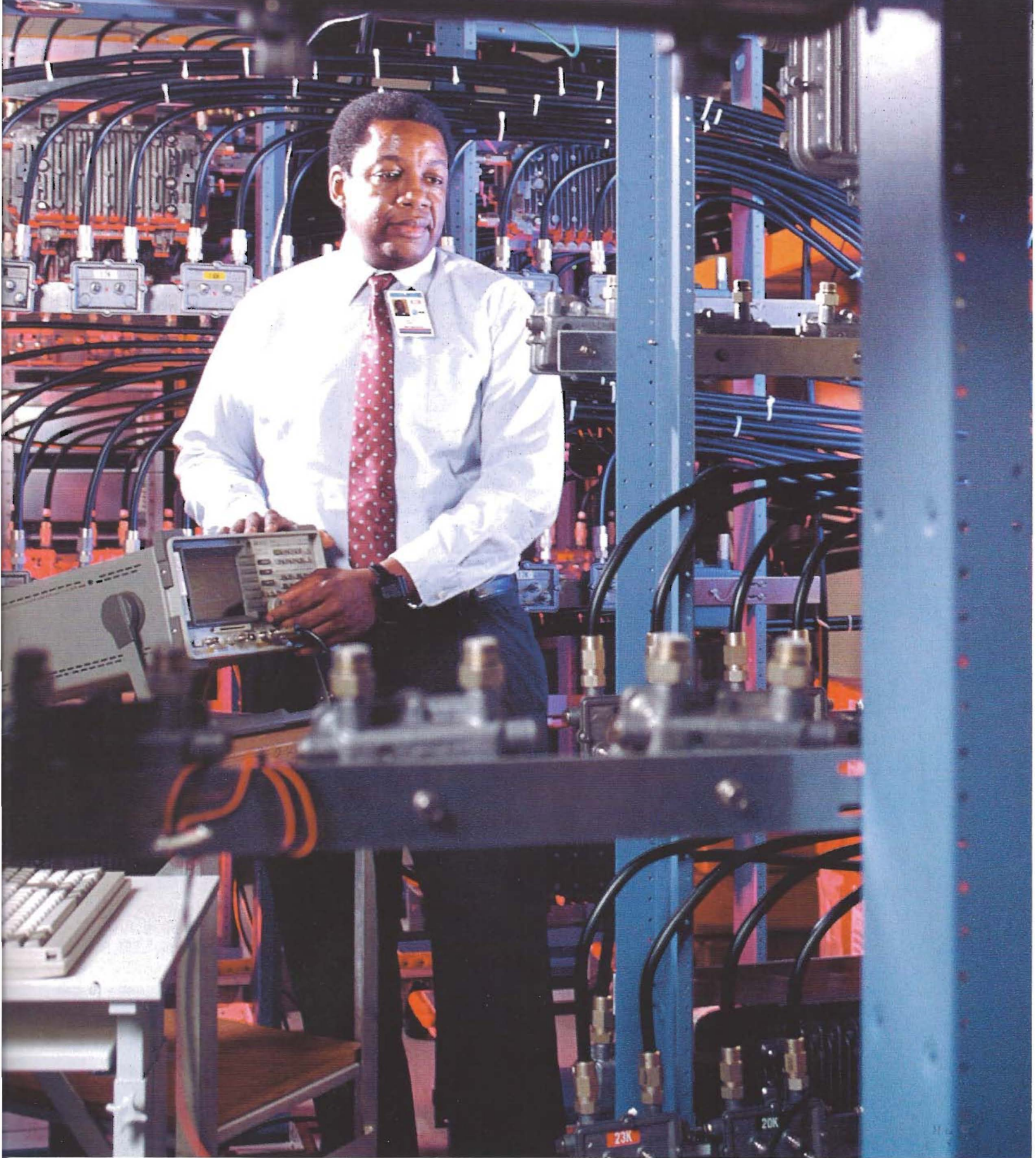


ValleyVoice

January/February 1995





January/February 1995
ValleyVoice

A publication for active and retired AT&T Network Systems Global Public Networks 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

J. F. McKinnon
 Merrimack Valley Manufacturing
 Vice President

Valley Voice editors:
 Irene Dumas, x2377
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 Photography:
 Roger Culliford, x2597



The Valley Voice is published for people like Wendell Jenkins, whose volunteer activity was reported in the Sept./Oct. issue but who wasn't available then for a photo. The popular series about MV people will continue in the next issue.

Welcome to the GPN

While change for the sake of change may be frightening, changes that help AT&T Network Systems maintain its competitive edge are exciting, allowing new ideas and opportunities to find their way into the system. Everyone wins!

“The move to Global Public Networks brings together the people from Transmission, Switching and Operations Systems,” says Jack McKinnon, whose new title is Merrimack Valley Manufacturing Vice President. “We are now more closely aligned and able to focus our considerable energies and talents on satisfying all our customers.

“For those of us at Merrimack Valley, it will be ‘business as usual,’ with all of us continuing to do the very best we can for our customers.”

Since October of 1993 when a decision was made to “reinvent” Network Systems, many changes in the business architecture were made. Organizations now fall under two broad categories — Customer Business Units and Offer Business Units.

Merrimack Valley’s manufacturing organization, along with similar operations at Oklahoma City and Columbus, are part of Global Public Networks, one of five Offer Business Units under Network Systems. Richard McGinn is chief executive officer of AT&T Network Systems.

Global Public Networks is responsible for most of the major products needed to present strategic offers to network service providers around the globe — transmission, switching and sophisticated network management software systems.

Editor’s Note: For a complete discussion of Global Public Networks, please read the latest issue of Network, Vol. 7, No. 1, 1995, which is distributed to all Network Systems employees.

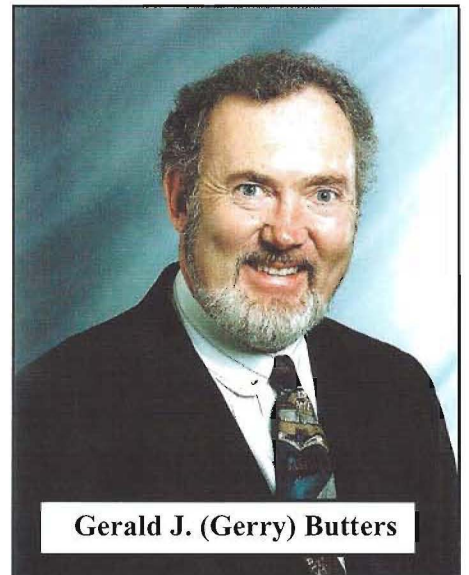
on the cover . . .

