

Valley Voice

July/August 1995



GOOD NEWS UNDER THE TENT

Jack McKinnon needed a tent on the lawn to give the good news about Merrimack Valley's business picture. A factory so busy there's no room inside for large meetings is a happy factory indeed. (Story on page 3)



July/August 1995
Valley Voice

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

ISO9001 certified
Winner, 1992 Malcolm Baldrige
National Quality Award
Winner, 1992 Feigenbaum
Massachusetts Quality Award

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The Valley Voice is published for people like **Sandra Estabrook**, wireperson in the Lightwave Bay area. Sandra was voted "best dressed" for MV's Red, White and Blue day, part of All American Month (see page 13)



MV employees participate in democratic process, raise their voices about telecommunications legislation

They wrote letters to their senators asking them to support fair competition when the Senate was debating its version of the telecommunications bill.

They wrote more letters to their representatives asking the same.

And they called Washington directly on special telephone lines set up in the cafeteria to make sure their voices were heard.

This is democracy in action.

Then on August 4, 1995, the battle was seemingly lost when the Telecommunications Act of 1995 passed the House. The bill clears the way for the Bell companies to manufacture telephone equipment.

"It's been like watching a bouncing ball," comments Merrimack Valley's Public Relations Manager Joe Sweeney. "There is much about the bill that is positive. In its early stages we supported the bill. Then one day it changed so much we were against it. Our employees are great, they kept sending letters and calling their representatives in Washington to let them know that, as AT&T employees, they were watching them to make sure

they voted for a bill whose final wording ensured fair competition in both the long distance *and* the local markets. We're not happy with the final vote, of course."

According to the *NY Times* News Service, the legislation amounts to the "most radical deregulation of the nation's communications laws in more than six decades," and the first night of debate stretched well into the early morning hours, causing debate about the legislative process itself.

Depending on which side you listen to, the bill is either "abhorrent to the public interest" or will "bring about thousands of jobs and increase investment."

Stay tuned . . . it's not a law yet. The democratic process continues.

What's next? When Congress reconvenes in the fall, a conference committee will sort out the differences between the House and Senate bills. This gives us one more opportunity to influence our elected representatives in Washington to make the final bill more balanced, more competitive, and more consumer friendly.

Good News Times Seven



Seven meetings 'under the tent' give employees the news that business is good.



MV Product Engineer Dave Botros takes the opportunity to ask Jack to explain how he maintains a balance between keeping old product lines with limited but essential demands and making room for new technologies.

They came in groups of six hundred to hear Jack McKinnon deliver a "state of the business" address, and they left happy because the news they heard was good news.

Over 4000 Merrimack Valley employees made the walk to the front lawn where a tent was placed. Why the tent on the lawn?

"Over the years we've been able to find empty places on the shop floor to hold meetings for up to 400 plus people," says Joe Sweeney, MV's Public Relations manager and the man who coordinates these events.

"What a nice 'problem' it is to have no room in the building. Too much work going on. So we brought the meetings outside. It fits the

message Jack was able to deliver," he added.

So seven times Jack delivered the message that business is good — so good that people who were laid off are being called back, some now and more in September when some new equipment is installed.

The questions were different, too. This time people wanted to know how to keep their sanity with all the overtime they were being asked to work. Only one person still wonders about retirement incentives, usually a big topic of discussion. And, as only Jack can do so well, he answered every question, evoking cheers and more discussion.

Around the Valley . . .

MV customer recognizes our commitment to continuous improvement initiatives

DACS III-2000 and DACS IV-2000 teams strike gold — win 1994 Pacific Bell Gold Quality Partner Plan Award

Continuous improvement helped the DACS teams advance from receiving Silver awards in 1992 and 1993 to earning the coveted Gold award for 1994 efforts.

Team member Dave Nowoswiat says the award demonstrates our commitment to total quality management. "We can use this achievement to develop a closer relationship with Pacific Bell and to help position our DACS III-2000 and DACS IV-2000 products with other customers," says Dave.

The Pacific Bell program is a customer/supplier team approach to supplier quality, performance assessment, feedback and recognition. Merrimack Valley has a similar Supplier Excellence Award which recognizes suppliers who meet our own stringent criteria for quality, cost and timeliness. "Improving quality trends of our suppliers' components, specifically a reduction in the defective component removal rates, is crucial to improving the quality and reliability of MV's DACS products," says team member Susan Foley-Layne.

The multilocal team includes these members from MV: Mike DiTroia, Dick Sanders, Susan Foley-Layne, George Kassas, Alan Laird and Dave Nowoswiat. In the true spirit of teamwork, Dave adds that many others in the DACS III and IV-2000 design, product management, production, sales quality, technical and customer support areas contributed to the team's success. He offers a special thanks to Kathy Lee, Hank Ziemann, Rob Mariani, Ray Marsan, Bob Litwinovich, Mike Stafford, Dan Hunt and Manny Mallo.



