

MERRIMACK VALLEY WORKS NEWSLETTER



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May, 1971



TEN "WEVALLEY GIRL" FINALISTS SELECTED Balloting Set For June 11th

The ten finalists in the annual WEVALLEY Girl contest have been selected. The election will take place on June 11, after all Works employees have received their ballots. Ballot boxes will be positioned in every area of the Works. The coronation of the winner will be held in the Works auditorium on June 17.

If you haven't worked here long, and you are puzzled when somebody says "I like this girl for 'Hello Charley' Girl," then turn to page 2. However, if you're more interested in the girls themselves, perhaps you should go directly to pages 6 and 7.

Above photo, from left: Sandy Battis, Pat Gale, Lorraine Bomba, Linda Cashman, and Linda Dudley. At right, from the bottom: Debbie Wyatt, Helene Croteau, Sue Kots, Linda Hudson and Lynda Milton.



WHAT HAPPENED AT SCOUT-O-RAMA?

See Pages 8-9

Clerical Cost Reduction Program for MVW

The Works is in the process of initiating a new Clerical Cost Reduction and Development Program. The new program has been planned to accommodate the presentation, evaluation, and recognition of recommendations that might result in more effective clerical operations at reduced costs. It is an expansion of existing clerical cost reduction efforts and will not conflict with the Employee Suggestion System.

Employee recommendations for Clerical Cost Reduction will be submitted to their respective committee members on a form obtained from Business Methods, 365. The Clerical Cost Reduction Committee will be composed of Assistant Managers: Art Brindle, 306, Chairman; Frank Orlando, 107; Aram Choolijian, 203; Hugh Boyle, 402; George Matthes, 503; Bob Grant, 605; L. "Stoney" Stonebraker, 705; Jack Driscoll, 906; Warren Courtade, 1104; and Al Habib, 1201.

This program will also provide a media for publicizing the achievements of its participants and will provide for the presentation of certificates for significant savings. In addition, individuals will not lose the cash award that might have resulted from the Employee Suggestion Award System.

Employees who wish to participate in the program are advised to consider whether or not operations that they perform or observe are necessary, whether they can be modified, and whether or not modern methods involving calculators and computers can result in savings for the company.

A DAY IN THE LIFE OF A SECRETARY (Desk Top Model)

by Bernie Mooers

The mini secretary is Courtney Gray, daughter of Bill Gray, 174-6. Bill's wife Pam, is a former Western Electric employee, so the phone seems to run in the family.



"First, set out the day's correspondence."



"Now what was that number?"



"Oh, yes!!!"



"I'm sorry, you'll have to speak a little louder . . . we seem to have a poor connection."



"Sheesh! What a grouch."



"Who said this job is tough?"

HALE MALES MEET MAYOR AT ANNUAL LUNCHEON

The Hale Males, headed by Andy Vasilakis, 365-3, celebrated their tenth year of volunteer service to the Hale Hospital at an April luncheon. Guests at the affair included Haverhill Mayor Francis Waldron, and Dr. Daniel Taffe, Chief of Staff at the Hale.

The volunteers met their tenth year with 75% of their original membership still intact. Their volunteer duties consist of supplying Hale with a man to monitor guests at the peak visitor hours in the early evening. Each member is expected to be on duty one night a month. In addition, volunteer alternates are available to cover the desk in the event of an emergency absence.

The Mayor and Dr. Taffe discussed hospital funding, new concepts in hospital management, problems and possible solutions in the administration of guests, and solicited suggestions and comments from the volunteers. Vasilakis closed the luncheon by stating that the Males are willing to offer even more service if the need arises at Hale.

I N M E M O R I A M

Mary Woitkun, April 17, 1971.
Department 1163-2.

Stanley Lashkoones, May 4, 1971.
Department 534-4.

James O'Hara, Jr., May 6, 1971.
Department 541-4.