Merrimack Valley photographer Roger Culliford turns Technical Manager Bill McCoy

Merrimack Valley welcomes Gerry Butters, president of the new Global Public Networks Business Unit

One year ago, during the first employee broadcast of 1994, Rich McGinn welcomed Gerald Butters to the executive team. Butters joined AT&T after leaving his position as president of Northern Telecom Inc., the U.S. subsidiary of Canada’s Northern Telecom.

With the beginning of 1995, Gerry Butters becomes President of “the best of three worlds” — the new Global Public Networks Business Unit.



“Gerry’s deep understanding of customers’ needs and of the industry uniquely qualifies him to head our Global Public Networks group,” says McGinn.

and the new Hybrid Fiber Coax lab into a colorful work of art. Story on page 3.

'This is the future of telephony in the U.S. and much of the rest of the world. And Merrimack Valley is the prime manufacturing location.' Bill Hauser

Merrimack Valley and today's Information Superhighway

It was over a year ago when everyone at Merrimack Valley was talking about the November 1993 Pacific Bell announcement to upgrade its core network infrastructure over the next seven years and build an integrated telecommunications information and entertainment network along the way.

A lot of development work has happened at Merrimack Valley since that time, led by Bell Lab's Bill Hauser and Carl McGrath. By last summer the teams gave a live demonstration of the end-to-end system to representatives from Pacific Bell.

Where are we today?

"We're on schedule for Pacific Bell's anticipated service turnup in May of '95," says Bill Hauser, head of MV's Broadband Engineering department. "We've already shipped the first complete fiber node to their test laboratory."

The "fiber node" is the box which will connect neighborhoods of 480 homes to the network. Fiber optic cable carries telephony and cable TV to the node. From the node signals on demand enter each home by coaxial cable.

Dawn Hough, AT&T's sales liaison to Pacific Bell for this project, says "the customer is rapidly moving forward with deployment. There is ongoing construction with fiber being installed in four key California areas, with anticipation of on-schedule installation of the fiber nodes from Merrimack Valley. When completed, Pacific Bell customers will be able to subscribe to video services from their telephone company."

Did you know . . . ?

HFC is short for Hybrid Fiber/Coax, brought to you by a team of Merrimack Valley developers. This breakthrough technology, which allows both telephone service and cable TV to be transmitted over the same coaxial cable, made real what was once the stuff of science fiction writers.

HFC is a generic term. It belongs to everyone. Something like sodapop, Pepsi[™] and Coke[™] are added trademarks to distinguish particular sodas, and AT&T and our competitors are adding their brands to HFC. AT&T's HFC-2000[™] is the network architecture for 24-channel countries. ACT-3000[™] is AT&T's HFC system for 30-channel countries.

Here's a great question for trivia lovers — how can you tell 24-channel countries from 30-channel countries? Answer: By knowing what the national sports pastime is. 24-channel countries play baseball; 30-channel countries prefer soccer. Not a sports fan? North America, Korea and Japan play baseball. Most others play soccer and need 30-channel transmission systems (not necessarily for that reason). Merrimack Valley's Broadband Access Products Focused Factory (better known as the Patriot Shop) supplies them both.

Merrimack Valley's own team of tradespeople are constructing the production factories and labs. Included in the plans are final assembly and test manufacturing areas.

Already in place is the HFC lab, a state-of-the-art system integration test facility and this issue's cover photo location. Here an entire end-to-end fiber coax system is simulated, giving developers, test engineers and customers an opportunity to see traffic on today's version of the information superhighway — Merrimack Valley style.

Product Realization Center trial at Merrimack Valley

Circuit pack production ready to begin, first ATM shipment expected in February

What is all that construction going on? You can't miss it — 'front and center,'

'Hollywood and Vine,' 'can't get to the cafeteria or credit union without passing by,' 'every-one's talking about it.'

A product information sheet for customers, extolling the virtues of AT&T's GlobeView™-2000 Broad-band System, ends with this statement: "It's more than just equipment, it's what you need to compete."

"It's what we need to compete" — the driving force behind the ATM Product Realization Center at MV.

"The pressure of competition dictates that we do business in different ways," says Wayne Brouillette, director of the ATM project.

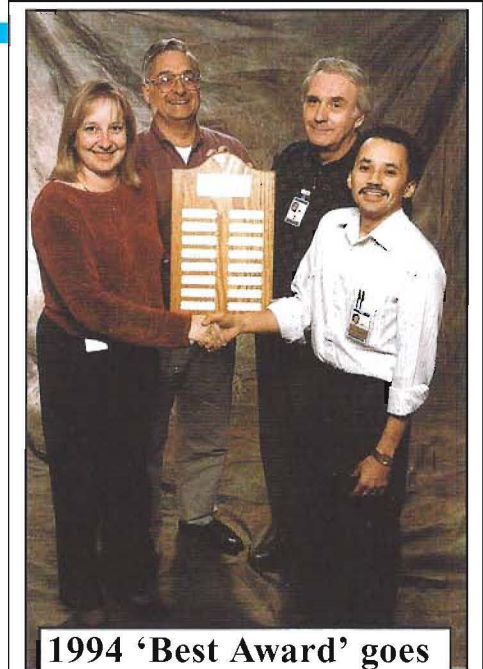
"We must be quick to market, and we must operate as efficiently as possible."

A product realization center integrates all the elements needed to produce the product — design, process and product engineering, order realization, production, product testing and customer service — into one seamless stream.

That "seamless stream" is what you see being built.

MV was identified in October of '94 as the location best suited for this trial, floor construction began in November, the circuit pack line is being installed as the *Valley Voice* goes to press, and production and shipment of the first PRC produced ATM system is expected in February.

Watch future *Valley Voice* issues for stories about the people operating in this exciting new "seamless stream."