Left to right, rear, George Kassas, Bob Litwinovich. Middle, Hank Ziemann, Ray Marsan, Alan Laird, Kathy Hover, Mike DiTroia. Front, Susan Foley-Layne, Dave Nowoswiat, Gary Palacios of Pacific Bell, Len Winn, Dick Sanders.

1994 Pacific Bell Quality Partner Planning team members show the Gold Award they received for their improvement efforts. The team was the only AT&T unit among the eight gold winners. Three other AT&T business units earned bronze awards. In presenting the award, Gary Palacios of

Pacific Bell added that, "It is only through the hard work, diligence and determination of every engineer, designer and technician that this improvement has been achieved. Pacific Bell salutes all of those individuals and looks forward to continued efforts in the upcoming years."

DIF shop ships 50th bay — a milestone with a twist

We talk often about the success of cross-functional work teams. "The key is flexibility, in *really* being able to say, 'yes, we can do this,' no matter what the situation," says Joann Simes, procurement manager for the DIF product.

"What happened with the DIF product is phenomenal," adds Joann. "We were already well into the process of discontinuing the product. People were moved, procurement contracts dropped, engineering and other support resources reassigned. Then a customer with a network expansion project needed a series of #4ESS's — of which DIF is an integral component."

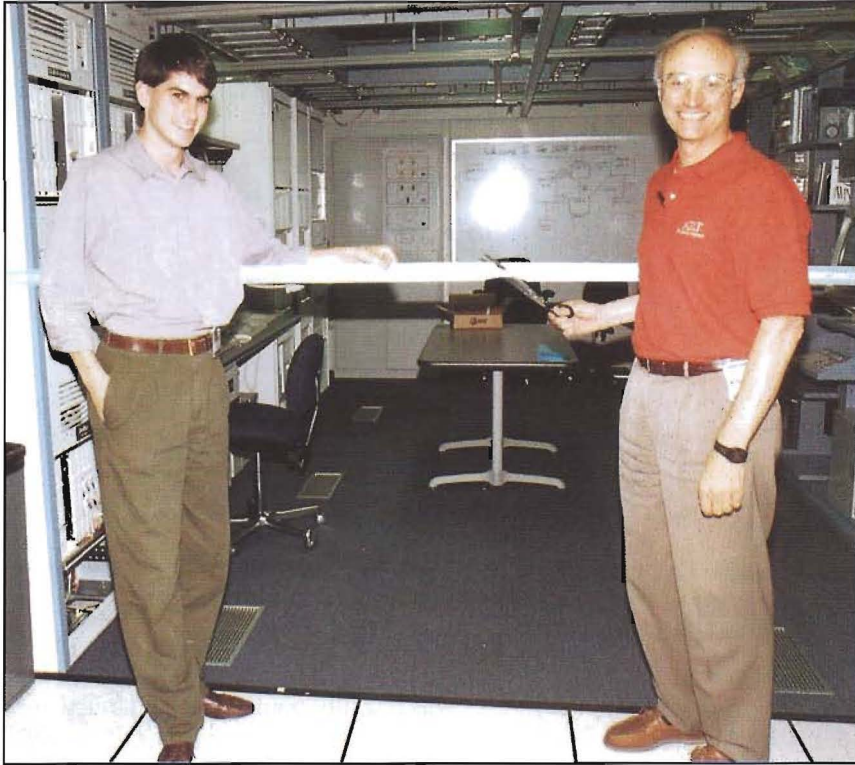
Not too long ago we might have had to tell the customer that no, we couldn't do what they wanted.

"Not today," says a beaming Joann. "With the flexibility and commitment built into the cross-functional work teams, when they decide something can be done, I can assure you it will be done, no matter what!"

So this team is celebrating a lot more than a simple milestone of 50 bays. From wiring backplanes and setting up a process, to procuring materials and making sure everything works, the team is celebrating the endless possibilities they see for making customers happy and keeping them coming back.

SDH Laboratory has grand opening in MV CASTL

MV team offers international technical support



MTS Steve Ryder, left, and Ted Davis, vice president for Customer Technical Support for AT&T GPN, prepare to cut the ribbon officially opening the newest addition to the CASTL, the SDH Laboratory.

What do you do when you're an AT&T customer of an SDH-2000 product, your business is in China or Latin America, and you need technical help? You could call the Merrimack Valley SDH Laboratory.

MV's Steve Ryder asked a visiting Ted Davis, vice president for Customer Technical Support for AT&T GPN, to cut the ribbon and officially open the new lab, located in the MV CASTL.

According to Steve, the lab serves as a customer training center and technical support location for SDH equipment destined for the international marketplace.

