted in the following splendid program that was presented to an audience of nine hundred.

- Act 1. *Specialty*..... DOROTHY GUTHRO
- Act 2. *Comedian*..... BILLY MADDEN
- Act 3. *Ballet de Nightingale*..... KATHERINE JONES
- Act 4. *Boy of New York and His Girl*..... JOSEPH MCGEE
- Act 5. *Song and Dance, “Charley, My Boy”*..... BERNIE TWINS
- Act 6. *Minuet—“Song of Love”*..... ELSIE HUGHES
Assisted by Katherine Jones, Dorothy Guthro, Mildred Brennan, Florence Conneely, Mary Burke, Eleanor Tollow
- Act 7. *Song—“All Alone”*..... RALPH SOMES
- Act 8. *Toast to the Cabaret*..... WINIFRED SPAULDING
- Act 9. *Song and Dance—“Doodle Doo Doo”*..... LUCY GUTHRO
Assisted by Marion O'Brien, Dolly Dugan, Helen Winters, Dorothy Guthro.
- Act 10. *Song—“The Songs My Mother Used to Sing”*
KATHERINE OLSON
- Act 11. *Sis Hopkins of a Funny Family*..... MABEL WILLIAMSON
- Act 12. *Paradise Alley Kids—Bowery Dance*
ELEANOR STUART, KENNETH MATTHEWS
- Act 13. *Finale—“The West Suburban Are We”*..... COMPANY
EXECUTIVE STAFF
- Director*..... MISS K. M. OLSON
- Asst. Director*..... MISS C. F. REGAN
- Business Manager*..... MISS C. H. RALSTON
- Asst. Business Manager*..... MISS H. E. FLEMING
- Director of Orchestra*..... MR. H. RIDGWAY
- Stage Manager*..... MR. H. L. SANBORN

COMMERCIAL CLUB ELECTS OFFICERS

THE Commercial Club held its regular monthly meeting at 245 State street, February 2, and the following officers were elected: Geo. J. Healey, Milk street business office, president; Charles Buchanan, Boylston street business office, vice-president; Frank Doherty, coin box collection department, treasurer; George Bragan, west suburban district, secretary.

Last year an extensive educational program was mapped out and the members were addressed at each monthly meeting by representatives from various departments of our company. Primarily, this club was organized in 1924 for the development of the knowledge of its members of the activities and administration of the other departments of our company.

Socially the club has afforded many enjoyable evenings together with opportunities to meet our fellow-workers. These get-together meetings have proved very helpful and have enabled us by acquired information, helpful suggestions and exchange of opinions to render our patrons a more businesslike and satisfactory service.

The new officers are full of enthusiasm and it is their intention to elaborate on the program of 1924. This, however, can only be accomplished by the hearty and earnest co-operation of the members, which can be manifested by your faithful attendance at the regular monthly meetings.

A drive for additional members will be started at once. A representative has been appointed in each district office, collection department and general business offices.

"LET'S GO"—Make our accomplishments for the year 1925 worthy of our efforts.

△ △

ENGINEERS HEAR DR. FLETCHER

ON Saturday evening, January 24, the engineers of this company assisted Doctor Fletcher of the Western Electric Company in a meeting at Jordan Hall.

Doctor Fletcher, who has done remarkable work for the Western Electric Company in the study of the production, transmission, and reception of human speech, read a very interesting paper entitled "Sound, its Electrical Analysis, Amplification, and Control." The talk was demonstrated by a number of experiments including the latest type of loud speakers, amplifiers, etc., developed by the Bell System.

The No. 1 Public Address System belonging to this company was used for the first time as well as other apparatus which Doctor Fletcher brought with him from New York. The talk was very well received by the large audience which consisted of

representatives of medical, engineering, musical, and physical societies.

Several of the members of the New England Company gave creditable assistance in the work of installation and operation of the large amount of apparatus necessary for the demonstration.

△ △

BOY, PLEASE PAGE MR. DAN CUPID

THELMA M. STANWOOD and Edwin H. Blomquist, employees of the collection department at 50 Oliver street, were happily surprised on February 7, to find Miss Stanwood's desk very



THEY'RE MR. AND MRS. NOW

handsomely decorated in honor of her approaching marriage to Mr. Blomquist. On Miss Stanwood's desk was a beautiful chest of anniversary pattern silver, a gift to the couple from their associates in the cashier's and coin box department.

Miss Stanwood and Mr. Blomquist are popular employees of the collection department, Miss Stanwood being relief receiving teller at the Boylston street office,

having served our company faithfully for over four years. Mr. Blomquist has been employed by the company for seven years and is a coin box collector.

△ △

METROPOLITAN TRAFFIC CHANGES

DUE to the transfer of F. H. Yelton to the general department staff, L. J. McHardy has been appointed division supervisor of traffic. Mr. McHardy's duties will include responsibility for supervision of service and load conditions, central office instruction and operating technique.

R. P. Keegan has been appointed supervisor of service studies. The heads of the public telephone and P. B. X. service observing and the service criticism bureaus will report to Mr. Keegan.

During the absence of Louise S. Sullivan, Ella E. Driscoll will have charge of the Roxbury office as acting chief operator.

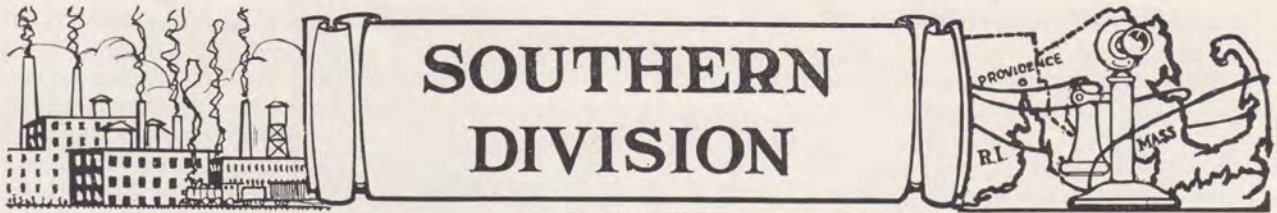
For the same period Marguerite R. Jellow will have charge of the Granite office as acting chief operator.

△ △

FASHION'S LINES

Biff—"Why is the American Telephone & Telegraph Company like the present styles in women's dress?"