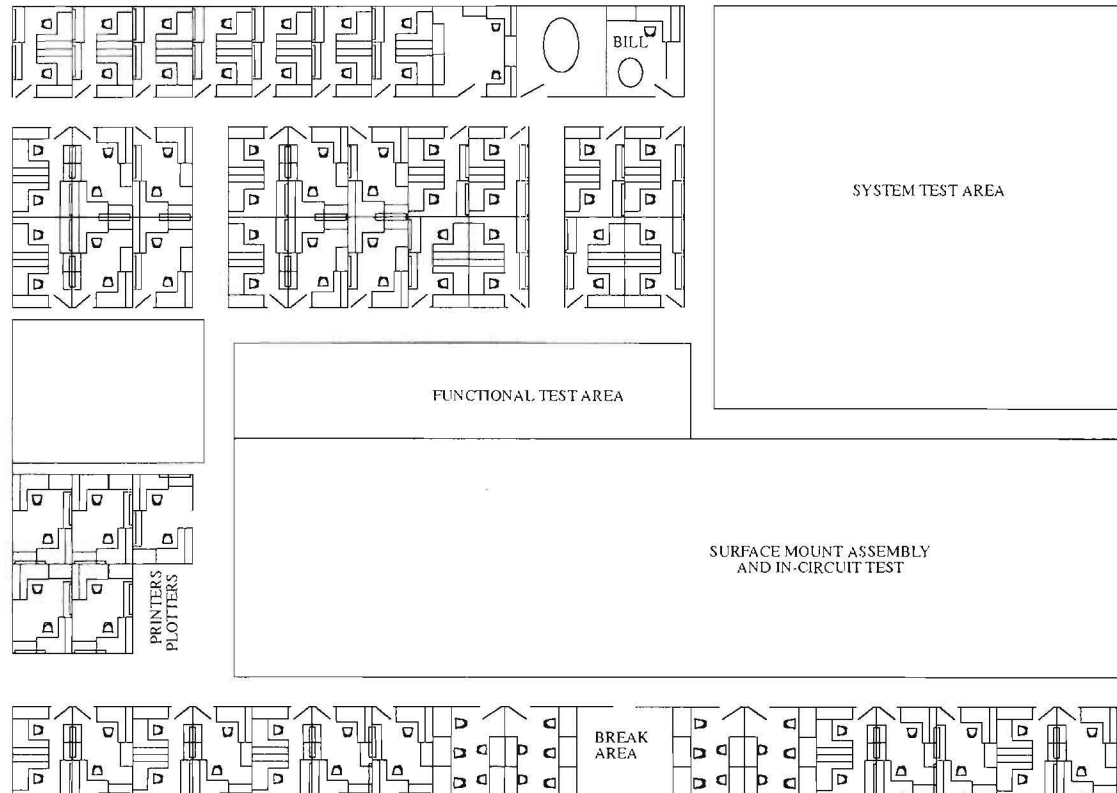


1994 'Best Award' goes to Fastech Shop team

The Fastech Shop's name was added to the Customer Service 'Best Award' plaque after they were selected as the 'best of the best' of the thirteen teams nominated for the award.

Carolyn Collins presented the plaque to, from left above, Les Shattler, Ron Panek and J C Cruz.

Floor plan layout for the Merrimack Valley ATM Product Realization Center. Construction at the entrance to the MV manufacturing building began in November and will be completed in January, with product shipment scheduled for February. Note: Strange looking areas on diagram surrounding production blocks are office cubicles for engineering and other support functions.



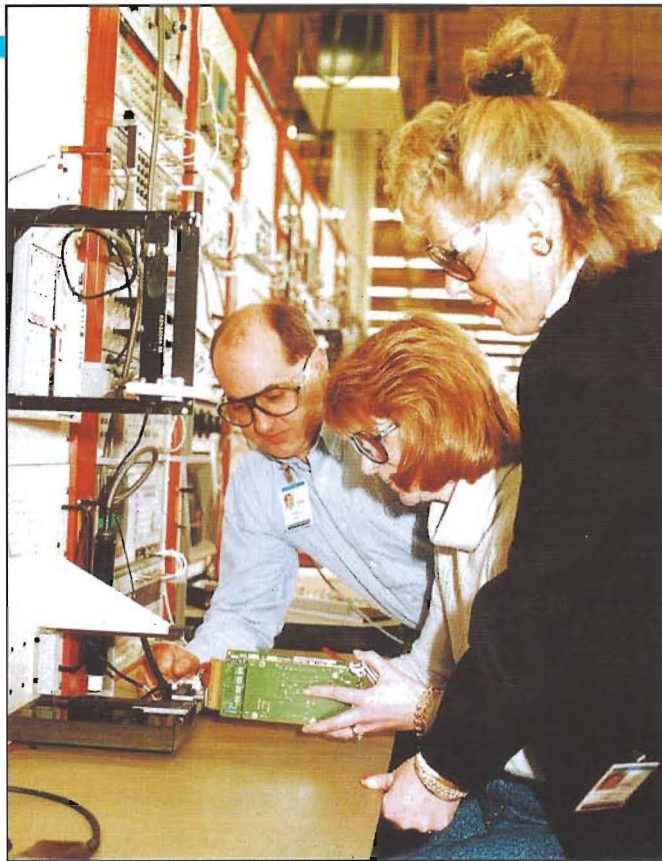
Change to DDM2000 test process results from a 'Walk in my Shoes' exercise.

On Employee Appreciation Day MV managers are encouraged to get out and do the jobs their people do every day. This gives them a better understanding of issues and problems that people deal with, occasionally unnecessarily.

Betty Ann Rowe, AIM Line manager, found one test operation to be unusually complicated and difficult. Ten combinations of five switches that were tiny, hard to see, and hard to reach! She knew there had to be a better way. Test engineer Fran Forgit already had made some changes but agreed with Betty Ann.

"I had been looking at a manual solution," says Fran. "But when I looked again, this time from an electrical point of view, I had an idea."

His idea included making a sliding fixture to make an electrical connection with the back of the switch. Software programmed into the testset then electrically stimulated the switches.

