

Valley Voice

December 1993



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A publication for active and retired AT&T Network Systems Transmission Business Unit, AT&T Bell Laboratories and AT&T ME-AIM employees at

Merrimack Valley
1600 Osgood Street
North Andover, MA 01845

TBU and ME-AIM —
ISO9001 certified
TBU — Winner, 1992 Malcolm
Baldrige National Quality Award
MVW — Winner, 1992 Feigen-
baum Massachusetts Quality
Award

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Vice President

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To all of our employees, retirees & friends:

May you experience
all the love, laughter,
good times & cheer
to make this
Holiday Season
your merriest ever!



On the cover . . .

Another winter will soon be with us and, unlike some New Englanders, MV's Graphic Artist Ron Quinn actually is looking forward to it. In addition to winter sports, Ron likes to capture the beauty of winter in his work, and he doesn't have to go far to find inspiration. This particular scene, done last winter in watercolor and pastels, can be found off in the distance behind his Amesbury, MA studio.

MV's Dave Brown writes about discovering the real value of Merrimack Valley quality teams.



I don't know about you, but I have had enough bad news for one year! Turn on the television, the radio, or read any newspaper and bet you a dollar to a donut, the first thing you hear or read is *bad news*! Some major employer is rightsizing, our country is fighting another country, random shootings, and then finding out that Princess Di sweats while she exercises. Where will it all end, you ask? Right now, I say.

Recently, I had the opportunity to attend a free Active Communicating class in Atlanta, Georgia. After the first 15 minutes of the session, it was obvious that I was the only person in the room not working for AT&T Southern Region, and also the *only* person with an accent! Things were uncomfortable enough, but then someone asked me to say "park the car in Harvard yard." I fooled them and pronounced every "R" loud and clear, and that put an end to the funny accent comments.

Since there were eighteen people attending this class, the introductions went well into mid morning, and the

instructor told us that after everyone has introduced themselves, then we would take a coffee break. Needless to say, I was number 18, and by this time, many of us were having nicotine withdrawal symptoms. Something odd happened when I told my classmates that I was a member of the AT&T Network Systems, Merrimack Valley Team. It wasn't the sort of feeling that made me wish I was back here attending a Change Review Board meeting, it was more like, welcome to Georgia, and southern hospitality.

The first person to talk with me was an AT&T NSD supervisor. He had many questions and *concerns* about the Valley. What our future business forecast looked like, would there be any further downsizing, and do we really have barbed wire fences surrounding the building. I was impressed with his knowledge of the products we manufacture here, but more importantly, I was proud to hear him say that "Merrimack Valley can't be beat by *anyone* for its quality." Every time he mentioned one of our products the word reliable was included in the same breath.

As the class continued, the comments about our Merrimack Valley increased. A Quality Control Specialist for AT&T CS&MO in Atlanta was amazed at our quality control programs and, *most importantly, the type of people that belong to those teams.* He asked me if we "head hunted the top quality people of other companies in order to form this terrific team." We were showered with praise from our AT&T brothers and sisters that make up the NSD/AFAST, NSD-CFO, Government Affairs, Payable Mgmt. Industries, and the AT&T School of Business—Southern Region. Each person had their own story of our outstanding abilities in customer service and our quality commitment.

During lunch I had the opportunity

to speak with some of our DACS II Marketing/Account Representatives located on Peachtree Street in Atlanta. My grandmother used to tell me that when your left ear is ringing, someone is talking good about you. Well, every person involved in the DACS II project must have felt like the Liberty Bell was ringing in their left ear! One particular AE (Account Executive) told me she feels confident that she is selling her customers the newest technology, highest quality available products, all at a fair price, thanks to the people of Merrimack Valley!

I left Atlanta with a huge sense of pride that I am a member of the *team* that is known for its outstanding quality, cost, and service. When you think about that last sentence, our reputation is not built from an advertising campaign or a CI, it is built from the *people*. We, the people that make up the entire Merrimack Valley Works, are the reason for excellent quality, cost, and service. You know, we stick together and constantly improve all our skills. We are, and will remain, the leader in providing the world with Merrimack Valley Transmission Equipment!