Anniversaries

NAME	DEPT.	JUNE
THIRTY-FIVE YEARS		
Young, John C.	1227	1
THIRTY YEARS		
Banks, Donald L.	542	1
Haefling, Robert H.	961	2
Wilde, Albert J.	744	16
Wilson, Walter W., Jr.	742	16
Adams, Carlo	153	30
TWENTY-FIVE YEARS		
Green, Willard E.	974	5
Cleary, Thomas W.	1160	6
Libby, Isabelle P.	562	6
Sarcione, Lena G.	541	7
Knight, Lora N.	541	8
Francoeur, John L.	544	12
Wentworth, Virginia M.	210	13
Psarros, Angelo P.	544	18
TWENTY YEARS		
Carrier, Elinor K.	960	1
Bailey, Everett F.	563	6
Connor, Clifford E.	961	10
Maslowski, Aniela M.	541	10
Bergeron, Ernest J.	544	13
Yemma, Loretta B.	923	15
Witherell, Herbert G.	190	15
Ellsworth, Harry B.	548	16
Pelrine, Robert J.	704	18
Austin, Lawrence O.	742	20
Favas, Anthony E.	494	20
Manning, David W.	1151	20
Perreault, Raymond J.	1168	20
Rudis, Frank J.	1213	20
Sylvester, Gilbert A.	423	21
Pappafilis, Anastatios M.	541	22
Sturk, Clarence J.	541	23
Atwood, Robert L.	6331	25
Henderson, William L.	542	25
Bergeron, Herbert M.	534	27
Henault, Robert G.	541	27
Murphy, Leo G.	538	27
Charous, Norma R.	925	28
FIFTEEN YEARS		
Gallagher, William F.	136	1
Elliot, J. G.	544	2
Roy, Armand J.	155	2
Wallace, George H.	842	2
Coleman, Richard T.	538	4
Harnisch, Merton G.	538	4
Lyons, John J.	1225	4
Macklin, Laurence A.	494	4
Sciarrino, Doris G.	563	4
Valcour, Victor E.	494	4
Voisine, Rene V.	424	4
Gruber, Louis	494	11
Jones, Charles S.	804	11
Leduc, Lorraine L.	230	11

(continued on page 11)

The Origin of Hello Charley

Newcomers are often confused during the WEVALLEY Girl Contest by long term employees referring to the queen as the "Hello Charley Girl."

Originally a vacation queen contest, the winner took the name of the greeting that Western Electric employees used when discovering a fellow "Westerner" on vacation. Why "Hello Charley" and not Ralph?

The greeting grew from an incident involving Charley Drucker, a benefits service man in the old days of the Hawthorne Works. A pensioner whom he had visited wrote him a letter addressed "Charley, Western Electric." Since the retiree had not remembered Charley's last name, the letter made the rounds until finding the right Charley.

Since this letter people began addressing each other as "Charley Western." Soon the greeting spread throughout the company. Every location has its vacation queen, as we have our WEVALLEY Girl. But to many of our people, it's "Hello Charley" time again.

BOUNCER'S BABY BOXERS HAVE TELEPHONE BROTHER

A boxer named Bouncer has developed maternal feelings toward the telephone. It all started when the year-and-a-half old boxer began producing her first litter of puppies at the Leon Minks' home in Carmel, California.

The first pup was born outdoors, unbeknown to Mrs. Minks, who ordered Bouncer into the house a short time later. Bouncer took to her bed and almost immediately began giving birth to eight more puppies.

But before her labor resumed, Bouncer carefully put the red receiver from the telephone in the Minks bedroom in her box. She kept it there protectively licking it, as puppy after puppy arrived.

It wasn't until the Minks discovered puppy number nine outdoors that they realized with shock and amusement that Bouncer had been substituting the telephone for the missing puppy.

Pup and mother were reunited but that didn't end the story.

Three days later the Minks took the boxer pups to have their tails docked. When they returned, they discovered Bouncer had piled up an extra soft bed for her offspring and there, in the center, was lovingly placed the telephone receiver. Bouncer had neatly severed the cord, leaving only a stub, just the way she had done for the rest of her brood.

Now when the phone rings, Bouncer races to get it first, obviously figuring that her errant puppy is squalling again and needs attention.

All of the Minks friends have been alerted that if they call and are greeted by a clatter and the sound of heavy breathing, followed by a slurp or two, not to be alarmed - its just Bouncer looking after her strange red puppy.

