

# TELEPHONE TOPICS

J. G. B.

SOMEWHERE IN FRANCE,  
December 16, 1917.

To the Employees of the  
New England Telephone & Telegraph Company :

This is a personal letter to each one of you and not a formal notice from an absent president.

It is about seven weeks since I left Boston and I am "over here" in a place I am not allowed to name, doing work for the country that I cannot tell you about, but I am well and busy and trying to do my utmost.

I have received from many of you kind expressions of good wishes in my new work and I wish it were possible for me to thank each and every one of you personally and tell you how much I appreciate all you have said. Those messages from you are further manifestations of the real co-operation which exists between us all, and which must always be maintained if our Company is to continue its success.

The work of winning this war demands the individual effort of every American citizen, some at home and some "over here," and I have the utmost confidence that every worker in the New England Telephone & Telegraph Company will do his or her share.

With kindest regards to you all and best wishes for the new year, believe me,

Sincerely your friend,

PHILIP L. SPALDING.

January, 1918



# 1918

I WANT to take a few minutes of this New Year's Day to wish every one of the employees of the New England Telephone & Telegraph Company the fullest measure of happiness and success throughout the year that is before us. This has been a rather thoughtful day with me, and I am wondering if it isn't a time for us all to do a little extra thinking. Is each of us, man or woman, doing exactly the best thing, the uttermost thing, to help this Company do its full part in the nation's service during this great crisis?

WE are passing through a period of stress the like of which has never been known; nevertheless, during the past year we have served the public efficiently, and conducted our affairs successfully. The credit for this does not belong to any one or to a few. It is the result of the loyal, earnest work of thousands of men and women who are the living, vital force behind this great public service of ours.

THE year upon which we are entering will have its problems, greater and more difficult to solve than those of 1917; but it is always better sport to win when the other fellow puts up a good stiff fight. Our objective is to maintain the standard of our service, so vital to the national welfare at this time. We must also work with increased efficiency to offset the mounting costs of giving service.

TEAMWORK will do it — teamwork and the increased power that comes from effort; just as repeated drills not only improve the individual soldier but increase his efficiency as a part of the army. Every one of us is a vital part of our army, so let's buckle down to the campaign before us, each one remembering that it may be his extra ounce of effort that will spell victory.

M. B. JONES,  
*Vice President*

January 1, 1918.



# 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



PERHAPS you've noticed that TELEPHONE TOPICS is no longer wearing its usual highly decorated overcoat. This doesn't mean, however, that its spirit isn't as strong, or that its heart doesn't beat as warmly as ever. It's just the voluntary contribution of the Editor to the spirit of the times. Here's the story: When that annual nightmare — next year's budget — was being rounded up, and the probable revenue totals based on past performances and future hopes were herded on the one side, and the necessary expenditures in the form of material costs and wage necessities on the other, the task of making the first equal the second seemed difficult, if not hopeless. It was clearly impossible to reduce these necessary expenses; in fact, it was admitted that in view of living conditions some of them should be materially increased. But how overcome the hiatus?

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Then someone developed an idea which found expression approximately as follows: "We have been for years a big and prosperous Company. If we needed special things in the line of furniture, furnishings, forms or supplies of hundreds of different kinds, we requisitioned them and they were forthcoming. But these times are not normal; they are abnormal. Just as the individual has to economize in clothing, food, sugar and fuel, the Company as an organization should economize.

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"It may be inconvenient to do this, just as it is inconvenient to sift ashes, but the resultant cinders make the inconvenience worth while. Let us all sift — sift requisitions; sift every proposed expenditure to see if it is really necessary in view of present conditions; sift every possibility of practicable economy and every possibility of increased revenue and increased efficiency in transacting our business. It may be irksome and inconvenient to do this, but if we make that word 'necessary' the keynote of this campaign of inquiry, we can close up that gap between revenue and expense without cutting off jobs or cutting down wages."

This is the gospel that has been preached during the past two months. It is directed not only to every supervisory head of the Company, but to every individual, and it is astonishing to the executives to note its reception and its results. These results are observable not so much in great big things, but in the multitude of small things — in the conservation of supplies by the plant man, in the conservation of circuit time by toll operators, in the conservation of normally ineffective calls, in the conservation of clerical supplies, in the conservation of traveling expenses, and so on to the end of a long list of apparently minor things.

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But only "apparently." In reality, comparatively insignificant things total up a figure that is perfectly astounding to anyone except the person whose job it is to check these totals. The possible savings on such things as lead pencils, erasers, paper blocks, and even paper clips would pay the wages of a large squad of workmen or enable a deserved salary increase to many a man or woman, while the possibilities along some of the other lines already mentioned are much more significant and resultful.

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At first this economy talk sounded like an ancient bugaboo, but by-and-by the real spirit of the thing struck home. When it was put squarely up to the individual, and he saw the possibilities, he began to note various instances of where he could "do his bit," to quote a current phrase. Then it became a sort of a game with many to try and discover new possibilities of increased revenue, or, what amounts to the same thing in the end, new possibilities of avoiding unnecessary expenditures. Some of these things the boss himself couldn't see; it was visible only to the man or woman close to the job.

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And so the Editor began to take account of stock with reference to TELEPHONE TOPICS. It was an expense. Should it be cut off? Pride shuddered at this. There seemed to be pretty conclusive evidence, also, that



TELEPHONE TOPICS had served and was serving a useful purpose to the Company in disseminating among employees a lot of valuable information regarding fellow-workers and their work, and a lot of helpful ideas developed mainly by these same workers. It honestly seemed as if it deserved its right to live.

Well, could it make any contribution to this campaign in saving? Was every item of expense necessary? How about three-color covers? How about so many half-tone cuts? How about cheapening the quality of paper? Thus went the process of self-examination. Yes, there could be material savings, and, we hope, without material loss.

We offered to leave off the cover of the December issue, but there was a universal protest when the idea was advanced. The December issue was devoted largely to an account of doings at Ayer — to the presentation of colors to the Signal Corps, to the flag-raising at Netatco Hall. In a way it was a sort of farewell to our soldiers. Everyone felt that no detail that would make this occasion memorable should be slighted in any way, no matter what the future might require. So the December number had its three-color cover and all the half-tone pictures it could pack.

But we're contributing some of the fancy trimming on our overcoat to the cause, and cutting down on half-tones, and, as soon as we can arrange it with the printer, we're going to save on paper.

But, as we said at the outset, that doesn't mean that its spirit isn't as strong as ever and its heart as warm; therefore, we hope to make TELEPHONE TOPICS as readable and welcome as ever, even if not as decorative.

### Disaster Affects 100 Halifax Operators

**N**O catastrophe in recent years has occurred to cause the tremendous loss of life, personal injury, and property loss occasioned by the recent explosion at Halifax. The sympathy of the American people has indeed been with those unfortunate residents of Halifax, and all possible has been done in this country to alleviate to some extent the great suffering that has prevailed in the stricken city. Not least in this direction has been the effort of the Metropolitan division operating employees since the news reached them on Monday, December 10th, that not less than 100 telephone operators of the Halifax exchange had not only lost their possessions, but many of them had also relatives among the dead and injured.

It was realized at once that something must be done among our employees. Simultaneously and in all directions contributions started in the Metropolitan division traffic department, and within three days \$1,169.82 was forwarded from these employees toward the aid of their sister workers across the border.

General Superintendent Fraser, who in a large measure had the handling of the relief of the Halifax operators, in acknowledging this contribution has this to say:

I beg to acknowledge receipt of yours of the 14th instant enclosing check for \$1169.82 as contribution from the traffic department employees of Boston and vicinity for

the relief of the Halifax operators. I am forwarding this together with amounts raised by the Bangor Division of your Company and amounts contributed by our employees to the Telephone Company at Halifax. I am sure that the Halifax employees will very much appreciate the amount contributed by the Boston employees. There is a considerable number of operators whose homes were wrecked and consequently they have no clothing except what they happened to be wearing at the time the accident occurred.

### Praise from Maj. Higginson

**H**ENRY L. Higginson is New England's "Grand Old Man." Although over 80 years old, he is still active and vigorous, the head of the banking house of Lee, Higginson & Co., and interested in many things, and especially in patriotic service to the country at the present time. He believes that all service, however humble, can be dignified and ennobled, and therefore he made more effective, if the worker will, in spirit, dedicate his work to his country's service. This does not mean that the worker shall give his labor, for he may not be able to do so; it means, rather that he will give to his labor that element of interest, enthusiasm and unreserved devotion that makes the product of it of finer quality, if not of greater quantity, and not infrequently does both.

The following letter from Maj. Higginson was addressed to President Spalding but not received until after Mr. Spalding was on his way to that point "Somewhere in France" to which he has been assigned. It will be of interest to all, especially to the operating forces.

"I hear from all sides of the fine spirit and great efficiency of your company in this great trouble which has come to us, and can only reply: 'Of course, that is what they are trained for.' It is a great thing to have a lot of people who bend all their energies and all their time to help other people in a stress like this. I congratulate you — and ourselves — in having such an organization."

### "Do Unto Others As—"

**M**ISS Phyllis V. Anderson was 2100 miles from home, having come from Denver, Colorado, to Boston to take vocal lessons, at the same time doing so "on her own" by working as an operator in the Back Bay central office. Under such circumstances to be suddenly stricken perilously ill would give one little cause to celebrate Thanksgiving. But thanks to the benefit fund plan, and to the interest of Dr. Anna G. Richardson of the Division Superintendent's staff, Miss Anderson was able to leave for her home in a frame of mind that may be well gauged by her letter from Detroit to Mr. Whitcher.

I am sorry my service with the New England Telephone and Telegraph Company terminated as it did. However, I feel very fortunate to have been working for such a generous corporation. I found during my illness that there are many lovely people in this world. I feel I can never say too much in praise of Dr. Richardson and others in the Telephone Company who have assisted me. The benefit payments I received relieved me of a great worry. I am sure you can understand what they would mean to anyone alone and away from relatives as I was. Also I must mention the excellent care I received from Dr. Richardson; to her, without any doubt, I owe my life.

While it was unfortunate that the latter part of my stay in Boston was spent in a Hospital, I nevertheless have enjoyed Boston and my work there and appreciate the wonderful kindness shown to me.



## The Head of the Signal Corps

**H**ERE is the man entrusted with the great two-sided task of up-building America's air fleet and of providing for all the field telephone and wireless communications for our new armies. His name is Major General George O. Squier. The importance of his duties cannot be exaggerated. The air service is counted on to clear the road to victory for the American ground troops. Soon from the skies of France the men now under General Squier's care will be guiding American batteries, saving American lives from surprise attacks, bombing German trenches, seeking out German guns, while the Signal Corps itself will be serving as the nerves of the army, flashing back and forth by radio and by telephone the priceless intelligence upon which every military move must depend.

General Squier was born in Dryden, Michigan, March 21, 1865. In 1883 he was chosen for West Point and was graduated in 1887 with the rank of Second Lieutenant in the Third Artillery, stationed at Fort McHenry, Baltimore. During the Spanish-American War, he rendered efficient service to the United States fighting forces, being in command of the Signal Corps.

In March, 1903, after successfully laying the inter-island cable, still in use at the Philippine Islands, he was made a Major. In 1907, as chief of staff to General Allen of the Signal Corps, he was entrusted with drawing up the first specifications for a military aero-

plane ever used by any government. He made the first ascent as a passenger in an aeroplane at Fort Myer on September 12 of the next year.

In 1912 he was sent to England as Military Attache for the American Embassy, where he built up many of the friendships and secured much of the information, especially in the first two years of the war, that have since proved so useful. He represented the United States at the International Radio Conference in London that year.

In May, 1916, he was recalled to the country by President Wilson to reorganize the air service, and on the 4th of the following February was appointed Chief Signal officer in charge of both Aviation and

Signal Corps, with the rank of Brigadier General, which was increased to Major General on October 6, 1917.

Under his direction the air service has jumped from a strength of 2,000 to an authorized strength of 153,000. Its proportions have increased from about \$1,000,000 in five years to \$700,000,000 granted in one year, and a billion asked in the next. The Signal Corps itself has had to meet the needs of an army six times that of a few months ago. In the electrical world, General Squier occupies a prominent place, being a member of several scientific and professional bodies. In 1912 he

was awarded the Elliott Cresson gold medal, the highest honor of the Franklin Institute, for his work in multiplex telegraphy on "wire" wireless, by which half a dozen wireless messages run outside of, but are guided by, a single wire.

But what is most important, General Squier, with these manifold scientific acquirements, possesses in a remarkable degree the capacity for leadership. He is a good judge of men and has surrounded himself with a scientific and military personnel which is representative of the highest type of American achievement. He possesses in a high degree those personal qualities, found only in leaders of men, which call forth the enthusiastic and loyal support of all of those who are privileged to serve under him. Among those who are thus privileged none will serve more faithfully



MAJOR GENERAL GEORGE O. SQUIER  
Copyright by Harris & Ewing

or loyally than the men of the Bell System who entered the reserves of the Signal Corps which were established with so much wisdom and foresight by General Squier even before our country had entered the war.