When you are good, you are good, but when you are great, you must be a "Valley" person!

Dave Brown is supervisor of MV's Text Processing Center. In his spare time he can be found enthusiastically caring for exotic pets.

Pacific Bell demonstrates confidence, awards major contract to AT&T

Merrimack Valley Cable TV and Broadband Optics products part of revolution to build tomorrow's information highway

A sequence of events which began a year and a half ago at Merrimack Valley and which led to the Pacific Bell announcement may just be big enough to change the competitive playing field.

Tucked away along a corridor of laboratories is a lab that could stir the soul of any developer. Filled with high tech "stuff" and conversations that sound weird to the uninitiated, this is the place where a group of Merrimack Valley Bell Labs developers, working closely with other partners, developed a technology that combines cable TV and telephone service on the same coaxial cable. The base technology they developed for fiber-coax transmission systems was in response to a specific request from a customer in the United Kingdom. Field trials are coming up in the UK in a couple of months, and the manufacturing and design teams are busy working on the fundamental product capability that is the forerunner of our new Broadband Access product offering.

For it is the experience gained on this development which ultimately led to AT&T's joint announcement with Pacific Bell. Merrimack Valley manufacturing engineers and developers at MV and Whippany will design the Pacific Bell network.

John Green, who manages the MV development team for the UK project, stresses that the Pacific Bell project is a lot bigger than this one team. "We are the beachhead," says John, "but there are a lot of other fronts in this war."

There has been brewing for some time now a quiet revolution, a war of sorts in the telecommunications industry. Telephone lines on one side, cable TV lines on the other. And most of us in the middle, waiting for the day when we get video on demand, banking, shopping, interactive news, tele-education, and more — right from our homes. The country's "information highway" is at stake here, a territory that AT&T, its rivals, and even the government, covet.

Pacific Bell's November 11 press announcement talks of a \$16 billion investment plan to upgrade its core network infrastructure over the next seven years and to begin building an integrated telecommunications information and entertainment network providing advanced voice, data

and video services. According to Pacific Bell, a technological breakthrough allowing delivery of information and entertainment over a single network, instead of the multiple networks in place today, will be provided by AT&T through a multi-billion dollar, seven-year strategic supplier partnership. As the systems integrator for the new network, AT&T will help fulfill Pacific Bell's vision of the communications superhighway.