New Development in Telephone Transistors

Western Electric engineers and Bell Labs scientists have developed a transistor that is more reliable and costs significantly less than its all-metal counterpart.

For every 10,000 of these plastic transistors used in a telephone central office, only one is expected to be replaced in an average year.

The new transistor will become part of a wide variety of Bell telephone electronic equipment such as PICTUREPHONE,® visual telephones, multibutton telephone sets, No. 101 and No. 2 Electronic Switching Systems, data communications sets, private branch exchanges, and transmission, carrier and microwave systems.

Vice President Burke Retires

William E. Burke, who has been Vice President, Manufacturing, Electronic Components and General Equipment since August, 1969, will retire at the close of business on June 16. James A. Hosford, presently Vice President, Engineering, will become Vice President, Manufacturing, Electronic Components on June 1 and will succeed Burke with this change in title.



Safety News for Injury Prevention

by P. D. GILBOARD
Works Safety Supervisor

Refrigeration entrapment is an idiotic, and in many communities, criminal approach to death. No one should be unfamiliar with cases of accidental suffocation in abandoned refrigeration units.

How do these accidents happen? It seems to be a matter of numbers. In the period immediately following World War II, enormous numbers of new refrigerators were purchased by families unable to get them during the war, and by the newlyweds who made up the great family boon of the late 40's and early 50's. At this time, too, the food freezer came on the market in a big way.

Nearly all of these aging units are being phased out and being dumped in the same huge numbers that gladdened the hearts of their manufacturers two decades ago.

In many localities it is a violation of law to dump, abandon, or even store an out-of-use refrigerator or freezer in such a way that it is accessible to curious children without first removing the door or latch so that the unit cannot become a death trap. But such ordinances have not been universally adopted, and even where enacted they are difficult to enforce.

Old-style refrigerators, including many still in use, have positive snap-latches on their doors that cannot be opened from the inside. It is now illegal to manufacture a unit with this type of latch, but the present problem is that about 1,000,000 units a year are being retired and something has to be done with them until they are finally converted to scrap.

If you have a simple knowledge of tools, you can make a discarded unit safe in a few minutes in one of two ways:

- a. Remove the door. This is safest and best with all units, and it is necessary for a chest that opens from the top or for a refrigerator that is lying on its back. Even with the latch removed, a heavy door could trap a small child unable to lift it. There will be two or three hinges, each with two or three screws. Remove these, open the latch, and the door will come off.
- b. Remove the latch stop. For an upright freezer or refrigerator, this will permanently prevent the door from locking with a person inside.

If you are unsuccessful, contact the nearest office of the Refrigeration Service Engineers Society for assistance.

Sometimes there is a reason to put a unit out of use temporarily. Never do this without first removing the latch stop or at least turning the box so the door is against a wall and cannot be opened by a child.

And if you see an abandoned unit anywhere with its door and latch intact, inform your local police or fire department or contact the nearest sheriff's office and request that the box be given the "treatment."

Remember, if you see the box, it's likely that a child will find it in the next few days or even hours. That child could get inside and shut the door of his last hiding place.

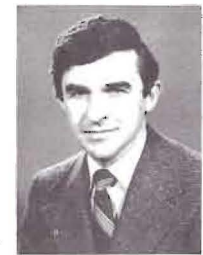
Promotions



G. A. LeClair



R. G. Mushial



L. J. Peltier

Richard G. Mushial, Senior Engineer, Thin Film and Integrated Circuit Engineering, 751, was promoted to Department Chief, Film Integrated Circuit Engineering, 721.

George A. LeClair, Senior Engineer, L5 Carrier Equipment, 152, was promoted to Department Chief, Systems Standard Engineering, 152.

Leonard J. Peltier, Senior Engineer, Systems Standards Engineering, 151, was promoted to Department Chief, Systems Standards Engineering, Framework and Cabling, 172.

MERRIMACK VALLEY WORKS NEWSLETTER

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Western Electric

For the information of employees of the
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Dept. 240

Area Code 617-686-0600 Ext. 2594

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Editor

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JAMES P. CHASSE
DANIEL R. BALSLEY

Retirements

Robert C. Balsley, of 380 Main Street, West Newbury, retires on May 27. A millwright in Department 537-7, he has over 15 years with the company.