### The Income Tax

**A**LL of us are going to be interested in an article on the income tax that is being prepared for next month's TOPICS. The idea of the tax and the proper procedure for filling out the necessary forms will be clearly outlined to us all by Mr. Fischer of the General Counsel's office in an interesting and instructive story.



## Selling by Telephone

**T**HE use of telephone service by salesmen, sales managers and dealers in all kinds of merchandise is being extended to such an extent that today the commercial and mercantile houses which have adopted it as a part of their sales methods is legion. In many houses it has replaced the use of the mails and telegrams and others use it to supplement and follow up the work of salesmen in the field.

In many past issues of TELEPHONE TOPICS we have



printed many stories of large sales resulting from the use of the toll service. The following incidents which bring out some of the advantages of using our service, are now added to the collection:

### Will in Future Cover Missed Calls by Telephone

One of our representatives recently interviewed the Boston sales manager of the Vacuum Oil Company. This concern never counts the cost when it is probable that a telephone call will bring business, and consequently the manager was quite ready to receive any suggestions as to possible uses of the toll service.

After advancing several selling ideas, some of which were already being used and others which were not adapted to their particular business, our representative fired the last cartridge in his belt by asking the manager if he had ever tried to ascertain how many calls his travelling salesmen missed with a view to covering such calls by telephone. "No," he said, "that is something I never thought of." Calling his secretary, he said, "Here is a man from the telephone company who has some good ideas on selling. Talk with him, get his ideas, and then see me." The secretary got out his daily reports of two or three of the salesmen and was surprised to see that each of them had mentioned several buyers who were out of town when they called, and that apparently nothing had been done to cover these missed calls. This he reported to the sales manager who immediately gave instructions to the salesmen that in the future all missed calls must be covered by a telephone call.

### "Follow Up" by Telephone Saves an Order

The Boston sales manager of the Neostyle Company reports the following sale made by following up a prospective customer by telephone:

A man from Brockton came to the store to look at a machine, but before buying said that he wanted to look at a machine made by a competitor. That night when the sales manager got home he decided to call the man by telephone and learn if he had decided which machine to buy. From the ensuing conversation he learned that the party had decided to buy the other machine. After talking with him about fifteen minutes he sold him his machine.

Without the use of the telephone this sale would have been lost as the customer had practically decided to buy the other machine.

### Sales Manager Finds the Telephone Superior to Mail or Telegraph

The sales manager of a large wholesale house relates his success in handling contracts by telephone as follows:

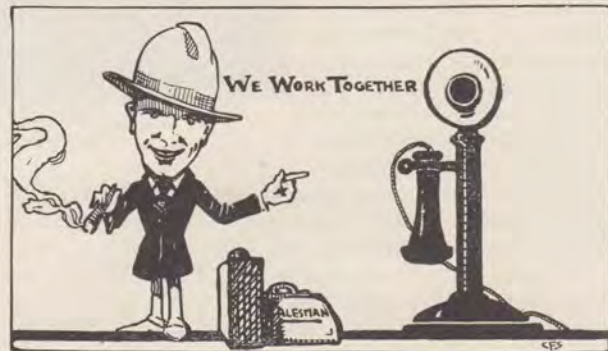
"When I came to Boston eight years ago as sales manager for this company, I found it to be the practice, in quoting prices, to depend on the mails and the telegraph when a personal call was not possible. I immediately decided to change this practice and substitute the use of telephone calls, notwithstanding the idea which had prevailed that in contracts involving large amounts, such as we often make, the liability of error in telephone transmission was too great a risk. In my opinion, however, this fear was groundless and the disadvantage of the mail and telegraph method greatly outweighed the possibility of error by telephone. For instance, the prospective customer having our quotations and having been called on by the representative of a competitor, might use our figures to get a lower price, resulting in the competitor securing the order. I preferred to get an interview by telephone, which I have found in most cases to be as good as a talk face to face, and in the majority of cases have been successful in closing contracts in that way.

"In the eight years of my connection with this company I have made contracts to the amount of over \$40,000,000, and have had only two disputes in contracts made by telephone and in both cases with customers whose orders were comparatively small. We, of course, have a force of travelling salesmen, but find many cases where it is unsafe to wait until a salesman can make a personal call and such cases can be most effectively cared for by telephone."

### Insurance Sold by Telephone

The value of the toll service as a means of selling insurance was demonstrated to General Agent Curtis of the New England Mutual Insurance Company of Boston in the following manner:

Mr. Curtis heard of a prospective customer who lived in Cleveland, O., and after writing him three or four letters to which no reply was received, decided to take the chance of a telephone call.



After talking to the party in Cleveland a few minutes a policy for \$20,000 was ordered and it was found that the reason he had not replied to the letters was that he could not make up his mind as to the amount he wanted to take.

Mr. Curtis, by spending \$3.00, was able to get this business and if he had not used the telephone, probably some other agent in Cleveland would have interviewed this man and sold him insurance.



### The "Telephone Pass" Used by Travelling Salesmen

A prominent firm dealing in mill supplies has obtained good results in the use of the "telephone pass" giving its customers the privilege of "collect calls."

They place these passes in the hands of their salesmen who give them to customers and urge their use whenever necessary in ordering goods.

As all such orders are credited to salesmen they are of course quite willing to secure business for the house in this way, and the natural results are orders which a competitor might otherwise get.

### Telephone Versus Mail in Answering Inquiries for Prices

A large Boston wholesale house received an inquiry for prices on certain goods. The inquiry being from a customer who had not been heard from for a long time, the sales manager thought it wise to answer it by telephone. By doing so he obtained a substantial order at once. An answer by mail might not have resulted so favorably. Possibly also this instance may have suggested getting in touch by telephone with customers whose trade has apparently been lost.



### Milling Machinery Company Uses Telephone to Make Salesmen's Appointments

The Factory and Mill Machinery Company was interviewed by one of our toll canvassers. Among the suggestions made were:

That they use the telephone for making appointments before sending a salesman to call on a prospective customer, also that in answering inquiries the telephone could be used to good advantage and in some cases might lead to a sale. The manager said he thought they were using the telephone as much as possible, and that their tolls were averaging about ten dollars per month.

A recall was made on this same company and it was found that their tolls were averaging over \$40 a month, or a yearly increase of \$360. The manager stated that he had found the telephone a great help in making appointments and never sent a salesman to call on a prospective customer without making an appointment by telephone. He stated that while his telephone expense is much larger yet the saving in time lost is very great. He also answers all inquiries for prices by telephone and finds that this practice often leads to a sale.

It would, therefore, seem conclusive that this increase in tolls was due to the suggestions made by the company's representative.

### Hay and Straw Dealers Adopt Use of "Telephone Pass"

Recently the firm of J. B. Dawson Company of Boston, wholesale dealers in hay and straw, were interviewed by

our representative and various suggestions given as to the use of toll service as an economical and effective way of selling goods.

A representative of this firm, about a month after the interview, made three calls from our Plymouth central office at a cost of 60 cents and sold three carloads of hay amounting to \$1,050. So well do they like the use of the telephone in selling that they are to send out the "telephone pass" to their customers.

### Customer Lost by Cancelling the "Collect Call" Privilege

Occasionally a business house criticises the custom of offering customers the privilege of calling "collect," on the ground that the privilege is sometimes abused. Our representative recently received this criticism from a grain dealer, because an old customer had made several such calls which had not resulted in orders. Because of this he wrote the customer that he felt obliged to cancel the privilege of inquiry for prices at his expense except when it brought orders. He did not get any more calls, neither did he get any more orders from this customer. Being disturbed at this loss of business he made a personal visit to find out what was the matter and found that the business was being given to another concern which did not question his calls. Several trips at a large expenditure of time and money were necessary before the business was finally recovered. He is now persuaded that he ought to have taken a broader view of the proposition and not condemned it because of one case of what seemed to be an abuse of the privilege.

### Fourteen Calls Sell Grain Worth \$18,000

A traveling salesman called at the Bangor commercial office and passed fourteen toll calls amounting to \$10.13, selling nineteen carloads of grain valued at about \$18,000.

### What's the Use

"OH, what's the use," lamented a weary operator. "We go through these motions every day, but what does it all amount to? All we ever do, over and over again, is put 'em up and take 'em down." The remark suggested the following verses:

#### Putting 'em Up and Taking 'em Down

By IDA R. WITHAM, Augusta, Maine

The streets are all deserted now,

The white lights burn on the switchboard face,—  
Burn a moment and then are gone,  
Followed by others to take their place.

The people's safety hangs on thee,

O wires that reach through a sleeping town,  
And cords whose threads are worn and frayed  
From "putting 'em up, and taking 'em down."

Ah, would that we were seers, to read

The meaning attached to each outstretched cord:  
On this a man that denies his country,  
On that a man that denies his God.

But worry not of the day that's passed,

Your aching back or the "super's" frown,  
For the fate of a soul may hang in the balance,  
While you're "putting 'em up and taking 'em down."



## Who's Who With Us

*This feature was adopted on the suggestion of a correspondent to whom we are unable to give personal credit because he neglected to sign his name. His suggestion, in substance, was that there are many employees of the company whose official duties affect a good many other employees, but to whom they are known only by a name or a title, especially to the new recruits and to those located some distance from headquarters. He expressed the opinion that pictures of these men and sketches of their duties would be of general interest. We are trying to carry this suggestion into effect along two distinct lines — an actual "working" photograph of the subject (not an all-dressed-up-and-nowhere-to-go studio picture) coupled with enough text matter to indicate sketchily the human side of his character as well as some brief outline of his official duties.*

### Edwin W. Pierce

**I**N the shadow of Bunker Hill, Charlestown, some years ago, Edwin W. Pierce, or "Ed" as he is better known throughout the Company's territory, played ball and other games with the children of the neighborhood, and carried on the good fight against the



E. W. PIERCE

traditional enemies of all youngsters — the teacher and the "cop." For it was in that historic section of Boston that Mr. Pierce was born and spent his childhood days. When a TOPICS representative dropped in on him the other day to get a story, he was busier than a one-armed paper hanger. But he persuaded "Ed" to talk to him (when he wasn't answering the telephone which was about every other minute). As a member of the War Service Committee representing the commercial department and also in charge of the commercial matters between our Company, the railroads and the Government, he has "some" job.

In 1904, after spending ten years "on the road" as a salesman, he entered the employ of our Company as cashier in the contract department when that department had charge of all canvassing in the New England states. It was some job to look after all vouchers in those days when "X. A's" were an unknown quantity. When the functional organization of our Company was made effective, Mr. Pierce was appointed chief clerk to then General Commercial Superintendent Keller. Mr. Driver had watched the business manner of Mr. Pierce on this job and when it was decided that an executive clerk was needed in his office he naturally wanted the best, so he picked Mr. Pierce for the job. In 1914 he was appointed special agent in charge of railroad and government work for our Company, reporting to General Commercial Superintendent Whitney.

Mr. Pierce is perhaps as well known throughout the Company as any other man, as he has been in close touch with the employees in various ways. He is a past president of the Commercial Chapter of the Telephone and Telegraph Society and past president of the Telephone Society of New England. He is also the founder and organizer of the Telephone Orchestra. Golf is his hobby and a day on the links is the best thing he can ask for. But these days are few and far between now, for he is on the job all the time.

### A. L. Favour

**C**OMMON sense is a gift and Archie L. Favour, secretary to Acting President Jones has a lot of it stored away in his head. As secretary to the "boss" he meets them all, big or little, in the telephone and business world and they all like Mr. Favour after he has once shaken their hand and had a cheery word or two with them.

Henniker, N. H., was where Mr. Favour first saw light, and in his younger days was a favorite with the youngsters of "the old home town." Sometimes, even now in these busy days, he goes back there to look things over and dream of the days when a pole, hook, line, and a can of worms were the best fun on earth. Mr. Favour's later school days were spent in Taunton, Mass., where he was graduated from the High School.

In 1906 Mr. Favour entered the employ of our Company as district plant inspector in the Brockton district of the old Southern Massachusetts Company. Trouble hunting, switchboard repairing, collecting pay stations were all part of his job, and he filled the bill ace high.



In 1910 he became a contract agent in the Brockton district and shortly after was transferred to the Metropolitan division in a similar capacity. Anxious to have a knowledge of the traffic department of our Company, Mr. Favour secured a transfer from the



A. L. FAVOUR

commercial to the traffic and for three years was assistant district traffic manager in the second central district. In 1916 he was appointed clerk to General Manager Driver and on April 1, 1917, was appointed to his present position. Boats and yachting is Mr. Favour's hobby and this he enjoys with his charming wife when he is not gardening around his cosy home in Mattapan.

### Dexter R. Hawley

**W**ALTHAM, Mass., is the city of watches and if you want to see a telephone man every day in the week on the job, "Watch" Dick Hawley. Our acting supervisor in charge of buildings and equipment, was born in Waltham where, in his younger days, he was able to paddle a canoe on the Charles River with the best of them. He was graduated from the grammar and high school of that city and entered Tufts for a more complete technical education. In 1901 he was graduated and at once entered the employ of our Company as a stock clerk in the old electrical department. Like all of the young men in our Company he was bound to rise in the telephone field, and after several well deserved promotions he became safety supervisor for the Company. Safety and Service

First go well together, Mr. Hawley claims, and under his direction the safety methods and the prevention of accidents became a big feature. First Aid principals are one of his hobbies and he has given a lot of us around the Company the benefit of his experience. In his present position he is a member of the War Service Committee representing the plant department where his knowledge of cable, circuits, and test methods have been of great help. His home is in Marblehead where he enjoys the summer breezes and the winter blasts. Outside of being a member of the War Service Committee, acting supervisor, safety supervisor, Mr. Hawley has "nothing to do until tomorrow." Some job!