Bang—"Because it has Long Lines, of course—and the ladies talk over them and talk them over."—*Los Angeles Times*.



WM. E. GEARY
PROVIDENCE

Associate Editors:

WALTER C. DODGE
PROVIDENCE

SOCIAL ACTIVITIES

AN invitation masquerade dance was held on January 31 at the Ochee Spring House by the Gaspee and Central Information girls. Prizes were awarded to Mildred Johnson for the prettiest costume and to Polly Lassetter for the funniest. Mr. Marr and Mrs. MacMillan won the prizes in the elimination dance. Among the features of the evening were a lemon dance, a cigar dance and a balloon dance. The judges were Mrs. Marr, Mrs. Baier and Mrs. Anderson. Refreshments were served and dancing continued until 12 o'clock.

The committees in charge consisted of Helen Williams, chairman; Catherine Hanley and Helen Callahan of Gaspee; Mae Creegan, chairman; Elsa Olson and Maybelle Cote of Central Information.

The "Four Angells" held their first dance in Froebel Hall, January 15. The affair was such a success that another is being planned. We have yet to discover who the "Four Angells" are, but they promise us faithfully that they will be at the next party.

On January 22, the Exchange Committee of Pawtucket honored its retiring chairman, Hazel Flynn, at a dinner party in Chin Lee's Restaurant. Katharine Moody, the newly elected chairman, spoke briefly of Mrs. Flynn's good work and extended the committee's appreciation of her services. After dinner the party went to the Providence Opera House where they saw "The Potter Family." Those present were Estelle



MISS BELFI MISS CONROY MISS GRAY
Gaspee Masqueraders

Hachfield, Hazel G. Flynn and Emma McHugh, Verna Borden, Jennie Cremo, Helen Raddle, Dorothy Duffy, Alice Smith and Catherine Moody.

△ △

DEMONSTRATION AT WOONSOCKET

THE demonstration switchboard appeared before a large audience numbering nearly a thousand people in Harris Hall, Woonsocket, on February 3. The introductory remarks were made by Allan T. Hanscom, president of the Woonsocket Chamber of



GASPEE AND CENTRAL INFORMATION'S PARTY

Commerce, who spoke of the value of the telephone and how prone we are to take it as a matter of course, little realizing how indispensable it is in our daily affairs until service is interrupted by storm or other troubles.

A. D. McIsaac, Raymond Smith, Fred Cooper and Imlah Hunter acted as ushers, kindly volunteering their services.

The effects of the demonstration have been quite noticeable in Woonsocket, the public showing that the educational features of the demonstration have been of value.

△ △

COMMERCIAL CHANGES

FRED J. DEXHEIMER, formerly manager of the Broad Unit of the Providence Exchange, has been promoted to commercial manager for Attleboro and North Attleboro. Mr. Dexheimer entered



FRED J. DEXHEIMER

the service of the company in 1906 as a clerk in the general accounting office in Boston, transferring in 1913 to general plant accounting. In 1917 he enlisted in the 401st Telegraph Battalion, serving overseas and being mustered out in 1919 with the rating of sergeant. Mr. Dexheimer came to Providence in 1920 to take up commercial work, becoming a short time later cashier for the Providence office. In

1923 when the unit setup was established he was appointed manager of the Broad Unit comprising the Broad and East Providence exchanges.

Fred has taken a very active interest in the social and athletic activities of the division, having been manager of the Telco baseball nine and president of the Telephone Society of Rhode Island. He is at present secretary of the N. E. T. & T. bowling league and is rated one of the best bowlers in this territory. He has also been prominently identified with amateur athletics in Providence and is president of the city commercial bowling league of Rhode Island and the public utilities baseball league and a member of the Providence Rotary Club.

Fred's genial personality has won for him a large circle of friends in Rhode Island who wish him every success in the wider field to which he has been transferred. Just previous to his departure, he was tendered a complimentary dinner by associates of the three departments and presented a number of

gifts with the regards of the "gang." The dinner was followed by a theatre party.

Edgar A. Wilson will succeed Mr. Dexheimer as manager of the Broad Unit. Mr. Wilson came to



EDGAR A. WILSON

work for the former Providence Telephone Company in November, 1910, in the collection department. In 1915 he was appointed collection manager and held that position for some time. At the time of the setup of the unit system in Providence he was appointed special commercial representative and has handled since that time all commercial surveys, publicity, switchboard demonstrations and special exhibits for

the Providence exchange.

Edgar resides in Cranston, where he takes an active interest in the civic and charitable affairs of that growing community, being at present president of the Cranston District Nursing Association.

△ △

GOOD WORK BY INSTALLATION FORCE

OUR neighboring utility, the Providence Gas Company, has just moved into their handsome new office building on Weybosset street, necessitating the transfer of their telephone service from the old headquarters in the Turks Head Building. It was necessary to move two 80-line P.B.X. boards and 69 extension stations and install the same boards with 81 extensions at the new location. In addition, 22 stations located in the various parts of the city had to be transferred. While the cutover was in progress, it was essential that service should continue to all these stations. To accomplish this a 30-line P.B.X. was temporarily set up at the old address.

An installation crew from the Providence district under Foreman Henry Potter and consisting of Charley Hart, Leo Lusignan, Cap Merrill, Herbert See, Fred Myers, Henry Plant, Elmer Drayton and George Grimley handled the job. They performed the difficult feat of moving the service promptly and without interruption. Dan Hazard handled the commercial work of the transfer and James Morgan took care of the traffic end. They all deserve commendation for doing a good job.

The officials of the Providence Gas Company were greatly pleased at the manner in which the transfer of service was made, as is evidenced by the following letter from President Charles H. Manchester to Vice-President C. T. Howard of our Company:

"I wish to express my appreciation of the very efficient work of the men under your Mr. Potter in arranging for us to carry on while moving from the Turks Head building to 100 Weybosset street.

"The temporary service for our executive offices and coke sales department while moving operations were going on was very satisfactory, and the final move was made promptly so that we were able to start business at the new location this morning on time and with perfect service between the switchboard at 100 Weybosset street and our 102 extensions.

"Permit me to thank you in behalf of the Gas Company and to add my personal thanks for the good service which helped us to overcome what might easily have been, for us, an awkward situation."