Marjorie M. Widdop, a telephone overseer in Department 211-1, will retire on July 31. Residing at 25 Main Street, No. Andover, she will leave with nearly 33 years of company service.

Mary R. Dirago will retire on June 7 with over 27 years of company service. A layout operator in Department 925-10, she lives at 85 High Street, Haverhill.



Mildred G. McCormick, will retire on June 9 after spending over 18 years with the company. A layout operator in Department 923-7N, she lives at 13 Nichols Street, Haverhill.

Elizabeth W. Brennan, a tester in Department 960-3, retires on May 27. Leaving with over 19 years of service, she lives at 11 Rosewood Road, Methuen.

ALI BABA'S CAVE AND HAREM GIRL UNVEILED



Harem Girl Marci Sirois sits amid the treasures in Ali Baba's Cave, the central exhibit of the recent Pioneer Hobby Show's Arabian Bazaar. Her husband, Dick Sirois, 379-2, and Gary LePage, 451-3, designed and erected the dream cavern.

Guest Shots



Recent visitors to the Works have included Sen. Edward Brooke (R. - Mass.) shaking hands with Tom Puglisi, 1145. In the background are Helen Walsh (left) and Helen Foucault.



Haverhill Mayor James F. Waldron, sitting to the right of Harry Youngman, Manager Industrial and Labor Relations at the recent Hale Males Luncheon.



Rev. Armand "Spike" Morissette, O.M.I., when he addressed the recent Works Secretaries' Luncheon.

NEW PIONEER PRESIDENT ELECTED IN TIME FOR GENERAL ASSEMBLY

On April 1, W. C. Bauer, President of South Central Bell Telephone Co., was elected President of the Telephone Pioneers of America. Formerly Senior Vice President, he becomes head of the 342,000 member organization on July 1.

Bauer succeeds Robert D. Lilley, Executive Vice President of AT&T, as Pioneer President. Richard R. Hough, President of Long Lines, succeeds Bauer as Senior Vice President.

Pioneer sponsored community service activities involved about 55,000 members and life members and 16,000 other volunteers during the past year. In addition, some 40,000 persons participated in classes on subjects such as pre-retirement planning, personal development, public affairs, public speaking, and defensive driving programs, as well as numerous hobby activities sponsored by Pioneer groups.

(continued on page 11)

THE 1971 WEVALLEY GIRLS



Linda Cashman is a clerk-typist from Department 230-2. Originally from Oklahoma, where she worked for South Western Bell, she now lives in Bradford. Her interests include bowling and painting.



Linda Hudson of Plaistow, N. H., is a draftsman in Department 173-5. She plays the recorder and guitar, skis, and goes camping in Maine.

Lynda Milton lives in Haverhill and is a tester in Department 562-8N. Originally from Florida, she hunts and fishes, and has been a professional cake decorator.



Helene Croteau is an engineering associate in Department 845. A long time resident of Andover, she is working for an M. S. in Physics at the Works-Suffolk University evening sessions.



Sandra Battis, a coil winder in Department 960-1, comes from Danville, N. H. A speed enthusiast, she is interested in horse and auto racing, and water skiing.

- PICK ONE !

This year, the new WEVALLEY Girls visited the Merrimack Valley Textile Museum for their NEWSLETTER photographs. The pictures show only a few of the exhibits at the North Andover Museum.

Every employee is invited to vote in the WEVALLEY Girl contest on June 11. The Coronation will be held on June 17 in the Works Auditorium. If your interest goes from beyond the girls to the museum pieces in the background, the Merrimack Valley Textile Museum is open Tuesdays through Saturdays from 10 a. m. to 4 p. m., and Sundays, 1 p. m. to 5 p. m. Admission free. It highlights the history of woolen textiles in the United States, a story inseparable from the development of the Merrimack Valley itself. It also features ten pretty WEVALLEY Girls, at least for this issue.

Sue Kots, a bench hand in Department 1154-5N, lives in Haverhill. In her spare time she attends a school of cosmetology, bows, and watches Anthony Quinn movies.



