

Valley Voice

November/December 1994



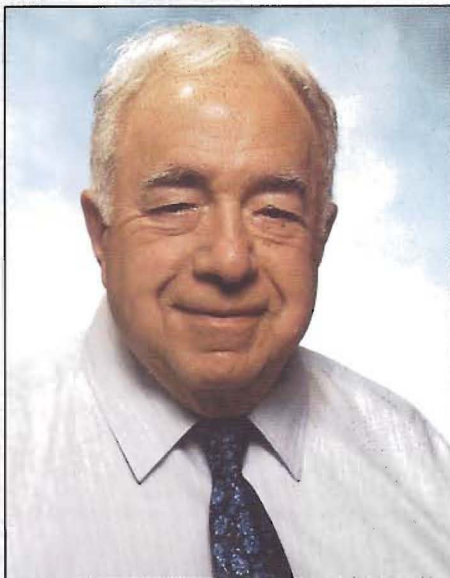
November/December 1994
Valley Voice

A publication for active and retired
AT&T Network Systems
Global Public Networks
Transmission Systems Business Unit,
AT&T Bell Laboratories and
AT&T ME-AIM employees at
Merrimack Valley
1600 Osgood Street
North Andover, MA 01845

TSBU and ME-AIM —
ISO9001 certified
TSBU — Winner, 1992 Malcolm
Baldrige National Quality Award
MVW — Winner, 1992 Feigenbaum
Massachusetts Quality Award

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The *Valley Voice* is published for employees like Leo Carbone, senior financial analyst in the Cost Bulletin department.

Merrimack Valley in 1994 — the year in review

.....Made at Merrimack Valley — TrueVoice hits the phone lines with a bang. Manager Maurice Henderson says “MV people had to reach unprecedented production levels to meet the demand for TrueVoice.”

January 25 — MV Education and Training Center opens on Mezzanine A, providing a centralized location for all training at MV. MV begins installation of an Energy Management System, operating all major heating, ventilating and air conditioning systems at the Valley. MV employees encouraged to sign up for AT&T’s new “True” programs, True Rewardssm, TrueWorld Savingssm, and True Savingssm. With True Rewards, users of long distance service earn free long distance calls or frequent traveler miles. TrueWorld Savings offers big savings to your special country. True Savings offers discounts to calls anywhere within the U.S. Earth Day '94 celebrated, employees sign up for “cleanups” in many local communities.

DACS IV-2000 ships its 1000th bay to Hollywood, California. Engineers’ Week activities include Rube Goldberg contest between local high schoolers. '94 LEAGUE conference hosted by MV chapter, called best conference yet. New inductees into the Engineering Excellence Society include William Cornell, Joseph Couto, Philip Dietz, Peter Hayden, Edward Holdgate IV, Philip Kasten, David Oesterreich, Iris Sindelar and Richard Vaillancourt. Vision Line inspector Eufemia De la Cruz named President of Hispanic Week in Lawrence for 1994. Engineer PC Onaga named one of 1994’s Greater Boston YMCA Black Achievers. MV passes six-month ISO audit, continues ISO9001 registration. MV team begins recycling laser cartridges. July 1 — Merrimack Valley goes “Smoke Free.” WATT-MV presents “Prophecies of the Near and Far” speaker series to inform employees about AT&T’s positioning for the upcoming Information Superhighway. WATT-MV hosts first “Take your Daughters to Work” day with sixty daughters of employees participating. '94 WalkAmerica March of Dimes walkers from Merrimack Valley once again beat out rival Lawrence General Hospital to collect most money for worthy cause. Pioneers host 16th annual Special Field Games. Ruth Pearson, RN, and Leslie Picard nominated for Tribute to Women in Industry (TWIN) Award presented by Greater Lawrence YWCA. Engineering Excellence Society renames its scholarship the Earnshaw Education Award, in honor of former MV woman Anne Earnshaw who continues her positive impact on the society and its scholarship program. Six MV teams receive first of President’s Awards from Greg Hughes. Pacific Bell team visits MV, gets demo of end-to-end information superhighway under development. AT&T finishes second to GE in annual National Corporate Cup, MV sends 16 athletes to competition. Three students graduate from Lawrence High School Class of '94 with help of their AT&T-MV mentors. Program expands to over thirty-five AT&T employees helping LHS students achieve academic and personal success. Alliance Learning Center graduates 70 from ESL program. 2000th DACS II system shipped to China. Leroy Hines and John Bucuzzo score holes-in-one during golf outings. Members of three MV diversity groups attend national conferences: 4A members in Atlanta, Alliance of Black Telecommunications Employees in Chicago, and HISPA in New Jersey. Vision Line is test site for Agile Manufacturing project at Rensselaer Polytechnic Institute, New York.

on the cover . . .

Merrimack Valley artist Ron Quinn produces yet another of his popular holiday winter scenes for this issue's cover.

Greg Hughes visits the Valley, gives TSBU President's Awards to outstanding teams

Team concept continues to yield major quality improvements, gains recognition for team members

The **FT2000 Polyhic Removal** team had success in reducing NTF (No Trouble Found) and failure rates of MCM polyhics used on FT2000 circuit packs. Customer satisfaction improved with the team's 50 percent reduction in failures. Richard LaPlante accepted the award for team members Anthony Antuono, Eric Fisher, Jim Gaudette, Vickie Herring, Mark Marcelonis, James Prucha, Clifford Springer, Earl Wagner and Andrew Wheelwright.

TSBU APEX teams began five years ago. APEX stands for Achieving Process EXcellence. More than 300 people have served on the teams since the end of 1989. According to Ed March, who accepted the award for all team members, it is important to stress the role of APEX "in bringing design and manufacturing together to make possible cost effective new products available in the marketplace quickly. In this way we can beat our competitors to the marketplace and establish ourselves as the innovation leader. In doing this we can also make a lot of money and increase the demand for our products. This, in turn, will help grow our manufacturing business at Merrimack Valley."

The **TSBU-MV Legacy** team is a cross-functional team with Product Engineering, Product Management, Materials Management, AT&T-ME and Component Engineering. They were recognized for work which led to their ability to guarantee to Merrimack Valley SBUs a continued supply of components being discontinued by AT&T-ME, and all at a tremendous cost savings. Their new approach to evaluating 1,740 MV-affecting components used on 9,361 Bills of Materials resulted in avoidance of expenditures in excess of \$31M beyond the desired pricing agreement compared to traditional methods.

The **Hybrid Fiber Coax 2000 MWBE** team is actively engaged in creating and identifying opportunities for Minority and Women-Owned Business Enterprises (MWBE) to supply MV in support of our recent broadband projects. They displayed creativity with innovative solutions for our customers and strengthened teamwork across other Network Systems Business Units and sales teams by establishing open communications. Their work positively impacts MWBE results for the TSBU in 1994 with substantial increases expected in future years. MV team members include Candid Arcidy, Daniel Tymann, Gerald Astell, Robert Barry, David Bourque and Jeffrey Jones.

The **Priority Manager Development** team provided a mechanism for Customer Service personnel to prioritize demands from multiple sources for

the same material in shortage situations. In short, they filled a void in our Information Architecture and now better serve our customers. Team members at MV include Wayne Getchell, Janet DiDio, Denise Pellerin, Richard Vaillancourt, Mary Ratliff, Robert Morton, Byron Swezey, Kathy Taylor, Tom Albrecht, Debbie Goodwin, Judi Albanese, Ed Packer, Yu-Pyng Zan, Caroline Shannon, Carolyn Bargoot, Mary Mooradian, Sharon Vezina, Kathy Latawiec, Sue Mazzaglia and Jim Fernandes.

The **High Rollers** started with the thought that by measuring past promises and no promises we were giving the customers bad information. They adopted the true meaning of customer partnering, and they improved customer service as well as built trust between Merrimack Valley, the Customer Response Center and the customer. MV team members include Dawn Santomassimo, who accepted the award, along with Jim Crowley, Kathy Latawiec, Rick Difeo, Marilyn Wagner, Lynne Grady, Sue Griffin.

They call themselves the "**Squirts**," a Sample Review QIT. They were recognized for their efforts to reduce the impact of the sample review process on design-to-manufacture intervals. The team developed a database to track nonconforming issues discovered in the sample review process. They discovered performance gaps and developed countermeasures. The team, represented by Joe Doucette, includes Kathy Boucher, Norm Vadeboncoeur, Armand Bisson, Fran Salter, George Jaworski and Ron Conant.

The **ISX Manufacturing** team reduced the manufacturing interval of DACS II-ISX to one day. ISX is a shelf-based cross-connect product, meant for small applications such as cellular service. Their ability to manufacture ISX in less than two weeks was limited by the 'standard'

(continued on page 19)

Prophecies of the Near and Far

The series finale . . .