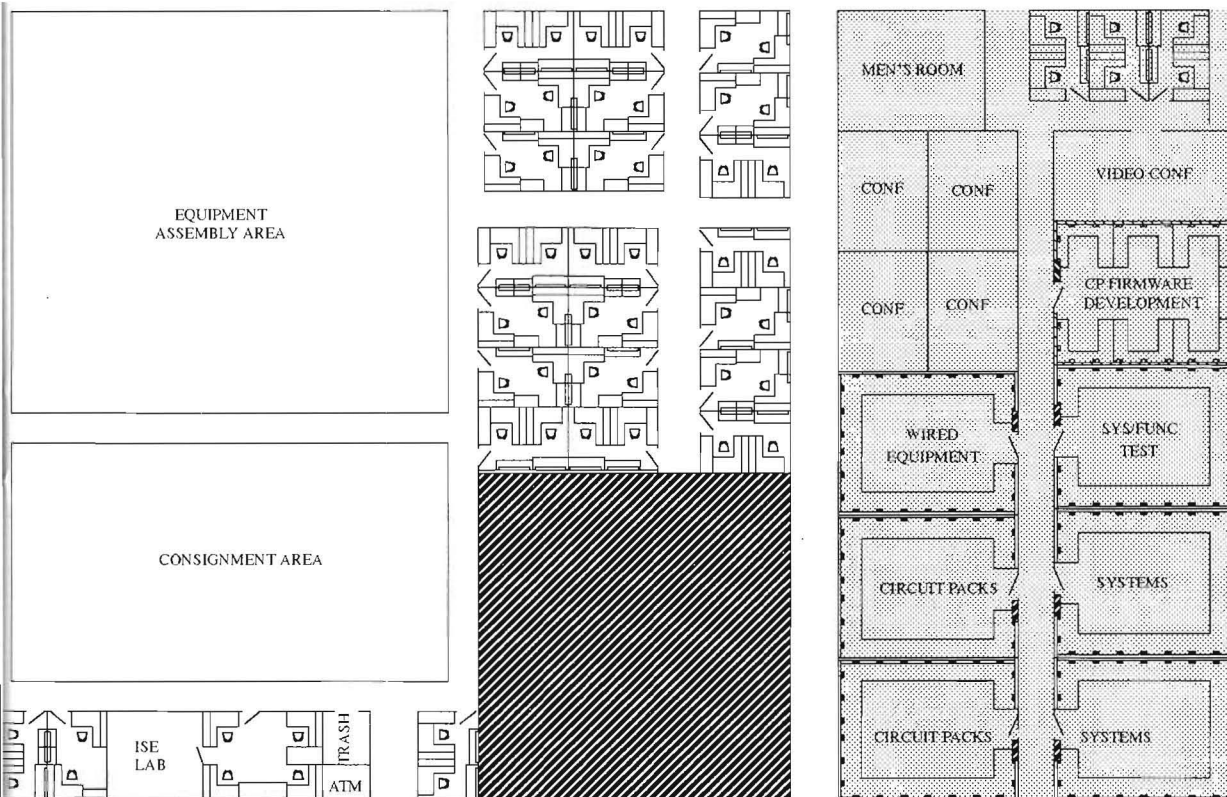


Test Engineer Fran Forgit explains to Tester Sandy Nickerson and AIM Line Manager Betty Ann Rowe how he changed his approach to solving a test process problem after Betty Ann tried the job during an Employee Appreciation Day event.

"Since the changes, we've seen an increase in productivity and a decrease in tester fatigue. Right now we ship nearly 900 BBF2B circuit packs each week, and each has to be tested individually. This improvement

makes a difficult job much less complicated and reduces test time by about 15 percent," adds Fran.

The moral of the story? Don't give up! It took a few tries to find a better way to get this job done, but they did.



Turn page for more news from Around the Valley . . .

MV marathoners help AT&T win USCAA championship



Seven local runners joined the rest of the AT&T National team in a narrow victory over General Electric in January's USCAA Marathon Championship in Houston. Twenty teams from some of the largest American corporations competed in this annual event.

The team saw its first victory since 1990 in this year's event, held in conjunction with the Houston-Tenneco Marathon. Times of the local runners ranged from 3:08:56 for Elias Taveras to 3:36:04 for Mike Coppinger.

Congratulations to all these fine athletes on their winning run!

Shown at left are, front row, **Mike Coppinger, Elias Taveras, Bob Parisi**. Standing, **Claude Sequeira, Towfik Abdullahi, Bill Steele, Hakim Belaidi**.

The Sparkas soccer team won the MV Soccer Cup Championship for the second consecutive year. This year they capped off their victory by also finishing first in the regular season.

During regular season play, the team scored 49 goals while giving up only 33 goals.

Dan English led the Sparkas and also the league in scoring. Aires Alves was the league's second highest goal scorer.

During the exciting championship event, the Apollos and the Sparkas each took one game. The Sparkas won the tie break game in overtime with the winning goal by Janet Colebourn.

Team members are shown at right. Front, **Brian Kingsley, Steve Belair, Don Mathieu and Jack Karcz**. Standing, **Demonic Dominijanni, Dan English** (co-captain), **Janet Colebourn, Paul St. Amand, Bob Brolin, Chez Marchwinski, Howie Cyker and Tony Gomez**.

Sparkas players not in photo are **Aires Alves** (co-captain), **Seb Scalfi, Ed Smith and Dave Winick**.

'Sparkas' win 1994 season and Soccer Cup Championship



UPCOMING AT MV — United Fund Agency Fair

Coming in April — Watch bulletin boards and the *Other Side of the Window* for more information on this event. Hear directly from agency recipients of United Way funds and see your United Way dollars at work.

All employees encouraged to join in as MV prepares to enter OSHA's VPP

*The Voluntary Protection Program (VPP) was developed by the Occupational Safety & Health Administration (OSHA) to improve the quality of health and safety programs at participating companies. The key word here is **voluntary**. There are plenty of things OSHA **requires** a business to do, but VPP isn't one of them. By taking part in VPP, companies show that they **want** to do more than they have to to keep their workers healthy and safe on the job. One of AT&T's company-wide goals is to participate in VPP, and a group from MV is hard at work preparing for our entry into this important program.*

A day in the life of MV's Industrial Hygienist is never what you would call dull, but lately Rich Grillo's days are a little more hectic than usual. As VPP Site Coordinator for MV, Rich and his team are busy preparing our application to the program, establishing teams to work on specific health and safety issues and spreading the word to all employees about our VPP efforts.

VPP is similar to ISO Certification, but there are a few big differences between the two. Where ISO assures product quality (good news for our customers) VPP can lead to a safer and healthier workplace (good news for employees!) ISO certification is required to do business with certain countries and companies, but VPP is completely voluntary and mainly benefits employees.

To enter VPP, management must agree to operate an effective health and safety program that meets OSHA's strict criteria. Employees, through their unions, agree to participate and actively work with management on these issues. "Officials from all MV union locals have already signed statements showing their support," says Rich, adding that "everyone's for VPP because it can lead to a healthier and safer environment for all employees."

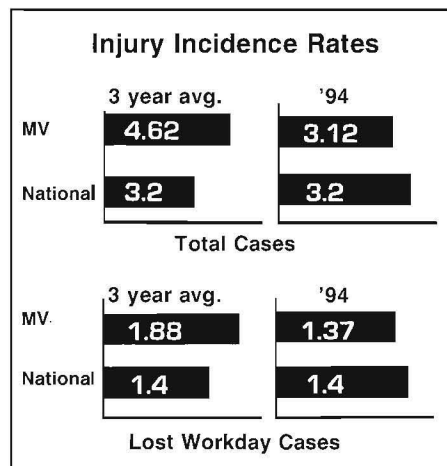
Our VPP application requires the input of many people and some very detailed information, the cornerstone of which is our injury rate. There are three levels of participation in VPP: Star, Merit and Demonstration. Star is the highest level a worksite can achieve — and that's what we're after. To reach Star status, our injury rate must be below the industry's national average. "OSHA wants to see a running average of injury statistics for the last 3 years, as well as stats for the past calendar year," says Rich. "As you can see from the following data, we have some work to do in this area."