AN UNUSUAL CASE OF FIRST AID

A CASE in giving first aid that was somewhat out of the ordinary was recently performed by Line Foreman Jimmy Crowley and his gang. The incident shows that our boys not only are able to alleviate the sufferings of humanity, but can also help to relieve the distress caused to our animal friends when they meet with an accident.

A few weeks ago Foreman Crowley and his gang were working on Woodbine street, Providence, when they saw a horse, one of a pair attached to an ice team, slip and fall on the street which was covered with ice. The animal was unable to regain his feet and was dragged along by the weight of the wagon and by his mate for some distance, the sharp ice



CHIEF OPERATORS' TOLL CLASS AT PROVIDENCE

Misses Rose Barry, Webster, Helen Barry, Keane, Smith, Thompson; Front: Misses Cullen, Henderson, Carr.

PROVIDENCE TOLL COURSE

THE accompanying picture shows seven ladies from various parts of New England who have been taking an intensive toll training course under the direction of Sally M. Henderson of Providence, assisted by Miss Shanley. Miss Rose Barry came to us from Fall River, Miss Webster from Portland, Miss Helen Barry from Lowell, Miss Keane from New Bedford, Miss Smith from Brockton, Miss Thompson from Springfield, and Miss Carr from Newport.

The course conducted by Miss Henderson lasted from January 5 to 25 and consisted of lectures, class room work, and actual operating, both during the day and evening. Lectures were delivered by E. E. Browning of Boston, L. L. Ross of Springfield, H. Roby of Boston, A. Hanlon of Portland, and C. B. Allsopp, J. A. Collins and H. A. Amidon of Providence.

On Friday night, January 24, the students were entertained at dinner at the Biltmore followed by a theatre party at the Opera House.

and rocks tearing a deep gash in his side. Mr. Crowley and his men rushed to the scene and from the flow of blood it was first thought the horse had cut an artery. It proved, however, to be only a deep cut and by the liberal use of a can of grease which was on the truck and the application of bandages the men soon stopped the flow of blood.

The action of our men was observed by a number of passersby, all of whom commended Mr. Crowley and the men for their action and for their consideration for the suffering of the poor animal.

This is not the first time Jimmy and his boys have utilized their knowledge of first aid to assist the general public and their fellow-employees. They have given valuable assistance on a number of occasions and no construction gang in Providence has a more expert crew of first aid enthusiasts.

△ △

"Hello, is Boo there?"

"Boo who?"

"Don't cry, little girl. I guess I have the wrong number."—*Indianapolis News*.

TELEPHONE SOCIETY HOLDS MEETING

AT the meeting of the society held on January 19, the members had the pleasure of listening to a very instructive address on "Cable Construction in Foreign Countries" by Robert M. Gillespie, division



Stockholm-Göteborg Line

cable superintendent of the New York Company at Albany. Mr. Gillespie was one of a party of several American telephone engineers who were sent to Sweden in 1923 to assist in placing a toll cable between the cities of Göteborg and Stockholm. His description of the trials and tribulations, some humorous and some otherwise, of a Bell telephone man in a foreign land, kept a large audience interested for over two hours. Mr. Gillespie interspersed his talk with many anecdotes of his experiences with the customs and manners of the people of Sweden, which amused his hearers. After listening to his experiences it is understood a number of our employees are seriously contemplating a vacation trip to Sweden next summer.

Mr. Gillespie's talk was thoroughly enjoyed and the society hopes to have the pleasure of entertaining him again.

A short business meeting was held prior to the address of the evening at which it was announced the annual telephone night at the Albee Theatre would be held in April.

A number of our fellow employees from the Brockton and New Bedford districts were present and received a hearty welcome from the Rhode Island boys. The society extends a cordial invitation to all telephone men in the Massachusetts area to attend the monthly

meetings and they may be sure of receiving a hearty welcome. Come again boys and let's get better acquainted with one another so that we can make the southern division what we all want it to be—the best division in our company.



Office Pole in Sweden near Arctic Circle

FIRST AID GRADUATES

THE men whose names follow appeared recently before Dr. E. W. Bullock to take the examination in their knowledge of First Aid. Their work has been highly praised by Dr. Bullock and they won very gratifying marks.

PROVIDENCE CLASS

J. H. SERROR, *instructor*, Howard E. Albro, Reni N. Allard, Cris Andreason, James E. Babcock, Charles H. Barnes, Irving S. Barr, Walter S. Berry, Anthony Borrelli, Edward A. Brady, Harrison A. Brown, Walter E. Burns, Patrick F. Cafferty, Frank H. Caldwell, Frank S. Chase, Louis T. Christy, Barton C. Clark, John H. Collins, Carl C. Cook, Harry T. Cunningham, Thomas D'Antuono, Donald C. Davidson, Arthur F. Dexter, Francis A. Donahue, William D. Donilan, George E. Drayton, Nathaniel H. Drew, Francis J. Duffy, Stephan A. Durfee, Peter F. Feeley, Robert J. Finn, Gerald B. Franklin, Alexander E. Fraser, Milton P. Gallup, Walter F. Gammell, Fred J. Gillen, Walter C. Goodman, George F. Grimley, Harding E. Harris, Charles W. Hart, John A. Hawthorne, Jr., William F. Hetherman, David Hill, Raymond E. Hulme, Henry W. Ihlefield, Henry A. Johnson, Arthur C. Jones, Herbert D. Kenaston, Joseph I. Kenny, Fred C. Luth, James J. Lyons, William D. MacKay, Henry T. Magee, Emil A. Malstrom, Peter McAulay, William H. McNeil, Andrew R. Miller, Edward H. Muzzey, Horace L. Norcross, Clarence E. Norquist, Harold Ormerod, Alexander J. O'Toole, W. Hobart Palmer, George E. Pilcrans, James J. Prior, James I. Provan, George N. Quimby, Raymond B. Reynolds, Eleuterus M. Rossi, George F. St. Germain, Lory P. Tucker, Raymond L. Welch, Nathan C. Wheaton, C. W. Willey, Frank A. Young.

WOONSOCKET CLASS

FRED BAYHA, *instructor*, John T. Cavanaugh, Arthur M. Cooke, Imlah O. Hunter, Alphas H. Kingsley, Ralph J. Leclair, Albert C. Pierce.