Wayne's world (no pun intended) is definitely "where the action is."

The Communications Services Group includes business services as well as consumer (residential) services. "We're talking tens of thousands business customers' and tens of millions residential consumers' minutes on AT&T's Global Network. In 1993 those two groups spent 175 billion minutes on the network. It should be up another 10 percent in 1994," says an excited **Wayne Fabricius** in his talk at MV. "We are in a war with MCI, Sprint and others" to keep all those billions of minutes.

Within the Transmission Systems Business Unit, Wayne's group is charged with planning our business with CSG and enhancing CSG's competitive position with world class products and services. "We are looking at AT&T's core business here," says Wayne. "The two groups, business and consumer services, together are the major contributors to AT&T's total revenue and earnings." To help maintain AT&T's competitive edge, Network Systems is aligned with CSG to reduce costs to meet and beat competitive benchmarks, improve time-to-market, provide differentiating technology, and enhance overall network quality and reliability.

According to Wayne, one way we continue to stay in front of our competitors is through some of the efforts right here at Merrimack Valley. "DACS III-2000 and AT&T's FASTAR are differentiators to AT&T customers," says Wayne. "And the performance and reliability of our network is at an all time high, includ-

ing our performance during some recent natural disasters."

In support of CSG's cost reduction objectives, Transmission Systems is developing the Next Generation Lightwave Network (NGLN) based on our FT-2000 Lightwave System. Manufacture of NGLN will begin in 1995.

On the consumer side, MV's TrueVoice and the AT&T True Rewards calling program are helping increase market share and enhanced customer perception of AT&T voice quality.

"TrueVoice is over 90 percent deployed now and will be complete by the end of the year. And, no, it is NOT for sale. AT&T's service competitors cannot buy it," he emphasizes.

Getting back to the NSG strategy, Wayne touched on several issues. One initiative focuses on globalization. With the alignment of British Telecom with MCI, Wayne says the competition is formidable for global communications services. On AT&T's end, McCaw Cellular, now called the AT&T Wireless Services Business Unit, is part of our strategic effort to expand AT&T's network inside the U.S. And outside this country CSG is forming joint ventures and partnerships with other companies around the world.

Yet another is what Wayne calls the "phone call of the future." Business Multimedia Broadband Applications focus on the Fortune 1000 business customers. Market studies show tremendous opportunities for broadband services. Wayne treated the MV audience to a look at a 12-minute video on the "AT&T Knowledge Network," a fantastic look into a not-so-unbelievable future of global businesses at work — with the help of Merrimack Valley people and products, of course.

Wayne Fabricius is Transmission Systems Vice President, AT&T Communications Services Group CBU

To begin his talk, the final in the 1994 Prophecies of the Near and Far series, **Bob Sanferrare** takes his audience back in time. "Imagine what it's like," he says, "in AT&T before divestiture in 1984. The word 'customer' isn't in our vocabulary, the cost of doing business isn't very relevant, and we (AT&T) always know what's best for the people who buy what we design and build. Call that Scenario 1."

Then he compares that to today. "Imagine what's changed in the last ten years since 1984. We don't sell to one 'customer,' the Bell System. We sell to hundreds of customers. They're not just located in the U.S., as in the past — they're in North, South, and Central America, the Caribbean, Western and Eastern Europe, Africa and the Middle East, Asia and the Pacific. And these are real customers — meaning they can choose to buy from us or from one of our many competitors. They decide what's best for themselves, not us. They decide what they expect from us, not ourselves. And they make the final decision to continue to buy from us or not to continue to buy from us. Call that Scenario 2 — a whole lot different, more stressful, and more uncertain than Scenario 1."

Then he asks, "How many of you have strict technical degrees?" Many raise their hands. "How many of you have liberal arts degrees?" Only one person raises her hand. He wonders out loud how technical people, who expect that every question has an answer, in fact, only ONE right answer, feel in a Scenario 2 world where there are many answers to the same question, answers which differ from customer to customer, answers which continually change with changing conditions. And he even admits that he's one of these "techie" and shares the same frustrations with the other technical people in the room. Perhaps he's suggesting we should have all studied liberal arts, where people are more comfortable and there are many answers to a question? But before you can think that thought

through, he's off with Scenario 3.

And three is "the way I THINK things are, not KNOW they are. We have the breakup of the Bell System. We have lots of customers in lots of places with lots of different needs. These customers are experiencing the same dramatic, and unsettling, changes we are living through — the dramatic increase in competition, in many places where competition has never existed. At the same time they're experiencing other major shifts — shifts of wealth around the world in places like Eastern Europe, China, and India, with pockets of poverty and wealth concentrated beyond our comprehension. Add shifts in political and social structures which are changing their businesses around them. Then throw in technology, still changing at an ever increasing rate."

His point? Our business has become a whole lot more complicated moving from the past of Scenario 1 to the present and future of Scenarios 2 and 3. The way we approach that business, including how we organize ourselves, must change, even to reflect and better match the complexity of the business we're in. "This is the stuff behind the organization charts, behind the moves to market-focused Customer Business Units and product-focused Offer Business Units, such as the Global Public Networks Offer Business Unit that most of us will be in. This better matches our reality — many customers for many products."

And these changes are introducing new words to our business vocabulary — words like "offers" and "platforms."

But before he gets to that, he chides the group for using a crystal ball in their introduction. "Part of the dilemma of working in an uncertain and rapidly changing world is knowing how to focus, how to make informed decisions based on the knowledge and perceptions of many people. There is no clear 'top-down vision' of the future and a canned set of answers — the boss doesn't have a crystal ball. We have to trust in the clear judgment of our people, not the clear prophesy

of a crystal ball. We have to use judgment to pick the right balance between lots of demands all being made at the same time — demands to emphasize cost, quality, time-to-market, and functionality, for many products, for many customers, and all at once. Most of us, as 'techies,' need to become more comfortable functioning in this uncertain world, and more willing to make the best judgments when we don't have the clear answers. Or we can choose to sit around and wring our hands and say 'the future ain't what it used to be — it used to be easy back then.'"

Bob likes food analogies, and the audience loves to hear them. "What's an offer?" Bob asks. Imagine a deli near a factory. Suppose the owner only sold "products" — meat, cheese, lettuce, tomato, bread — all separately. She'd make money, but probably not much. Then imagine that she decides to add more VALUE by conveniently packaging those "products" together in a more convenient way — combining them into different kinds of sandwiches. She can make a lot more sales, and money, that way. She's combined the "products" — meat, cheese, etc. — into "offers" — sandwiches.

But what about "platforms." Going back to our sandwich deli, he suggests that our deli owner might be ahead if her crew made the sandwiches part-way before the noontime crowd showed up — perhaps some partially-completed cheese and some partially-completed meat sandwiches, but leave the lettuce, tomato, mayo, butter or mustard to the last minute when the customer order is placed. The idea of designing, perhaps even manufacturing, our products and offers part-way in advance of the "finishing touches" introduces the idea of "platforms." The partially-made sandwiches (offers) are "platforms" on which the final sandwiches the deli sells can be finished off much quicker.

Bob calls this "platform asset development" and feels that at least 50 percent of our R&D in the future will be to this stage, and the remainder will

do the "finishing off" part. A single cheese-sandwich "platform" can result in many varieties of final offers for sale. Just the choices of tomato or not, lettuce or not, and mayo, butter or mustard result in 12 different final sandwich offers from a single cheese-sandwich offer platform! Now that's the way to multiply the effectiveness of our R&D and manufacturing team many times over to grow our business quicker, and more profitably, than we have up to now.

Bob closed by getting "liberal-artsy," talking about managers and resistance to change. He calls diversity in every aspect a "killer weapon to bring more perspectives to bear on uncertain problems — making the best informed judgments and tapping the best cross-section of all of our employees."

It seems safe to say that, with Bob on the leadership team, inevitable changes will continue to produce positive results.



*Was there ever a time such as this?
Never! And that is both the glory and
the terror of it. If men knew what it was
that loomed before them, within reach of
even the lowest — they would quail, they
would faint, they would cover their
heads. It is their blessing and their curse
that they do not know. But I know; I,
Merlin, have always known.
... from S. R. Lawhead's Merlin*

Two MV women participate in Japan Society of Boston events

When the Japan Society of Boston celebrated its 90th anniversary, MV's Ombudsperson Mary Simon was in the center of activities. As a committee member she was present at all of the week-long activities, including a dramatic presentation of contemporary and traditional kimonos (see photo at right).