Pat Gale of Methuen is a bench hand in Department 1152-3. She occasionally models and likes to swim, sew, and drive racing cars. She would also like to become an amateur mechanic.

Lorraine Bomba of Department 211 is usually in uniform as the receptionist in the main lobby. Living in Lawrence, her interests include woodworking and poetry, often writing for her own enjoyment.

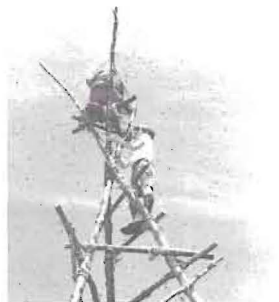


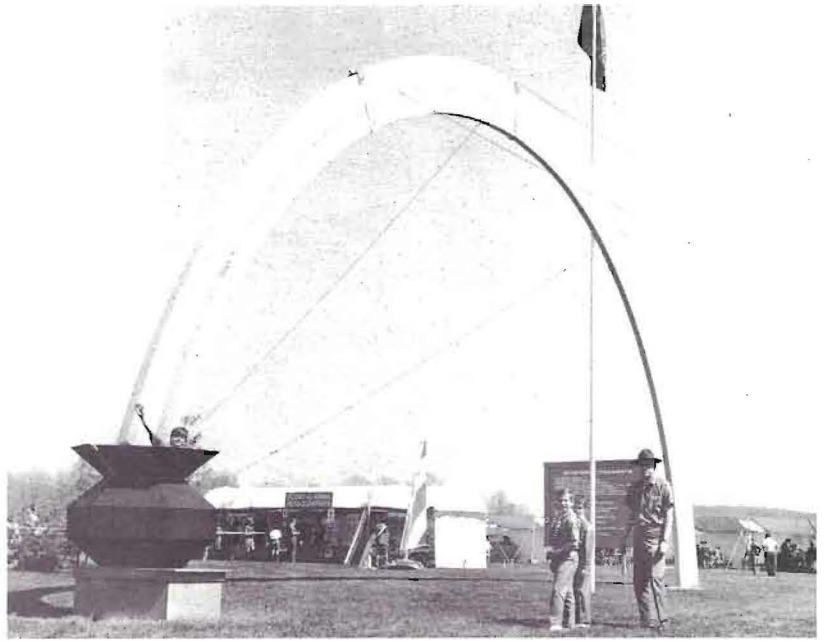
Debbie Wyatt of Groveland is a wireman in Department 1166-4N. Her hobbies include skiing, (snow and water), camping, and swimming. She has been a substitute teacher at Pen-tucket Regional High School.



Linda Dudley is a secretary in Department 741. She skis, embroiders, and sings in the WEVALLEY chorus, playing Dolly in the "Hello Dolly" segment of the recent Potpourri.

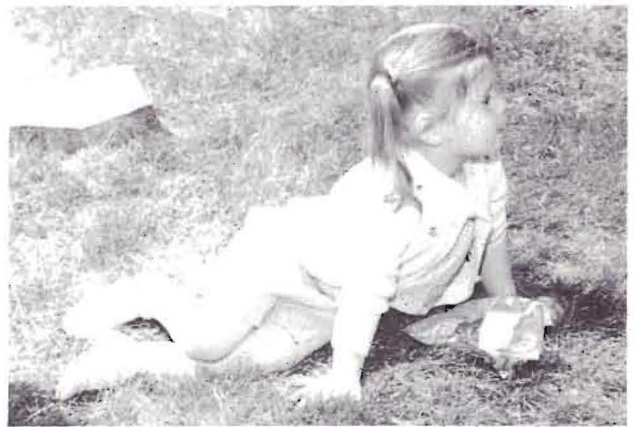
Scout-o-Rama '71





ADVENTURES IN SCOUTING

A rainbow on a sunny day was the beginning of the May 15th adventures of Scout-O-Rama '71. Over 16,000 people visited the Works athletic field viewing action shows, exhibits, and demonstrations of scouting skills.



