

MERRIMACK VALLEY WORKS NEWSLETTER

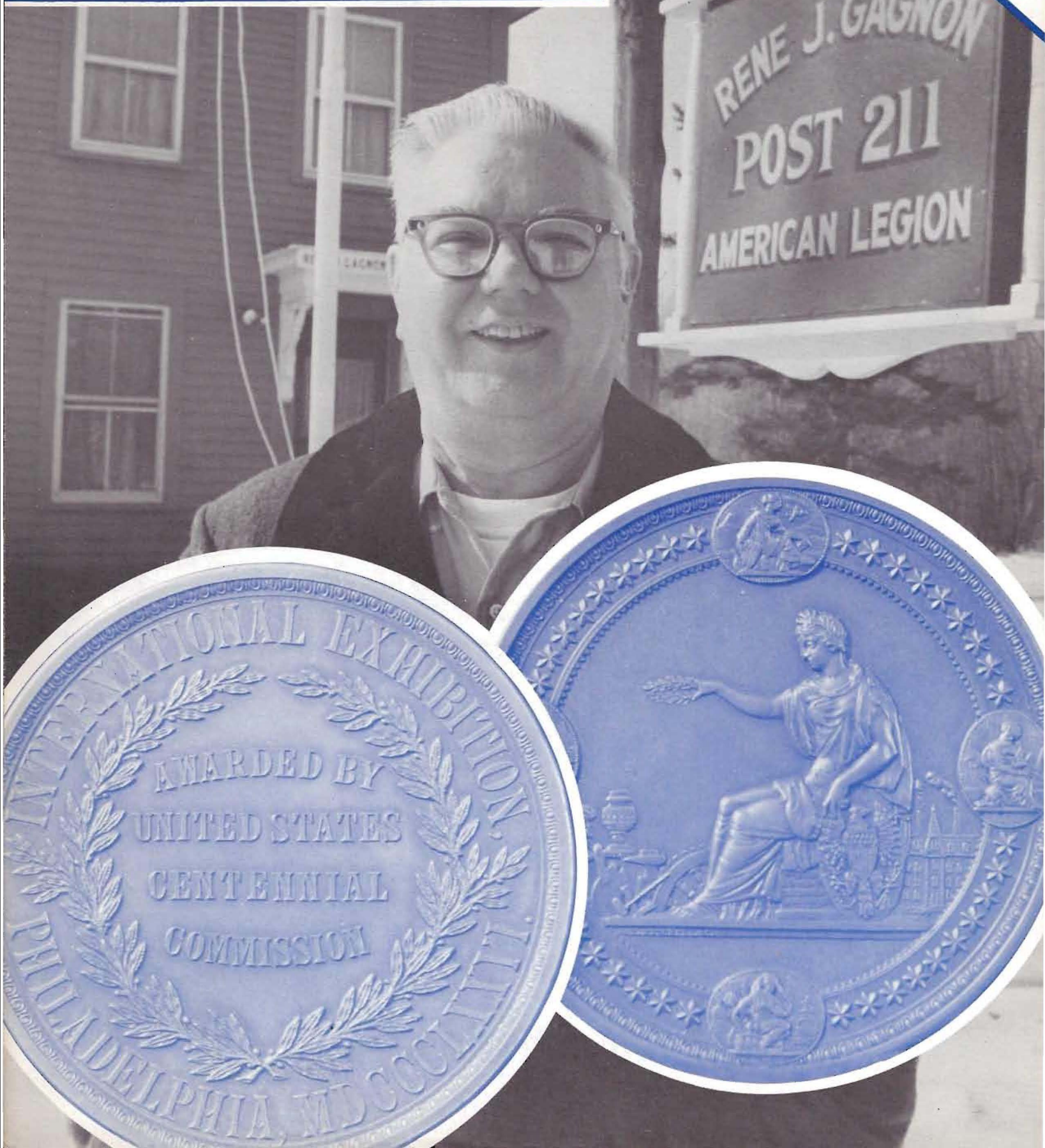


Vol. 9, No. 2

A Western Electric Publication

February 1976

What Does Stanley Trzcinski
Have In Common With
Don Procknow?
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Anniversaries