PAWTUCKET CLASS

FRED BAYHA, *instructor*, Adelard Angers, Edward T. Beauchemin, Peter Bertozzi, Frank J. Boyle, Leo P. Boyle, John B. Carley, Walter S. Davis, Jr., William F. Derosier, Michael J. Devitt, Norris Ferguson, William L. Flanagan, James J. Ford, Fred Fournier, James F. Griffin, Walter S. Hall, Michael Hetu, Ambrose Houston, Arthur C. Hoyas, Herbert D. Kenyon, Lloyd A. Ladd, Albert Lesco, James H. McGrath, Odilon Messier, Emile Morrisette, Louis J. Norman, Harry G. Roscow, J. W. Alexander Stake, Harry E. Whitehead.

The following Traffic employees also took the First Aid Examination, in Providence, qualifying with percentages: J. H. SERROR, *instructor*, Clinton D. Allsopp, Edwin Anderson.

FIRST-AID NOTES

STORIES of the assistance given by our plant forces in utilizing their knowledge of First Aid continue to come to our attention. These stories show the men have profited by the knowledge they have gained and in helping others in cases of injury they are making friends for the company they represent.

Joseph A. Kenny of the division engineer's office, while driving through Manton avenue, Providence, returning home from work, observed a man slip on the car track and fall to the ground, breaking his leg. Mr. Kenny at once went to his aid, applied a temporary splint made of cardboard and paper, and assisted him until the ambulance arrived.

Joseph H. Serror, district safety inspector, while watching a fire in Olneyville square, saw a fireman whose hands were covered with blood. He stopped the flow of blood, using the first aid kit on the fire truck, and called an ambulance. On arrival the doctor found a very deep wound, but the bleeding had been stopped by Mr. Serror's prompt action.

Fred Bloom, Newport combination man, while engaged in clearing trouble between Newport and Fall River, heard a person calling for aid. On investigation, he found that a laborer working on highway construction nearby had been struck by a motor truck causing serious injuries to his arms and legs. The man was bleeding badly. Using the strap from his test set he made a tourniquet and stopped the flow of blood. A doctor arrived on the scene soon after and complimented Mr. Bloom for his prompt action which undoubtedly saved the man's life.

Another fine case where our men have been of great assistance in saving life and property is reported this month from New Bedford. On January 22, while cablemen were working on Coggeshall street near the Troy laundry, several girls rushed from the building and told the cablemen that the boiler in the laundry had blown off. The place was full of steam preventing the girls from seeing their way around. At the time, the engineer had stepped out and no male employee was about the premises.

Arthur St. Jacques, a cable helper, after being told the general direction of the boiler, crawled through the steam-filled room and feeling his way around, found the water gauge dangerously low, after which he filled the boiler and undoubtedly saved the plant from a dangerous explosion.

△ △

An American carrier current telephone system is now being installed by the Australian government for use between the cities of Sydney and Melbourne, a distance of 600 miles. This system provides for three or more telephone conversations and 24 telegraph messages simultaneously over a single pair of wires.

NEW TRANSMISSION ENGINEER

REGINALD C. MEEKER has been appointed transmission engineer for the Southern division, reporting to the division plant engineer. He will be in general charge of all transmission testing, transmission maintenance practices and inductive co-ordination problems.



R. C. MEEKER

Mr. Meeker was graduated from the Sheffield Scientific School of Yale in 1914, entering the telephone field a short time later with the Southern New England Telephone Company at New Haven. Starting in the engineering department he became a district

plant chief in 1917, and division superintendent of construction in 1921. He transferred in the early part of 1922 to the New England Telephone & Telegraph Company, becoming associated with the transmission branch of the toll engineer's office. In the spring of 1923 he was appointed supervisor of outside plant methods on the staff of R. H. Keller, and held this position until his transfer to the Southern division.

△ △

SPARES AND STRIKES

A DELEGATION of bowlers from Fall River visited Providence on January 31 and bowled three strings with the plant force of the American Telephone & Telegraph Company's long lines department. The boys divided into two teams, known as the "seniors" and the "juniors." The Fall River "seniors" treated the American Telephone & Telegraph "oldsters" in pretty rough fashion, coming through to the tune of 1344 to 1254. The American Telephone & Telegraph "juniors" evened things up, however, by rolling up a score of 1250 against 1187 for the Fall River "youngsters." A chicken dinner was demolished, and everybody enjoyed himself thoroughly.

△ △

PROVIDENCE COMMERCIAL NOTES

ADA JONES, cashier of the Providence Commercial office, was married in January to Earl Turner. Miss Jones received a very handsome wedding gift from her associates.

Gertrude Emmett of the Broad Commercial Unit resigned during January to enter a new line of work in Providence. She was presented a Martha Washington sewing table by her associates.

BROCKTON NOTES

BROCKTON plant has a bowling league of four teams. They bowl every Monday night. The teams are made up of the following:

TEAM 1, cablemen. W. F. Morey, captain; E. J. Dineen, William Post, Otto Olson, J. L. Sheehan, Charlie Dunham.

TEAM 2, central office. J. E. Maybury, captain; H. A. Evans, William Murphy, Phil Saxton, W. F. Duane, Herman Dyke.

TEAM 3, installers. J. B. Bourque, captain; Charles Gallipeau, Charles E. Simmons, Jake Gorman, Chester Smith, Charlie Gillan.

TEAM 4, linemen. Jed Casey, captain; A. J. Rogers, Ezra Meals, J. R. Curley, Harold Hoyt, Bob Douglas.

On January 20 the plant received an emergency order to install a telephone at the Brockton Heights, in a house where a father and child were sick with scarlet fever. Harold L. Hoyt, head lineman; Henry Fortier, lineman, and Hildred Mehl, combination man, volunteered to complete the install in spite of a raging blizzard. They temporarily ran four sections of line wire and placed the telephone on a board, passing it through the window to the quarantined subscribers. They say the smile of gratitude they received well paid them for efforts to give service where service was urgently needed.

At 6 A.M., January 9, a two-alarm fire broke out in the City Theatre Building, Brockton. On hearing the alarm and ascertaining the location of the fire, Joseph L. Fitzpatrick and Charles E. Simmons, both Class A installers, secured rubber blankets and quickly covered the P.B.X. board at the Edison Electric Illuminating Company, whose offices are located in that building.