D. R. HAWLEY

### Ralph P. Jones

**W**HEN you get your telephone bill, Miss or Mr. Fellow Worker, did you ever stop to think of the enormous job it is to get them out and who the man is behind the guns directing the work? His name is Ralph P. Jones, his title, auditor of receipts, and his office 50 Oliver street, Boston. "R. P." is one of the old timers in our Company, entering our business in 1895 in charge of the disbursement of revenue and expense between exchanges. He handled the whole job which today takes more than a score of clerks. But naturally our business has grown. When Mr. Jones entered our Company there were only 40 employees in the entire auditing department. Today there are more than 500 employees in the revenue accounting department alone. Newfield, N. H., is



Mr. Jones' home town and it was there that he received his schooling. "For three years I was an apprentice in accounting up state," said Mr. Jones, in telling a TOPICS man about his early life, "and it was some apprenticeship." To help his fellow man seems to be Mr. Jones' aim in life as he is connected with several organizations that benefit human beings. As treasurer of the Real Estate Association of Somerville he has helped build many homes. Every one must have a hobby and "R. P." is a thirty-third degree dyed-in-wool fan at a baseball game. That's his hobby and if you want an argument just tell him that Ty Cobb is slipping and you will hear a real lover of baseball talk about the merits of the game and the real stars of it.



R. P. JONES

### "Making a Noise Like a Nickel"

**C**HIEF operator Alice Plummer of the Stoneham central office recently received from Sergt. S. W. Hyde, a gallant Stoneham boy on active service with the American Expeditionary Force, the following letter:

On the evening of October 1, 1916, I called, from the pay station on Spring street, near Washington, "Malden 2791-R." I was informed that they "didn't answer," whereupon I "hung up" and waited patiently for the clink of the nickel in the chute, only to hear it drop into the coin box!

I sent a second nickel after the first and was informed by the operator that the Company would mail me the money. As I was due to depart for the station where I now am, that indefinite "somewhere in France" early next day I gave her my proper mailing address which I append to this communication for reference. She assured me that the money would be mailed with due promptness.

Now the point is just this — I haven't received it.

I am afraid the young lady thinks it was all a joke. But it wasn't. Also, if anyone thinks that being here is a joke he ought to try it a while.

Besides, for five cents in American money I can get twenty-five centimes (French). That sounds like a lot when you say it quickly — almost as though it were a quarter (American). Of course it isn't as much, but twenty-five centimes is quite a mass of copper and will make a real loud jingle in one's pocket. I daresay that if the total amount of copper in twenty-five centimes were drawn into wire it might be sufficient to furnish wiring for all Stoneham lines. That's only a guess, however, and may be a bad one.

Anyway, the Company never earned that nickel and they ain't entitled to it, darned if they are.

Here's hoping the nickel gets to me before the Germans do.

To this letter the Stoneham force asks TELEPHONE TOPICS to record the following reply:

Perhaps, Sergeant, that nickel is still following you and will eventually catch up with you. Or maybe one of our girls slipped up and did not make out a refund form. Mistakes will sometimes happen, Sergeant, as note your substitution of 1916 when you really meant 1917. Howsoever, Sergeant, there is already in the mail for you, sir, from our Stoneham girls in appreciation of your fine and pungent letter (we wish all "complaint" letters were composed in the same spirit), enough nickels to enable you to go out and have a real bonne "jingle" — maybe a trip to Paris. And, listen, as they say in semi-polite society, we will tell you a little secret: Our Stoneham girls all own Liberty Bonds, sir, but honest Injun they did not buy them with your nickel. The best of luck to you, Sergeant, and let us hear from you again. Try the telephone service "over there" and when you come back we will warrant you will know what puts the tone in Stoneham.

### A Worth-While Letter

**T**HOSE of us who have been fortunate enough to enjoy good health for a long time hardly realize the value of the Benefit Fund Plan; but when a fellow worker has been laid up owing to sickness, as was the case of Alonzo J. Ward of the equipment department of our Company, the true value and merit of the Employees' Benefit Fund is brought home in a very striking manner.

Mr. Ward's letter to Secretary Williams of the Benefit Fund Committee was forwarded to Vice-President Longley, as chairman of the committee; and it is as the result of his suggestion that we publish it in TELEPHONE TOPICS, as it shows clearly what one of our fellow workers thinks about the Benefit Plan and the action of our Company in establishing it.

Mr. Ward's letter follows:

Unfortunately it seems necessary that an employee must be seriously ill in order to appreciate the work that the Benefit Plan accomplishes.

In a passive way, I knew that the Company's plan of compensation excelled even that of our great state's Compensation Act. Do we realize the scope of our plan — embodying as it does, a sickness that the Company is not even remotely responsible for, injuries that cannot be directly or indirectly associated with the ordinary duties of the employee?

The State Compensation Act safeguards, but sometimes with litigation, the legal interest of the employee; but the Benefit Plan not only recognizes your legal claim, without controversy or litigation, but anticipates and acts on moral ones as well.

Let me assure the Company, through you, Mr. Williams, that they have an employee who appreciates the broadness and promptness of their benefit plan, and one who will never, not even remotely, abuse any of its privileges.



## Ayer Girls on the Job

OVER in France hundreds of young men are doing their bit "that a nation may be saved and a race delivered." In the various cantonments throughout our country hundreds more are in training. And back of all these is an army of girls who are making daily sacrifices in the service of our country. They are the telephone operators. They are army supernumeraries, and everyone of them is doing her bit — far from the glare of the spotlight, and where there are no chances for martial thrills.

When the word came that most of the boys at Camp Devens would not be given liberty over the holiday, hundreds of telephone messages were sent home from the various stations throughout the camp. The men kept the wires hot. Telephone chats with folks at home seemed, in a degree, to bridge the gap between the camp and home.

Now somebody had to sacrifice their Christmas festivities in order to meet the wire demands of the soldiers; and it was our girls, — members of the Line Signal Corps, — who stayed on the job. We all have heard much agitation over the fact that only 15% of the soldiers were to be granted Christmas leave, but we have not heard much about the telephone operators who stuck to their switchboards. It is bad enough not to be able to join the family circle on Christmas, above all days; but when you add to that inability on the part of a girl — especially an operator — to do her Christmas shopping, you come close to the pinnacle of feminine disappointment.

"Exceptionally Fine Girls," says Chief Operator

Chief Operator Margaret McCarthy at Ayer, in speaking of the girls, said: "We have an exceptionally fine class of girls here. They come from exchanges in Maine, New Hampshire, Vermont and all parts of Massachusetts. Some of our girls volunteered to come to Ayer and Camp Devens, feeling that it would be a chance to be of direct service to their country. I never saw anything like the Christmas rush we had here. The calls began coming in Thursday morning and continued until late Christmas night. Our toll calls averaged 2500 a day. We did more business in those five days than any other exchange in New England with the exception of the Central District exchanges."

District Traffic Chief Harvell, in complimenting the girls on their work, said: "The girls in Camp Devens and Ayer certainly have done as much for the great cause for which this country is fighting — and have upheld the reputation that the Telephone Company has of making good under all conditions."

Now that Christmas is over, groups of the girls are enjoying a holiday at their homes. We feel that more than ordinary credit is due them for their labor, and print with pleasure the names of the young ladies who did so much for the boys during the Christmas holiday:

### Ayer Exchange

Helen C. Markham, Ayer; Theresa Markham, Ayer; Louise McCabe, Kennebunkport, Me.; Madge

McKenney, Bangor, Me.; Edna McMahan, Ayer; Katherine McManus, Fitchburg; Eileen Murphy, Ayer; Catherine Noonan, Athol; Elvira Ohlson, Ayer; Ethel Palmer, Ayer; Olive Pinkham, Fitchburg; Edythe E. Russell, Leominster; Clarabell Scripture, Ayer; Lena Smith, Brattleboro, Vt.; May Stebbins, Shirley; Stella Strout, Cumberland, Me.; Marguerite Tierney, Springfield; Gertrude Towne, Ayer; Helen Towne, Ayer; Madeline Whelan, Laconia, N. H.; Marion Young, Ayer; Grace E. McCarthy, Littleton, N. H.; Alice McCarthy, Ayer; Hazel Bishop, Athol; Mary Eagan, White River, Vt.; Alice T. Barnicle, Fitchburg; Charlotte Barton, Haverhill; Katherine Begley, Holyoke; Gladys Blake, Boothbay Harbor, Me.; Ivy Blake, Peak's Island, Me.; Mary Campbell, Gardner; Bertha Cates, Rockland, Me.; Josephine Clarke, Sanford, Me.; Lena Coombs, Brattleboro, Vt.; Ruby Cunningham, Holyoke; Lena Evans, Brattleboro, Vt.; Laura Friberg, Fitchburg; Mildred Fullerton, Buzzard's Bay; Florence Gould, Fitchburg; Ellen Griffin, Worcester; Mary Guthrie, Ayer; F. Irene Harris, Sanford, Me.; Grace M. Hart, Leominster; Margaret Horan, Ayer; Helen Kelleran, Ayer; Evelyn C. Kelley, Salem; Kathryn Larkin, Salem; Anna Leahy, Ayer; Minnie Leahy, Ayer; Mary Halleran, Ayer; Agnes Halleran, Ayer; Mabel Jones, North Adams; Annie Lee, Clinton; Margaret Feishman, Springfield; Ruth Littlefield, Salem; Hazel Ford, Kennebunk, Me.; Mildred Lougee, Ayer, and Rosamond Lougee, Ayer.

### Girls at Camp

The girls at the camp exchange are:

Theresa Tierney, Springfield, chief operator; Gretchen Corliss, Chicopee; Alla B. Cornish, Brunswick, Me.; Victoria De Sandre, North Adams; Anna Duane, Pittsfield; Alice Forbes, Amherst; Marion Galusha, North Adams; Jane Habersetzer, North Adams; Eleanor Gilfole, Stockbridge; Mary Kenney, Beverly; Ellen Kerurn, Worcester; Mary Linehan, North Adams; Margaret McDonnell, Pittsfield; Cecelia Mitchell, Fitchburg; Viola Mosher, New Bedford; Mabel Osborne, Northampton; May Purnes, Fitchburg; Marie Shea, Fitchburg; Gretta Wells, Montpelier, Vt.; Lillian Leonard, Leominster, and Mary Thompson, Holyoke.

### Of all the "Dog-Gone" Trouble

RECENTLY we published a story about a parrot causing trouble with a telephone; later on we told about a horse doing the same thing; now, along comes Mr. Doggie. In Stoughton, Mass., the troubles of a wire chief vary, but his latest one is a corker. Here is a letter he received the other day from one of his subscribers.

A dog caught his tail in my phone wire and pulled it to the floor; after hitting said dog on the back it rolled over on the floor with a broken transmitter. Think it will need a new one. Please have it fixed as soon as possible, or sooner, and oblige an angry and disgusted fish-man.

Thanks awfully.



## Our Problem for 1918

NUMEROUS meetings of different divisions, districts and branches of the Company, have been held recently in an effort to promptly start the ball rolling in the proper direction to accomplish our problems of 1918. These problems are everyone's. We must do our part during the ensuing year to insure a businesslike and satisfactory service.

General Manager Driver has attended most of the meetings and our vice-presidents have also helped the game along by joining in the discussion at some of the meetings. The practice of presenting two or three short five-minute papers from each department, with a five- or ten-minute discussion, has developed many interesting and practically specific ways of tackling our new year's problems. Of the larger meetings in Massachusetts, those of Superintendents Parker, Hayden and Wright were very successfully conducted along this line.

Acting-President M. B. Jones outlined the picture most clearly, on the basis of our own reputation and pride; stating that present wartime conditions faced us with a challenge to overcome them, that to do so would require an ingenuity and resourcefulness quite different from that of the past, but that there was no doubt but that the fellows "down the line" would find the way, and come through this, as in other cases, with a pride and satisfaction in maintaining our well deserved reputation of being able to overcome any obstacles that tend to prevent a businesslike and satisfactory service.

Vice-President E. W. Longley explained the trials and difficulties of the early pioneers in this business of ours and the comparatively easy times that followed later, and the almost certain probability that many practices have crept into our methods that should be omitted under present conditions, and that the field forces would find a way to eliminate them. He explained the financial situation and the impropriety of using money for construction or anything not clearly essential at this time.