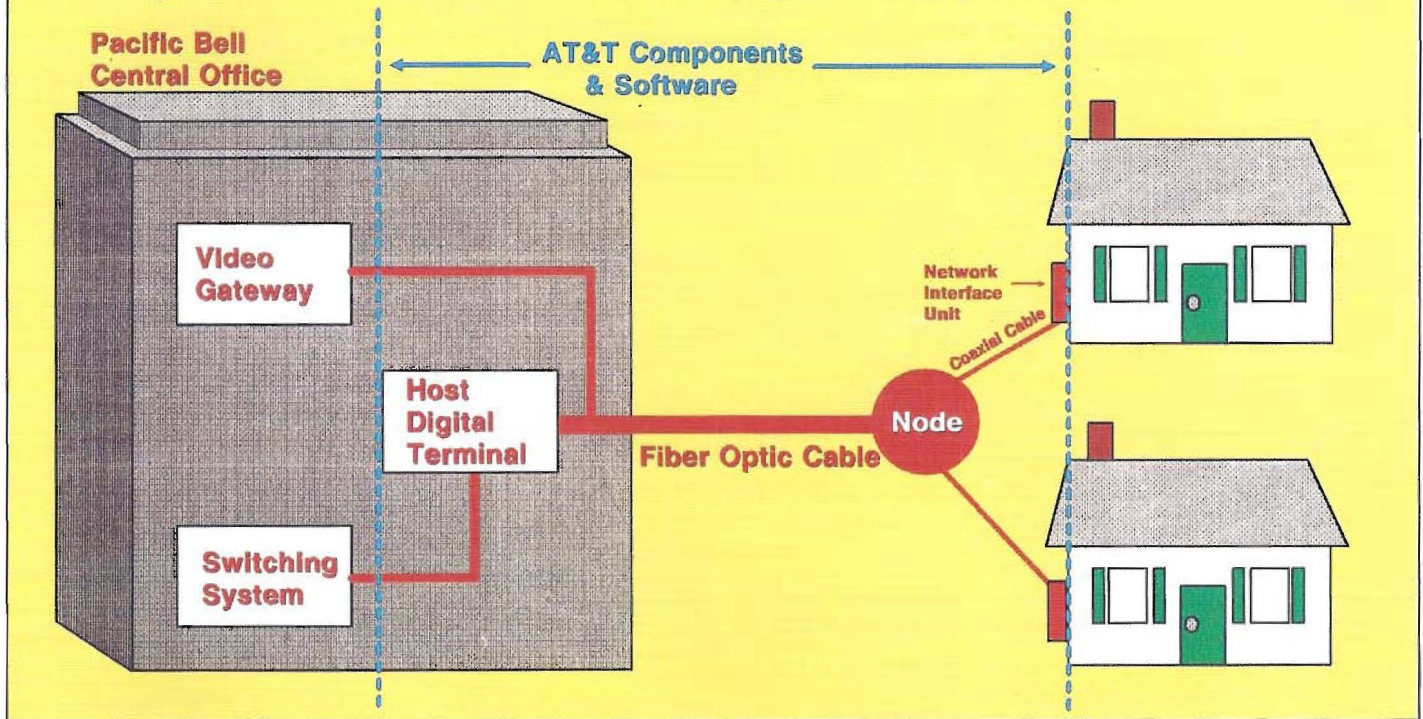
Just what is this "information highway" that brought AT&T what is being called the single largest network equipment purchase in telecommunications history?

"Pacific Bell has planned an innovative approach to moving California into the 21st century," said William B. Marx, CEO of AT&T Network



BRINGING THE COMMUNICATIONS SUPERHIGHWAY HOME

Components of AT&T Strategic Supplier Partnership



Systems. "Our technology, our networking expertise and our talented people will help Pacific Bell to realize this great opportunity and bring exciting services to its customers."

Pacific Bell's communications superhighway will use fiber optics and coaxial cable instead of the twisted copper wire traditionally used to provide telephone service.

Fiber will run from Pacific Bell facilities to a central location in the neighborhood. Coaxial cable will continue the rest of the way to the home to a remote unit being developed by AT&T. This new architecture allows Pacific Bell to bring a single coaxial cable to the home to meet the customer's voice, video and data communications needs. Inside the home, the customer's telephone and

cable wiring remains the same.

The new network will allow Pacific Bell and a host of others to offer the types of interactive services customers want, including movies and television shows on demand, interactive news, tele-education, home shopping, video games, community information listings and telecommunications. "Control over what to watch and when to watch it will move away from others, and to the customer, where it belongs," says Pacific Bell President Phil Quigley.

Merrimack Valley's Maurice Henderson heads the Diversified Products focused factory which stands ready to build their share of the network. "I know everyone's first question is what does this announcement mean to MV," says Maurice.

The above Pacific Bell drawing shows the extensive portion of their information highway to be provided by AT&T. Merrimack Valley stands ready to provide its share.

"This announcement is an excellent example of the confidence that our customers have in us, and it is very encouraging for our long term business outlook. During the next several months the project team will be working out the specific design and manufacturing plans."

"While the project team is working out the specifics of the PACTEL project," adds Maurice, "we will be hard at work in the factory building our current products to meet the strong demand that we have for them in the near term. It is our demonstrated capabilities that position us to win significant production for this project and others. Customers continue to compliment MV for our 'can do' approach to meeting their challenging demands. It makes me very proud to represent us."

Left, a portion of the lab at MV where the design team members look at the possibilities of providing AT&T customers with the technology to develop the country's first information highway. This technology gives AT&T and Merrimack Valley an advantage in the war to revolutionize the flow of information throughout the country. Shown at back are, left to right, Steve Grillo, Jim Cregg and Matt Hickcox. In foreground is Dave Corbin, lead engineer on the team project.