After OSHA reviews the application, they will schedule an on-site audit. The audit team will spend many hours here reviewing programs, policies and records, and interviewing all levels of employees about their jobs, procedures and attitudes. Once this process is completed, OSHA will recommend whether MV should be allowed into the VPP, and if so, at what level.

So why would the company commit the time and efforts of many people on something it doesn't have to . . . especially when it won't necessarily increase sales or product quality? It's simple - AT&T cares about its people. People are the most valuable asset a business can have. When employees are dedicated, well trained, and happy with their work and their company, they are certainly worth protecting.

Rich stresses that "This isn't just another safety program. Most programs have a beginning and an end, but VPP is more of an ongoing process. This process, when performed properly and with diligence, can lead to continuous improvement in the health and safety environment for everyone at MV."

In the past, employee cooperation has helped us to achieve many important goals including the Malcolm Baldrige National Quality Award and ISO Certification. We can do this too — but only with your help. Let's all work together and Reach for a Star!



Merrimack Valley People



Miles



Cokely

SERVICE ANNIVERSARIES

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

JANUARY

Merritt R. Ball (25)
Kenneth A. Brackett (25)
James F. Jesson (25)
Renita A. Leriche (25)
Mary M. Montebianchi (25)
Ronald K. Peterson (25)
Maria M. Scascitelli (25)
James T. Stormont (25)
Matthews Torigian (25)
Richard A. Vince (25)
Robert A. Archer (30)
Daniel A. Beauregard (30)
Roger J. Becotte (30)
Harold A. Burke (30)
Clayton A. Button (30)
Dandrea O. Dennis (30)
Joyce C. Dufresne (30)
Anthony M. Federico (30)
Wilbert H. Hills (30)
Natalie A. Layman (30)
Alfred T. Sapienza (30)
Bruce H. Simon (30)
Doris H. Sirois (30)
Gordon L. Treadwell (30)
Anthony A. Vaiksnovas (30)
Dana F. Woodbury (30)
Eldon A. Abrahamson (35)
Alson B. Foss (35)
G. B. Steeb (35)
Joseph W. Sullivan (35)
Martin Todt (35)
William J. Welch (35)

FEBRUARY

Ronald W. Aldrich (25)
Norman L. Boucher (25)
Robert R. Dewhurst (25)
John J. Harrington (25)
Ronald Jaffarian (25)
Stephen C. Ladd (25)
Carl A. Perry (25)
Robert Pettirossi (25)
Mary D. Pomerleau (25)
Lester Shattler (25)
Joseph C. Therriault (25)
Allen L. Townsend (25)
Robert K. Casey (30)
Joseph M. Degaetano (30)
Edward S. Faber (30)
Edmund T. Smith (30)
Gloria M. Travers (30)
Daniel J. Carney (35)
James T. Fyrer (35)
James E. Hajjar (35)
Thomas J. Higgins (35)
Ronald V. Jablonowski (35)
Alvin Lebowitz (35)
R. E. Maurer (35)
L. A. Palazzo (35)

ON THE MOVE

Harrison Miles transferred to MV as Broadband Systems technical manager for Digital Video & Optical Technology. He is responsible for LEC and PTT markets. Harrison was formerly located in Whippany, N.J.

Doug Cokely, formerly of the AIM Business Unit located in Shreveport, LA, joined the Transmission Business Unit as PON and Hybrid Fiber Co-Ax NIU Engineering technical manager. Doug will have responsibility for the introduction into manufacturing of EUROPOIN and HFC2000 NIU's.

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 contact the Public Relations office on x3553 and let us know!



Russ



Wood



Kelly



VanGuilder



Yetter

GRADUATES

The following employees recently received college degrees:

Advanced Degree

Debra Russ, SLC Carrier Systems Product Manager, received an MSA from Central Michigan University

Bachelors Degrees

Gene Wood, FCP Customer Service, received a BS in Business Administration from Emmanuel College

Associates Degrees

Elaine Kelly, FCP SAW devices, received an Associates in Science in Registered Nursing from Northern Essex Community College

Claire VanGuilder, Customer Conference Center, received an Associates in Science in Registered Nursing from Northern Essex Community College

TOASTMASTERS PRESIDENT

Dan Yetter, MTS in DDM2000 Systems Validation, was recently elected president of the North Andover Toastmasters Club for 1995. The Toastmasters is an international organization which helps its members to develop public speaking and leadership skills. The North Andover chapter is known as the Merrimacks.

IN MEMORIAM

Robert I. Allen, retired occupational engineer, December 19, 1994

Mary G. Angers, retired machine operator, November 30, 1994

Helen L. Bouvier, retired bench hand, October 6, 1995

Joseph E. Brousseau, retired apparatus assembly section chief, December 1, 1994

Joseph J. Comerford, retired equipment assembly manager, December 27, 1994

Dorothy S. Dudley, retired secretary, October 28, 1994

Paul J. Dastous, retired senior planning engineer, November 22, 1994

Katerine S. Defazio, retired machine operator, November 24, 1994

Lillian DeFrancisco, retired operator, November 14, 1994

Robert Dias, control systems technician, January 3, 1995

Phyllis D. Godfrey, retired tester, November 15, 1994

Gordon Hartwick, retired control systems technician, December 17, 1994

Roland G. Jacques, retired warehousing supervisor, December 4, 1994

Elmer H. Klopp, retired cable former, November 29, 1994

Thomas Kubus, retired manufacturing difficulties investigator, December 27, 1994

Albert J. Lahey, retired millwright, December 20, 1994

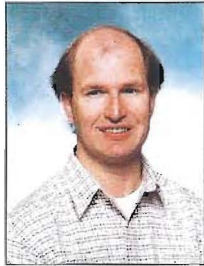
Olive L. McQuade, retired product quality checker, October 28, 1994

Ludwig Pedersen, retired member of technical staff, November 15, 1994

Wanda M. Resvan, retired coil winder, December 7, 1994

Doris E. Russell, retired inspector and tester, November 10, 1994

George Willms Jr., retired senior engineer, December 17, 1994



Nicholas



Viehl



Hawes



Campagna

APPOINTMENTS & PROMOTIONS

Effective in November, 1994:

George J. Nicholas, DDM 2000
Circuit Pack Design, STA to MTS-I

James O. Viehl, DDM 2000
Circuit Design & Factory Support
Group, MTS-I to MTS

Effective in December, 1994:

Richard A. Hawes, DACS VI
Customer Technical Support, MTS-I
to MTS

Effective in January, 1995:

Jerrie Campagna, Cost Account-
ing function manager of Network
Systems Group, was appointed
Manager - Procurement, MVW