### A Job Involving Every Employee

Mr. Driver emphasized most clearly the fact that our next year's work was most decidedly a job involving every employee, and especially was it for the field forces. He urged that the true picture — not one of distress, but rather one of opportunity to show our ability to develop such new revenues as, with the proper care to curtail unnecessary expenditures, would allow us to weather the unusual problems before us without undue burdens on anyone — be clearly and persistently passed "down the line." He urged that we be more than fair-weather telephone men; that we engineer for the immediate future only, on the same basis that everyone finds it necessary to finance both large and small matters for the immediate future; and that to do more than this at this time would obviously constitute an unwarranted, and therefore unpatriotic, dissipation of our resources at a time when conservation should be practiced to the extreme. Mr. Driver,

in asking for common sense economy, stated that *waste today is not merely stupid but criminal*. He enlarged upon President Spalding's forethought along these lines during the past summer, and urged that we continue the good start of our absent President. There was a time when some of us thought that President Spalding was taking unnecessary steps to conserve. Today his keenness and forethought for the betterment of all have been brought out, and it is since his absence that this work has been so successfully and clearly carried on by Mr. Driver.

Chief Engineer Manson, in his talk at some of the conferences, elaborated on the idea that estimates be considered by the three departments — plant, traffic and commercial — jointly, rather than by each department separately, in order that the fullest co-operation might be obtained. He urged that we get the most possible use out of existing plant.

General Commercial Superintendent Whitney, in attending the conferences, has taken up the problem of *how* we might best specifically carry out the general problems outlined by Mr. Jones, Mr. Driver and Mr. Longley. He urged that continuously active work by the executives, department heads, and *every one* was most essential; that when the "picture" had been passed "down the line" the real work of the executives and department heads had only started; and to infer that it was purely a "field" job was a mistake. He encouraged suggestions as to revenue, expense and everything else, by *personal interview* with our individual associates. He suggested that each employee ask "Why do it?" as a slogan to help carry out the plans of conservation and economy. Ask yourself this question and if you can't get an honestly satisfactory answer there's the place to start—you will be surprised at the details you can cut out.

Another very important point is — after a suggestion is offered, accept it with *enthusiasm* and *try it out*. Nothing is so fatal to what we wish to accomplish as a sleepy, half-hearted treatment of a suggestion from one of us who has given real thought to it, and it is just these *real thoughts* that we need the most. Meetings of this kind are essential, but we must do something more than meet and *talk*. We must give each suggestion a trial or personally agree to have it wait; without such definite encouragement, we can't accomplish what we are after. So after we get a nibble, let's go after it; accept it with a little red blood and try it; take the "sporting chance" Mr. Driver has mentioned so many times. Some ideas will have to be given up after trial, but that does no harm if we will only remember the little question, "Why do it?" and then show each other that suggestions are really wanted and will be tried with proper credit to every one.

General Plant Superintendent Dresser suggested that we avoid unnecessary letter writing; that we look into our real existing authorities; suggesting that many good ideas that men put up for approval could in reality be adopted without delay or expense, in



fact were real savings under existing authorities. He urged special care with reference to supplies and minor repairs, suggesting that these might properly be carried to the point of efficiency, during spare time in the supply room; but to be careful that we did not start up repair shops of our own. He urged careful consideration of a more flexible use of the toll circuit layouts, and possibly the re-establishment of a circuit dispatcher in order that the layout might fit varying conditions. Mr. Dresser pointed out that care should be taken regarding the restriction of janitor service to a point that would in no way interfere with clean and sanitary buildings.

General Superintendent of Traffic Bowen pointed out that in 1918 each man's job will be entirely different from ever before. He elaborated on the fact that times are abnormal and all efforts should be made with this thought in mind. Readjustment is the keynote. The year 1918, not 1919 or 1920, is the problem to be faced.

#### Eastern Massachusetts Conference

Under the direction of Division Commercial Superintendent Parker, a conference of the representatives of the plant, traffic, commercial and engineering departments of the division was held in Boston late in December. Mr. Parker, in opening the conference, outlined the problems to be faced in 1918, stating that the year 1917 had been successful financially, but with a slight margin.

Division Superintendent of Traffic Ives pointed out the necessity of practicing economy all the way down the line in order to get out of the business every dollar of proper profit that is possible. He showed that the outlook is not black but rather it should be a challenge to every employee in our Company to do his or her best. The job can be done, it must be done and it will be done with the assistance of all.

Division Superintendent of Plant McCoy in stating his views of the situation urged that the construction program be cut to a minimum and that new plant be installed only in sections where the commercial department can prove that it is a paying proposition. The net gain allotment for stations for 1918 in the Eastern Massachusetts division is approximately 5,000 stations. District Commercial Managers Knox, Robbins and Grover agreed that this estimate as presented to the conference by R. A. Davis was adequate for the program as laid out.

General Commercial Superintendent Whitney spoke on the value of each function of our organization, confining its efforts *first* to its own particular job. He urged that superfluous forms be cut out and above all things the other functional departments of our Company should be co-operated with to the greatest possible extent.

General Manager Driver urged that employees all through our Company omit unnecessary letter writing. He further stated that the policy of retrenchment inaugurated last August was due entirely to the farsightedness of President Spalding in defiance of opinions of financial men and most telephone men, but

that the last five months in 1917 had proven the correctness of President Spalding's opinion.

The necessity of saving and the care to be taken by the department head to instill this thought in the minds of all employees within his jurisdiction was brought out by General Plant Superintendent Dresser. The real job of saving, he maintained, is not a job for executives, but principally one for men on productive labor and maintenance work.

Abnormal times and the readjustment of our affairs was the key note of General Superintendent Bowen's remarks.

District Plant Chief Tasker stated that the wire chiefs in the New Bedford district had already brought out valuable points which were now in use.

District Plant Chief Mahoney pointed out numerous ways of saving, for instance, the combining of three functions in the one office thereby saving rent. The combining of toll and local test rooms under one head was suggested by Mr. Mahoney in the interests of economy.

District Traffic Chief Collins was of the opinion that saving could be effected in the use of automobiles, while District Chief Ferguson called attention to the necessity of restricting the use of toll lines by employees during the busy hours.

District Traffic Chief Wilson made several suggestions that will be of value under the present conditions.

The conference was highly successful from all points and one from which those who attended will derive a deal of benefit.

The following were present: General Manager Driver, General Superintendent of Plant Dresser, General Superintendent of Traffic Bowen, General Commercial Superintendent Whitney, R. A. Davis, of the commercial engineers force, Division Commercial Superintendent Parker, Division Plant Superintendent McCoy, Division Superintendent of Traffic Ives, District Managers Grover, Knox and Robins, Division Engineer Tarr, District Plant Chief Mahoney, District Plant Chief Tasker, District Traffic Chiefs Benjamin, Collins, Ferguson and Wilson, and Messrs. C. L. Stone, Sylvester, A. W. Stone, W. A. McCoy, Otis, Bowser, Robinson, Hammond, Terrell, McGregor and Leavitt of the Eastern Massachusetts division.

#### Springfield Conference

The conference held at Springfield on December 31 was one of the liveliest held in the Company's territory, and one from which all present derived a great deal of benefit. Numerous suggestions along the lines of conservation and economy were made and authorities granted at the meeting.

Division Superintendent Daboll, in opening the conference, gave a brief talk on the object of the meeting. To find new ways to increase our revenue and exhaust our facilities of plant to the limit were some of the features he brought out.

Owing to a business engagement, Acting President Jones and General Manager Driver were unable to attend. Vice President Longley pictured the pioneer



days of our Company, when the men had the same troubles that we are now facing. He maintained that we were the pioneers of 1918 in a new way of conducting the telephone business. He urged the co-operation of all departments as though it were a partnership, embracing the plant, traffic, commercial and engineering forces, all working for one interest — conservation and economy.

Mr. Whitney brought out Mr. Driver's suggestion that we eliminate all unnecessary letter writing, and that all of us must ask himself or herself the question "Why do it?" He quoted several specific cases where the man or girl on the job had made suggestions that resulted in material saving, and urged that the real purpose of these meetings was to encourage suggestion, and that simply holding the meeting did not mean that the job was finished. He urged those present to get out and talk with their employees all the way down the line, as it is only with their help that the conditions of 1918 can be overcome.

General Superintendent of Plant Dresser spoke at length on plant matters, together with the value of co-operation between departments. Chief Engineer Manson urged that all estimates be considered by the plant, traffic and commercial departments acting together, before being submitted. In this way the fullest co-operation will be attained and successful results accomplished.

Everyone present at the conference was called upon to suggest something along the lines of economy, and in the general discussion which followed, many ideas were brought out and adopted. The various subjects were discussed with a great deal of enthusiasm and everyone present felt sure that with co-operation and some solicitation on our part we can make a substantial gain in revenue early in the coming year.

Among those present were Vice President Longley, General Superintendent of Plant Dresser, Chief Engineer Manson, General Commercial Superintendent Whitney, Division Superintendent Daboll, Managers H. L. Sanborn, G. B. Church, C. W. Chamberlin, G. C. Emerson, H. W. Emerson, R. A. Davis, C. S. Quinn, A. C. Starr, F. W. Rising, C. H. Denver, W. S. Shaw, V. W. Newman, H. W. Boyce, R. S. Warner, W. D. Wood, G. W. Learned, J. F. Griffin, F. B. Clark, H. R. Painter.

#### Metropolitan Division Conference

The conference of the Metropolitan division, which included representatives from all departments of our Company, was held on January 3, with Division Superintendent of Plant Wright as chairman of the meeting. Mr. Wright, in opening the meeting, outlined its purposes and the necessity for economy and conservation. General Commercial Superintendent Whitney made several pertinent remarks along general lines where all of us could be of help. His suggestion that we all ask ourselves "Why do this?" was discussed at length by the representatives present, and it was the consensus of opinion that by asking this question we can cut out a lot of unnecessary details in our work.

General Superintendent of Plant Dresser, in speaking, urged the co-operation of all departments.

He stated that this job could be done, must be done, and that it will be done only by earnest co-operation. His general remarks and advice with respect to the 1918 program were of value to all present.

Mr. Driver vividly pictured the problems that face us, and particularly the Metropolitan division, during 1918, in a clear, concise manner, and urged that we omit the unnecessary letter writing under the present conditions.

The methods of reducing all current expenditures was a subject proposed by South Suburban Manager Richards. Division Superintendent of Traffic Whitcher read a most interesting paper prepared by Service Supervisor Whittaker of the Metropolitan division, who was unable to attend the conference. In the course of Mr. Whitcher's talk he described in detail several important savings that will be effected in connection with the handling of traffic. During the course of his talk he referred to the traffic department as "production managers," as it is with this department that our revenue starts.

The necessity of co-operation and the value of it between the plant and other departments of our Company was very clearly brought out by Division Superintendent of Installation and Maintenance Starkey. Auditor of Revenue and Receipts Jones spoke upon the question of saving forms and eliminating unnecessary reports. Chief Engineer Manson endorsed Mr. Driver's suggestions, and urged that everyone considered this job of economy and saving a personal issue, not to leave it to the other fellow but to take it home to himself as though it were actually his personal affair.

Acting President Jones expressed his confidence in the Metropolitan division force to deliver the goods. He pointed out the pride that will be ours after we have completed a successful campaign along the lines indicated.

District Manager Carraher, in speaking of station gains, brought out the fact that it is necessary that our Company gain two subscribers for every one lost, in order to successfully maintain our business.

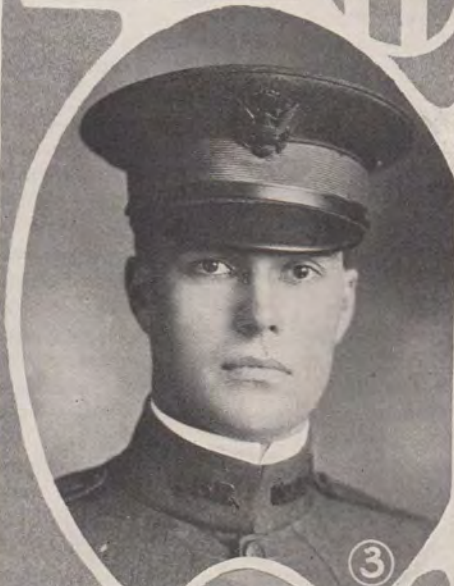
Subjects of interest to all of us were discussed by Traffic Engineer King, Division Plant Engineer Hall, Division Equipment Superintendent Tuttle, District Manager Northrop, District Traffic Manager Keating, Superintendent of Buildings Sturgis, Supervisor of Supplies Reed, Superintendent of Right of Way Emery, Superintendent of Construction Cameron, and, in the discussion that followed each paper, everyone present took an active part.

Vice President Longley spoke of the financial condition of our Company and elaborated along this line in telling the story of the trials and troubles of the pioneers in the telephone business. As is characteristic of all Metropolitan division conferences, enthusiasm prevailed during the entire meeting and this section of our territory has the confidence of all our officials that they will come through with flying colors in the enormous task that confronts them.

"National hysteria never won a battle."



# Some of Our Boys in the Service



1. "Larry" Kelley, with Battery 3, Camp Gordon, Atlanta, Ga. Private Kelley was a commercial man before he entered the war game.

2. "Eddie" Desmond, seated, got a box of cigars for Christmas and invited Sergt. Howard Fahey, left, and Private "Chet" Beattie, right, to have a smoke and pose for a picture for Topics. The three boys are commercial men in the Metropolitan division in peace times.

3. Lt. Bailey, one of our boys that won a commission at Plattsburg, now with Uncle Sam's fighting forces.

4. Cadet Aviator Robert Champagne of the British Royal Flying Corps, now in training. Formerly a bookkeeper in our Company.