Today's Merrimack Valley People



Wuerdemann



Luterman



Leung

DMTS APPOINTMENT

Hermann Wuerdemann, Technical Support - Digital Loop Carrier, was recently appointed to the position of Distinguished Member of Technical Staff (DMTS) by Greg Hughes, TSBU President. Appointments to DMTS are based on technical achievements within the MTS population, demonstration of exceptional capabilities and showing a high level of initiative.

EMPLOYEE ARTWORK ON DISPLAY IN CCC

The works of several artists mentioned in previous issues of the *Valley Voice* are on display in the Customer Conference Center, as well as several stunning photographs by Ken Leung. Ken works second shift as a DACS systems tester. He became interested in photography nearly eleven years ago and enjoys photographing nature scenes.

IN MEMORIAM

Donat A. Cartier, October 3, 1993, retired machine operator - trades

Fredzick C. Colby, September 20, 1993, retired layout operator

Joseph F. Conklin, September 7, 1993, retired technician - Bell Labs

Lula S. Farris, October 20, 1993, retired machine operator

Carl H. Gifford, September 26, 1993, retired Plant Maintenance section chief

Elizabeth A. Morrill, October 22, 1993, retired machine operator

Donat Richardson, October 11, 1993, retired control systems technician

Richard A. Wildes, November 5, 1993, retired process analyst

Stanley Ziemian, September 12, 1993, retired helper

APPOINTMENTS & PROMOTIONS

Effective October 27, 1993:

MTS-I to MTS

Daniel L. Luterman, Asia - Pacific Customer Technical Support

RETIREES

Years of Service

October

- 18 Chester Ayers
- 13 Gerald Daniel
- 32 Leo Desando
- 33 Herbert Dietrich
- 10 Joan Lessard

November

- 24 Roberta Cook
- 16 Roger Gagnon
- 21 Kiyoko Horning
- 33 Normand Robert

SERVICE ANNIVERSARIES

The following employees celebrated service anniversaries of 25 or more years (in increments of five years).

DECEMBER

- Marion J. Carter (25)
- T. Causby (25)
- Raymond M. DiGiorgio (25)
- Beatrice B. Fortin (25)
- Shirley A. Hall (25)
- Fannie T. Harrison (25)
- Dorothy S. Hurt (25)
- Douglas A. Locy (25)
- Joseph R. Young (25)
- Barbara A. Gaudette (30)
- Priscilla M. German (30)
- John J. Costa (35)
- Maryanne L. Couture (35)
- Raymond J. Busby (40)

Native American Awareness Month

MV celebrated its second annual Native American Awareness Month in November with several guest speakers, video presentations and a display of Native American basketry, beadwork, quillwork and artwork. The program was organized by Jane Joe Shea (*below, right*), with the assistance of the Diversity organization. Jane is a member of the Micmac Tribal Nation.

The featured speakers represented four different tribal nations. Reuben "Butch" Phillips (Penobscot), Marvin Burnette (Lakota Sioux), Mali Keating (Abenaki), and Jeffrey Hamley (Chippewa) spoke at lunchtime sessions that were all well attended and very well received.

Butch Phillips (*right*), Lt. Governor of the Penobscot Nation of Maine, presented a history of his people. He compared their way of life today to the way it used to be and spoke of Native American spirituality. Butch also displayed exhibits of Penobscot craftwork and artifacts.

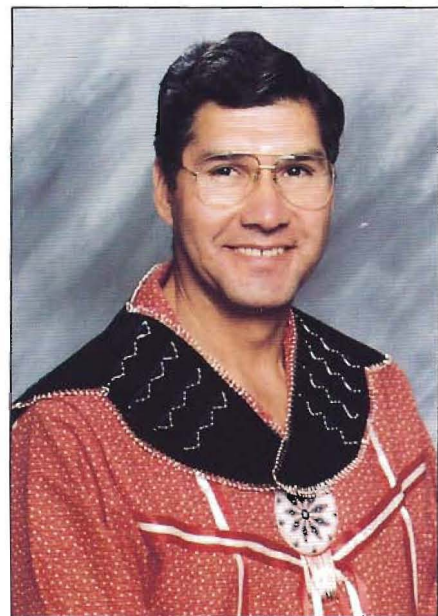
Marvin Burnette, dressed in Native regalia, performed several traditional Lakota Sioux dances. He spoke about Sioux culture and addressed the issue of repatriation of Native American artifacts. (Many

museums display human remains, personal belongings and items of spiritual significance taken from burial grounds. Native Americans would like these returned so that the spirits of their ancestors can be at rest.)