The fire put out of service eight lines, two of these serving the City Theatre.

The "All Out" was sounded at 10 A.M. and Joseph L. Byron, sub-station repairman, reported the basement to be so full of water that the interior terminal could not be reached. By 11 A.M., after running temporary wire around the building outside, the City Theatre was back on the map and assuring the good people of Brockton, "There would be a performance in spite of the fire."

The work of restoring the service was done by

Oscar Gassett, head lineman; Joseph Bagnell, lineman, and Harold L. Hawes, installer, under the direction of Installation Foreman Wilmarth Pierce.

The switchboard demonstration was held in the high school hall, Brockton, afternoon and evening of January 13, under the auspices of the Brockton Rotary Club.

One thousand high school students attended the afternoon demonstration, held after school hours, which meant that all attending did so of their own accord. The applause and interest shown was ample proof that it was a success. Principal Getchell of the high school said that it was the best thing of the kind that he had ever seen and that it was of great value to the students.

A thousand people also attended the evening demonstration, making a total of two thousand Brocktonians who were able to see the demonstration

△ △

CREDIT UNION ELECTS OFFICERS

THE Board of Directors of the Telephone Workers Credit Union of Rhode Island met February 4, and elected the following officers for the present year: President and Manager, W. A. Hopkins; First Vice-President, H. C. Baker; Second Vice-President, E. F. Jarvis; Third Vice-President, E. O. Burlingame; Treasurer, W. L. Jones; Secretary, Miss Marguerite Kerns.

A new office, that of credit manager, was created for the purpose of closer supervision over extension of credit to members. H. C. Baker, First Vice-President, was elected to this position.

△ △

MORE FACILITIES FOR BROCKTON

J. M. WILKINSON and his gang of huskies have just completed the job of pulling in over 18,000 feet of underground cable in Brockton which will provide facilities for new installs and regrades and take care of future growth in the Campello section.

This estimate also covers the placing of 48,000 feet of aerial cable and the setting of 175 new poles to be owned jointly with the Edison Electric Illuminating Company of Brockton. The job is one of the biggest authorized for this area in several years and will be completed during the fall.



JIM WILKINSON'S GANG ON THE JOB AT BROCKTON



EASTERN DIVISION



WALTER JORTBERG, *Associate Editor*
PORTLAND, MAINE

NOTES FROM MAINE

TWENTY-FOUR Portland toll operators recently held the first of a series of dinner parties in the lunch room. The color scheme was pink and white, the tables having centerpieces of pink roses. Miss Davis made an admirable toast mistress, calling for speeches from Jane Thayer, Hazel Grace, Martha Mackenzie, Maude Parent and Agnes Johnson. A Valentino dance was given by Margaret White and Ella Huntley.

The committee in charge was Mary Davis and Marion Stone. The dinner committee was Minnie L. Fuller and Hannah B. Leader, chief operator.

January 15, seventeen of the toll operators held a dinner party in the lunch room. Community singing was enjoyed, and after the dinner songs by Evelyn Hayes, Clara Tash and Irene Hayes; then dancing followed. The committee was Clara Tash, Evelyn Hayes and Florence Young; the dinner committee was Minnie L. Fuller and Hannah B. Leader, chief operator.

A club consisting of fifteen of our operators who are having a series of "get-together" parties and call themselves "Ifuwanta" (meaning for any operator to join "If U Wanta") proved themselves good sports when they snowshoed three miles to "Paradise Farm" for a chicken dinner. After dinner they had a merry time until a late hour.



NEW STOCKROOM AT BIDDEFORD

The following plant ratings have recently been granted: D. W. Folley, class "A" sub-station installer; R. T. Warren, class "B" sub-station installer; A. B. Butler, class "B" sub-station installer; H. A. Dyer, class "C" sub-station installer; W. F.

Baker, class "B" local testman; F. A. Eddy, combination repairman, is from Camden; W. F. Sweetland, lineman; all these are Portland men.

The exchange committees at Portland have organized for 1925 as follows: Forest and Preble, Alice Cannonier, chairman; Delia Foley, secretary; Alice Gurney, public relations; Alice Flaherty, social; Elsie Smart, welfare; Toll, Margaret Ball, chairman; Ethel Kennedy, secretary; Jane Petty, public relations; Irene Farry, social; Frances Enos, welfare.

Charles C. Virgin has been transferred from substitute foreman in Cal Strout's crew to supervisor in charge of our building at Portland. Charlie is an ideal selection for this position being thoroughly familiar with 90% of our people using the building and adapted by pleasing personality to keep all in good humor.

Asa F. Jacobs and Tom Maguire have a private office now on the fifth floor and all their old and new friends can find them at home in their new quarters whenever in Portland.

△ △

MAINE'S LARGEST P.B.X.

IN a recent issue the Maine Central Magazine tells us what the railroad folks think of the new P. B. X. at the Portland Terminal Company. In addition to its interest to all telephone people the article has some very complimentary things to say about some of our Maine plant men.

How many know that the Portland Terminal Company's new branch exchange is the largest in Maine?

It has been installed and in operation about eight weeks; and every day it demonstrates its efficiency—one may say, its necessity. The number of calls handled over it is at times almost unbelievable.

And this board—a Multiple No. 4—was made necessary by the constantly increasing business in this part of the railroad world. It is a product of evolution.

This new board is so constructed that three operators can work simultaneously—and an additional position can be added, whenever desired, without undue loss of time. An important point is that each operator has all lines terminating in front of her, making it possible for her to complete all

connections without interfering with her fellow-workers.

The task of changing from the old exchange to the new, with the operators constantly on duty and no interruption in service, was delicate and difficult. It was accomplished under the direction of Philip L. Freeman, with an efficiency and skill that proved extremely gratifying to Portland Terminal officials. His assistants were James Quill, Frank Berrick, Raymond Warren, Arthur Butler and Harry Dyer.

This exchange serves every railroad telephone in Portland and within a radius of five miles with the exception of those in the Maine Central general offices, the Grand Trunk, and the South Portland shops. Its operators are all girls of exceptional skill, who surely are performing a work of real importance. Just sit beside one of them some day and try to keep track of all the calls as they come flooding in.