5. Captain Carl Mixer is at Camp Jackson, Columbia, S. C. In peace days he is wire chief in the Clinton and Leominster exchanges of our Company.

6. Private Reynolds at Ayer in the 301st Field Signal Battalion is upholding his "rep" of being a live wire as he did in the Pittsfield force before Uncle Sam called him.

7. First Class Yeoman "Bob" Carnachan is at Washington, D. C., as a draftsman. He was formerly a specification man for our Company.

8. Sergeant Kelley of E Co., 401st, is another of Uncle Sam's boys now. Like Private Reynolds he is a Pittsfield man in peace times.



## From "Here" to "There" and "Return"

*These letters are from an imaginary operator to an imaginary fellow employee in the service. Every one of our girls has some friend or friends doing their bit for Uncle Sam; and it is with the intention of giving the general news of happenings in our Company, in a general way, to our fellow employees, that we have adopted this method.*

401st Telegraph Battalion, Camp Devens, Ayer, Mass.

My dear Alice:

Here I am, daily becoming acclimated to the surroundings of a soldier and being moulded by the army officers into a typical "Sammy."

Since I arrived in camp on Oct. 5, there has been something doing every minute. Drills, inspections, gas tests and all the other parts of army life, I have been able to go through with flying colors. Possibly it was my training in the Telephone Company, and that slogan of "SERVICE FIRST!" that is always with me, that made it possible for me to win a corporalship after being in the army a little less than two months.

All the boys in the Telegraph Battalion are in tip-top shape, including the newlyweds in D Company: Sergeant Angus McNeill; Sergeant Howard Fahey; Private Oscar Colson; Sergeant T. J. Walsh; Private Dick Mahoney; Private Eddie Wirtz; Sergeant Edward Dailey; and, last but not least, Lieutenant John J. Dolan.

All of the above have been married since we were called into service. While most of the boys' wives are at home, Lieutenant Dolan is fortunate in having Mrs. Dolan living at Shirley, which is nearby; and is afforded an opportunity to see her every day.

We are packing up to go "over there." Lieutenant Dolan is in charge, and we have all been working, making packing cases and putting away the various parts of equipment that we are going to need.

If you want to see a sight for sore eyes, Alice, you should see the 401st Telegraph Battalion all dressed up in their gas masks "and no place to go." It is some combination — to see George Mahoney and Eddie McSweeney, with Norman Halpine and Fritz Kegler, going in and out of the masks in the short time allotted.

Although most of us were held in camp over Christmas, we had one bully good time. At midnight the night before Christmas, Sergeant McNeill, Corporal Bradley and Private Crotty of D Company, woke every man in the barracks and we had a Christmas jollification meeting. There were presents for all, officers and men — most of them humorous and affording us a lot of fun. On Christmas Day the 401st Telegraph Battalion orchestra under the direction of Corporal Percy North, was "right on the job" almost from sunrise to sunset.

George Mahoney, the versatile plant man from Cambridge, has been promoted from corporal to sergeant. The following sergeants have been promoted from sergeant to "sergeant, first class," in D Company; P. J. Walsh and Jos. D. McLaughlin. "Jimmie" Fitzgerald and Dallas White have won corporalships by their good work. I was talking with Major Abbott the other day in an unofficial manner, and he said that too much praise could not be given the men of the 401st Telegraph Battalion for the enthusiasm and interest that they have shown in their work of preparing to "kan" the Kaiser.

The co-operation of our fellow workers in the Company back home has been wonderful. We have received numerous gifts from our friends, including a complete athletic outfit from Division Commercial Superintendent Parker of the Eastern Massachusetts Division.

For the want of further news and because the Company's buglers are blowing taps, I must cease writing; but will write you again soon.

As ever,

Bill.

A few days later Bill received the following letter from his friend Alice, that told in part what was going on in the Company during his absence.

Any exchange rest room, any day, any time.

Dear old Bill:

Your letter received and contents noted (Mr. Bamburgh of the publicity department would correct my style of letter writing if he saw this).

So you boys are grateful for the co-operation of the back home folks. Huh! Well, why wouldn't we co-operate? You are fighting for us, and everyone in the Company is backing you to the limit. Go to it, and good luck!

It is a long time since I saw you, Bill, and we had one of those little chats about company affairs together, so I must write as I would talk to you. You know me, Bill.

"Conservation and economy" is the spirit prevailing in all departments, Bill, and we are all anxious to save and help all we can. Mr. Jones, Mr. Driver and Mr. Longley all have asked us to help, and we are with them to the limit. Only yesterday I completed a call in a spare moment that had been apparently lost a few moments before. Only a small thing to do, Bill, but it is the little things that count, isn't it?

Do you know, Bill, we girls at home are in the army, just as you are. We are in the army of the wire, as you are in the army of the war. You are a member of the Signal Corps of the United States Army; we are members of the Line Signal Corps of the United States.

We were all glad to get behind the Red Cross Drive, and in my office we had a 100% subscription.

No doubt you have heard, as we have, that Lieutenant-Colonel Spalding is "somewhere in France" with Uncle Sam's fighting forces. It seems peculiar, Bill, to call him "Lieutenant-Colonel," but he is still our president; so he has two titles: president of our Company, and a lieutenant-colonel of our army.

In the various exchanges the girls "canned" the idea of Christmas trees this year and sent boxes filled with good things for the boys "over there" and over here. In the Lincoln exchange of the Metropolitan Division, the girls held a dance for the Red Cross, and more than 200 attended the party. They had a grand march which was led by Miss Mary M. Doherty, an operator, and Wire Chief Robus. As the result of their efforts, \$68 was contributed to the Lincoln branch of the Red Cross.

Believe me, Bill, our girls are certainly doing their bit. I don't know whether or not you have heard about the little girl down in New Bedford, who is "Some operator," with a capital "S." On November 24, about 10.45 P.M., Miss Gladys Hathaway, a local operator at New Bedford, reported to the night chief operator, Miss Bertha M. Gay, that she had a connection on which help was needed. Miss Gay immediately picked up the connection and was told by the calling party that a robbery was being committed in a house nearby. That was enough for Miss Gay to get right on the job. She immediately ascertained the locations of both parties and notified the police, who sent officers to both places. The police arrived in time to catch the man before he made his escape. That the New Bedford police department appreciated Miss Gay's work is obvious by the following letter from Chief of Police Thos. J. Taft to Manager Fox, in which he says: "I wish to thank the operator for the kindly aid which she gave this department on Saturday night last through her quick judgment in calling the police, which frustrated a bold attempt at robbery and enabled us to get the thief. This also carries the sentiment and praise of the Police Department in general."

Three other operators in our Company — Miss Mary McTiernan, Miss Margaret McCarthy and Miss Emily McDonald — while walking along the beach at Beverly recently, discovered a supposed spy, who was sketching views of Misery Island, off Beverly, which is the naval reserve aviation station. Having in mind the instructions



offered by our Company to employees, to report any suspicious actions, the three girls took no chances and reported the matter to the nearest policeman, who immediately got on the job. "SERVICE FIRST" in this case, Bill, for the country.

All of our girls are knitting sweaters, socks and other paraphernalia for the boys in the service. Down in New Bedford they have organized an "A B Club," and spend their time making garments for the former telephone men now in the service. The commercial department girls had a novel idea Christmas time, due largely to the ingenuity of Theodore Lytle, a collector in the North Suburban district, who painted a reproduction of a large telephone. Through the transmitter Santa Claus handed out a present to each fellow worker as she filed past. Vice President Longley and General Commercial Superintendent Whitney enjoyed the fun with the rest of the bunch. I don't know what they received, but it is whispered that both Mr. Whitney and Mr. Longley have toy dolls by which to remember the occasion. Gee! There goes the end of my relief. I must get back on the job, but will write you again.

Regards to all the boys of the 401st

From

Alice.

### Echoes from the 401st

**MAJOR L. W. ABBOTT** sends the following greeting to all employees on behalf of Our Signal Corps: "Every man of the battalion sends his best wishes for a Happy New Year to all employees of our Company. The splendid spirit of co-operation which everyone back home has shown for the boys in Camp Devens has been a great help. Tell them all that we are grateful and only wish we could say thank you to each one individually."

\* \* \*

First Lieutenant Arthur W. Horne, formerly master signal electrician of E Company was at Camp Devens the other day. Lt. Horne was commissioned recently and is in training at Little Silver, N. J.

\* \* \*

Sergeant Curtis of E Co. has been assigned to Little Silver, N. J., and recommended for a commission.

\* \* \*

From Saturday noon December 22nd, to retreat on Christmas night there was lots going on in E Company's barracks. A Christmas tree with decorations and presents for all helped make the day pleasant for the boys. Only a few of the boys were given holiday liberty to go home.

\* \* \*

The Red Cross furnished every man in the battalion a Christmas present of candy, tobacco and a pipe.

\* \* \*

The little black house on the hill — the gas house — will receive a visit from our boys soon. The entire command will go through the gas test. Lectures on gas attacks and the proper handling of a gas mask are some of the prominent features of the day.

\* \* \*

The 401st will be a heavy construction unit when they get to France.

\* \* \*

Can the 401st sing? F. Vernon Stiles, the noted soloist, and now helping the Camp Devens officers make things pleasant for the boys, says they are top-

notchers as vocalists. Any kind of a song goes great in Army life.

\* \* \*

Basket ball is the principal sport at Camp at present. Both companies have fast fives and the rivalry for the championship of the battalion is keen. Corporal Steere, and Privates Sheehan, Baker, Hart and Hughes constitute the E Company five.

\* \* \*

Y. M. C. A. Hut 28 had the best Christmas decorations in Camp Devens. The first prize for decorating sections of the hut was a tie between the 401st Telegraph Battalion and the Military Police Company. Both of these units had exceptionally fine decorations that attracted much favorable comment.

\* \* \*

E Company has a bunch of "newly weds." Since the boys went into camp on October 5 the following have taken "unto himself a wife": Corporal L. C. Spear, Corporal Sullivan, Private Arnold North and Private Edward Mussey.

\* \* \*

Sergeants MacNeil and Horton of D Company left Ayer, December 29th for Camp F. B. Meade, Leon Springs, Texas, where they will go through a course of intensive training before receiving their commissions as first lieutenants in the signal reserve corps.

### Accounting Clerks Aid Sufferers

**I**T is a source of deep satisfaction to note the patriotic and humanitarian efforts of the clerks of the various offices.

Our attention has been called to the generous response by the clerks of the Revenue Accounting Department at 50 Oliver street, who during the 1st and 2nd issues of Liberty Bonds together with the Red Cross and Y. M. C. A. campaigns sustained a reputation for patriotism and generosity, their latest being a spontaneous contribution in the amount of \$77.15 for the sufferers of the Halifax disaster.

### Praise for Charlestown

**T**HAT our efforts are appreciated by those whom we aim to serve by providing effective service, is shown by the following letter from a Charlestown subscriber citing a case wherein the "follow-up" method of completing a particular call had its reward to the operating employee by the commendation such service brought forth:

Dear Sir:

I had the telephone put in my home in 1913, up to date have had just two complaints relating to poor service.

The object of this letter is to bring to your attention a case of excellent service. Tuesday, October 16, between 1.30 and 2.30 (not sure of exact time) I called Milton. The operator could not get them. I told her to never mind calling again as I expected they would be out. Between 5 and 5.30 the operator called me, saying she had Milton for me. Now my call for Milton was an important one. My husband and myself decided this case was worthy of your attention. To me it does not seem fair to the girls, people are quick to complain but never ready to offer compliments when earned.

Respectfully yours,

(Sd) Mrs. G. P. Calder.



# Our Financial Obligations

BY CHARLES F. DONAHOE, President of the Telephone Workers Credit Union

**D**O we, the employees of the New England Telephone and Telegraph Company, realize the serious situation that confronts us in this time of world war?

The true answer to this question is not in doubt. We do not realize how serious the situation is, nor do we realize how serious the situation is going to be in the future. As a nation we have lived well. We have considered luxuries as necessities and very few of us have stinted ourselves in the use of luxuries in the past. From the time that our country entered this great conflict that has spread over the entire world, we, each of us, through our government, committed ourselves to sacrifice whatever was necessary for the success and glorification of our country. No one ever can or ever will have cause to doubt the loyalty and patriotism of the employees of our Company. We are doing our "bit" in every way that we are asked or that we can conceive, and there is no doubt that our conception of what our "bit" is, will broaden rapidly and voluntarily as time goes on. Let us pause for a moment and reflect on a few of the many questions which involve our material being at this time.

*Are we doing all we can to conserve the food supply?*

The present high prices of foods are undoubtedly forcing us to a certain amount of conservation, but it may be possible for each of us to do even more to see that the kinds of food necessary for our fighting men in Europe are conserved by us, and other more perishable, but no less nutritious foods, substituted.

*Are we doing all we can to conserve the fuel supply?*

We can do our "bit" along this line by dressing warmly and also by conserving, both at home and at our place of business, the use of gas and electricity without doing ourselves any injury.