Mali Keating (*below, left*) is a member of the Abenaki Tribal Nation of Vermont. She talked about her culture and gave a history of the Abenaki, from the Indian view, and how it affects the present day. Unfortunately, when the history of our nation was recorded, it was written from the non-native perspective, which wasn't necessarily the truth. Mali's talk was based on the history that is **not** covered in textbooks.

Jeffrey Hamley, of the Turtle Mountain Chippewa of North Dakota, spoke on "Self-Determination and Native American Education: Promises and Paradoxes." He focused on the need for highly qualified leaders in institutions that serve Native Americans. As Director of the Harvard Native American Program in Cambridge, MA, Jeff works with Native students who are committed to serving their people. In this program they enhance their abilities to create positive change for Native people.

Though the guest speakers each represented different tribal nations and focused their talks on different subjects, many things were the same. Native Americans show a tremendous level of respect for the Earth and everything and everyone on it. They believe all things are connected to the Earth and based on a circle where everything is created equal. They believe that they are responsible for the dead, the living and the unborn of seven generations and they base their actions on this long term thinking. The European explorers thought of Native



Americans as heathens and savages because they did not have laws or believe in God. In trying to assimilate Native Americans into their culture, many of the old ways were lost.

Columbus' arrival in America may have opened up a new world for the Europeans and led to the creation of our country, but for the Native Americans, it was the start of 500 years of loss and suffering. Governments have mistreated Native Americans, have broken treaties and promises, and have denied them of many human and civil rights.

Though many of these things happened in the past and we can't change that, we can change what is happening now through on going education like our Native American Awareness program. "The program was geared toward educating the audience to the presence and contributions of various tribes," says Jane. "The key point is that it was Native Americans educating about Native Americans."

Native Americans have important cultural, spiritual, environmental and human lessons to teach us all. Maybe it's time for us to listen.



Pioneer

Happenings



"Answering the call of those in need"

NEW ERA of PIONEERING

Effective September 29, 1993:

All employees, regardless of service, may elect to join the Telephone Pioneers of America!

To spread the word about this exciting change in eligibility requirements and to encourage the newly eligible to join, Chapter 78 held a Pioneer Week November 1 - 5, 1993.

The week-long celebration ended with an "Into the Future" Pioneer Fair to celebrate this new era of Pioneering. There was fun and games for everyone as well as a serious look at many of the projects our chapter is currently supporting. Here are a few: **Special Field Games, Veterans Shelters and Hospitals, Feed the Needy in Haverhill, Girls Inc. in Haverhill, Lawrence Daybreak Shelter, St. Anns' Home in Methuen, Nursing Homes in both Mass., and New Hampshire, Kids on the Block**

Puppet Troupe, Vial of Life, Audio Ball, Hug A Bears and the Pioneer Clown Troupe.

As you can see, our local Chapter 78 is involved in many projects that help our local communities, our New England region and our own members who are in need. By increasing enrollment, we increase financial support for our projects. The annual Pioneer dues is just \$10, which helps to support the many needs of our pioneering community.

Please join us in furthering the "Spirit of Pioneering" in answering the call of those in need. Over 400 newly eligible employees have signed up to be Pioneers since the new eligibility requirements went into effect. Were you one of them? If so, your name was automatically entered into a drawing for a seven-day Caribbean Cruise. Winner will be chosen on March 31, 1994!



New members filling out application forms and picking up information on Pioneer projects.