Boston traces the beginning of its relationship to Japan to 1791, more than two hundred years ago. Much later, a group of Bostonians and Japanese began meeting informally, and in 1904 they founded the Japan Society. The Society brought politicians, musicians and business leaders from both cultures together to commemorate its anniversary.

Several other Merrimack Valley women, including Paula Fines, attended a symposium entitled "Women Creating Contemporary Society." Some of the discussions here focused on the dilemma of whether women, both here and in Japan, should 'play by the rules' or create new ones.

"Conversations with prominent Japanese women and with women such as Dr. Susan Roosevelt Weld, who spent her youth surrounded by women in a household run by Eleanor Roosevelt, provided an incredible insight into the obstacles still facing today's women," says Paula.

MV Ombudsperson Mary Simon, right, models a fall season silk kimono during one of the activities she helped coordinate as a member of the Japan Society of Boston.



Working Women Count!

100 MV women contribute to national survey

Women work for pay — in greater numbers, in more occupations, and for more years of their lives than ever before.

This statement sums up the results of a national survey taken by the U.S. Department of Labor, Women's

Bureau. The views of 250,000 respondents, including one hundred MV women, are included in the findings.

In its published "Report to the Nation," the Labor Dept. concluded that there is a powerful consensus among working women about what is wrong with their jobs, and what needs to be fixed—a consensus that crosses all occupations and incomes, all generations and races, and all regions of the country.

Women are proud to be breadwinners and are frequently the sole

support of their households. Thus, improving pay scales and health care insurance for all easily ranks as top priorities for change. The number one issue women want to bring to the President's attention is the difficulty of balancing work and family obligations. The report notes that problems with child care are deep and pervasive, affecting families across the economic spectrum.

These issues surface in the Women and Men in the Work environment class offered at Merrimack Valley.

Native American month celebrated at Merrimack Valley — awareness of a once disappearing culture growing through efforts of Jane Joe Shea

A single person *can* make a difference. Jane Joe Shea, a computer equipment operator at Merrimack Valley, teaches those around her the beauty of her Native American culture.

In a month full of activities, all arranged by Jane, employees saw films teaching historical lessons from the Native American perspective; met, spoke with and admired the artwork of a Native American artist, and packed the auditorium to listen to three guest speakers.

"It's a learning experience for me, also," says Jane. "I might have lost touch with the native culture if I didn't choose to make an effort to connect. Once I did, I wanted to share what I learned with others. Native American awareness month at Merrimack Valley is an opportunity to do that."

The first year Jane organized activities, they were sparsely attended. Today they are on people's 'must see' lists. "It's encouraging to see the dramatic rise in the desire to learn about native cultures. People are looking for simpler lifestyles, and our native peoples are good role models," adds Jane.

Although awareness of native issues is growing tremendously on the local and personal levels, there is "much yet to do" at the national political level.

Native artist Antowine Warrior (Roaring Thunder) of the Sac & Fox/Shawnee nations, is represented in the diverse collection of artwork hanging in the MV training mezzanine. Says Antowine, "My grandfather had the Great Plains to roam on and be free. I have the canvas. I am free when I paint, reliving my people's vision."

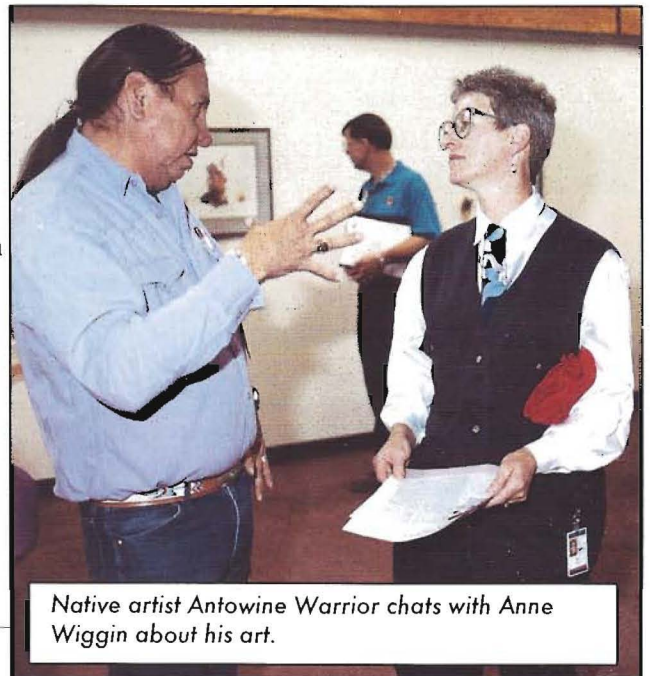
Speaker Sly Fox, a member of the Wampanoag tribe (the same tribe that helped the first Pilgrims celebrate Thanksgiving) discussed his collection of native implements and decorations. He travels the country, meeting other Native Americans and trading wares.



Jane Joe Shea with guest speaker Sly Fox of the Wampanoag tribe. "The many Native American tribes have different dances, different crafts, but we share the same idea — we are responsible for the earth," says Sly Fox.

National Inter-Tribal Council of AT&T Employees (ICAIE) Conference update

Jane also was one of the core members, Native Americans, who gathered in Oklahoma for a conference to inaugurate the Council, which is committed to the cultural development, advancement and general well-being of Native Americans, and other minority employees, in preparation for corporate and community leadership.



Native artist Antowine Warrior chats with Anne Wiggin about his art.

Right: Forty-five AT&T-MV employees and family members walk in Jane Doe Walk for Women's Safety, adding \$5,000 to the fund. Walkers included Jeannine Cormier, Marilee Powell, Frank Powers, Lisa Breen, Marcia Rodgers, Donna Hart, Eufemia DeLaCruz, Grace Grady, Gloria Otero, Mercedes Spindler, Julie Green, Debbie Hilbert, Isabel Fernandez, Judy Johns, Lillian Paulino, Amy Lanning, Richard Curtin, Linda DelPozzo, Diane Heer, David Ellis, Larry Rickabaugh, Arraya Squires-Meyer, Cil Wood, Pat Evans, Gerry Grady, Carol Sarcione, Greta Labbe, Linda Curtin, Sandy Curtin, Lucille Lariviere, Rita Royer, Ruth Lugo, Felicia Khan.



Minority Business Council meets at MV

The Greater Lawrence Minority Business Council announced they would join the Merrimack Valley Chamber of Commerce at a meeting held recently at Merrimack Valley.

Speakers included Eduardo Crespo, local director, and Richard Lawrence on the state level.

AT&T is committed to increasing business through its MWBE (Minority/Women Business Enterprise) initiatives.

In the photo at left, Eduardo, left, shares some thoughts with MV's Omar Quintero and Dan Vanevic, both of HISPA-MA.

LEAGUE notes

LEAGUE members at MV participated in a Dance-A-Thon organized by the Aids Action Committee and held in Boston. They collected pledge sheets from MV supporters during lunch-times.

For the third year, the group is sponsoring a family at Christmas through the Lazarus House Adopt-a-Family program.

Did you know?

AT&T's largest consumer communications business is telephone traffic to what country? Mexico, according to Wayne Fabricius, speaking at the WATT-MV sponsored Prophecies of the Near and Far series. (more from Wayne on page 4)

Disability awareness

An enlightening film discussing on-the-job accommodations for people with disabilities was shown during October. In addition, MV's own Pioneer 'Kids on the Block' puppet troupe demonstrated to employees their program that teaches area 3rd and 4th graders that all kids are the same, even though they may not talk or look the same.



Powers of Persuasion

A joint WATT-MV and training organization class by Kare Anderson on the "Powers of Persuasion" proved popular enough to have a twenty-person waiting list. The group will repeat the offering of the four-hour class on February 6 and 7 of next year. Signup is through the training organization.

At left, Kare pauses after the popular class with WATT-MV members Diane Heer, Colleen Latour and Kelly McVey.

WATT-MV presents "Artful Lives" — dedicates artwork

Robin Lane, right, a Boston-based actress, first told the stories of the lives of artists Grandma Moses, Georgia O'Keeffe and Frida Kahlo through 'conversations,' and then helped the WATT-MV group unveil its contributions to the artwork on display in the training mezzanine.

WATT-MV member Linda Desmond says the artwork, all posters, spans three centuries' of works produced by women. The group hopes to expand the collection in 1995.

Alliance of Black Telecommunications Employees of AT&T at MV—update of activities

The strategic thrusts of the Alliance, still in the formation stage, are targeted areas through which members seek to advance their interests. These targeted areas are professional or career development, community action, networking, diversity management and



EO/AA advocacy, spiritual enrichment and economic development.

Membership is open to any permanent AT&T employee, occupational or management, who supports the philosophy and mission of The Alliance.