FORTY YEARS

Name	Dept.	Mar.
Lance W. Dockray	81600	2

THIRTY YEARS

Floyd G. Lamson	13320	4
Anita D. Still	89310	4
Clifford J. Weeks	89210	22

TWENTY-FIVE YEARS

Grace R. Samperi	89820	1
Lucy P. Forbes	89670	6
Frances M. Lefebvre	81410	6
John S. Sudol	89210	7
Roland C. Plourde	81470	12
Louis T. Blasi	89660	19
Francis C. Smith, Jr.	84510	19
Richard R. Hart	02320	21
George S. Tattan	89450	26
John R. Haigh	89450	27

TWENTY YEARS

Zoel T. Sylvester	21990	1
Mary P. Tatoyian	81650	1
Anthony J. Alaimo	81660	5
Beatrice A. Benson	80460	5
Maurice R. Brunault	21230	5
Philip G. Cartier	81650	5
Robert C. Desando	89270	5
Russell J. Janvier	89270	5
Jeannette LaChance	89670	5
John Malcolm	03570	5
Walter A. Martin	80470	5
Theodora G. Sirois	89630	5
John Yuszko	81470	5
Richard L. Daly	81470	6
John A. Pagnotta	81720	6
Clifton E. Brown	89240	6
Irene M. Stewart	81420	6
Virginia E. Busch	89450	7
Joseph G. Berube	89850	12
Clement F. Cadorette	89320	12
Walter A. Clausnitzer	84930	12
John R. Conlon	21220	12
Roger P. Jette	21720	12
Anastasia B. McGravey	81450	12
James Nikolopoulos	21220	12
Edmond J. Ouellette	81770	12
Eugene L. Pierce, Jr.	89440	12
Mary D. Russo	02120	12
Joseph G. Svetin	80460	12
Lorraine B. Pawlick	81720	13
Catherine H. Buckley	89670	14
Evelyn P. Burke	81790	14
Simone R. Hudson	81470	14
Russell C. Bowman	89330	15
Eugene Cayer	81850	15

Continued on page 3

Executive Changes for AT&T and Western MVW to Report to Vice President Nemecek

A series of recently announced executive changes in both AT&T and Western Electric will result in a revamped management structure for Western, a new Vice President for the Transmission Equipment Division, and a new AT&T assignment for a former Transmission Vice President.

At AT&T, Western Electric's parent company, President Robert D. Lilley will retire on April 1, with William L. Lindholm, AT&T's Vice Chairman and Chief Operating Officer, stepping into the presidency.

On March 1, Morris Tanenbaum, who only last year was Vice President of WE's Transmission Equipment Division, headquartered in Boston, will move from his current position of Executive Vice President at Bell Labs to become AT&T's Vice President-Engineering and Network Services.

At Western Electric, Joseph T. West, Executive Vice President-Manufacturing and Engineering, will assume a new position, Senior Executive Vice President and Chief Operating Officer, on March 1. Mr. West's current

assignment included responsibility for all manufacturing operations including Merrimack Valley. The new position has been established to consolidate and oversee all operating

functions below the level of President. Other changes are being made in the company's structure to separate Bell and non-Bell sales activities.

Changes in the corporate realignment that affect Merrimack Valley include the reassignment of Transmission Division Vice President Paul Zweier to the position of Vice President, Manufacturing, Station Equipment. Succeeding Mr. Zweier will be John M. Nemecek, presently General Manager, Engineering, who has been elected a Vice President. Mr. Nemecek was assigned to Merrimack Valley from 1962 to 1966.

How MUCH Is Kept Out of Your Pay?

The amount of tax withholding from your paycheck is determined from your gross amount of wages and the number of exemptions you claim on Form W-4 (Employee's Withholding Allowance Certificate) which you have filed with the company.