And last, but not least, *are we saving some portion of our income*, no matter how small, to tide over the dark days that are coming just as surely as tomorrow will succeed today? To be prepared in this manner is just as much our duty, both to ourselves and to our country, as it is our duty to do our "bit" along other lines. The way we handle our income is our own business, but the wise man and woman will give serious thought to this subject and will devise ways and means of saving as great a portion of their income as is possible under existing circumstances.

A means of promoting that thrift which is so essential at this time can be found readily at hand in the Telephone Workers Credit Union. This institution was conceived by and is managed by and for employees of the New England Telephone and Telegraph Co. It is incorporated under the laws of the State of Massachusetts, and, having very few expenses, it provides an excellent means of making, as well as saving, money for its members.

Realizing the absolute need and the truth of the gospel of conservation being spread about the country today, it becomes the duty of every employee of our great Company to: first, practice true conservation

of our daily necessities and, second, to prepare financially for the increasingly heavy burdens that are to come in the immediate future. Therefore, let every employee feel it his duty to become a member of "our own Bank," and thus practice thrift as well as provide a means of financial relief for those of us in distress.



Here is Assistant Treasurer Arthur J. Williams of the Granville Telephone Company, and Mrs. "W." up at Camp Devens. Mr. Williams is now Sergeant Major, Headquarters Company, 303d Infantry.

## Save the Disconnects

**O**N account of the increasing number of connections and disconnections necessary to gain one subscriber we had hoped that in this issue of TOPICS we would be able to run an article giving some interesting figures in this connection. But time, tide, and TELEPHONE TOPICS cannot wait, so we have held it over until next month when we will have all the facts. Watch for it as it is going to be good reading and will surprise a lot of us who think we know a lot.



## Changes, Promotions and New Ratings

### Commercial Department Metropolitan Division

A well deserved promotion was given to Amos B. M. Kingsley in the Metropolitan division of the Commercial department, when he was appointed commercial representative in Section II of the Back Bay district. Mr. Kingsley entered the employ of our Company in 1907 as a clerk in the collection department, after which he was transferred to the Final Bill department and specialized in that line of work until 1914, when he was appointed a collector for Waltham, Malden and Everett exchanges in the North Suburban district. In 1916 he was assigned to the Milk street counter as counter representative, and from there transferred to our new office on Boylston street. This position he retained until his present appointment.



A. B. M. KINGSLEY

Commercial Representative Joseph G. Baxter has been transferred from the Central district to the South Suburban district as commercial representative of the northerly section of the Roxbury exchange.

### Traffic Department Metropolitan Division

Rena M. Crohan from assistant chief operator, Brookline, to chief operator, Hyde Park.

Frances M. Doyle, from chief operator, Hyde Park, to chief operator, Bellevue.

Emma G. Goodman, from chief operator, Bellevue, to chief operator, Brookline.

Annie G. Corcoran, from senior operator, to supervisor, Quincy.

Roselle M. O'Hare, from chief operator, Hull, to chief operator, Waltham.

Catherine M. Colligan, from chief operator, Waltham, to chief operator, Newton West.

Beatrice P. Madden, from chief operator, Newton West, to district observer, Newton West.

Mary E. Kelley, from senior operator to supervisor, Main.

Annie G. Sullivan, from senior operator to supervisor, Back Bay.

Alice F. Howley, from senior operator to supervisor, Weymouth.

### Eastern Massachusetts Division

Bessie Smith from senior operator to supervisor, at Brockton.

Lucy E. Marshall from senior operator to supervisor-in-charge at Bryantville.

Caroline P. Cushing from senior operator to supervisor-in-charge at Hanover.

## With the War Service Committee

AT Camp Devens, Commonwealth Pier, the Radio School at Harvard, the Naval Reserve quarters at Hingham, and other places where the young men of our country are being equipped to uphold President Wilson in this great world war, our Company, through its War Service Committee, who in turn give all credit for the work to the field forces, have done a wonderful job. Fred T. Ley & Company, Incorporated, who are the contractors who built Camp Devens at Ayer, in a recent letter to Chairman Patterson of the War Service Committee, said:

"We wish to take this opportunity to thank you for your co-operation, without which we would have been unable to bring the construction of Camp Devens to such a successful completion."

The War Service Committee's report for the month ending December 14 is one that will be of interest to all employees, but the strict censorship imposed on all newspapers and publications by the government makes it impossible for us to give a detailed story. Nevertheless, here are some of the interesting features:

For the United States Coast Guard, arrangements have been made for routine talking and ringing tests on certain of the Coast Guard lines, and for the reporting of trouble found on these tests, or otherwise, to a specified Coast Guard representative in the various sections. A complete list of the various types of equipment in use at Coast Guard stations has been prepared and forwarded to the proper military authorities.

At the Boston Navy Yard we have been on the job every day making new installations, rearrangements of telephones, as well as other changes necessary for the government.

The various exemption boards and Lawyers' Public Service Committee, who are handling the questionnaires, have applied for service, and through the efforts of the War Service Committee prompt installation has been made in every case.

Up at Camp Devens we have assisted the United States government in loaning them wire buzzers, telegraph keys, cable splicing outfits, all of which is necessary in signal work. This does not alone apply to the 401st Telegraph Battalion, but these devices have been loaned also to other detachments.

A number of business firms engaged in government work applied to the War Service Committee for service, all of which met with prompt attention. Numerous changes were made during the past month for the Northeastern Department, as well as the installation of additional service.

This is but a part of the report, but it shows in a small way what an enormous job it is to furnish government service, and proves again the far-sightedness of President Spalding in establishing such a committee.

## Aiding the Red Cross

THE Manchester, Mass., operators are spending their spare moments during relief and lunch periods doing Red Cross work, knitting sweaters and sewing on hospital supplies. The girls have already forwarded a box of their handiwork to the Red Cross headquarters and another one will soon be on the way.



## The Liberty Bond Issues

### First Liberty Loan

**I**F you have regularly made payments you had \$29.00 on deposit with the Company on December 31, 1917, for each \$50.00 bond of the First Liberty Loan that you subscribed for under the Company's circular on May 25, 1917.

If on December 31, 1917, you had paid in \$29.00 and wanted to pay the balance on the bond and have it delivered to you, you could have done so by paying \$21.00 more, less a small interest adjustment of 19 cents, which was due you on account of cash collected by the Company on first coupon due December 15, 1917.

### Second Liberty Loan

If you have regularly made payments you had \$7.00 on deposit with the Company on December 31, 1917, for each \$50.00 bond of the Second Liberty Loan that you subscribed for under the Company's circular of October 1, 1917, provided your payments are made weekly and your payroll week ends on a Saturday. If your payments have been made

monthly you have \$9.00 on deposit. If you have been paying weekly and the payroll week ends on some day other than Saturday, your payments began one week later than those of others and you have only \$6.00 on deposit.

If on December 31, 1917, you had regularly made your payments and you wanted to pay the balance on the bond and have it delivered to you, you could have done so by paying the following:

If on payroll ending Saturday	\$43.00
If on payroll ending some other day	44.00
If paid monthly	41.00

and a small interest adjustment of 23 cents, which you would get back when you collected cash for the interest coupon that you would find attached to the bond. If you had needed your money back, we would have taken means to sell your bond and pay you back the value of the part that you had paid for.

Look for a similar statement showing standing under plan for both Loans in April, 1918, TOPICS.



When Santa Clause called at the commercial office of the Metropolitan division he found the central district girls waiting for him with a tree and all the fixings. The tree may be small, but oh, my, the girls had a great time around it. When a Topics man dropped in on the fun with his camera, the girls were all set for a picture, so here it is. The central district force are just as clever on the job as they look in this picture.



## New Central Information Bureau

ON Saturday afternoon, December 15th at 1 P.M., the new Central Information Desk was cut over and from that time all calls for information to any of the Central District exchanges were connected to this desk by means of trunk lines from each of the exchanges. The exchanges served at the present are: Main, Fort Hill, Haymarket, Richmond, Back Bay and Beach, but from time to time, as conditions warrant, it is expected that other exchanges will be added. The information desk consists of forty positions with twenty positions on each side and requires a force of thirty-five operators during the busy hour.

The work of assembling, copying and posting the

new board and the fact that not one single complaint of error in listing has been received from our patrons is indicative of the efficient manner in which the work was carried out.

All the records with the exception of one set of cards showing the listings of our patrons by numerical order, are contained in binders held in an upright position in racks with rollers to facilitate their handling. The alphabetical and street address record and necessary Toll directories, Business Directory and Hyde Street Book are divided into twenty-one binders and the entire set duplicated ten times throughout the board. By having operators on both sides of the board each set



NEW CENTRAL INFORMATION BUREAU

Chief Operator Garvin, Service Supervisor Whitaker and Traffic Supervisor Donahoe in the background.

forty thousand alphabetical listings and street address records was probably the most important feature of the installation of this desk. These forty thousand listings had to be duplicated ten times and as a further complication all of these records had to be posted from the current orders. This entailed a vast amount of clerical work, and for the accuracy with which it was done the clerical force is deserving of great credit.

Mr. H. J. Whitaker, service supervisor, after an exhaustive study of the methods employed on Central Information Bureaus in New York and Philadelphia, took charge of the formulation of these records for our

of records is accessible to each group of four operators.

Miss K. S. Garvin is chief operator of the new unit and her assistant is Miss Mabel L. Dolber. In the preparation of records and the training and assigning of the force Miss Garvin and her assistant worked out their many problems so well that the service has been excellent and the cut over was accomplished without any interruption or impairment of the service.

The operating force of our newest exchange is composed of experienced information operators taken from the information desks of the Central District exchanges.



## Up to the Top in the Traffic Department

"MISS Worthy, I have a little surprise in store for you," said a Metropolitan division chief operator to a young woman who had been called to the desk. "Miss Do-well is to be promoted to a supervisor's position next Monday, and I have you in mind for the senior operator's position that will be open then.

"You have some ability as a leader, I am certain, for I have noticed that you have been the motive force in several of the activities the girls have been interested in. And the supervisors have verified my own observations that you are a skillful and a careful operator and a pattern for others in behavior and attendance.

"You are one of the best in the office for being on time and your whole attitude has been exemplary during your several years' service. So I am glad to select you for advancement, and I will assist you to qualify in every way. Will you take the assignment?"

Are the Sammies keen to go "over the top"? Answer that and you have the response of Private Worthy when given the opportunity of becoming a corporal in the "line signal" corps.

Ninety-eight Miss Worthys accepted promotion to senior operator positions in the Metropolitan division central offices between January 1 and December 1, 1917, and many of them, in doing so, ascended but one rung of the ladder that leads to the objective of every ambitious worker.

In addition to the appointments to senior operator positions there have been in the same interval sixteen promotions from operator to desk operator which ranks with that of senior, the incumbent of the position acting as an assistant to the chief operator in caring for service criticisms — a position requiring employees who are invariably courteous, painstaking and tactful.

Parenthetically, the wage of the senior and desk

operators is enough more than that of operators of the same length of service to buy a Liberty Bond every fifty weeks.

The next step upward for the senior operator is the position of supervisor, and in view of the qualities the holders of such positions need possess, the fifty-four young woman appointed supervisors in 1917 in

Metropolitan offices may well feel complimented in receiving their appointments. Advancement to so many under the conditions that have existed when the growth of the business has been retarded rather than stimulated is an indication that the "turn-over," or come and go in the force, brings to a sizable number the opportunity to go ahead. Indeed it is not far off the mark to say that the tonic of opportunity is always at the elbow of everyone worthy in the operating department.

Before appointing the supervisors the chief operator very carefully considered whether each had in a sufficient degree these personal assets: Good health, the proper temperament, the disposition to be fair with Company, subordinates and self, the power to observe and to reason, an ability to lead, a knowledge of the operating instructions, experience, and, in the expressive idiom of the day, "pep."

Nine supervisors have been advanced to assistant chief operator positions which are particularly responsible ones and give the incumbent a training that is invaluable if one would go higher. This is peculiarly a position calling for one with the disposition to work not only for the chief but *with* her. It is a sort of hand-in-hand, pull together, team-work proposition.

Service observing, instructing and clerical positions have afforded advancement to several whose qualifications fitted them the best for such work.

Some time ago the Wisconsin Railroad Commission in its report dealing with Telephone Companies states in part—"We cannot forego remarking that



MISS M. J. McDONOUGH



MISS RENA CROHAN



MISS ANNA KILEY



MISS L. M. BOTHWELL



the operators should be looked after individually and collectively by someone, preferably, it seems to us, by one of their own sex, who is big enough, sympathetic enough, wise enough, and courageous enough to take these young women in hand for any and all purposes which affect their health, comfort and working efficiency. A woman of the type we have in mind, could impress her personality upon every operator from the time she leaves the operators' school to the time she takes her place as leader in her office."

Quite an order to fill, you will say, and yet there is such a wealth of material in the operating organization and the processes of sifting, training and promoting have been so developed and refined that it is rare indeed that an entirely qualified young woman is not ready to step into the position of chief operator when such a position becomes available.

Often the right person is found right within the same office. At times she comes from a less important office where already she has won her spurs. Again she may be found as an instructor in the school for operators or as an assistant or a supervisor elsewhere. When selected she represents the best judgment of those best qualified to choose.