The Advisory Board includes David Ellis, E. J. Fletcher, Bill Hauser, Maurice Henderson, Bill McCoy, Pam McRae and Warren Medley.

Vietnam Veterans' Appreciation Month

David Thistle, coordinator of the PT Phone Home Project for the New England area, was special guest speaker for Vietnam Veterans' Appreciation Month. This national project is providing telephones to the bedside of each patient in VA hospitals across the nation.

"Most people are stunned when they realize that patients in VA hospitals don't have easy access to telephones," says Dave, a Vietnam veteran and former VA hospital patient.

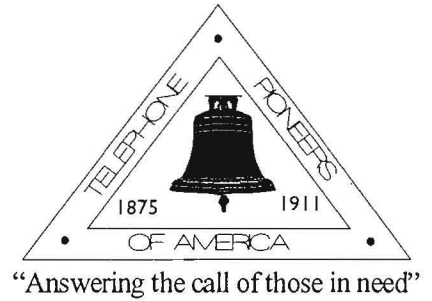
"Being able to communicate with family and friends improves the patient's quality of life, boosts morale and helps in the rehabilitation process."

Through the PT Phone Home project, IBEW and CWA workers are volunteering their time to install equipment donated by AT&T, NYNEX and many other businesses. MV's Pioneer Chapter 78 is actively involved in the project.

So far, close to 50 of the nation's 172 VA hospitals are complete, and work is now centered in New England.

Pioneer

Happenings

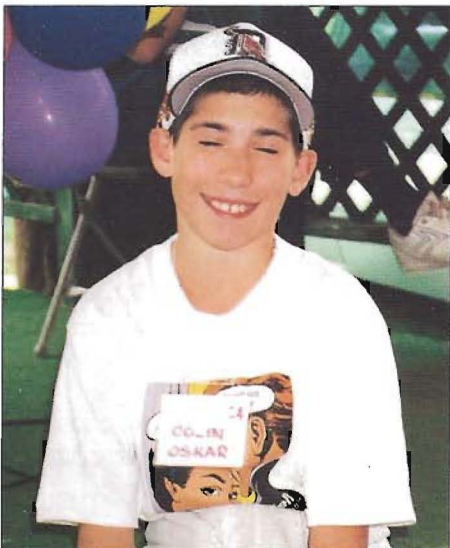


Ch. 78 sponsors athlete at International Sports Jamboree

Chapter 78 sponsored one of two contestants from the United States at the fifth annual International Sports Jamboree in London, Ontario, Canada on Sept. 2 - 4. Colin Oskar, a visually impaired 12-year-old from Malden, MA, was accompanied by Pioneer Representative Shirley Mitchell and Shannon Walnut, his teacher from the Lowell Association for the Blind.

Colin participated in a variety of events and did well in all. He placed third in the 40-yard dash, basketball free throw, team relay and tricycle race, and second in the laser gun competition.

Everyone involved had a great time. Shannon thanked the Pioneers for giving Colin the opportunity to travel to Canada to compete and "for all your time, cooperation, and special dedication that you have given to students with disabilities."



Ch. 78 receives coveted People Who Care Award



Members of MV's Chapter 78 received the People Who Care Award at the Pioneers 69th Annual General Assembly held this year in Pittsburgh.

The award, the Pioneers highest honor, was presented in the Education category for promoting literacy through the creation of the Smart Bear. Pioneers have made over one million Hug-A-Bears, cuddly little creatures which are donated to children in need of emotional support. Ch. 78 outfitted their Hug-A-Bears with backpacks to carry children's books, making the bears "smart" and

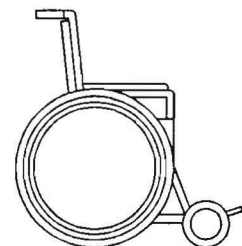
twice as valuable — as a comforting toy and an educational tool.

"We're delighted to win this national achievement award," said Bob Pettirossi, MV's Manager, Human Resources, "but the real winners are the children who will benefit from an early introduction to the wonderful world of reading."

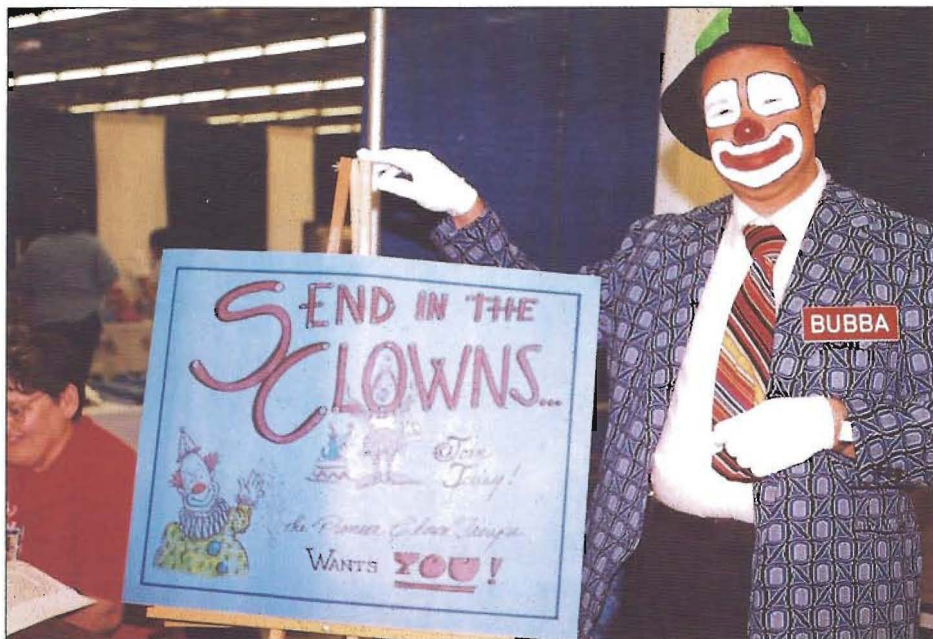
The photo above shows (from left) volunteers Elena Bonaventura, Judy Anderson, Goldie Morrow, Janet Gavin and Rose Young with Smart Bears and the People Who Care award.

Wheelchairs Needed

The Pioneers lend wheelchairs to people who have a need for them and our supply is very limited. If you have (or know of someone who has) a wheelchair they would be willing to donate, please call the office.



Pioneer Week celebrated Oct. 31 - Nov. 4



The first week of November is traditionally designated as National Pioneer Week and MV celebrated with a full calendar of events. The week started out with discussions and videos on what Pioneering is all about, displays in the cafe, a Make Up session and Magic Show by the Pioneer Clowns, and finished up with a Pioneer Fair on Friday. In the photo above, Bubba the Clown (alias Bud Desroches) was one of several members of the Clown Troupe who greeted visitors to the Fair.

Chapter 78 Administrator Mel Clevesy was pleased to report that

Pioneer Week was very successful. "We displayed nearly all of our projects and had a respectable number of new members sign-up." Since there is no longer a minimum service requirement to become a Pioneer, all employees are eligible. "We welcome our new Pioneers," he said "and encourage all members, new and old, to get involved with our projects. We can always use more volunteers."

With over 40 projects to choose from, you're sure to find one that would be interesting and rewarding. Stop in or call the Pioneer office for more information.

Dedicated Volunteer

Life Member Laura Urso with "Dutch" Decelle, a 92-year-old Lawrence resident who volunteers her time knitting beautiful lap robes for nursing home patients and baby items for needy newborns.

If you are (or know someone who would be) interested in knitting for one of our projects, all supplies are provided by the Pioneers. There's no time limit - just let us know when you're finished, we'll make sure it gets to someone who will really appreciate your thoughtfulness! Please call the office for more information.



Audio Ball donated

Each Tuesday morning a group of dedicated retirees report to MV where they volunteer their time making Audio Balls for blind or visually impaired children and adults. These "beep" balls are donated to blind associations around the world and are used for play, learning tools and for beep softball. Chapter 78 was recently contacted by a Staten Island family interested in obtaining one for their son.

Three-year old Billy Heidler was born with congenital bilateral microphthalmia or underdeveloped eyes. Billy is enrolled in the preschool program at Helen Keller Services for the Blind in Brooklyn, NY, where his teachers are thrilled to have him as a student. He is very bright and progressing so rapidly that they expect him to be placed in a regular kindergarten in a few years.

Billy's parents learned about the beep ball through a friend of a friend and thought it would be a constructive asset to their son's progress. They contacted the chapter which shipped one out right away.

Requests for beep balls are constantly coming in and the group sometimes has a hard time keeping up with the demand. If you are interested in helping on this worthwhile project, or any other Pioneer project, please contact the office.