Forms W-4 covering increases in exemptions to be made effective in the current year may be filed at any time. A Form W-4 is available through the Payroll Department, and regulations require that employees file a new form for any of the following reasons:

Changes in the number of Withholding Allowances: In the event the number of withholding allowances to be claimed in 1976 differs from the number claimed on the latest Form W-4 filed with the company.

Change in Marital Status or Address: If there has been a change in marital status to be claimed for the year 1976, or a change in address.

Additional Withholding Allowances: You may be permitted additional withholding allowances if you had large itemized deductions and tax was overwithheld in 1975.

Special Withholding Allowances: You may be permitted to claim one special withholding allowance if you have only one job and do not have a wife or husband who works.

Withholding Not Enough to Pay Taxes: If the tax withheld from your wages is not enough to pay your full income tax when you file your

annual income tax return, you may claim fewer exemptions or authorize additional withholding to make up the difference.

If there has been no change in the aforementioned or you do not care to claim any additional allowances, a new Form W-4 need not be filed, as the certificate presently on file with the company will remain in effect until changed by you.

In Memoriam

Dorothy D. Tobey, Retired, January 30, 1976.

Michael V. Connell, D2 Carrier Systems and Channels, and D1 Channels Department, February 2, 1976.

Antonio L. St. Laurent, Retired, February 16, 1976.

Did You Know That??

You can apply at the Benefit Department for Blue Cross/Blue Shield sponsored membership for unmarried children 19 to 23 who no longer qualify for coverage as full-time students. Application must be made within 31 days following termination of school attendance. You will need the child's social security number and date of birth.

SHRIVER and BAYH PUT MVW ON CAMPAIGN TRAIL



Anniversaries . . . from the preceding page

Name	Dept.	Mar.			
Shirley R. Cram	81650	15	John Wilson	80470	26
Agnes Metropolis	89360	15	Sylvia A. Zalla	10100	26
Hubert H. Wilder	81630	18	June F. Kennedy	89450	27
Richard Bradley	21940	19	Luther L. Wildes	89240	27
Irene D. Desroche	81440	19	William H. Dickey	81470	28
Donald G. Earnshaw	89460	19	James M. Golias	21370	28
Anthony F. George	21720	19	Robert B. Gagnon	84930	29
Clementine M. Gervasi	81720	19	Wilfred J. Garand	89440	30
FIFTEEN YEARS					
Donald F. McMinniman	81430	19	Peter G. Voisine	27470	1
Marie E. Morin	27230	19	Grace B. Bush	81630	6
Michael A. Palermo	81650	19	Elena S. Gauthier	89630	6
Charles K. Tashjian, Jr.	21940	19	Ernest A. Lemieux	89240	6
Richard T. Ward	27650	19	Beatrice J. Page	89660	6
Howard C. Wilbur, Jr.	89240	19	Richard E. Chagnon	89210	7
Frank S. Chapinski	89810	20	Mary S. Couture	89850	8
Louise M. Padvaiskas	89670	20	Arthur E. Haley, Jr.	80470	9
Ida Z. Nastasia	81310	21	Mary L. Consoli	89670	10
Anthony J. Tessitore	03570	21	Clayton E. Goodhue	21980	11
Henry A. Durst	89240	22	Frances C. Grelle	80420	13
Frances S. Breen	81720	26	Myron K. Pickard	21940	13
John A. Cronin	81720	26	Florence S. Regan	81510	13
Richard G. Ferris	84930	26	Veronica P. Webster	89330	13
Robert E. Hussey	89240	26	Richard F. Anastasi	21240	14
Wallace A. Nickerson	89210	26	Lucy D. DiVincentis	81420	14

Early this month, two Democratic Presidential hopefuls visited the Merrimack Valley Works as part of their campaign swing through New Hampshire and Massachusetts.

Left: Dave Hilder escorts candidate Sargent Shriver through the cafeteria, followed by Secret Servicemen, representatives of the press, and campaign aides. A brief film clip from the visit was later aired in a CBS-TV news feature.