△ △

NEW STOCKROOM AT BIDDEFORD

DISTRICT storekeeper "Art" Seal and Wire Chief Basil Emery are very emphatic in their praise of the new stockroom at Biddeford. The building is equipped with art metal steel shelving which makes for an orderly array, easily accessible. This set-up eliminates a great deal of confusion as each employee involved knows where the individual items are and takes pride in seeing that there is a place for everything and everything is in its place.



A PLACE FOR EVERYTHING

GROWTH AT RUMFORD

RUMFORD, Maine, which is served by the Maine Telephone and Telegraph Company, has shown a splendid telephone development during the last ten years. The telephone system has more than doubled since 1914.

Ten years ago there were 780 telephone subscribers in this district, which is composed of Rumford, Mexico, Hanover, Rumford Point, Rumford Center, South Rumford, Hale and Frye. Today in that same territory there are 1664 subscribers.

NEW CHIEF OPERATORS IN MAINE

ON January 11, Dora M. Bowley was transferred from the position of chief operator at the Brunswick office to assistant chief operator at Lewiston.



DORA M. BOWLEY

Miss Bowley has served in practically every operating branch of the traffic department. Her experience in all the positions she has so successfully filled, admirably equips her for her new duties as assistant chief operator.

Miss Bowley entered the employ of the company in May, 1905. Since that time, she has been both local and toll operator at Lewiston, chief operator's clerk and district traffic chief's clerk; assistant chief operator in Brockton, supervisor in Lewiston and chief operator in Brunswick. Miss Bowley is well known at Lewiston, which is her home, and her friends welcome her back.

△ △

Ella McAllister was transferred, January 11, from the position of chief operator at Gardiner, to that of chief operator at Brunswick. Miss McAllister has been particularly successful in her three years and a half as chief operator at Gardiner. Miss McAllister entered the employ of the company in April, 1914, as a student at Bath. Her ability was recognized at Bath and as soon as the opportunity was available she became supervisor. She held this position until her transfer to Gardiner as chief operator. Miss McAllister's spirit of loyalty and her sense of responsibility under unusual conditions has been particularly meritorious. She comes to Brunswick with the best wishes of all her associates.



ELLA McALLISTER

△ △

On January 12, Amy B. Morgridge was appointed chief operator at Fairfield, Maine. This office in the past has been directed by a supervisor in charge

but due to its growth this change was necessary.



AMY B. MORGRIDGE

Miss Morgridge entered the service as an operator in Dexter on October 25, 1917. She progressed rapidly through the various grades and during her service in Dexter was supervisor in charge for a period. In 1921 she was transferred to the Waterville exchange and has been most active since entering the force. She has been chairman of the Exchange Committee and has contributed materially to its success.

Miss Morgridge will be greatly missed by her co-workers in the Waterville exchange who wish her every success in her new position.

△ △

Myra E. Fowle, chief operator at Bar Harbor, was promoted to chief operator at Gardiner on January 19. Miss Fowle entered the service in 1907 and has served as operator at Waterville and Bath and as chief operator at Augusta and Bar Harbor. Miss Fowle's many friends wish her the success which she merits in her new position.



MYRA E. FOWLE

On January 19, Minnie M. Allen was appointed acting chief operator at Bar Harbor succeeding Myra E. Fowle, transferred to Gardiner. Mrs. Allen entered the service in 1906 and practically her entire service has been spent in the Bar Harbor exchange. She is very popular both with the operating force and with the patrons of the Bar Harbor exchange which augers well for complete success in her new position.

△ △

No telephones are so much used as railroad telephones—not even those in newspaper offices. To newspaper men this will seem incredible—especially when they think of certain election nights—but it is true.

MORE CABLE FOR BANGOR

THE first 1212 pair underground cable to be installed in the Bangor district was placed by a crew under foreman Chas. W. Sullivan, during first week in February. The length of the cable was 2170 feet and provides relief for the southern section of the city of Bangor. The division construction crew under foreman Jas. T. Harriman, assisted in the work of pulling-in the cable.



FOREMAN JACOBS AND JAMES T. HARRIMAN'S CREW

INVENTORY PARTY

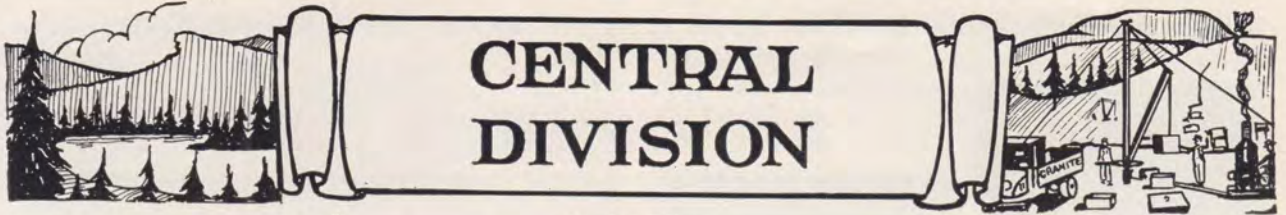
SUPERVISORY forces of the valuation engineers taking inventory in Maine recently staged a stag party at the Congress Square Hotel, Portland. Festivities started at 9 P.M. with a splendid banquet in the cafeteria which had tables especially laid out for the occasion. One of the striking features was the atmosphere of fellowship produced by the lighted candles properly encased in novelty holders, the hollow stems of which contained appropriate souvenirs for each guest.

Novelty stunts by various ones present were introduced between the courses, a recitation by "Hammy," A. D. Hamilton, division field supervisor, who went through the alphabet of the inventory, keeping the crowd in roars with the local hits on the different individuals, was especially noteworthy. Some of the local plant people were guests for the evening and all were enthusiastic in their praise of the committee who put the time across.

F. V. Taylor and H. E. McBride of Brockton, and R. P. Jackson of Manchester comprised the committee.



PORTLAND INVENTORY GANG



FRANK H. PARKER, *Traffic*
245 State Street, Boston, Mass.

Associate Editors:
WILLIAM J. HURLEY, *Plant*
Manchester, N. H.

GEORGE W. GUNN, *Plant*
245 State Street, Boston, Mass.

SALEM DISTRICT PROMOTIONS

RUTH M. O'DONNELL has been advanced to toll chief operator at Salem. Through Miss O'Donnell's conscientious effort during the fourteen years she has been in the company she has risen through the ranks of toll operator, junior supervisor, supervisor and assistant chief operator to her present position.