RETIREEES

Years of
Service

December

39 Howard Anderson
35 Robert Arsenault
20 Louise Assaf
30 Shirley Barros
38 Wilbert Beatty
38 Beatrice Benson
33 Nancy Bolla
37 Arthur Botsch
34 William Buckley
12 Michael Bucuzzo
29 Harold Burke
16 Therese Calantonio
34 Leo Carbone
36 Nicholas Carnett
43 William Carney
15 Doris Casamasina
30 Constance Chapman
17 June Chick
17 Barbara Cole
11 Lorraine Couture
34 James Cravino

33 Richard Delaney
39 Elizabeth Deluca
21 Evelyn Demers
38 Gerald Desautels
16 Gloria Desfosses
26 Carmen Difruscia
23 William Donahue
21 Maureen Donohue
28 Ann Dow
26 Connie Downs
33 Elizabeth Driscoll
28 Sylvia Esmel
36 Arthur Fairbrother
23 Marilyn Ferguson
13 Gilberto Figueroa
14 Christina Fikis
23 Arnold Foster
38 Mildred Gattinella
31 Priscilla German
20 Chris Gioldasis
14 Ramon Gonzalez
34 Frederick Grant
39 Richard Grazio
26 Francis Greeley
17 Madelyn Hale
39 Merle Hall
35 Robert Hartson
39 Edmund Hickey
28 Helen Jarrett
14 Raymond Kalip
37 Joan Kaper
20 Hilda Karol
23 Lucille Kemp
23 Irma Lavalee
20 Lorraine Leblanc
36 Robert Lister
35 Charles Lively
23 Charles Lord
39 William Lyons
28 Joseph Malone
27 Catherine Marcinonis
28 Marguerite Max
30 Thomas McCartney
14 Beatrice McCarty
34 Stephen Menard
24 Wilson Mendell

24 Helen Miele
38 Michael Miele
15 Marjorie Mitchell
33 Shirley Mitchell
12 Dorothy Moffitt
17 Roy Monroe
25 Mary Montebianchi
32 Charles Ogden
26 Albert Page
38 Forrest Pettengill
30 Robert Pinard
27 Joseph Quinn
36 William Rivers
37 Thomas Rumore
22 Bernadette Samoissette
35 Diana Savinelli
15 Ernest Schimming
38 Henry Schlothan
31 Donald Scuito
36 David Sharkey
22 Patricia Silva
27 Carolina Slamar
34 Frederick Smith
15 Katherine Spaulding
30 Calvin Spur
30 Charles Tarness
25 Sonia Tatarka
15 Maria Taveras
38 Arthur Thomson
34 Janet Tosach
32 Jeanne Uzdavinis
30 Anthony Vaiksnovas
29 Donald Valcour
32 Sandra Valenkas
21 Roberta Vuytowecz
34 Elaine Wasco
35 William Welch
35 Helen Witham
38 Sylvia Zalla

January

11 Gina Bordieri
30 Anthony Federico
19 Jeannette Hancock
19 Aime Lizotte
24 Bernard Mancini
16 Lisa Wadsworth
30 Dana Woodbury
20 Zofia Woronko

February

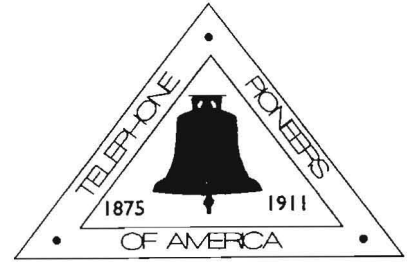
21 Diana Depaolantonio
14 Juliette Girard
28 George Johnson
19 Barbara Skofield

March

20 Chrisoula

Pioneer

Happenings



“Answering the call of those in need”

Holiday Collections



Life Member Dick Hamel sorts donations.

The Holiday Collections held Nov. 8 through Dec. 7 were a great success. The generous donations of our employees provided much happiness to those in need throughout the greater Merrimack Valley and southern New Hampshire areas.

We are proud to say that the Pioneers were able to serve many families in local communities, and there is a good chance we reached your home town. Items were distributed in the following towns:

Massachusetts — Haverhill, Lawrence, Methuen, North Andover, Lowell, Groveland, West Newbury, Newburyport, Salisbury, Amesbury, Merrimac, Georgetown, Byfield, Ipswich, Middleton, Danvers, Tewksbury, Bedford, Andover, Woburn and Boston.

In New Hampshire — Plaistow, Atkinson, Hampstead, Danville, Kingston, Chester, Salem, Derry, Londonderry, Manchester, Brentwood, Raymond, Seabrook, Exeter, Tilton, Northwood, Windham, Deerfield, North Hampton and Hampton.

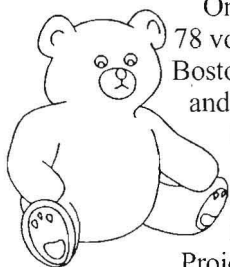
The Chapter accumulated a total of 5018 volunteer hours during the month of December on this project.

We would like to thank everyone who helped out for their generosity and support because they are the ones who made this drive so successful. We would also like to remind you of our ongoing collection of non-perishable food items. Please consider bringing something in each week to drop off in the box inside the door of the Pioneer office.

Thanks to your efforts, Chapter 78 was able to distribute the following:

2758 non-perishable food items
(making 114 cases of food)
571 games and toys
188 articles of new & used clothing
\$71 cash for food orders

Design A Bear News



On December 2, Chapter 78 volunteers traveled to the Boston Children's Hospital and distributed close to 100 Design A Bears to the young patients in the Cancer Ward.

Elena Bonaventura, Project coordinator, was very pleased with the way things turned out. “Words can't express the smiles and happiness in the children's faces,” she said, adding “I want to thank everyone who helped out - you did a great job! Things worked out so well, we're planning to do it again later

this year.”

Design A Bears is a new project where volunteers take home ‘bare’ bears and use their imagination and creativity to dress them up. The completed bears are donated to children in local hospitals. Completed bears were on display in the Pioneer lounge in late November. The bears were later judged on originality and creativity. Top three bears were: Guard Bear, by Diane Roy; Fisherman Bear, by Carol Comeau; Skier Bear, by Rita Braily.

Project Coordinator Elena Bonaventura holds the prize winning Guard Bear whose outfit was hand-made by MV guard Diane Roy.





1995 Boston YMCA Black Achievers named — three Merrimack Valley employees among honorees

Debra Russ, Tom Marshall and Marcia Hamilton add their names to the list of Merrimack Valley employees honored by the Boston YMCA Black Achiever Program.

All three Merrimack Valley honorees at the 1995 Boston YMCA Black Achiever Conference already are active participants in their communities as volunteers. As Black Achievers they will be asked to do even more.