Above: Birch Bayh greets Ron Caux, Apparatus Shop Service Department, coming through the main gate with Anna O'Connor, Quartz Crystal Unit Assembly Department, in the background. Senator Bayh later toured the shops and office.

Florence C. Butler	03550	14
Edna B. Lemerise	81410	19
Frank W. Martin, Jr.	89230	19
Mary L. Senter	27460	19
John D. Tine	89270	19
Josephine P. Verolla	89320	19
Armand R. Bisson	81650	20
Eve A. Eldridge	81490	20
Lawrence E. Farrell	11410	20
Harriet C. Jackman	84970	20
Mary H. Jans	89630	20
Henry Szymanski	81340	20
Anni L. Gabour	89320	21
Stephen A. Jaskelvicus	27510	22
Clara M. Shaddick	89660	23
Arline A. Jojalmon	81630	25
Frances C. Santomassimo	84970	26
Stephen Barna, Jr.	27470	27
John F. Cormier	81630	27
Anthony M. Zmetroch	81340	28
William R. Iannalfo	89330	29
Marie M. Myers	81430	29
Olive R. Taylor	89630	30

This Time It's POPS That's TOPS . . .

It'll be your favorite hit songs, strummed and sung just for you in the MVW Auditorium on Tuesday, March 16, from 11 a.m. to 1 p.m.

The occasion is the latest in the Merrimack Valley Guitar Club's series of Mini-Concerts. Spend part of your lunch hour and hum along.

What Does Stan Trzcinski Have In Common With Don Procknow ?

When Western Electric's President Don Procknow walks through the company's 195 Broadway Headquarters, he can stop at a glass display frame mounted on a wall on the 15th floor and see the only remaining Centennial Exposition of 1876 medal awarded to the company at the Philadelphia Exposition.

When Stanley Trzcinski of Test Set Maintenance walks into work at Merrimack Valley, he's likely to pull the same kind of medal . . . possibly one of those awarded to Western Electric . . . out of his pocket.

Last month's WE MAGAZINE featured a story "Philadelphia 1876 and WE" which described how the young company, in business for only seven years, proudly captured five first place medals for the development of railway safety devices, galvanometers, an automatic printer (ticker-tape), insulators, and fire alarms. At the same exhibition, Alexander Graham Bell was demonstrating his new invention, the telephone, which he had invented and patented that same year. If you missed the WE MAGAZINE feature on 1876, you might gain a better perspective of what the times were like by remembering that Ulysses S. Grant was still President, the electric light had not yet been invented, and General Custer was pursuing doom and destiny. Custer met both at the battle of the Little Bighorn on the very day that Bell was demonstrating the telephone to dignitaries at the Exposition.

In any case, Western Electric today has only one of those original five medals. The medals were not marked with the name of the winners, and once lost cannot be traced. This brings us to Stan Trzcinski.