PIONEER OFFICE STAFF

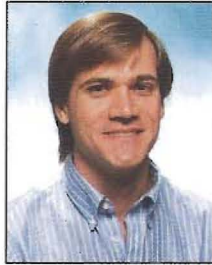
Mel Clevesy x2312
Linda Sheehan x3461
Barbara Arnold x2307
Rose Young x1301

Correction: In our last issue, we somehow omitted Ben Scovotti from the list of AT&T All Stars who played in the charity softball game for the Memories Playground. Sorry Ben!

Merrimack Valley People



Dietz



Merrill



Reeve



Zacher

FOUR APPOINTED DMTS

Four MV engineers were recently appointed to the position of Distinguished Member of Technical Staff (DMTS) by Greg Hughes, TSBU President. Appointments are based on technical achievements within the MTS population, demonstration of exceptional capabilities and showing a high level of initiative. Appointees include:

- Philip Dietz**, Software engineering
- Charles Merrill**, Test Strategy engineering
- Howard Reeve**, Modem Design engineering
- Rose Zacher**, Project Management

SERVICE ANNIVERSARIES

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

NOVEMBER

- Joseph F. Balcus (25)
- Roland A. Benoit (25)
- Robert E. Boettcher (25)
- Richard G. Dumond (25)
- Gerard J. Koerckel (25)
- Douglas P. Linden (25)
- Martha C. McCrillis (25)
- Shirley K. Rocha (25)
- Lewis C. Stevens (25)
- Shirley R. Barros (30)
- Caroline J. Bell (30)
- Louis J. Cater (30)
- Anthony C. Champagne (30)
- Constance C. Chapman (30)
- Joseph P. Filomia (30)
- Louis J. Fogel (30)
- Philip G. St. Jean (30)
- Frederick E. Taylor (30)
- Robert K. Waddington (30)
- Leo J. Congo (35)
- Francis A. Devine (35)
- Anna V. Dubois (35)
- Robert L. Escutia (35)
- James M. Fitton (35)
- Robert A. McDonald (35)
- Lester L. Page (35)
- Donald E. Roy (35)
- Carol D. Van Campen (35)

DECEMBER

- Bernard P. Antanavich (25)
- J. L. Bush (25)
- Gerald V. Hennessy (25)
- Paul A. Maggiacomo (25)
- John A. Norling (25)
- Adolf Reidl (25)
- Gail T. Wood (25)
- R. H. Wunderlich (25)
- Fred P. Bernard (30)
- Dorothy S. DiPietro (30)
- Raymond J. Duquette (30)
- Thomas A. McCartney (30)
- Thomas L. McCusker (30)
- Ann T. Reardon (30)
- Peter R. Rizkallah (30)
- John C. Trihlias (30)
- Robert L. Arsenault (35)
- Norman R. Brunelle (35)
- John J. Hovan (35)
- Jean Kelly (35)
- John A. (Jack) Kelsey (50)

RETIREES

Years of
Service

August

- 32 William McLaughlin

September

- 16 Denise M. Collins
- 20 Maria Kritikos

October

- 32 Stanley Hughes

LET US KNOW . . .

If you (or one of your co-workers) have recently received a college degree, been honored by a civic organization, been recognized by your community, or have some other noteworthy event to report, please call the Public Relations office on x3553 and let us know about it.



Bordogna



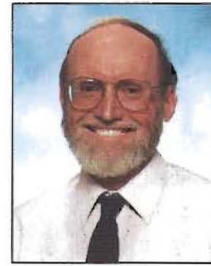
Barrese-Sanders



Fournier



Hall



Sawyer



Bourque



Erler



Quatrale



Tymann



Bouchard



Burke



DePanfilis

APPOINTMENTS & PROMOTIONS

Effective in June:

Paula Bordogna, Bell Labs MTS, became Manager, RHC West Market Management

Mark Hartman became Product/Market Service Planner for the Business Planning & Marketing organization

Effective in September:

Sheryl Barrese-Sanders, MTS, became Technical Manager, Resource Management

John Fournier, DACS Technical Support organization, STA to MTS-I

Pete Hall, Global Manufacturing Engineering Manager, became Manager, Technology Transfer

Tom Sawyer, COACH Customer Technical Support organization, MTS-I to MTS

Effective in October:

Carol Bourque, Organizational Results and Forecasting accounting specialist, became Supervisor, Treasury Organization and Plant & Expense Accounting

Chester Erler, R&D accounting specialist, became Supervisor, Store-room Accounting

Lisa Quatrale, R&D accounting specialist, became Supervisor, R&D Accounting

Dan Tymann, Broadband Access Products Technical Manager, became Manager, Materials and Operations Engineering and Design Support

ON THE MOVE

Shiva Sheel, Manufacturing Systems Engineering Manager, accepted the position of Chief Information Officer for the Interconnection Business Unit. Shiva is now located in Richmond, Virginia.

GRADUATES

Paul Bouchard, Test Set Maintenance — BA, American Studies, University of Massachusetts - Lowell

Robert Burke, Shipping — BS, Business Administration, Eastern Nazarene College

Scott DePanfilis, Frequency Control Products — Certified Fitness Trainer through the International Sports Science Association

IN MEMORIAM

Stephen Bell, operator, November 3, 1994

Joseph P. Dallaire, retired packer, October 4, 1994

Joseph Desmet, retired machinist, September 21, 1994

Constance S. Grady, retired bench hand, October 17, 1994

Hector J. Grazio, retired machinist, September 27, 1994

Elise C. Macaulay, retiree, October 17, 1994

Lucille M. Nault, retired wireman, September 8, 1994

Carroll Slye, retired machinist, September 28, 1994

Mary F. Tondi, retiree, October 11, 1994

Dorothy B. Woodruff, retired equipment analyst, September 6, 1994

John R. Wylie, retired occupational engineering development, October 10, 1994

Around the Valley . . .

'True Voice' team attends Chase Bank Quality Recognition Speaker Series

This annual Chase Manhattan Bank event is held to broaden Chase employees' knowledge of other companies that have achieved success through their quality efforts.

Greg Hughes was keynote speaker, and the Merrimack Valley True Voice QIStory team was one of two AT&T teams featured at the reception.

Team members include Laurie King, Michael Levinger, James Fitton, Anthony Iani, John Recesso, Howard Cyker, James Grieco, Stanley Glazer and James Rapka.

According to Jim Fitton, the team set up a QIStory board, answered questions, and explained how they were able to determine root causes of manufacturing problems. "We brought along a few sample MV circuit packs and were surprised that most people from Chase had never seen a circuit pack before."

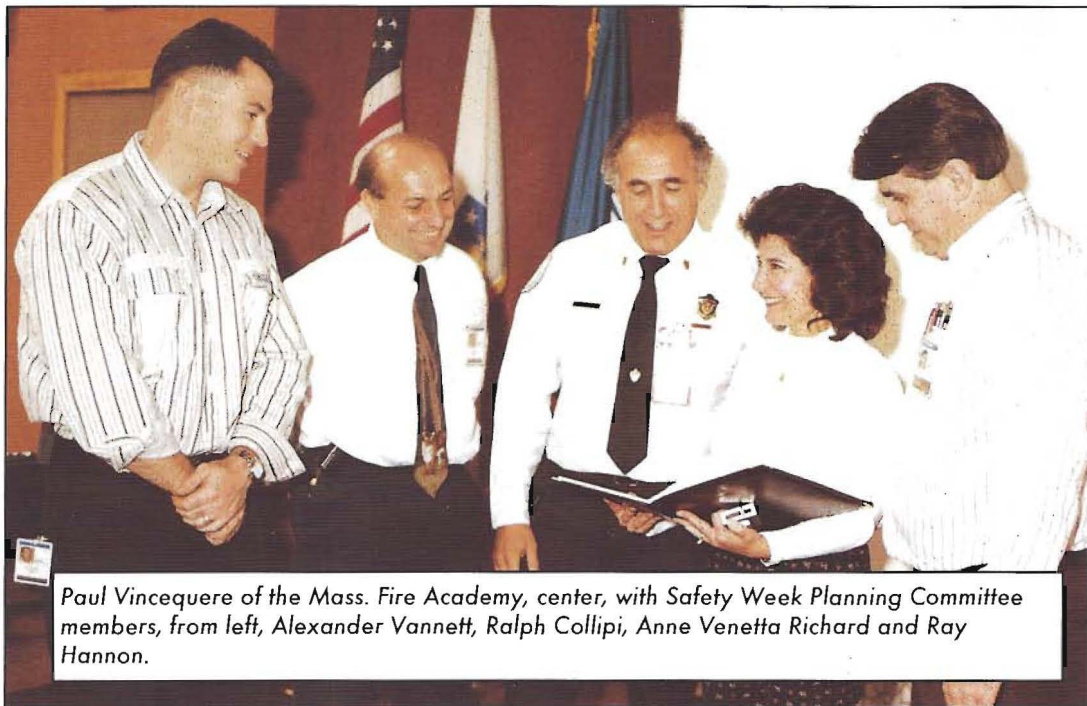
Don't miss out — AT&T Academic Award deadline approaching

College scholarships are available to children of active employees.