RUTH M. O'DONNELL

△ △



AGNES MURRAY

△ △
supervisor and assistant chief operator.

Ida M. Atherley has been promoted from chief operator at Ipswich to district private branch exchange supervisor. Miss Atherley entered the employ of the company at Hamilton, February 26, 1905, and was advanced to chief operator at Ipswich August 27, 1916.



IDA M. ATHERLEY

Ethel L. Pickering has been made chief operator at Ipswich. She has worked as an operator at Ipswich and for a short time at Hamilton, having entered the service June 1, 1914.

Beverly. May L. Philpott from junior supervisor to supervisor.

Lynn. Vivian W. Gillespie from operator to junior supervisor; Stella E. LeBlanc from operator to junior supervisor; Elizabeth Morbiani from operator to junior supervisor; Mary J. Parker from central office instructor to assistant chief operator; and Mary A. Perkins from junior supervisor to supervisor.

Salem. Helen P. Barnard from operator to junior supervisor.

△ △



ETHEL L. PICKERING

DIVISION OFFICE CHANGES

THE following changes have been made in the division office force.

Julian S. Dexter has been placed in charge of the force engineering bureau reporting to Supervisor of Traffic, J. L. Leavitt.

Mr. Dexter comes to us from the Western Division and takes the place of Paul D. Giles who has been transferred to the office of the General Superintendent of Traffic.

Esther A. Morrison takes the position of service summarizer made vacant by the resignation of Evelyn G. Ricker.

△ △

SWITCHCRAFT

The Bride (at the telephone)—Oh, John, do come home. I've mixed the plugs in some way. The radio is all covered with frost and the electric icebox is singing, "Way Out West in Kansas."—*Life*.

FRAMINGHAM'S BIG FIRE

THE finest spirit of co-operation was shown by the plant and traffic departments at Framingham at the time of a fire in the Kendall Hotel building in which the commercial office is located, with the result that all of the commercial records were saved.

On the afternoon of January 26, J. J. Cochran, commercial collector, noticed smoke around the windows of the office. He immediately called the fire department, at the same time instructing the girls to put their money into the safe, and to leave the office. A fire had broken out in the basement of the hotel lobby next to our office and had eaten its way through the partition into the basement underneath which was located a storage room used by the other tenants in the building. By the efforts of the fire department the fire was confined to the basement but unquestionably our records would have been seriously damaged by water had it not been for the splendid work by the plant forces.

Upon learning that the fire was in the hotel building a number of plant men reported and asked if any assistance was needed. Headed by Acting Wire Chief, Elmer Hollis, under the direction of Collector Cochran, the work of removing the records and furniture from the commercial office was started, although the fire was still raging in the basement under the front of the office, and everything was carried to a place of safety until arrangements could be made for temporary quarters. Those who assisted in the work were: Albert Tinney, Preston Fay, George Army, John Schofield, George Sanford, Fred Woods, Leslie French, Robert Bagnell, H. H. Randlette, collector, and Albert J. Porter, district store keeper, District Plant Chief Arthur H. Wilson and District Traffic Manager Wesley E. Bevins also assisted in the work.

During the work of carrying out the commercial furniture cries for assistance were heard and on investigation it was found that a man was trapped in the smoke filled basement. Several of the men went into the commercial department basement at the rear of the building and broke through the door into the main basement. Preston Fay crawled through the broken door and locating the imprisoned man led him to safety.

Manager Montgomery was attending a conference at the district office at Lowell and immediately upon learning of the fire, Chief Operator Mae E. Doherty put through an emergency call to advise him of the fire. She also notified District Commercial Manager Gardner G. Bartlett. Because of the location of the fire a very heavy traffic resulted and a number of emergency calls were handled by the traffic force.

Upon the arrival of Manager Montgomery ar-

rangements were made for temporary quarters in the Hemenway building, nearby, and the following morning Acting Wire Chief Hollis had all of the commercial equipment installed in the new quarters and the commercial office was ready for business at the usual time.

One of our small cables was damaged by the fire and fifty lines were out of service. Temporary repairs were made and all but five of the lines were in service by ten o'clock that night and the balance, including the moving of our commercial quarters lines and the Postal Telegraph Company lines, was taken care of before nine o'clock the following day.

All in all it was a splendid example of the work our people are doing in an emergency of this kind and great praise is due to those who handled the condition so promptly and efficiently. Credit is also deserved by the employees of the Edison Electric Illuminating Company for their excellent co-operation during the fire.

△ △

DIVISION TOLL CLASS

AN advanced toll-training course was held from February 2 to 21 at Lowell.

A program of instructions, drills and exercises was presented by Helen Barry, division toll instructress, interspersed with talks on matters of interest to chief operators in charge of toll offices by division and general office speakers. The course was conducted under the supervision of H. E. Roby, toll supervisor.

Acting District Traffic Manager Hennessey of Lowell welcomed the class at its first meeting. Talks and discussions were held by general toll traffic supervisor, E. E. Browning; division superintendent of traffic, J. H. MacKnight; general supervisor of traffic, H. E. Darling; division service supervisors, J. L. Leavitt and A. J. Hanlon; superintendent of traffic, G. A. Morley; district traffic managers, F. S. Benjamin and H. A. Amidon; supervisor of methods, K. D. Lippincott; assistant supervisor toll methods, E. W. Kimball, and chief service observer, Miss A. C. Tyler.

The members of the class were: Frances Johnson of Concord, Gula VanNatta of Manchester, Nellie F. Snow of Lowell, Ruth O'Donnell of Salem, Blanche Malo of Haverhill and Alice MacMasters of Framingham.

△ △

\$265,000,000 FOR 1925 CONSTRUCTION

The American Telephone & Telegraph Company will expend \$265,000,000 for additions and improvements in 1925, equaling record budget for current year. For five years to end of 1924 company will have expended for construction more than \$1,000,000,000. From 1904, through 1925, expenditures will have totaled \$2,233,000,000.



TOLL BOARD AT NASHUA

NASHUA'S GROWTH

THE recent installation of four new toll positions in Nashua, N. H., recalls to mind the remarkable development in Nashua's telephone business during the past fifty years and especially the last thirty years.