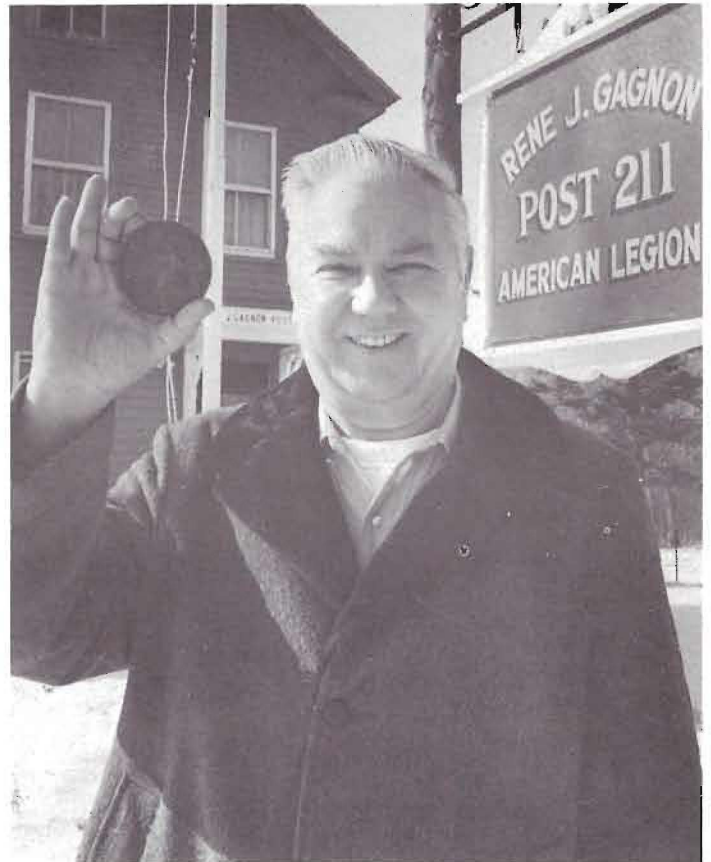
"I was sitting at home after supper and decided to look through WE MAGAZINE." An American history buff, Stan was more than interested in the articles about the Centennial. He continues: "When I got to the page with the medal, I put the book down and began rummaging around a box of souvenirs and old knick-knacks . . . and there it was."

"It" is a bronze Centennial Award Medal, exactly like the one pictured in WE MAGAZINE. Stan's medal is reproduced on this month's NEWSLETTER cover.

"About two years ago," Stan recalls, "I was driving through Georgetown with my wife, Wanda, when we spotted a flea market at the American Legion Post. It was a nice summer day, so we decided to stop and browse around.

"I saw the Centennial medal, and I was attracted to it because of the size. Also, I thought it would be nice to have something around from the country's 100th birthday . . . and besides, it looked like it would make a handy paperweight."

There's no way to tell if Stan's paperweight is one of the medals issued to Western Electric. The odds are against it, as the Exposition featured thousands of examples of American accomplishments from industry, science, and the arts. But no matter who was awarded the particular medal Stan liberated for \$5.00 one summer Sunday, it looks like the bronze medallion has finally found its way out of the souvenir box, just in time for the hundredth anniversary of the invention of the telephone, and the country's two hundredth birthday.



"THE BEST SOUVENIR I EVER HAD" says Stan as he stands outside the Georgetown American Legion Post where he bought a Philadelphia 1876 Exposition medal for a paperweight.

FANS TO MEET IN MARCH WHILE QUIT SMOKE SESSIONS STILL OPEN

The Merrimack Valley Works chapter of FANS, Fresh Air for Non-Smokers, will hold an "old-new member familiarization" meeting in the Works Auditorium on Wednesday, March 10, from 11 a.m. to 1:15 p.m.

According to chapter President Norma Caplucci, "We want to pick up all our original people who have temporarily drifted away from the organization because of the pressures many of them have had adjusting to new jobs and assignments At the same time, we would like anyone feels that non-smokers have as much right to smoke-free air as smokers have to enjoy tobacco, to consider joining our group."

In addition FANS is announcing that there are still a few openings in the Quit Smoking Class advertised in last month's NEWSLETTER which is being conducted by the American Lung Association of Essex County. The cost of the series of classes is \$5.00 per person and you can enroll a family member as well as yourself.

For more information on the classes, or to register, call Norma on extension 4143.

COOKIES - CAKES - PASTRIES - FRUIT SQUARES

It's the weekly BAKE SALE in the Cafeteria - every Friday from 11 a.m. to 1:15 p.m. Stop by; your tummy will thank you.

— The bakery counter will be set up in the north end of the Cafeteria, around the corner from the cash registers.

Williebell Grows Life Size For Safety Award

WILLIEBELL has grown up from a pocket-sized cartoon critter to a larger than life mascot, and as a result, he and his friend, General Manager Dave Hilder, went to congratulate the Test Set Maintenance Department on winning the first MVW Quarterly Safety Award. The winning department is chosen on the basis of the MVW Lost Workday Safety Indices which are published every three months by the Safety Department. In case of ties, factors like previous safety history, the size of the department, and overall safety consciousness are used to determine the winner.