J. A. EXECUTIVE VISIT CLOSES MINI COMPANY BUSINESS YEAR



John Talkott (center seated), Executive Vice President of Junior Achievement, Eastern Massachusetts, visited the Works at the end of J. A.'s operational year, to congratulate Merrimack Valley's volunteer advisors. Bob Haefling (foreground), 961-12; Jack Gurka (center standing), 960-6; and Ed Dimmock, 374-1; served as advisors to L.A.N.C.E., the local Junior Achievement company sponsored by the Works.

As L.A.N.C.E. closed operations this month, preparing for summer vacation, the mini company declared a 10% dividend for their stockholders.

SAN RAMON VALLEY PROGRESS

by Bob Leadbitter

June is a key month in the development of the San Ramon Valley Plant. Initial occupancy of the Pilot Plant and the placing of direct employees on roll are both scheduled for this month. The distinction of being the first "direct" goes to Mr. Willy E. Van Wissenkerke, Concord, California, a Stock Receiver.

Temporary training facilities are now in operation at the "storefront" office adjacent to the Pilot Plant, and are under the supervision of Gerry Creeden, formerly of Department 1224.

Several new arrivals are now on the San Ramon Valley roll: Joseph LaPlante, Dept. Chief, Production Control, Stock Maintenance and Merchandise. Dave Law, Section Chief, Production Control. Sam McHenry, Dept. Chief, Plant Construction and Maintenance. Gerry Creeden, Section Chief, Training and Security. Charles Cheas, Plant Engineer. Eldridge Preston, Plant and Factory Engineer.

1971 WEVALLEY BOWLING

Champs and Runners-Up in the Roll Offs of the 11 League Champions



General Manager Dave Hilder presented the trophies to the Champions of the Women's roll-offs. From left: Pauline Barcellona, 842-1; Shirley Cyr, 563-2; Agnes Loretta, 961-4; Dave Hilder; Monica Riopelle, 1A; and Rose Richard, 547-8.



The men's champion team received their trophies from Joe Giampa, 405. From left: Earle Seaman, 1164-2, Jim Doherty, 6332-1; Sam D'Antonia, 6332-1; Joe Giampa; Larry Rizzotti, 537-6; and Tony Stopyra, 1158-10.



The women's runners-up team received their awards from Harry Youngman, Manager, Industrial and Labor Relations. From left: Yvonne St. Cyr, 1169-5; Terry LeBlanc, 973-7; Evelyn Alexion, 1145-3; Harry Youngman; Glo Myers, 1165-1; and Dot Marquette, 1145-3.



Men's runners-up awards were presented by Frank Orlando, 107. From left: Elmer Blaisdell, 423-4; Dick Scatamacchia, 561-2N; Frank Orlando; Dick Paolino, 173-5; Ken Demers, 174-1; and Tom Frank, 174-1.

(continued from page 5)

This year in September, 1,000 representatives of 81 Pioneer Chapters in the U. S. and Canada will meet in New York for the 56th general assembly of the Telephone Pioneers of America, hosted by Western Electric. The General Assembly or legislative body is comprised of the officers of the association, the president, first vice president, secretary-treasurer and life member delegate from each chapter. In addition, Chapters with large memberships will send one delegate for every 2,000 members over the first 4,000. Invited guests will include the presidents of the telephone companies. AT&T vice presidents, personnel and public relations vice presidents, and the planning committee for the 1972 assembly.

Preparations for the '71 assembly have been underway since last September, when W. E. President Harvey Mehlhouse invited Pioneers at the 45th General Assembly to hold their next meeting in New York.

The assembly will be held in the New York Hilton, a modern building, with more than adequate space for all of the assembly's activities, which will include general business sessions, workshops, talks, and exhibits of Pioneering activities.