The first telephone exchange in Nashua was established in the Telegraph Block in 1879. The number of telephones connected to it was approximately 90. The whole outfit represented an investment of approximately \$10,000, or about \$111 per station. There were three employees, one day operator, one night operator, and a repair man. The number of calls completed daily averaged about 400. Of course these were practically all local calls, there being no such thing as toll traffic. Maintenance, also, was on a more or less experimental basis. As a measure of comparative efficiency, it is interesting to divide the number of calls per day by the number of employees as we trace the growth of the exchange. At this time then, three employees handled 400 or about 133 calls per person.

In 1892 the central office was moved to the

Odd Fellows Building, directly across the street.

By 1895 there were about 292 telephones working through the exchange. The switchboard had grown to three positions at which local and toll calls were handled to the extent of about 1200 per day. Of these 292 telephones 240 were connected on grounded circuits with Blake transmitters, 42 had metallic circuits with granular buttons, and 10 had solid back transmitters.

During the next decade the growth was continuous until in 1906 about 1400 telephones were in operation. On May 12, 1906 the exchange was moved from the Odd Fellows Building to the present Company owned quarters and the service changed from magneto to common battery service.

The next eighteen years were busy ones for the telephone people of Nashua, for the growth continued to be proportionate, there being a gain of 4600 stations during this period. That meant a gain of about 250 per year, or one for nearly every working day. On January 31, 1925, 6000 telephones were being operated in the exchange. This growth is the more remarkable in that the population has



NASHUA'S LOCAL BOARD

increased only about 7000 in the last 30 years.

At present the 6000 stations working through 18 local and 8 toll positions, originate about 29,000 or 30,000 local calls and 1200 toll calls on busy days. This increased traffic is handled by 75 employees in the three departments. Thus, while the number of employees has grown 25 times, the volume of business has grown seventy-five times over. Using the measure of calls per employee we find that over 400 is the present figure as compared with 133 in the early days. The force is divided among the three departments as follows: traffic 50, plant 20, and commercial 5.

The growth of the toll business is illustrated by the fact that there are now 57 direct toll circuits radiating from the Nashua toll board. These circuits are distributed as follows: Boston 10, Concord 3, Lawrence 3, Lowell 9, Ayer 3, Peterboro 3, Wilton 2, Manchester 12, Milford 6, Merrimack 3 and Hollis 3.

The telephonic development of Nashua is relatively high, there being about one telephone for every 5 inhabitants. This is high in view of the fact that the city is a textile center with a large foreign population. Prospects for future development are excellent.

△ △

JACK GRIFFIN SAVES WOMAN'S LIFE

IN the presence of one thousand spectators who gathered to witness one of the worst fires in Framingham for several years, Jack Griffin, line foreman of Framingham, gave a demonstration of presence of mind and courage such as is seldom witnessed when he saved the life of Mrs. Everett Johnson, who occupied a room on the top floor of the hotel.

Mrs. Johnson realized it would be impossible to escape through the corridors because of the dense smoke, and in spite of the warnings of the people below, she attempted to descend to safety over a rope fire escape which she dropped from her window. She slid about one-third the distance when she lost her grip. Griffin, sensing her danger, set himself firmly to catch her. He broke the force of her fall, but was unable to hold her. Mrs. Johnson was injured when she fell from Griffin's arms, and suffered from shock, but without doubt would have been instantly killed if her fall had not been broken.

Jack reported to work the next morning none the worse from his experience. He has been in the service of the Telephone Company for seventeen years and his courageous act at the hotel fire is not surprising to those that are fortunate to know him. He was for nine years in the regular army in the Spanish American War and Mexican Border uprising. His latest act adds one more to his list of courageous deeds.

TOM HENNESSEY PROMOTED



THOMAS M. HENNESSEY

TM. HENNESSEY, acting traffic manager at Lawrence since July 20, 1924, has been appointed acting district manager of the Lowell district.

After completing his college course. Mr. Hennessey entered the employ of the company as a student. His first assignment was at Worcester, where he received training that served him well during the trying days just previous to the Lawrence cutover. Although Tom has been with us but a comparatively short time by his genial manner and his good fellowship he has made a large circle of friends who wish him success.

△ △

FRAMINGHAM DISTRICT NOTES

A FAREWELL party was tendered Florence M. Parker on January 28, at Oriole Manor, Natick, by seventeen of her Framingham associates. It was originally planned to bid "Flos" adieu at the Kendall but on account of the fire, the new Oriole Manor accommodated us.

George McKelvey acted at toastmaster. A green gold mesh bag was presented to Miss Parker.

Dancing, singing and a rip-roaring good time followed the delicious turkey supper. It certainly would have been a treat for radio fans had that ballroom been converted into a sending station for the evening—that crowd not only danced but they SANG. Charlie Adams boasted that he hadn't danced for fifteen years, but like Nurmi, he has broken all records and since the party the sound of jazz just gets him.

Those present included Florence M. Parker, Arthur H. Wilson, Charles F. Adams, George C. McKelvey, Alice U. MacMaster, Ester Moore, Agnes Davis, Carol V. Doherty, Florence McKewin, Theresa Sharkey, Antoinette Moisan, Margaret Gilleran, Wilfred Hammond, Henry Fahey, Bill Hirtle, Francis Casson, and Hugh Dunn.

△ △

Among the newly-weds in the plant department, we congratulate:

George Glennon, Framingham lineman.
Joe McCormick, Framingham stock clerk.
Jack Kinnarney, Framingham stockman.
Marty Lynch, Marlboro line assigner.
Bill Lovering, Framingham lineman.



At your service

The courteous girl at the switchboard speaks the first word in more than two million conversations an hour. Presiding day and night at the busy intersections of speech, she is always at the call of the nation's homes, farms and offices.

Out of sight, and most of the time out of hearing of the subscribers, little is known of the switchboard girl—of her training and supervision under careful teachers, and of her swift and skilful work. Likewise, little is known of the engineering problems necessary to bring the terminals of fifteen million

telephones within the reach of a girl's arm, or of the ceaseless work of maintenance which in fair weather and storm keeps the mechanism fit and the wires open.

America's millions of people must have at their command means of direct and instant communication, and the Bell System must ever be in tune with the demands of national service.

These are the components of America's system of telephony: The best of engineering, of manufacture, of facilities—and a personnel trained and eager to serve.



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

BELL SYSTEM

One Policy, One System, Universal Service