In any case, since neither Williebell nor Dave Hilder had a trophy or a medal to give the winning department, it was decided that Williebell himself would be the prize and stay for three months until the next quarterly safety award would be made. When that happens, your department could be faced with the possibility of the care and feeding of a giant racoon.



Members of the Test Set Maintenance Department gather around their three-month houseguest. Kneeling (from left): Steve O'Donnell, Ron Aldrich, Steve Bryan, Frank Rose, Lou Gagne, Dick LaPlante, Frank Wood, and Jim Gallagher. Standing: Tom Solomon, Leo Vielleux, King Hamilton, Dave Hilder, Williebell (as if you didn't know), Lucien Dodier, Joe Dion, Pete Casale, Bob Couture, Norm Guerin, Dick Jensen, and Steve Smith.

World's Telephones Grow From Two to 358.6 Million Since 1876

Just a century ago, the world's only two telephones belonged to Alexander Graham Bell, as they crackled their messages over a short route between two rooms in the inventor's Boston lab.

Those phones began a worldwide telecommunications revolution which, as of the beginning of 1975, produced a total of 358.6 million telephones. That's 22.3 million - or 6.6 percent - more telephones than there were the year before.

The increase marks the twentieth consecutive year that the global telephone network continued to grow at a rate in excess of six percent, according to *The World's Telephones*, a booklet published annually by AT&T's Long

Lines.

The World's Telephones contains telephone statistics from some 1,400 principal cities in 171 countries as of the beginning of 1975. These figures are the most recent available, since it takes a year to collect and compile the data.

Telephone use has grown so rapidly that, in the United States, there are seven metropolitan areas which have more phones than people, including two in Massachusetts - Brookline and Cambridge.

The United States, with 143,972,000 telephones, is still first in the world in number of instruments. Its nearest rival, Japan, has 41,904,960.

Because of the large number of phones in the U.S., calling volume is also considerably larger than in any other country. In 1974, more than 200 billion calls were made, a new U.S. record. Japan was again a distant second with 45.5 billion calls.

But in terms of growth, foreign countries have made substantial progress. The United States increased its number of telephones by 62.1 percent since 1965 and by 4.1 percent from January 1, 1974 to January 1, 1975. This means that there are now 67.65 telephones for every 100 people in the U.S. (the world average is 9.1).

Taiwan, however, has had a growth rate of nearly 510 percent. And, besides the U.S. and Japan, there are six other nations with more than 10 million telephones: The United Kingdom, The Federal Republic of Germany, the U.S.S.R., Italy, Canada, and France.

There are also 42 countries with more than 500,000 telephones, the most recent addition being the United Arab Republic. The current total of telephones throughout the world represents an increase of 407.2 percent over the past 25 years (the world total on Jan. 1, 1950, was 70.7 million telephones, contrasted with today's 358.6 million).

Bell System telephones connect with 98.7 percent of those in the world, down only slightly from 1973. The decrease stems in part from the discontinuance of service by the telecommunications entities in several South-east Asian countries. Bell subscribers, however, can still call to such remote areas as Abu Dhabi or Zaire or any of 214 other nations around the globe.

Decide When To Pay By What's Best For You

If you owe Uncle Sam money, there's no sense in paying your taxes before the April 15 deadline. But even so, that's no reason to wait until April 14 to prepare your tax return. Remember, the tax services are swamped near the deadline, as are private accountants. Also, if

you are preparing your own return, you don't need the extra pressure of midnight mathematics.

It is possible to get a two-month extension on filing your return by completing Federal Income Tax Form 4868. However, if you owe the government money you must send a check along with this form for what you estimate you owe. Later, when you file your return, you pay any additional funds you owe or collect any overpayment. Also, there's a penalty for underestimating what you owe if you take an extension. If you owe up to 10 percent in excess of what you estimated and paid, you must pay 7 percent interest on the excess. That interest is deductible on next year's tax return however.