The AT&T Academic Awards Program provides scholarships of up to \$10,000 per year on the basis of academic achievement, leadership and community service.

The Citizen's Scholarship Foundation of America, a non-profit organization, administers the program and selects winners.

To get an application, call 1-800-282-2828. Applications are available through January 17, 1995, and must be postmarked by January 31, 1995.



Paul Vincequere of the Mass. Fire Academy, center, with Safety Week Planning Committee members, from left, Alexander Vannett, Ralph Collipi, Anne Venetta Richard and Ray Hannon.

Fire Prevention Week

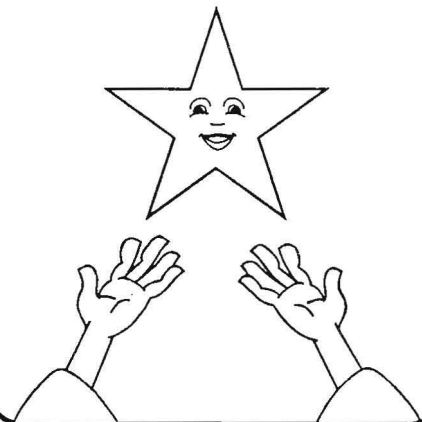
MV's Safety organization planned several events to highlight fire safety and prevention.

Paul Vincequere of the Mass. Fire Academy spoke to a standing-room-only group interested in home fire safety.

At the Safety Fair employees learned about and bought fire extinguishers, smoke and carbon monoxide detectors, escape ladders and first aid kits from New England Fire Equipment. MV's Education & Training organization had a display on their CPR and First Aid programs.

We celebrate National Fire Prevention Week each year, but this is a subject to think about all year long. Safety has two new videos on the subject. Why not ask your supervisor to check out *Count Down to Disaster* or *Fire Power* for your next monthly Safety meeting?

Reach for a Star!



OSHA has established a voluntary protection program (VPP) as a way of improving health and safety in the workplace. MV's goal is to take part in this VPP at the STAR level, the highest a worksite can achieve. In the near future you'll be seeing much more about our efforts to "Reach for a Star" because an improved health and safety environment is our primary concern for all employees at MV.

Marlins are 1994 softball champs



A fourth place finish in the regular season did not stop the Marlins from beating out the Bluejays and Mudhens for the title. Back row, l to r, Mike Thuotte, Ken Wolenski, Mark Parsons, Don Anderson, Mike Smith, Steve Paley. Front, John DeZazzo, Fran Forgit, Dave Bombard, Norm Bourque, Jack Gigliotti.

Employee Suggestion Program rewards teamwork

The Employee Suggestion Program now rewards teamwork by increasing the awards for adopted suggestions when there are more than one suggester. The larger the team — the greater the award!

Teams of ten or more people receive the maximum teamwork adjustment, which increases their total award by

50 percent of the base award.

The team of Doris Jaskunas and Jane Orth from ME-AIM recently received an extra \$140.26 as the teamwork adjustment to their base award. This team suggested a redesign of the bond pad site on some mini-oscillator products to reduce epoxy shorts at the float operation. Their suggestion resulted in saving materials that previously would have been scrapped. This idea produced a savings of \$9,350.59 to the company and a base award for the suggesters of \$1,402.59. When the teamwork adjustment was added, Doris and Jane received a total award of \$1,542.85.

The Employee Suggestion Program encourages people to form teams to find solutions to problems and receive larger awards. Of course, individuals also are encouraged to continue to submit their ideas through the program.

Have you qualified for the giant screen TV drawing?

All suggesters who receive a monetary award for an adopted suggestion during 1994 qualify for the drawing that will be held during January 1995.

If you have any questions or comments about the suggestion program, stop by the new office at 30-2D13.

Behind the scenes — Cover story giving MV product national coverage prepared with local help

The October 24th issue of national trade publication *Telephony* features a cover story, "Telecom's Chameleon—The Changing Role of the Wideband Digital Cross-connect Systems," by Frank Galuppo, Holmdel.

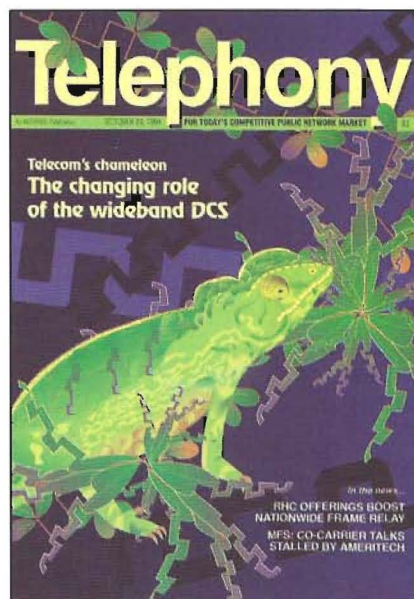
The article was compiled and "ghostwritten" by Elizabeth Coules of the Transmission Communications Management (TCM) organization at Merrimack Valley.

Terry Romano of AT&T Public Relations in Boston gets credit for placing the article with *Telephony*. Brian Milewski and Rich Maltzman of TCM pioneered and coordinated the process for developing the article. According to Elizabeth, "this new process is an ongoing one with the goal of continuously informing our customers about the benefits of deploying AT&T TSBU applications/products within their networks."

In addition to the *Telephony* article, several others are already placed or

being developed and coordinated within the TCM group for trade publications such as *America's Network* and *Fiber Optic Product News*.

If you have any ideas or suggestions for articles, please contact Brian Milewski, TCM Group at Merrimack Valley, (508) 960-6720.



WEValley Club

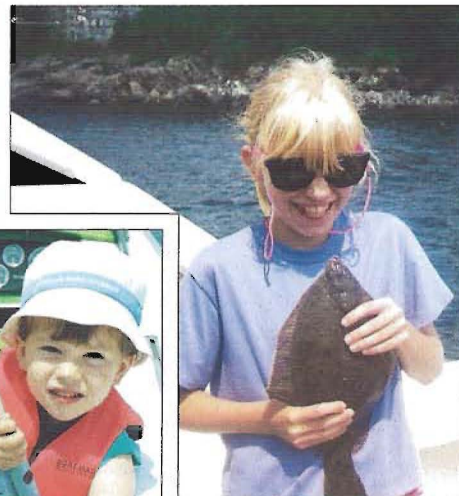
Fishing Contest

Close to 60 children entered this year's WEValley Fishing Contest. The contest ran from Memorial Day thru Labor Day and was open to the children (up to age 16) of all MV employees.

Shane Rowe, 3-year-old son of Joe Rowe, was the winner of the Freshwater category with a 2 lb. 12 oz., 23 inch trout caught in Epping, N.H.

Jacob Hume, 8-year-old son of Jeff Hume, was winner of the Saltwater category with his 26 inch striped bass caught in the Hampton River. All winners received various types of fishing tackle as prizes.

Many parents submit a picture along with their child's entry and it's always hard to choose just one for the *Valley Voice*. Little kids with big fish, big kids with little fish, and everything you can imagine in between! If judging were based on the smiles and happy faces of the contestants, they would all be winners! Shown here (clockwise from top right) are Amie Riley, Shane Rowe, Jason Vanasse, Miles Fredette, and (center) Adam Hayden.



Election Results

New members of the WEValley Board of Directors include:

2nd Vice President - Peter Theberge

Secretary - Eunice Johnson

Director of Mens' Activities - Tom McCarthy

Director of Womens' Activities - Debra McElhiney

Director Third Shift - Maria Scascitelli

Director Mezzanine - Christine Kasila

Director Building 20 North - Ralph Kandrut

Director Building 20 South - Marion McCarthy

Director Building 30-1 North - Judy Schena

Director Building 30-1 South - Betty Langlois

Director Building 30-2 West - Jan Catanzaro

Director Building 30-2 South - Bob Leo

As Always ...

Stamps: \$5.80 (self-sticking \$5.25)

Bus Tickets: \$6.75

Cinema Tickets: Londonderry, N.H. \$3.75. The Club will no longer offer Showcase Cinema tickets due to theater restrictions.

Entertainment 95: Save on almost everything - dining, theatre, travel, local attractions, and more! \$30

Essex Preferred: Discounts at many local area restaurants. \$25

Ski Card International: Catch the fun! Price is \$22

Watch for more ski discounts to be coming soon!