Pioneer Week Summary

Monday - 5600 handouts distributed to all employees

Monday - Thursday - Information booth and Pioneer display in the cafe during lunch hours

Friday - **Pioneer Fair**

- over 1000 employees attended
- approximately 50 % said they were not Pioneer members
- 85% of this number filled out membership cards

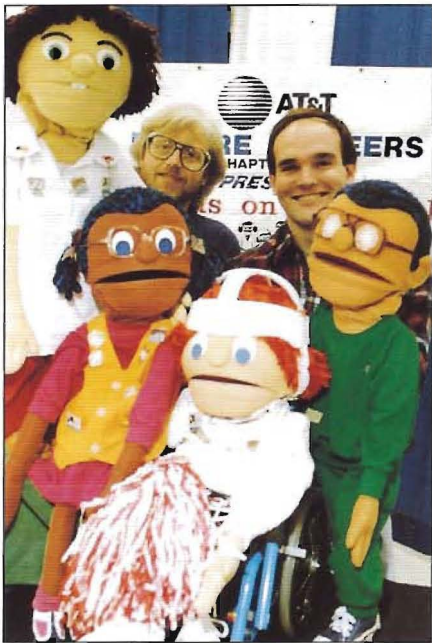
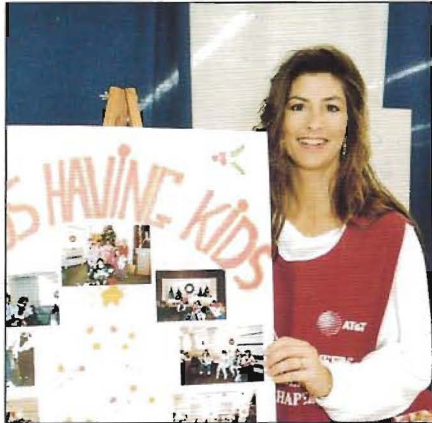
Audio and visual aids as well as committee members provided newly eligible employees with a detailed view of Pioneering

Volunteers on existing committee projects has increased

The fair was very effective in improving membership

It may be beneficial to have a fair every quarter of the year to keep the activities of Pioneers in the foreground for all to see.

“Into the Future” Pioneer Fair November 5, 1993



Here's a look at just a few of the projects that were on display. (Clockwise from top right) Dana Woodbury and Kathy Cravino show a model of the P.J. Davis *Memories* Playground, Phil Wendell with information and a video on the Special Field Games, Marcie Hamel with samples and a display on the Audio Ball, Craig Downs and Brian Major from the Kids on the Block Puppet Troupe with a few of their characters (will the real puppets please stand up?) and Lynne Gigliotti from Kids Having Kids with info on their annual Christmas Party for young mothers and their babies. Wish we had room to show all of the exciting projects that MV Pioneer are involved in!



Pioneers Gather for General Assembly

Each year, over 1,000 people from across the United States and Canada gather to share fellowship and accomplishments at the TPA General Assembly. This was a year for change, not only with the elimination of the service requirement, but also with a chance for some young individuals to attend. The Pioneers allowed some of the Future Pioneer group to experience this uplifting convention.

Region 12's presence was well

known in Indianapolis during this year's assembly, walking away with eight major awards. Merrimack Valley Chapter 78 was the recipient of three of these awards. They were: Most Improved Membership in a chapter with less than 2,500 members; \$500 for Make Some Magic Essay by the "Kids on the Block" puppet troupe; \$250 for a Spirit of Service Essay Contest won by Chapter President, Dudley Farquhar.

Featured speakers included TPA President Sam Wilcoxon, Senior Vice President Don MacKenzie,

Executive Director Jarry Boatright discussing diversity as the Pioneers race into the future, and MV's own "Kids on the Block."

As Sam stated, "Our vision must span decades. We are the people who care . . . the people who understand. We are the answers to so many questions." We are Telephone Pioneers, "answering the call of those in need."