Marcia Hamilton, of Cambridge, is a supervisor in the Vision circuit pack shop. She participates in the Cambridge Community Center's Mentoring of Minority Interns. At the Valley she is on the Black History Month committee and will be a member of the now forming Black Alliance. She is a graduate of Cambridge Rindge & Latin High School and holds a Bachelors degree in Business Management from Northeastern University where she was a Dean's List student.

Tom Marshall, of Haverhill, is a production associate in the DACS systems test manufacturing area. His duties include final assembly and inspection of equipment prior to customer shipping.

Tom is well known in Haverhill for his work as president of "For Kids Sake" and as a member of the "Hot Summer Night" program. He is an Essex County deputy sheriff, on the emergency response team for the Seabrook nuclear plant, served on the Haverhill Board of Appeals in 1992-1993, and is a Haverhill constable. His education includes studies at Franklin Pierce College, Northern Essex Community College, and the Massachusetts Police Academy.

Debra Russ, of Cambridge, is a SLC Carrier Systems product manager with responsibility for business planning of a product with \$80 million in sales in 1994. She is leader of a self-managed team which develops product life cycle strategies. Debra is a mentor of a Lawrence High School student with MV's LHS Mentor/Tutor program and an active member of WATT-MV. Originally from Detroit, she holds a Bachelor of Science Degree in Electrical Engineering from DeVry Institute and just recently received a Master of Science in Administration/Finance from Central Michigan University.

Black History Month Calendar of Events, February 1995

Wednesday, February 1

Guest speaker Ivan Van Sertima
MV auditorium
11a.m. - 12p.m.

Thursday, February 2

Taped film of Ivan Van Sertima
MV auditorium
2a.m. - 3a.m. and 7p.m. - 8p.m.

Tuesday, February 7

Black Arts & Crafts
Festival Noir
MV auditorium 10a.m. - 5p.m.

Tuesday, February 14

Martin Luther King, Jr. — Portrait of an American
Film — MV auditorium

Thursday, February 16

Panel Discussion by
AT&T Executives
MV auditorium 11a.m. - 12:30p.m.

Thursday, February 23

54th Mass. Volunteer Infantry Co. A
MV auditorium 12-1p.m. and 3-4p.m.

**National LEAGUE
co-leader speaks to MV
audience**

John Klenert is responsible for co-directing and coordinating LEAGUE policy and initiative among the twenty-nine current chapters. He is a 20-year veteran of AT&T and works in Washington, D. C., primarily with NASA and the Department of the Interior as a member of the AT&T Business Network Sales—Federal Government Business Unit.

He opened his Merrimack Valley visit with a quote from Bob Allen on diversity:

“More than any business plan or strategy, more than any other technological breakthrough, our business will rise or fall on our ability to engage the full potential of all AT&T people. Diversity must be ingrained in our operating style.”

According to John, Bob Allen is the latest in a legacy of AT&T top management to embrace diversity. He talked of John DeButts, who, as AT&T chairman in 1975, took a “gutsy” stand by becoming the first Fortune 500 company executive to issue an open policy statement that protected employees from discrimination on the basis of sexual orientation. This was a predivestiture AT&T with over a million employees.

Acknowledging diversity makes good business sense — an often spoken phrase that also makes good “common” sense. LEAGUE members are helping AT&T with target marketing. Activities include LEAGUE's doing a 70,000 piece direct mail campaign; a BCS test in Manhattan to market to gay businesses in New York City; a direct mail campaign in San Francisco by GBCS; a telemarketing campaign for pay phone service by BCS. LEAGUE provides lists of target businesses for AT&T sales and marketing groups, helping us all win new customers in this large market.

Merrimack Valley Diversity Activities ... 1995 at a glance ...

JANUARY 16 — Martin Luther King, Jr. birthday celebration 18 — LEAGUE speaker	JULY
FEBRUARY Black Heritage [see page 14 for details]	AUGUST 28 — Women's Equality Day
MARCH Women's History 29-31 — WATT National Conference in Chicago	SEPTEMBER Hispanic Heritage
APRIL 5-8 — LEAGUE conference to be held in San Francisco 27 — Take Your Daughter to Work Day	OCTOBER Disability Awareness
MAY Asian Heritage 19,20,21 — Employee Resource Group (ERG) Unity Conference, Teaneck, NJ	NOVEMBER Native American Awareness Vietnam Veterans Appreciation
JUNE Gay, Lesbian, Bisexual Awareness Month Pride Day — date TBA	DECEMBER

Please check with Jeannine Cormier, MV diversity coordinator, x2324, for specific event information or to join a planning committee for any upcoming events.

To your health . . . let's talk about back pain

by Lisa Mansourian, RN



Eighty percent of Americans will have a low back problem at least once before age 50. Back problems are second only to the common cold as a reason for visiting the family doctor.

There is a growing trend for physicians, especially those who practice in HMO settings, to rely on clinical practice guidelines. These guidelines are the collaborative efforts of medical experts, and the most authoritative guidelines are issued by the U.S. Department of Health and Human Services.

New guidelines for treating low back pain are aimed at reducing

expensive and unnecessary tests, at least initially, on patients whose pain is likely to resolve on its own. Because 90 percent of patients will recover within a month without professional treatment, the guidelines emphasize the following:

1. Bedrest should rarely exceed 4 days in order to prevent weakening of muscles.
2. When pain subsides, walking or swimming is beneficial.
3. A physician or other appropriate health care provider should be contacted if symptoms are severe, pain prevents the patient from doing normal everyday activities, the problem persists longer than a few days, the patient is having trouble controlling the bowel or bladder, there is numbness in the groin or rectal area, or there is leg weakness.

Within the first three months of low back symptoms, only patients with evidence of serious spinal

pathology, severe debilitating symptoms of sciatica or other nerve root problem might benefit from surgery.

Cat Scans usually are not indicated in the first 4 weeks of low back symptoms unless the physician believes there is a serious underlying problem. Patients with improving symptoms are encouraged to return to work or to normal activities as soon as possible. Relief of discomfort can be accomplished most safely by using nonprescription drugs and/or spinal manipulation by osteopathic physicians, chiropractors and physical therapists.

In summary, the guidelines emphasize a conservative, restrained approach to the management of low back pain.

Lisa Mansourian is a staff nurse in the MV Medical department. She is a graduate of the University of Massachusetts - Lowell and has been an AT&T employee for five years.

Employee Suggestion Program Grand Prize Drawing

Who would have thought a \$100 suggestion award from 1994 would lead to a \$2500 prize in 1995? Certainly not **Basilia Alba**, die and wire bonder in the MCM shop, but that's exactly what happened!