(continued from page 3)

NAME	DEPT.	JUNE
FIFTEEN YEARS		
Montebianchi, Jos. J., Jr.	142	11
Proctor, Robert H.	366	11
Hargraves, Herbert J.	960	12
Straw, Lorraine L.	925	14
Belanger, Girard W.	158	16
Comeau, Albert J.	750	17
Kibildis, Thomas G.	1160	17
Kliska, Helen S.	1161	17
Moll, Anthony	563	17
Durgin, Robert A.	197	18
Lough, Jean A.	1157	18
Meyer, Theodore E.	190	18
Cormier, Rita A.	1169	19
Santapaola, Tony	925	19
Sheard, Elizabeth W.	974	20
Akroyd, Allen H.	533	22
Ellis, Norman R.	742	22
Blinn, Rita C.	961	23
Ryan, Dorothy A.	1169	23
Siney, Richard J.	190	23
Bisson, Hector	541	24
D'Arcangelo, Albert F.	1152	24
Fitts, Constance F.	1161	24
Gesing, Mary A.	1152	24
Kolias, Charles W.	1145	24
Linnehan, James J.	1160	24
Pettengill, Forrest E.	842	24
Routhier, Roland A.	422	24
Amirian, Ashod K.	711	25
Quatrale, Donald L.	6332	25
Benner, Eleanor	1167	26
Laplante, Richard E.	533	27
Pellegrino, Millie	1141	27

Major Suggestion Awards



John Stewart, 546-1, (center) became \$1,655 richer when Dave Hilder, (left) presented him with a suggestion award for modifying used diamond grinding wheels for further use on a different grinding machine. Supervisor Bob Onyon was also present for the award.



John Donahue, 1145-3, earned 610 suggestion award dollars for substituting a different frame which eliminated an extension plug button. Bill Voigt, Director, (left) made the presentation.



Norm Carleton, 533-5, was paid a visit by Bill Banton, Director, (right) who brought along a \$390 check for Norm's suggestion that added a circuit breaker to test sets, preventing burnouts.

Kaleidoscope

Why Bother Complaining?

A woman in Pittsburgh, who complained of a persistent obscene phone caller, was asked whether she could keep him on the line long enough to make a trace possible . . . "Sure," she replied. "I talked with him for 45 minutes the other night."

Jackpot New News In Customer Service

A San Francisco customer found himself in an odd situation . . . he was in a downtown phone booth when the jammed coin box popped open and out gushed a shower of silver . . . he phoned the operator for guidance, but she laughed so hard she couldn't answer. He started feeding the coins back, but most came out again via the return slot . . . finally, gathering up the silver, he went to another booth up the block and managed to unload the jackpot.

Student Has The Answers All Buttoned Up

When the teacher asked a sixth-grader if you still get a dial tone on the new Touch-Tone phones, the student replied, "No, you get button-tone."

A. G. Bell With N. Y. Tel.

A few issues back, it was reported that Alexander Graham Bell was alive and well in Canada . . . without a telephone . . . now another one has turned up in Tuckahoe, N. Y., with a telephone! And, what's more, he's very much a part of the telephone business. . . this Alexander Graham Bell works for New York Telephone as an engineering coordinator at the Tuckahoe Garage.

Don't Throw Out The Printout

A trial program designed to save trees by recycling computer printout paper began in mid-March at Bell Labs in Murray Hill. PRESERV (Paper REcycling SERvice) depends on employee cooperation in depositing waste printout paper in containers in corridors, stairways and computation centers . . . once collected, the paper will be sent to a nearby center and bailed in conjunction with a separate recycling program underway there . . . once bailed, the printout paper will be sold . . . Bell Labs locations at Murray Hill, Holmdel and Whippany receive a total of 18,400 pounds of computer paper a week. If all this paper were recycled, about 150 trees a week would be saved.

Boston is Really Located In Tulsa. . .What's A Tulsa?

A man stuck his head in the front door of an airline ticket office and asked, "Is this the telephone company??" . . . on being told he was at American Airlines, he asked, "Isn't this Detroit?" . . . "No, this is Boston," he was told . . . a customer in the airline office was bewildered. "I could have sworn this was Tulsa," she said. She was correct. The telephone business office in Tulsa, Oklahoma, is located on South Detroit Street; the airlines office is on South Boston.

Booth Banter Beyond Description

A San Diego operator reports a call that broke the monotony of a slow hour: a lady calling from a coin telephone didn't answer when the operator rang her back for overtime charges . . . she kept ringing, hoping the lady was nearby getting change to pay for the additional charges . . . suddenly a man answered: the operator asked if the lady who had placed the call was standing nearby . . . "I don't know," he said . . . "What does she look like?"