Mel Cleversy

Chapter 78 Administrator

Around the Valley

NH senator leads discussion on possibility of American POWs still held in Vietnam

Kevin Major, a test engineer in the Lightwave SBU, was too young to serve in Vietnam. He is, however, a captain in the U.S. Army Reserve and an active

member of MV's Vietnam Veterans Appreciation Month committee. Kevin, at right above, invited Senator

Bob Smith of New Hampshire to speak to employees on his involvement as co-chair of the Senate Select Committee on POW/MIA Affairs. The senator, a Vietnam Veteran himself, served 12 months (1966-67) with the U.S. Navy in the Gulf of Tonkin. He became active in POW/MIA affairs since becoming a congressman in 1985 and is nationally recognized for his efforts since becoming a senator in 1990. He visited both Vietnam and Korea in his quest for answers to his tough questions.

He discussed the reasons behind his continuing belief in the possibility that Americans are still being held in Vietnam, Laos, Korea and China.



Second shift golfers win plant championship

The new champs of the 1993 Merrimack Valley Golf League are the second shift team of Bruce Roberts, Vision Line supervisor, and Don Latford, MV guard. Bruce and Don worked their way through elimination rounds between the first and second shift men's and women's leagues. The leagues play out the 16-week season from April to August at the Crystal Springs Golf Club in Haverhill. This is the first time that a second shift team won the plant championship.

Sparkas win their first MV soccer cup championship after twenty years

Paul St. Amand has been a Sparkas team player for twenty years and even helped select the team's unusual name (a Scandinavian word for kick).

The Sparkas won the cup championship on penalty kicks in a very exciting last game of the four-team playoffs. Dan English led the team with five playoff goals.

The soccer league has been coed for a number of years, but the Sparkas are the only team with two active women members.

Team players include, at left, front from left, Bob Brolin, Aires Alves (captain), Steve Belair, Brian Kingsley and Paul St. Amand (team founder).

Rear, from left, Dave Winick, Dan English, Seb Scalfi, Paul Gadzik, Jack Karcz and Jeff Gwynne.

Additional players not available for team photo (taken during a recent lunch break) include Janet Colebourn, Howie Cyker, Domonic Dominijanni, Joanne Grover, Czes Marchwinski and Don Mathieu.





LEFT: MV's Morse family — left to right, rear, John Najarian, Donald Morse, Larry Morse; middle, Lisa Sargent, Trudy Morse, Walter Morse; front, Kathy Boucher, Jane Baril, Elaine Najarian.

Fifty years times eleven equals two hundred twenty for Merrimack Valley's Morse family

At age sixteen, Robert Morse started work for Western Electric in the then new Haverhill shop. His legacy continues fifty years later with family members together totaling 220 years of service to Merrimack Valley.

Robert, now deceased, retired as a tester/layout operator with 38 years of service. His brother Walter followed his lead as a tester/layout and is now retired with 35 years of service. Still active employee members of the family include Jane Baril, purchasing agent, 13 years; Lisa Sargent, secretary, 9 years; Kathy Boucher, quality control supervisor, 16 years; Elaine Najarian, computer administrator, 27 years; John Najarian, production analyst, 27 years; Donald Morse, production associate, wetroom, 13 years; Trudy Morse, LMW storeroom, 15 years; Larry Morse, production associate, Vision Line; and Andy Morse, tester, 14 years.



BELOW: The Lightwave Adventurers — left to right, rear, Jerry Brown, Sandy Nicoll, Jack Moynihan, Joanne Coco. Front, Charlotte Johnston, Sheila Mansfield, Chris Marotte, Laurent Mathieu.

Quality Architecture team members constantly strive to improve the little things

Adding up the “little” things for this team led to a good quality product and indirect inspection status from their Japanese customer.

The Lightwave Adventurers is a Quality Architecture team from the Lightwave Focused Factory. The department manufactures lightwave panels, cable and bays for the FT2000 and FT Series G domestic product lines and the FTM600M for the Japanese market.

The team worked all during 1993 on over sixty separate items suggested by team members as well as fellow employees. Following their own guidelines, pairs of two workers attack each item on the action register. Items vary and include quality, product and process issues.



1600 Osgood Street
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This publication is
printed with soy inks
on recycled paper.

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Lawrence, MA