If you don't pay up by June 15, the going really gets rough with a ½% per month interest charge that could build up to 25%.

FEW FEBRUARY LAYOFFS

The month of February was not completely free of layoffs here at the Works as 14 people left Merrimack Valley in workforce adjustments. However, the comparatively small number of people displaced by layoffs has added to the expectation that this location's most difficult period has passed.

Since workforce adjustments started at Merrimack Valley, 2,844 men and women have been laid off from this location.

Retirements



JOSEPH C. DUNCAN, Department Chief, Night Shift Administrator, will retire on February 29. Mr. Duncan, who lives on Lovejoy Street in Haverhill, has been with the company for over 41 years.



CECIL (PETE) E. BEAM will retire on February 29 after over 39 years of company service. Mr. Beam lives on Princeton Avenue in Andover and is a Supervisor in the E-Core Transformer Department.

STANLEY M. URYNOWICZ, Department Chief of the Multiple Wound Spool Coils and Resin Casting Department, will retire on February 29. Mr. Urynowicz lives on Lamoille Avenue in Bradford and has 38 years of company service.



PAUL E. HUGHES will retire on March 31 after 35 years of company service. Mr. Hughes is the Department Chief, Quality Assurance, and lives on Anne Street in Groveland.



ROBERT H. HAEFLING of Princeton Avenue in Andover will retire on February 29. Mr. Haefling is a Supervisor in the Repetitive Transmission Networks Department and has worked for Western Electric for over 33 years.



STANLEY O. VOGT of Carmel Road in Andover will retire on February 29. Mr. Vogt, the Department Chief of the D2, T2M12, VIF, DT, T4M, M13, M34, 1ARDT Panels and Bays Department, has worked for the company for over 33 years.

ALFRED H. CHATIGNY a Machine Operator in the Selector Blocks Bobbin Terminal and Sub-Assembly Department, will retire on February 8. Mr. Chatigny has worked for Western Electric for 32 years and lives on Warrenton Road in Haverhill.



JOHN T. McNAMARA will retire on February 29 after 32 years of company service. Mr. McNamara lives on Academy Avenue in Haverhill and is a Supervisor in the OSS Ordering and Servicing Department.



RICHARD W. SENTER of Old Miss Road, Kingston, New Hampshire, will retire on February 29. Mr. Senter, Department Chief of the Local Cable Department, has worked for Western Electric for 32 years.

FRANCES M. WELCH of Laperle Street in Plaistow, New Hampshire, will retire on March 15. Mrs. Welch is a Coil Winder in the E-Core Transformer Department and has 29 years of company service. (photo not available)

HOWARD C. HAMEL of Franzone Drive in Bradford retired on February 5. Mr. Hamel was a Cost and Accounting Clerk in the Cost Bulletin Plant Accounting and Disbursement Auditing Department, and has worked for the company for 24 years. (photo not available)

FREDERIC L. BUME, a Supervisor in the Tool Construction and Maintenance Department, will retire on February 29. Mr. Bume has been with the company for over 22 years and lives on Berkeley Street in Lawrence.



ARTHUR A. LEVESQUE of North Street in Andover will retire on March 1. Mr. Levesque is a Layout Operator in the D-3 Carrier Common Unit Manufacturing Department and has worked for Western Electric for over 22 years.



CLAIRE O. BERRY of Lynn Street in Lawrence will retire on March 1. Mrs. Berry has been with the company for 20 years and is a Wireman in the D1 and D3 Integrated Bay Department.



WILFRED J. GARAND will retire on April 2 after 20 years of company service. Mr. Garand lives on Garfield Street in Amesbury and is a Machine Setter in the Ferrite Manufacturing Department.

MARJORIE W. TOOTHAKER of Robert Road in Topsfield will retire on March 5. Mrs. Toothaker is a Coil Winder in the Small Toroidal Coil and Filter Department and has worked for Western Electric for 20 years.