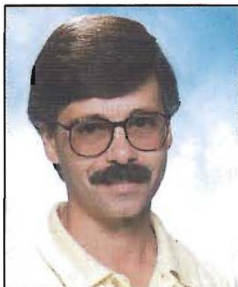
Making a difference ... more about Merrimack Valley employees and their volunteer efforts in area communities

Oh, to be eighteen again! **Kevin Madore** loves to fly. He is a member of the Civil Air Patrol (CAP), which is the civilian auxiliary of the U.S. Air Force. It is a non-profit volunteer organization funded by the Air Force [similar to the Telephone Pioneers as an auxiliary of AT&T and the Bell Companies].

They are most known for their search and rescue missions. But they also do low-level route surveys for the military, transport emergency blood supplies and organs for transplant, and can be called on by the Air Force to aid Federal, State or Municipal authorities.

For youngsters aged 13-18, both boys and girls, they have a Cadet Program that introduces them to the basics of a military organization. It is similar to scouts, except that they achieve ranks instead of merit badges as their knowledge and abilities increase. They have opportunities to experience things like "living on an actual military installation and orientation rides on military and CAP aircraft. Where else could you "observe mid-air refueling of F-16 jets from the belly window of an Air Force tanker plane? We also involve the Cadets in ground roles during real search and rescue missions," adds Kevin.

Kevin is a qualified Mission Pilot with over 1,700 flying hours. He has been a CAP volunteer for 10 years with the New Hampshire Wing and is currently director of Aircraft Maintenance. It takes about 25 hours a month of volunteer work to keep his qualifications current and perform all his tasks. "It's a perfect fit for me because I love to fly."



Frank DaSilva is on the Mt. Carmel School Board and has been for three years. This year he is chairman.

"Working for AT&T," jokes

Frank, "prepares me for meetings!"

"But seriously," he adds, "I believe that parents should be active in their children's activities, especially in education.

"Being on the schoolboard shows my two daughters that I really do care."

Frank applied for and received a \$10,000 grant from the AT&T Work & Family Directions Fund. The grant will allow Mt. Carmel to extend their after-school day care programs, with preference given to children of AT&T parents.

Jim Hajjar loves talking about sports, and it shows!

For three years he has spent countless hours covering local events for Dracut Cablevision and Methuen Community

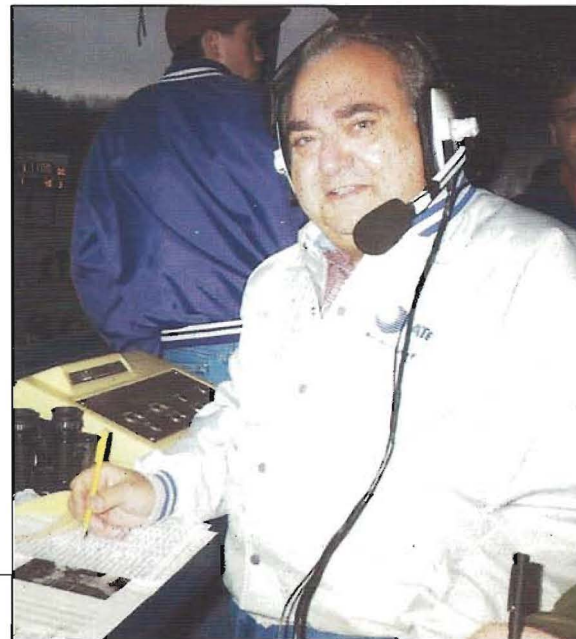
Television (MCTV). Many of those hours are spent doing play-by-play and "color" for high school softball, basketball, football, hockey, as well as Junior and Minor League All Star Baseball. He is the TV game analyst for U. Mass at Lowell hockey games, and he does game analyzing for high school and semi-pro football for MCTV.

When asked how he got started, Jim said it was "very simple. I was umpiring softball, and once during the basketball season I was asked to be a halftime guest to talk about softball. I really enjoyed it. Later I was recruited to fill in for a missing 'color' person. Then I was really nervous! All of a sudden I was hooked!

"One especially exciting time was when the play-by-play caller didn't show up for a girl's high school basketball game, so I did both color and play-by-play. I didn't realize how much the rules had changed!"

Jim puts a lot of effort into his volunteer activity. Two thirds of his time is spent preparing data for the programs. "Actual game air time is the least in terms of time, but certainly the most rewarding," adds Jim.

Jim is shown below doing color announcing at a Greater Lowell/ Greater Lawrence football game. Great jacket! When not talking sports, Jim is a production coordinator and Richmond contact for printed wiring boards at the Valley.



For your information . . .

To your health . . .

let's talk about menopause ...Mary McManus, RN



Women today are more active and health conscious than ever before. Some who reach the age of menopause are just

beginning to feel free to indulge in doing things for themselves, like exercising, taking classes to broaden their knowledge, or investing their energy into a career that's been put on hold to raise a family. They do not want to be encumbered by physical ailments related to menopause.

There is much controversy regarding this physiologic process. Hopefully this article can enlighten a large number of employees here at Merrimack Valley who have expressed interest in knowing more about menopause. Also, the Medical department, along with the Training organization, will be sponsoring classes given by local female physicians on this topic in 1995. Credit will be given towards training hours. These sessions will be announced in *The Other Side of the Window*.

Natural menopause occurs at an average age of 50-51 years. As ovaries age, response to hormones decreases, hence shorter menstrual cycles, fewer ovulations and more cycle irregularity. Premature menopause refers to failure of the ovaries to function from an unknown cause that occurs before the age of 40. Smoking is associated with early menopause. Exposure to radiation, chemotherapy and surgical removal of the ovaries can also hasten menopause.

Some menopausal women are symptom free, while others have severe symptoms. These include hot flashes, fatigue, irritability, insomnia and nervousness which may be related to both a decrease in hormones and the stress of aging and changing roles. Lack of sleep due to disturbance by

recurrent hot flashes contributes to fatigue and irritability. Intermittent dizziness and cardiac symptoms of palpitations and rapid heart beat may occur. Due to decrease in hormonal output the incidence of heart disease increases. Urinary incontinence, bladder and vaginal problems tend to occur. Nausea, intestinal "gas," constipation, diarrhea, pain in joints and muscles are common complaints.

Osteoporosis, which is a progressive reduction in bone mass, is a major health hazard. Those at higher risk are slender, white women who smoke, take some form of steroid medication or have little physical activity.

It is important to discuss any of the above symptoms with your doctor. Many women feel that they should learn to live with the symptoms because it is "just a stage" they are going through, but there are many ways your physician can help you to remain active and productive.

The administration of estrogen is effective in relieving hot flashes in more than 95 percent of women. Estrogen is composed of estradiol and estrone, which are the female sex hormones. It usually takes between 2-4 weeks to see results from estrogen therapy. Progesterone is a synthetic hormone which is effective in relieving hot flashes and is useful for women in whom estrogens are contraindicated.

When hot flashes and subsequent insomnia and fatigue from night-awakening decrease, the feeling of well being usually returns. Other symptoms involving the reproductive

organs and urinary tract are reversible with estrogen therapy.

Most importantly, osteoporosis can be prevented but not cured through estrogen replacement. Measures such as stopping smoking, exercising regularly and eating a well balanced diet supplemented with elemental calcium may be beneficial.

Of greatest effect in the treatment of osteoporosis is the administration of estrogens. Estrogens decrease reduction in bone mass, increase calcium absorption and reduce excretion of calcium in the urine, all of which may serve to prevent osteoporosis.

The benefits of estrogen replacement on heart disease in post menopausal women are becoming more clearly understood. Studies suggest that the death rate due to heart disease is one-third lower in estrogen users than in non-estrogen users, largely as a result of estrogen increases in the HDL (High Density Lipoprotein) or "good" cholesterol.

Estrogen is not recommended for all women. Among those are women who have a history of certain types of breast cancer and uterine cancer, inflammation or clotting in a vein and presence or a history of severe liver disease.

Mammography should be done routinely in post menopausal women and is particularly pertinent as a screen and to provide a baseline in those receiving estrogen therapy. Most evidence indicates estrogen therapy does not increase risk for breast cancer.

Ultimately it is the patient who must make an informed decision regarding the treatment of menopausal symptoms. By reading about the subject and talking with her personal physician, she will be able to do this in a more comfortable manner.

Mary McManus is a staff nurse in the Medical department at Merrimack Valley. She is a graduate of Lawrence General Hospital and has worked for AT&T for five years. Her background includes Medical-Surgical Nursing, Operating Room, Obstetrics, Oncology and Visiting Nursing.