The several young women who have gone to the top of a central office operating organization in 1917 deserve more than passing mention.

#### All Workers for Service First

Loretta E. Fitzgerald, a resident of Needham and employed by the Company six years, was appointed chief operator at Needham in August, receiving advancement from the position of senior operator, the next lowest grade in this office. Miss Fitzgerald's middle name probably isn't "earnestness," although if it were it would fittingly designate one of her most prominent personal qualities. She is a worker for a bigger, better and busier Needham.

Helen E. McCarthy received well deserved recognition from her traffic manager when in August, after eight years' service, she was made head of the operating force at Norwood, of which force she has been an

outstanding member during her entire employment. Miss McCarthy is a young woman with a very pleasing personality and with lots of ability and her appointment was a popular one.

Katherine A. McLean, after a variety of experience gained in her eleven years' service as an operator at Dorchester, Milton and Quincy, and as Information, senior and supervisor-in-charge evenings at the latter station, accepted further promotion in October by going to Braintree as chief operator. Miss McLean has made an exceedingly creditable record during her term of service which augers well for her future success.

Rena M. Crohan is what is known as "a worker," which implies that she loves her work and that she applies all her vitality and her skill to the proper performance of the job in hand. And undoubtedly that is why, when a vacancy arose at Hyde Park, Miss Crohan was selected for the chief position after eleven years' service at Brookline, in which place her most recent assignment was assistant chief operator on day duty, an assignment which we may be sure was well cared for.

Lillian M. Bothwell is a young woman who has forged ahead rapidly. Less than five years ago she entered the service; today she is chief operator at Revere, after having demonstrated her fitness for promotion as operator, senior, supervisor and acting chief operator at Medford. Miss Bothwell is one of

several who served under Miss Jessie Nichols, a chief operator who established a particularly fine record for developing capable executives.

Anna E. Kiley took charge of the Newton South office in September, accepting promotion from the position of district service observer, previous to which assignment she had served as a central office clerk and as operator. During her nine years' service Miss Kiley has established an enviable record for doing her work well and few there are who have the advantage of her in knowledge of service problems.

Margaret J. McDonough was the particularly qualified young woman who was selected for the chief operator's position at Chelsea when a vacancy de-



MISS LORETTA FITZGERALD



MISS ELLEN G. HERRIGAN



MISS HELEN E. MCCARTHY



MISS SARAH MURRAY



veloped in May. The stepping stones of Miss McDonough's success were the positions of operator, clerk and chief clerk at Richmond, and instructor in the Metropolitan School for Operators, in all of which positions she conspicuously displayed talent and strength of character.

In May, after working in Main fifteen years, Sarah L. Murray went from the position of assistant chief operator at Main to chief operator at East Boston, in which section of the city she has always lived. Some length of time, you may say, and so it is, but not a minute of it has been wasted by Miss Murray in looking after the interests of the service. A promotion to the top could not come to one more deserving.

Ellen G. Horrigan, another Main employee, received recognition that was her due when she was promoted to the chief's position at Richmond. During a period of employment approaching eighteen years at Main, Miss Horrigan served conspicuously well as operator, supervisor, assistant and acting chief, and demonstrated to all and sundry her practical qualifications for wearing the shoulder straps of a commanding officer.

Henrietta R. McCarthy, after serving as acting chief during the extended disability of her superior, was appointed chief operator at Main in June. In eleven years Miss McCarthy has gone up the various rungs of the ladder — operator, senior, supervisor, assistant — and has ever demonstrated her right to be counted in the Clan Worthy. Prominent among her many qualities are — her unflagging good humor, her disposition to treat everyone squarely, and

a tendency toward stick-to-it-ive-ness that would make a bull dog blush.

Several chief operators have carried on from one office to another larger, in 1917, with a consequent increase in responsibility and prestige. Between January and December these promotions were made:

Kathryn S. Garvin from East Boston to Central Information.

Emma G. Goodman from Bellevue to Brookline.

Mary W. Brennan from Haymarket to Fort Hill.

Frances M. Doyle from Hyde Park to Bellevue.

Nora A. Savage from Fort Hill to Haymarket.

Mary C. Mullen from Revere to Medford.

Margaret A. Horgan from Haymarket to Back Bay.

Catherine A. Slamin from Needham to Wellesley.

During the summer Roselle M. O'Hare of Waltham assumed the chief operator's responsibilities at Hull, Catherine M. Colligan went from Newton West to Waltham, and Beatrice T. Madden acted as chief operator at Newton West.

"When promotion is offered, what spirit is shown? Are most of the girls 'go-get-ers,' or do they hesitate, lacking confidence in their ability or preferring the less strenuous assignment?" was the question put to one of the chief operators.

"Oh! we are all General Millers," was the response.

That came pretty near going "over the top," but it came to the writer, on reflection, that to be a "General Miller" was to show the spirit of that distinguished son of old Salem who, when asked at the battle of Lundy's Lane if he would endeavor to take certain heights replied, with emphasis, "*I'll try, sir.*"



MISS KATHERINE McLEAN



MISS H. R. McCARTHY

## Again, Service First

**M**R. W. J. PELISSIER, a subscriber in Wakefield, has been a firm friend of our Company for a long time, but if he had not been, the experience which he had one night recently would have made him one. About nine o'clock he called the operator and told her that he wanted to talk with a lady who was staying in Peabody. He explained that he was very anxious to tell her of the death of a

member of her family. He did not know the name or address of the person she was staying with, but he could tell her that the man's name was Fred and that his mother was blind. On that scanty information the call was put through and he talked with desired person in less than thirty minutes. Needless to say he was more than satisfied with the service rendered.



## Supt. McCoy at Halifax Disaster

**T**HE appalling disaster at Halifax on December 13, caused by one of the munition ships in the harbor colliding with another boat, causing the explosion of hundreds of tons of T. N. T., the most powerful explosive known, was brought home to us by the splendid co-operation between our Company and the Maritime Telephone Company, which operates in Halifax.

Up to Friday noon the only news received from the explosion was that a fire had started and a severe sleet storm had followed the explosion, and just before the last wire between Halifax and Boston was lost, news came that a heavy snow was falling. There being no immediate prospect of establishing wire connections under these conditions, General Manager Driver decided to send Mr. H. A. McCoy, superintendent of plant of the Eastern Massachusetts Division, to Halifax, to convey our Company's sympathy and offer such assistance — of both men and material — as the situation might warrant and our Company could furnish.

Superintendent McCoy left Boston at 7.30 p. m. Friday evening and arrived in Halifax about 8.00 o'clock Sunday morning. In speaking with a TOPICS representative about the disaster he said: "I found the streets blocked with deep snow and a heavy rain falling. All the buildings in the city bore marks of the explosion, particularly showing the loss of window glass. I walked about the city for about a mile, picking my way over broken glass and fallen wires, and arrived at the telephone headquarters. Here practically all the glass was gone from the windows, and their openings were filled with boards. The high quality of service which was maintained by a depleted force brought home to me our own slogan 'SERVICE FIRST!' under the most trying conditions. Everyone was working hard and intelligently, while the Wire Chief's force served crackers and coffee to the operators on the job."

### Telephone Conditions in Halifax

"When I met Assistant General Manager Hayes, in charge of the plant department in the Halifax territory, and presented him a letter from General Superintendent of Plant Dresser to General Manager Winfield of the Maritime Telephone & Telegraph Company, he said: "This is fine. Let's go into my office and talk the situation over. I am sorry, but Mr. Winfield is at present trying to get a few moments' rest at home, after being on the job night and day since the explosion."

"How were the telephone conditions in Halifax?" Mr. McCoy was asked.

"Well," he replied, "Halifax has three regular offices: St. Paul, in the business center; Lorne, in the uptown section; and Harbor, across the bay, on the Dartmouth side."

"A new exchange, which was to replace St. Paul, was to have been opened the day of the explosion. Its windows were completely destroyed; and a flying piece of steel, weighing more than 40 lbs., came through

the roof of the Lorne exchange building and landed behind, less than one foot from the switchboard, but did not hurt any persons or damage any apparatus.

"The toll lines had been lost (by the explosion and the fire which followed) for a considerable distance along the waterfront. Away from the waterfront, the rain and sleet storm had done considerable damage to the plant. On Saturday night through service was established, just before midnight; and the Associated Press was able to get five thousand words to the newspapers of the country before any interruption came.

"In my tour of the city, accompanied by Mr. Hayes, we were unable to employ a vehicle, as all automobiles, horses, teams and other conveyances, were at once commandeered by the military authorities and brought into the damaged district in order to move the sufferers to other sections of the city. We walked about the city for more than five hours.

"Many of the buildings were twisted and their foundations shaken. Roofs and walls were caved in by the explosion and from being hit by flying parts of the ship. The toll line was wrecked, and hundreds of drop wires of electric light and telephone were down.

### Telephone Plant Damaged

"A review of the situation showed that while the telephone plant was more or less damaged, yet it was in such shape that good service could be given over it and the existing defects remedied as necessity required.

"The telephone force of the Maritime Company were 'on the job,' and I was able to congratulate them on being so efficient. The thoughtfulness of our company, in sending a representative, was greatly appreciated by them; and on all sides I heard words of commendation or praise for our interest in their behalf. It being apparent that no assistance would be immediately needed and as the hotels were overcrowded with refugees, I realized it was not a time for those without urgent business to remain in the city — and left at 8.30 p. m. Sunday night, bearing the gratitude of the Maritime Company for our prompt and sympathetic offer of assistance."

### \$1150 for Halifax Operators

**W**HEN the telephone operators in and around Boston heard that there were nearly one hundred telephone operators in Halifax who had been left either destitute or seriously injured by the terrible explosion, they proceeded to gather a special fund to send to their sister workers in Halifax. Many of the girls gave liberally from their earnings and to such an extent that nearly \$1,150 was collected. Operators in the heart of Boston contributed \$508.66; the Malden district operators, \$182.50; Jamaica Plain district operators, \$107.25; Somerville district operators, \$107.36; Quincy and South Shore district operators, \$94.35; Newton West, \$27.50; and the Service Supervisors' Department in the Milk Street building, \$61.00.



## Notes from the Field

### There's Music in the Air

**T**HE Telephone Orchestra has started rehearsals under the leadership of William J. Lund. Weekly rehearsals are to be held in Room 115, 50 Oliver street, and a successful season is already assured. The officials of our Company are lending their hearty support to this musical activity, and as the leadership and management of the orchestra is wholly controlled by the orchestra members, it is believed that a high grade of orchestral music will be the result.

While the orchestra aims at a high musical standard, it also endeavors to play music to suit various tastes and such as is within the capability of good average performers.

Among the pieces played during the past season have been the Overture to "Stradella" by Flotow; the overture "Raymond" by Ambrose Thomas; light opera selections such as those from "The Only Girl," "Sweethearts," "Chin-Chin," "The Girl from Utah" and numerous standard waltzes and marches, as well as some of the current popular songs.

The sociability and experience in orchestral playing, which comes from taking part in the rehearsals and concerts, are well worth while to any performer on musical instruments who is an employee of the company living in Boston or vicinity.

The management will be pleased to receive the names of any employees who would consider joining. Charles H. McGee is the manager of the orchestra, located in Room 901 at 50 Oliver street, Boston. His branch telephone is No. 423.

### Aid Fund at Cambridge

**T**HE Plant, Traffic and Commercial employees in Cambridge have formed an association known as the Cambridge Telephone Soldiers and Sailors Relief Fund Committee and are raising a fund from among employees to be used for supplying the wants and needs of our boys who are serving under the colors on land and sea. The service flag which proudly waves on the roof of the Cambridge office now has in its field of white, twelve blue stars which represent the twelve men from Cambridge who are now a part of Uncle Sam's Fighting Force. Letters have been written to the boys acquainting them of the Fund and its purposes and asking that they keep the Committee informed of their wants and needs. Some replies have already been received and arrangements made for complying with requests. The Committee is organized as follows:

Mr. Joseph Dente, plant department, chairman; Miss Helen V. O'Brien, traffic department, treasurer; Miss Susanah F. Lange, traffic department, secretary.

*General Committee:* Miss Helen V. O'Brien, Miss Bessie Doyle, Miss Mabel Sullivan, Miss Susanah F. Lange, of the traffic department; Joseph Dente, Joseph H. Cumlin, Walter M. Copeland, Harry S. Cox, of the plant department; George A. Gore, and George H. Haskell of the commercial department.

*Advisory Committee:* Miss M. E. Bailey, of the traffic department, and James E. Gordon, and Harold W. Bates of the plant department.



"SANTA" CAME IN A MODERN WAY TO THE COMMERCIAL DEPARTMENT GIRLS IN BOSTON,—THROUGH A TELEPHONE TRANSMITTER

The young ladies are: Left side, left to centre, Miss Mildred Marr, Miss Anastasia Lavelle, Miss Margaret King, Miss Josephine Roach, Miss Lillian Long. Right side, right to center, Miss Frances Pick, Miss Alice Maguire, Miss Myrtle Beatteay, Miss Rose Anderson, Miss Agnes Walsh and Miss Caroline Ralston. Santa Claus, Theodore Lytle.