GEORGE J. CRAIG, a Technician in the Test Set Maintenance Department, will retire on March 31. Mr. Craig lives on Walnut Hill in Sandown, New Hampshire, and has 20 years of company service.




LENA R. SCAMPORINO, an Inspector in the Film Integrated Circuit Department, will retire on March 8. Mrs. Scamporino lives on Hilldale Avenue in Haverhill and has been with Western Electric for nearly 21 years.



EDWIN N. SMITH of Salem Street in North Andover will retire on April 1. A Layout Operator in the Ferrite Manufacturing Department, Mr. Smith has been with Western Electric for 19 years. (photo not available)

IRENE A. JONCKHEERE, an Accounting Clerk in the Business Methods, Vouchering, and Procedural Review Department, retired on January 29. Miss Jonckheere, who lives on Colonial Road in Lawrence, has worked for Western Electric for 23 years. (photo not available)

EVELYN D. HOLLORAN will retire on March 1 after over 23 years of company service. Mrs. Holloran lives on Marshland Street in Haverhill and is a Bench Hand in the Film Integrated Circuit Department. (photo not available)

<p>MERRIMACK VALLEY WORKS NEWSLETTER</p> <p>Published By</p> <p>WESTERN ELECTRIC</p> <p>ARTHUR BELLEVILLE Editor</p> <p>Photographer JAMES P. CHASSE</p>	<p>For the information of employees of the MERRIMACK VALLEY WORKS North Andover, Massachusetts Dept. 02040 Area Code (617) 681-2303</p>  <p>Printed on Recycled Paper</p>
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Kaleidoscope

Strictly Speaking

A new Gallup Poll indicates that 57 per cent of all Americans would . . . if they could . . . send their children to schools with strict discipline, a dress code, and emphasis on the three R's . . . also only 13 per cent of parents give their local public school an "A" . . . for comparison, in 1974, 18 per cent of the American public rated their schools at "A".

Tax reduced on Phone Bills

Federal excise taxes on telephone service dropped on January 1 from seven to six percent of customers' monthly telephone bills . . . the tax has been cut by one percentage point a year in each of the two previous years, and will be abolished by 1982.

This excise tax was enacted during World War I as a temporary measure . . . repealed after the war, but reinstated during the depression of the 1930's, the tax has been as high as 25 percent on long distance calls . . . it stood at 10 percent from early 1966 to the end of 1972.

A Bill you'll be glad to get

As the dollar is shrinking, the Department of the Treasury will offer a new \$2 bill beginning in April . . . the new \$2 notes will replace about half the \$1 bills in existence, saving the government as much as \$7 million in printing costs each year . . . there are about 1.6 billion \$1 bills in circulation right now . . . The new bills will feature Thomas Jefferson's picture on one side and an engraving of the signing of the Declaration of Independence on the other . . . they will begin circulation on Jefferson's birthday, April 13.

Zero Energy Growth . . .

Figures released last month have shown that the Bell System's energy consumption is only 3/10 of 1% over the goal of zero energy use growth . . . and this is in spite of a 4% jump in floor space last year throughout the system.

Dial-a-Train is still on track

AT&T has asked the Federal Communications Commission for permission to continue developmental telephone service aboard the high-speed AMTRAK Metroliner trains operating between New York and Washington . . . the telephone service has been in operation since January, 1969. The FCC ordered its suspension last November, but the Federal Office of Telecommunications Policy extended a loan of needed radio frequencies for an additional year . . . the experimental telephone service was requested by the government as part of a high-speed ground transportation demonstration project.

. . . and Zero weak spot goal grows closer

Service weak spots in the Bell System last year were reduced to 37, less than half the 1974 total, according to data released this month by AT&T . . . the weak spots referred to include measurements in seven areas: speed of operator answers, DDD call completions, dial tone, installation appointments, customer trouble reports, and repeated out-of-order situations.

Statistics have been given to the FCC for use in the Quality of Service Report, issued twice each year on the quality of telephone service nationally. In 1970, when the first report was released, weak spots totaled 395, more than 10 times the 1975 figure.