Basilia was the lucky winner of the Employee Suggestion Program Grand Prize drawing for a giant screen TV or a \$2500 gift check held on January 17 in the main cafeteria. Basilia was overwhelmed when she heard the good news. "This couldn't have happened at a better time," she said, explaining that her husband had recently been laid off. For her prize Basilia chose the gift check for \$2500.

All suggesters who had been granted an award for a suggestion that was adopted during 1994 were eligible for the drawing. According to Randy Townshend, ESP

engineer, "Close to 3000 suggestions were submitted in 1994 and 43 percent were awarded. The total dollar amount paid out was over \$200,000 and 1600 entries went into the drawing."

The idea for the drawing was just one of many improvements to the program brought about by the work of the ESP Quality Improvement Team. Members include ESP Manager **Bill Batchelder**, **Sharon Boisselle**, **Mike Costas**, **Al Killam**, **Bob Langlois**, **Stu Manikas**, **Gloria Peluso**, **Mary Spaneas** and **Randy Townshend**. Bill would like to thank everyone for their participation in the program in 1994. He added "We're looking forward to another spirited year of increased



suggestions that will help us continue the success of our business in 1995."

In the photo above, ESP Administrator Mary Spaneas presents Basilia Alba with her grand prize as ESP assistant Gloria Peluso looks on.

Two schools receive grants from Family Care Development Fund

The AT&T Family Care Development Fund was developed in 1990 to increase the supply and improve the quality of child and elder care services available to AT&T employees. Through the Fund, a joint effort between AT&T and the CWA and IBEW unions, employees can apply for grants. Two MV employees recently obtained grants for their child care providers.

As many working parents of school aged children know, finding child care for school vacations, holidays, unexpected snow days and late nights at work can be difficult. As the parents of first and fourth graders, **Frank Da Silva** of the Digital Video organization and his wife have done their share of scrambling to make last minute arrangements, but not any more. Working with the staff of Mt. Carmel Catholic grammar school in Methuen, he sponsored the school for a grant to start a program of extended day care. The \$10,000 grant they received was used for books, a computer and supplies. The program started in September and is open to the community for after school care from 2 - 6 p.m. and from 8 a.m. to 6 p.m. on snow days, school vacations and holidays. It's run on a drop-in basis with between 40 and 60 children participating. Depending on



Frank Da Silva sponsored the Mt. Carmel School in Methuen for a grant through the AT&T Family Care Development Fund. The school used the grant to start a program of extended day care. Pictured from left, are teacher Marie Gauvin, Frank, Mt. Carmel pastor Fr. Andy Gosselin, teacher Sue Collins, Principal Norman Dugas, and a few of the children from the after school program.

parents' needs, you would probably find 10 to 16 children there per day.

Jeannine Cormier's 6-year old daughter attends the Little Sprouts Child Enrichment Center in Methuen. Through her involvement with the center Jeannine, EO Specialist, saw the need for second shift child care. Working with Little Sprouts, she applied for a grant to expand hours at the Center. She admits "it took a lot of work to document the need, plan a

program and file for the grant, but it was worth it - the program is going great!" The \$20,000 grant was used to move to a larger building and to modify facilities to meet the needs of second shift care. The center is now open 6 a.m. to midnight, Monday thru Saturday, and services about 100 children.

The AT&T Family Care Development Fund is available to all AT&T employees. For more information employees can call 1-201-898-2255.

Kelsey celebrates 50 years at WE/AT&T

Jack Kelsey, Systems Standard engineer in the Technical Support Organization, recently accomplished something that most of us will never do — on December 9, 1994, he celebrated his 50 year service anniversary with AT&T!

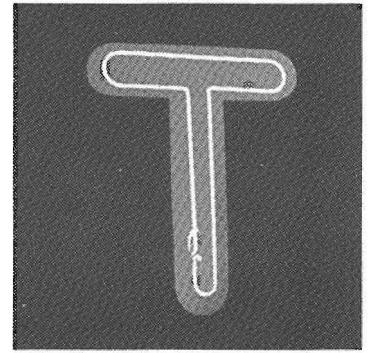
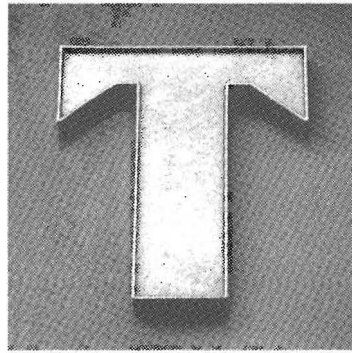
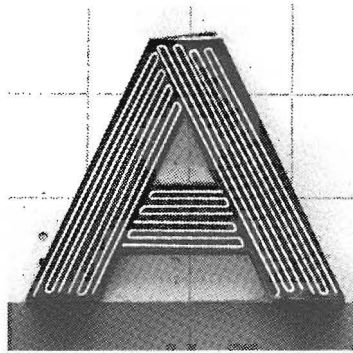
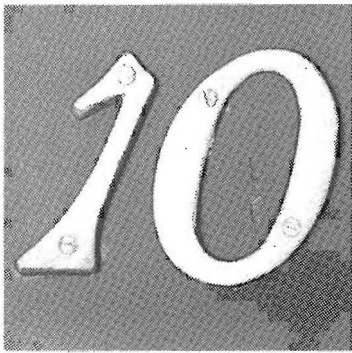
Jack started out with Western Electric in Kearny, N.J. when he was a 16-year-old prep school student. "World War II was going on then and everyone was doing their part to help out," he says. His

first job was in the mail room. Over time, Jack worked his way into Drafting and then on to Engineering as an MTS. In 1956, he transferred to the Lawrence plant and was one of MV's first employees.

Jack says "I've always had good assignments and the work has been pleasant." One of his favorites was working on the EPCOT project for Disney World in 1981. Jack coordinated efforts of design and manufacture of an electronic information retrieval system called WorldKey Information Service Network.

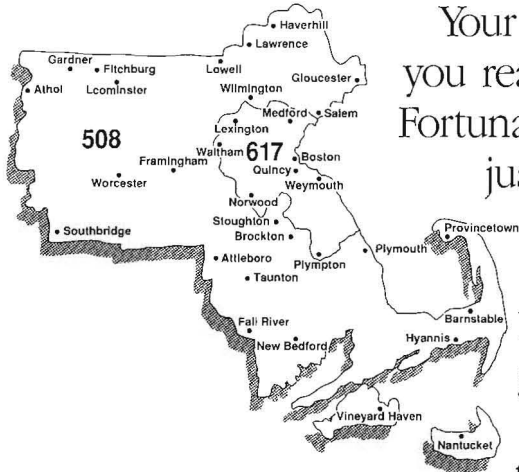


Jack was congratulated on his accomplishment by AT&T Chairman Bob Allen during his recent visit to MV.



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