## Red Cross 10,000,000 Campaign

**T**HE Red Cross campaign conducted in New England was a huge success, and a deal of credit for its success is given by the committee in charge to the ardent work and support of our Company and the various officers who were on the job night and day in order to fill the quota of 10,000,000.

Through the courtesy of our Company, a large portion of the second floor of the Milk street building was turned over to the Red Cross for their headquarters. Mr. Bernard W. Trafford, chairman of the New England section, in expressing his appreciation of our Company's part in this work, wrote General Manager Driver the following personal letter:

The help which you have given me in the Red Cross campaign just closed has been invaluable. To begin with, I do not know what we would have done without the Milk street headquarters, which were perfectly adapted for the purpose. Then the men you loaned me have been first-class and thoroughly competent. It was a delight to have them and they contributed in no small degree to the final successful result of the campaign. I have already personally thanked them and wish to thank you for making the whole thing possible.

Again thanking you, and with best wishes for the holiday season.

Fred W. Story, assistant to the president, as chairman of the Eastern Massachusetts committee for the Red Cross Drive, filled and exceeded the quota allotted him by the general committee. Publicity Manager Feeney of our Company was in complete charge of all publicity, and it was by his efforts that the campaign was so broadly advertised and the successful results accomplished. Commercial Engineer Munroe, as executive manager, was in charge of all details, assisted by Advertising Manager West and others from our Company.

During the week of the Drive all over our territory the various employees subscribed to the Red Cross membership. In every section of our territory the appeal went out and was met with earnest response. Operators, plant men, clerks — employees all the way down the line, from General Manager Driver to the office boy — came through with a dollar for membership. The operating force in the Metropolitan Division lived up to their usual reputation in subscribing for the membership, as likewise did all other operating forces throughout the territory. In the plant department the employees not only took subscriptions for themselves, but for members of their families. The commercial employees, both in Boston and in other sections, proved that they were not "slackers" in this appeal for a worthy cause. Everyone was anxious to become a member; and when the final returns are tabulated in Washington, it is with a deal of pride that the New England committee can present a substantial membership, which came partly from our fellow workers.

## Another Good Job

**S**ERVICE FIRST" was never more clearly demonstrated than during the Halifax disaster. On Saturday, December 8, the Associated Press asked Commercial Manager McDonald of the American Company for a telephone line from Boston to

Halifax to use for telegraph purposes. Toll Line Engineer Healey of our Company was assigned to the job. A line from Boston to Truro, N. B., was first tested, then the line from Truro to Halifax was tested. This wire was found to be working very poorly, owing to sleet storm trouble. The co-operation of all forces enabled us to deliver the goods and furnish a line as asked. L. J. Malone, a Morse supervisor, arranged to have the wire set, and P. J. Bell, division toll wire chief of the State of Maine, took up with General Manager Frazer of the New Brunswick Company the matter of arranging with the Maritime Telephone Company at Halifax to extend a wire from St. John. The St. John Company plant force and the Western Union Telegraph force at St. John, working in conjunction, supervised and operated the repeaters.

The first request was received at 12.30 P.M. At four o'clock a line was set up to St. John, a telegraph operator was secured, and shortly after the line was extended from St. John to a temporary station at the Halifax central office. At 7.35 P.M., the Associated Press were able to send 5,000 words over the wire. The spirit of co-operation between the various companies and the excellent work of Toll Line Engineer Healey and his force were responsible for the service rendered, and many favorable comments from the newspapers were made on the excellent manner in which this force came through with the job.



Here is a suggestion to increase our revenue, put up by Manager Fisher at Bangor. The sign as shown in this picture is about seven miles from Bangor, Me., and on a road through which tourists from the west pass on the main road to Bangor. The sign gives telephone rates and distances to Bangor and two other places beyond. The tolls for three months since the erection of the sign were nearly one hundred per cent in excess of the tolls for the preceding three months. It looks as though this plan could be carried out in other sections of the company's territory.

A young lady had just entered the telephone booth and was about to telephone to Camp Devens, when she fainted. Why? Because the operator would not give her "Ayer."



## Comfort and Aid Fund Committee Work

THE Comfort and Aid Fund Committee, representing all the employees of the New Bedford District, report that, from the date of its organization, it has been of great help to the various employees of our Company now in the service of the Nation. Tobacco, cigarettes, candy, gum, and other small comforts, have been sent to the boys "over there" and over here. Many of the young lady employees of the district have bought yarn and are now knitting sweaters, mufflers and socks, which will be sent to the boys. At Christmas time a combination box was sent to each man in the service. The mailing of these boxes was so planned that they arrived at their destination the day before Christmas.

The Committee suggested that some of our boys would like to correspond with others in the service if there was some way of learning the mailing addresses. The Committee is trying to keep in touch with all the men who have enlisted from the New Bedford district, and has requested that it be notified of all changes in their mailing addresses.

Here are the employees from the New Bedford district who are doing their bit:

Corey Babbitt, Headquarters Company, 302d Infantry, Camp Devens; Frank M. Baker, Jr., 22d Company, Fort Banks, Winthrop, Mass.; Corporal Geo. F. Braley, Co. E, 401st Telegraph Battalion, N. A., Camp Devens; F. E. N. Brown, Co. C, 301st Field Signal Battalion, Camp Devens; Elmer W. Buchanan, 103d Machine Gun Battery, 52d Brigade, 26th Division, American Ex. Force, France; Clarence P. Chapman, Co. E, 401st Telegraph Battalion, Camp Devens; Jerry J. Chayson, Aviation Branch Signal Corps, Mineola, Long Island; Henry H. Counsell, Co. E, 401st Telegraph Battalion, Camp Devens; Edward Cotter, 302d Co., Q. M. C. Dept., Madison Barracks, Sackets Harbor, N. Y.; Thomas Cox, Co. C, 301st Field Signal Battalion, Camp Devens; Louis B. Denham, Co. H, 302d Infantry, Camp Devens; Alfred A. Forcier, Co. C, 301st Field Signal Battalion, 76th Division, Camp Devens; Fred R. Hebditch, U. S. N. Radio Station, Harvard University, Cambridge, Mass., 2 c/o R. U. S. N.; Dudley C. Howland, Co. C, 301st Field Signal Battalion, Camp Devens; Corp. Theodore O. Jenney, Co. C, 301st Field Signal Battalion, Camp Devens, Percy Lincoln, U. S. Coast Guard Tel. Service, Virginia Beach, Va. Sergt. John W. Murray, Co. E, 401st Telegraph Battalion, Camp Devens, George W. Mixer, Co. C, 301st Field Signal Battalion, Camp Devens; Geo. F. Nickerson, U. S. S. C. 78, Brooklyn Navy Yard, Brooklyn, N. Y.; M. B. Nichols, 27th Co, C. D. B., U. S. Arsenal, Springfield, Mass., Bror H. Nilson, Co. C, 301st Field Signal Battalion, Camp Devens; Chas. A. Olivier, Co. C, 301st Field Signal Battalion, Camp Devens; Walter B. Pollock, U. S. N., R. F. Mine Detail Office, New London, Conn.; Sergt. Andrew J. Rogers, 55th Con. Squadron, American Ex. Force, France; Harry E. Rowand, U. S. Coast Guard, Chatham, Mass.; Leslie S. Reed, U. S. N., R. F. 61 Chestnut St., New

Bedford, Mass.; Battalion Sergt. Maj. Geo. D. Sylvia, Headquarters Co., 302d Infantry, Camp Devens; Arthur F. Switzer, Co. C, 302d Infantry, Camp Devens; Corp. Wm. F. Sullivan, Co. E, 401st Telegraph Battalion, Camp Devens; C. A. Wood, Co. C, 301st Field Signal Battalion, Camp Devens; H. J. Wardick, Aviators' Branch Signal Corps, San Antonio, Texas.

Every day the Committee is receiving letters from the boys, and here is a typical one from Corporal Sullivan of Company E, 401st Telegraph Battalion, to Chairman Murphy of the Comfort and Aid fund; and it shows that the boys are able to extract some sunshine at camp. Corporal Sullivan says in part:

Nothing of importance has happened around here, only we are expecting a pay day some day this month. You might send that to TOPICS, and say that all pay days are very welcome in the army.

Henry Counsell (who is another one of our employees in service) is the official pigeon trainer for the 401st, and expects to have all the carrier pigeons in Massachusetts eating out of his hand before he gets through as an animal trainer.

Company E of the Telegraph Battalion leads the whole United States Army in war risk insurance. Every man has taken \$10,000 worth, which is the full amount allowed to one man. It costs us on an average of \$7 per month a man, and is payable in 240 monthly instalments.

The 401st has been made a heavy construction outfit, and I guess we will soon be putting on arms for the "wops in Little It." We may connect Italy with New Bedford, if they let us; and it may be a bigger job than running the Nantucket cable.

We may send you a button off the Kaiser's shirt, if he has any left; but if he is like I am at present, we shall be compelled to send you a safety pin or a ten-penny nail instead.

We are all thankful for the packages you sent us, and nothing will give me more pleasure than to let you know how grateful we all are and shall be for such little favors in the past and future.

### Cape Cod Boys with the Colors

THE employees of our Company in the Cape Cod territory were among the first to get in line when war was declared on April 5.

Walter B. Pollock, former night operator of the Hyannis exchange is now an instructor at the Harvard Radio School. Mr. Pollock has been with our Company about four years.

Clyde Marvel, who worked as night operator in the Wareham exchange, was one of the first to enlist. He is with the Naval Reserves at Pelham Park, N. Y.

Louis B. Denham, substitute night operator at Martha's Vineyard, is now at Camp Devens.

Wm. Randall, former substitute night operator at Falmouth, is now at Camp Devens. He left some time in September.

The Barnstable exchange has lost its night operator, Fred R. Hebditch, who is now an instructor at the Harvard Radio School.

Former relief night operator George F. Nickerson, who worked in the Tiverton, R. I., exchange, is now at the Brooklyn Navy Yard.

C. Forrest Hammond, Jr., who was night operator at Woods Hole enlisted in the Naval Reserves and is stationed at Nantucket.



## NOTICE TO CONTRIBUTORS

All manuscripts which are submitted for publication in Telephone Topics must be signed by the writer, together with his address.

Manuscripts may be written on any paper; a standard form is in stock, No. 275, which can be obtained on requisition.

Typewritten manuscripts should be written in double or triple spacing, with an inch margin on both sides.

All words should be spelled in full; and all persons' first names should be given in full.

### PHOTOGRAPHS

On the back of photographs submitted for publication should be written the subject of the picture, where and when it was taken; and, in the case of group pictures, the correct full names of each person, reading from left to right.

The person sending the photograph should write his own name and address on each copy submitted.

Photographs should not be rolled for mailing.

## TO ALL EMPLOYEES IN THE SERVICE OF UNCLE SAM

We will arrange to send you "Telephone Topics" each month if you will furnish us with your address; if you change your address, let us know. We will also be glad to print in "Topics" such information about yourself, where you are, and what you are doing, as you can consistently send us. Send along your pictures. Remember we are all with you in spirit.

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## THE QUITTER

BY ROBERT W. SERVICE

When you're lost in the wild, and you're scared as a child,  
And death looks you bang in the eye,  
And you're sore as a boil, it's according to Hoyle  
To cock your revolver and — die,  
But the code of a Man says: "Fight all you can,"  
And self-dissolution is barred,  
In hunger and woe, oh, it's easy to blow—  
It's the hell-served-for-breakfast that's hard.

"You're sick of the game!" Well, now that's a shame.  
You're young and you're brave and you're bright.  
"You've had a raw deal!" I know, but don't squeal,  
Buck up, do your damndest, and fight.  
It's the plugging away that will win you the day,  
So don't be a piker, old pard!  
Just draw on your grit; it's so easy to quit;  
It's the keeping-your-chin-up that's hard.

It's easy to cry that you're beaten — and die;  
It's easy to crawfish and crawl;  
But to fight and to fight when hope's out of sight,  
Why that's the best game of them all!  
And though you come out of each gruelling bout  
All broken and beaten and scarred,  
Just have one more try — it's dead easy to die,  
It's the keeping-on-living that's hard.





## Somewhere in America

Laying submarine cable, hundreds of miles of it, to scores of isolated lighthouses is one of the telephone tasks made necessary by the war. The Bell System has also built lines connecting some two hundred coast guard stations.

It has built complete telephone systems for fifteen National Army cantonments and fifteen National Guard camps, each a city in size, and also at many naval, officer's reserve, mobilization and embarkation camps and at army and navy stations.

It has provided an enormous increase in long distance facilities throughout the country, that satisfactory service may be maintained between cantonments, training camps, guard outposts, military supply stations, war industries, the National Capital and other centers of Government activity.

The Government facilities at the National Capital have already been increased three-fold and there has been a tremendous increase in local and toll facilities.

Fifteen thousand miles of telephone wire have been taken from other use for the exclusive service of the Government and some 20,000 miles of telegraph facilities also provided.

Meanwhile the Bell System has given generously of its man power, until over seven thousand men are in service or recruited for military duty.

Members of the Bell System whether they have already gone to France or whether they have stayed at their posts to help mobilize the country for victory, are equally in the service of the Nation.



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

*One Policy*

*One System*

*Universal Service*