MV reaches United Fund goal — thanks to you

The goal of \$640,000 for United Fund contributions was reached, according to coordinator Joe Massa. Thanks to all solicitors, team coordinators, and especially contributors for your efforts to help those in need.

President's awards

(continued from page 3)

process. The team is cross-functional with goals that required combining and simplifying operations and eliminating queues and non-value-added processes. According to Rose Zacher, who accepted the award, a key ingredient of the team's success is "the excellent cooperation and commitment of the production associates, who have been empowered to go beyond a narrow job description to meet the goal." Team members include Rose, Roger Begin, Art Bliss, Joe Elia, Steve Goulding, Shirley Hall, Judy Hemenway, Larrie Ingalls, Kevin Landry, Bob Langlois, Kevin Linehan, Lee Littlefield, Bob Nault, Joanne Payson and Mark Stack.

The **New Module A Repeater** team is committed to customer satisfaction through accelerated delivery of the new optical amplifier feature in Japan. The team accelerated delivery through a lot of reuse. Accepting the award were Paula Fines, Bob Lansing, Fred Malcolm and Dave Sanford.

Al Gonsalves accepted the award for the **SLC-2000** team, which, according to Al, consists of scores of people, mostly in Whippany. They received a lot of support from the

DDM-2000 folks here at MV. Al says he accepted the award because "most of the other members at MV were tied up that day." He gracefully accepted the glory. The team accelerated the availability of SLC(R)-2000 Releases 3.1 and 3.2 in order to meet customer commitments and position the product as a platform for broadband services. "By providing key features early," says Al, "we helped enhance the TSBU's credibility with our customers, which enabled us to propose and win major broadband projects. The availability of these releases also allowed us to compete head-to-head with our toughest competitors for Next Generation Digital Loop Carrier (NGDLC) business."

The **MPEG-2 Encoder Business Development** team was recognized for bringing a leading edge technology from the research lab to the marketplace. Randy Lynch accepted the award for this very large team, saying that "the entrepreneurial attitudes of team members is to be commended. This attitude resulted in AT&T's demonstrating the first MPEG-2 compliant encoder in the world. The team includes people from research, product development, manufacturing and product management.

'Local toll' calls now included in the AT&T Toll Discount Program for employees.

10-ATT: Dial it and save.

As an AT&T employee, you probably use the AT&T Worldwide Intelligent Network when calling from home to places beyond the 617/508 area codes.

But did you know that you can also use AT&T to make toll calls *within* the 617/508 area codes to neighboring towns beyond your basic local calling area?

Every time you make a call from home that begins with '1' within or between the 617 or 508 area codes, first dial 10-ATT, then dial 1 + the area code + the number.

There are important advantages to using AT&T for local toll calls. First, those calls are now included in the AT&T Toll Discount Program for employees. Plus we're offering special prices on AT&T local toll calls that are 10 percent lower than Nynex's.

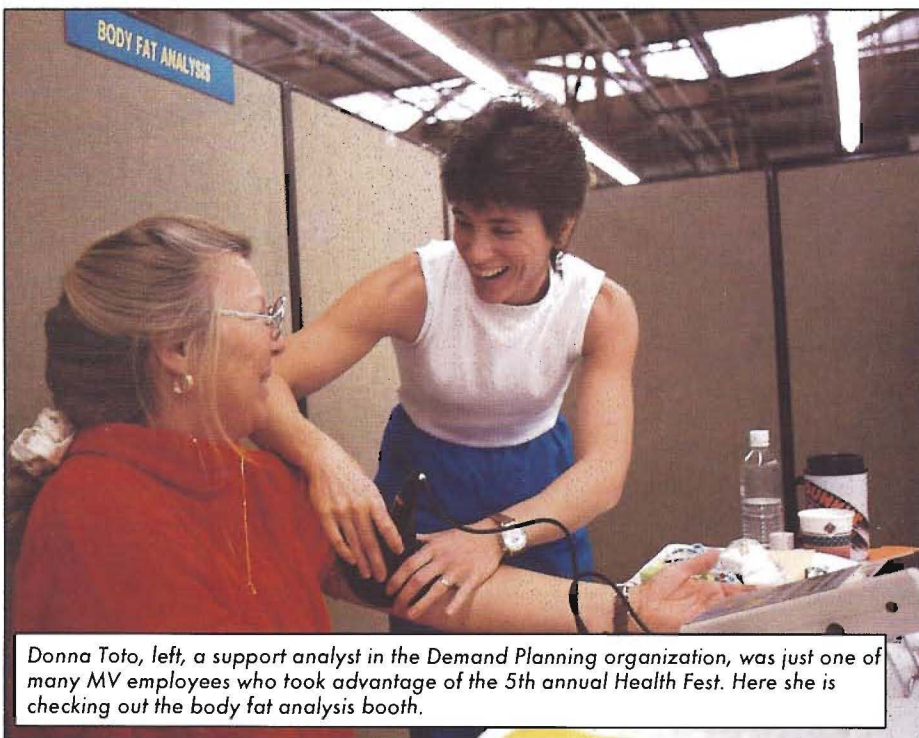
And you can save even more money on local toll calls if you're enrolled in AT&T True USASM Savings, the program which automatically gives subscribers discounts whenever their total monthly AT&T bill is at least \$10.

Finally, local toll calls earn points that can be redeemed for free long distance, frequent flyer miles or merchandise and services from The Walt Disney Company through AT&T's True RewardsSM, when the \$25 monthly minimum on qualifying calls is reached.

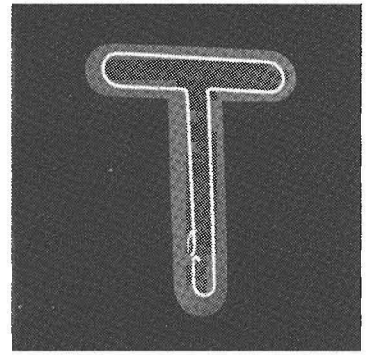
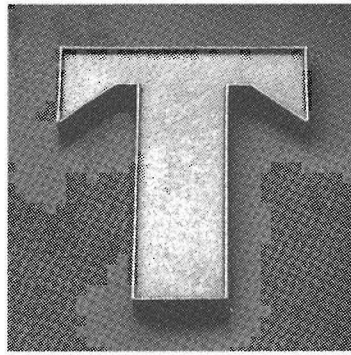
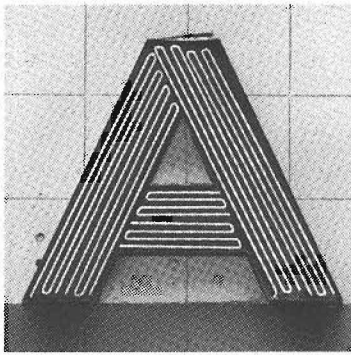
If you have questions or want to enroll in AT&T True USA Savings and/or AT&T True Rewards, call 1-800-282-4212.

Remember to use 10-ATT to place local toll calls from home, and be sure to tell friends and neighbors how they, too, can save money.

10-ATT: Dial it and save!

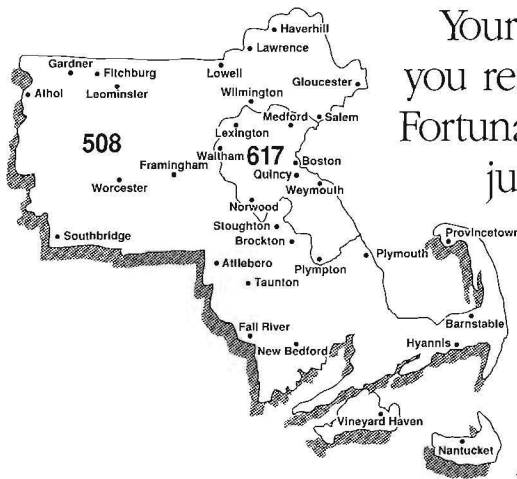


Donna Toto, left, a support analyst in the Demand Planning organization, was just one of many MV employees who took advantage of the 5th annual Health Fest. Here she is checking out the body fat analysis booth.



Dial it and save.

Now when calling from home you can save 10% on local toll calls to anywhere within the map.*



Your local phone company may be charging you more than you realize for local toll calls within and between 508 and 617. Fortunately now you can save 10% on these calls from home just by dialing 10-ATT first.

Dial 10-ATT + 1 + the area code + the number.

There's no need to sign up and no monthly fee. 10% savings any time of day. If you have any questions, give us a call at 1 800 282-4212 ext. 10808.

AT&T is bringing quality and savings even closer to home.

AT&T. Your True Voice.™



*Savings versus NYNEX basic rates as of 11/28 based on a 5 min. call.

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