"This lab is unique because it allows us to go beyond product support to now provide network level technical support," says Steve. "As we provide network offers and end-to-end solutions to our customers, we at the SDH lab are evolving to provide appropriate support."

Steve says the SDH lab fits with the overall CASTL mission. Collectively they support over 20 SONET and pre-SONET products. SDH (Synchronous Digital Hierarchy) is a SONET-type standard used for the international market.



← Just a few of the many DIF team members pausing on their way to celebrate their successes and the possibilities for more. From left, Betty Ann Rowe, Fran Mahoney, Toni Crepeau, Carolyn Collins, Louise Mandry, Paul Chastney, Leona Levesque, Bob Perrault, Larry Beekler.

Merrimack Valley

People



Bouchard



Major



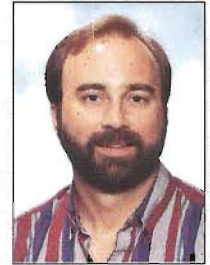
Donahue



Corbin



Dean



Vanasse

RETIREES

Years of Service

March

15 Ramonita Gaton

April

35 Robert Maurer
34 Richard Wengel

May

38 Joseph Cuddy
34 Roland Dubois
16 Richard Hagan
38 John Herold
14 Joanne Willett

June

19 Ana Angenor
33 Robert Caron
29 Patricia Goutier
18 Richard Harrington
18 Jeanne Henry
36 Stanley Lapham
42 Ronald Panek
43 Robert Tatem

July

30 Paula Aubut
28 Kevin Campbell
36 Richard Chavers
17 Shirley Cote
25 Roger Desjardins
22 Clarie Desmarais

15 Maureen Goodrich
21 Courtland Robinson
9 Yvonne Sullivan
30 Susan Webber

August

36 Kurt Seastrand

BOUCHARD AWARDED SCHOLARSHIP

Paul Bouchard was recently presented with the Margaret Holland Barrett Teaching Scholarship from the University of Massachusetts at Lowell. This full tuition scholarship is awarded annually to a student newly accepted into the UMass-Lowell graduate program in teaching.

Paul, a test set technician on the second shift, was selected on the basis of academic excellence, commitment to family, service to the community, and financial need. He will enter the school's graduate program in teaching this fall. Paul received his Bachelor of Science degree in American Studies in 1994. He says "It's been a lot of work but I get plenty of support from my family."

MAJOR GRANTED PATENT

Kevin Major of Lightwave engineering was recently notified by the United States Patent & Trademark Office that he has been granted U.S. Patent Number 5,408,537 for an invention of his called "Mounted Connector Pin Test Using Image Processing." The machine was his thesis for his Masters of Science in Electrical Engineering. It uses specially designed lensing, fiber optic lighting and image processing to analyze backplane pins and to identify bent pins.

APPOINTMENTS & PROMOTIONS

Effective in April, 1995:

William Donahue, DACS IV Technical Support, STA to MTS-I

Effective in May, 1995:

Dave Corbin was promoted to Broadband Optical Platform Development technical manager

Cecil Dean was promoted to Broadcast Video Solutions technical manager.

Paul M. Vanasse, Customer Technical Support & Information, MTS-I to MTS



Beauregard



Fahey



Huff



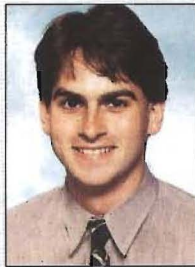
Robinson



Jessel



Nichols-Kiley



Ryder



Sirois



Verville

Effective in July, 1995:

James Beauregard, GPN Quality Manager was promoted to Manager, GPN Quality

Jay Fahey, Technical Manager/Project Leader of Broadband Lightwave Development was promoted to Broadband Systems Development Director

Joan E. Huff, International Lightwave Terminals, TA to STA

Michael S. Robinson, International Lightwave Terminals, STA to MTS-I

Martin J. Jessel, DDM-2000 Systems Test, MTS-I to MTS

Virginia Nichols-Kiley, DDM Systems Validation, MTS-I to MTS

Steven D. Ryder, Asia/Pacific Customer Planning, Applications & Support, MTS-I to MTS

Mark H. Williams, DDM-2000 Software, MTS-I to MTS

Effective in August, 1995:

Roger P. Bonin, Standards engineering, STA to MTS-I

Susan M. Sirois, DDM-2000 OC3 Systems Test Regression, STA to MTS-I

David F. Verville, DDM-2000 Technical Support engineering, STA to MTS-I

Nicholas Maselli III, DACS VI-2000 Technical Support engineering, STA to MTS-I

IN MEMORIAM

- Omer P. Bernard, retired tester, June 12, 1995
- Everett A. Brown, retired procedural auditor, May 19, 1995
- Jennie K. Castricone, retired assembler, June 25, 1995
- Mildred K. Chadwick, retiree, May 27, 1995
- Beulah B. Cormier, retired Payroll clerk, April 11, 1995
- Irene Folopoulos, machine operator, July 28, 1995
- Henry A. Hanna, retired machine setter, June 17, 1995
- Hazel H. Hart, retired tester, May 21, 1995
- Howard B. Higgins, retired process analyst, June 30, 1995
- Joseph L. Lacroix, retired buying assistant, July 13, 1995
- Christos Lazos, retired test equipment operator, May 28, 1995
- Gordon A. Melendy, retired process analyst, June 6, 1995
- Thomas H. Randolph, retired machine operator, April 25, 1995
- Ann F. Richardson, retired disbursements audit, June 2, 1995
- Jean P. Robert, retired senior clerk, April 25, 1995
- Louise S. Rogers, retired bench hand, June 18, 1995
- Warren H. Schiller, retired tester, July 16, 1995
- Lucy M. Sparks, retired test equipment operator, May 15, 1995
- Phillip B. Sullivan, retired air conditioning mechanic, May 27, 1995
- Arthur A. Thomson, retired senior operator, May 7, 1995



Gutoff



DeMarco



Cormier



Sott



Vogler

GRADUATES

The following employees recently received college degrees:

Advanced Degree

Stewart Gutoff, Bell Labs Software Conveyor Belt group — MBA, Boston University

Bachelors Degrees

Jim DeMarco, DACS System Test engineering — BS in Computer Information Systems, New Hampshire College

Associates Degree

Robyanne Cormier, Storeroom Accounting — dual degrees, Associates of Science in Accounting and Associates of Science in Business Management, Northern Essex Community College

Mark Sott, VISION — Associates in Marketing, Franklin Pierce College

Robin Vogler, R & D Accounting — Associates in Business Administration, Merrimack College

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!

SERVICE ANNIVERSARIES

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

JULY

Andrea N. Armany (25)
David B. Best (25)
Arnetha L. Chambers (25)
Frank E. Crane (25)
Joan M. Fratus (25)
Joseph E. Fuller (25)
James R. Hall (25)
W. M. Hauser (25)
Alexander A. Lucey (25)
Carlo D. Mandrone (25)
William K. McNally (25)
W. J. Richards (25)
Robert B. Runk (25)
Lillie J. Torrence (25)
William R. Batchelder (30)
John P. Driscoll (30)
George H. Lentz (30)
Rosann H. Morelli (30)
John J. Svitak (30)
Susan T. Webber (30)
Charles I. Alexander (35)
Warren E. Bill (35)
John R. Campbell (35)
Charles F. Canali (35)
P. B. Cunningham (35)
Harold F. Duffen (35)
L. A. Fournier (35)
Patrick M. Hurley (35)
John L. Mahoney (35)
Lois D. Shea (35)
Leonard J. Winn (35)
A. C. Oesterich (40)

AUGUST

Stephen R. Bryan (25)
Robert A. Deloge (25)
Judith A. Dolfe (25)
Brian J. Duffin (25)
Carol J. Halupowski (25)
Kyu S. Jewett (25)
Catherine M. Post (25)
Sandra A. Thompson (25)
James M. Wilson (25)
Stephen P. Connolly (30)
James F. Daly (30)
J. Patrick Lucey (30)
Michael J. McCaughey (30)
Madeline H. Muse (30)
Sandra M. Nicoll (30)
Patricia A. Warchol-Chisholm (30)
Albert A. Abraham (35)
Wilfred L. Bergeron (35)
Robert F. Dehullu (35)
Daniel S. Gudinas (35)
Robert C. Gulezia (35)
Martin D. Gulezian (35)
Herve W. Langlois (35)
Joseph R. Laplume (35)
John F. Malone (35)
John A. Manetti (35)
Nancy G. Merritt (35)
Peter B. Metcalf (35)
Lewis G. Parham (35)
Patricia A. Prindiville (35)
Norma A. Poulin (35)
Charles F. Sielicki (35)
Ronald R. Spinney (35)
Joseph J. Toto (35)

NEW ON THE NET

Let your browser do the walking . . .

Don't call directory assistance next time you're searching for a toll-free number, says AT&T. Jump to <http://att.net/dir800> and let your Web browser do the walking. This new AT&T Website allows users to browse the 800 listings alphabetically or access a database of numbers organized by category. It supports searches by name, location, even by phone number. Of course, only AT&T 800 numbers are listed, so don't look for 800-you-know-who to be on this list.

News from AT&T Today

AT&T hired a bunch of "Internet nerds" from Cambridge, Mass., to redirect its business in cyberspace. Faced with sudden corporate demand for the Internet, AT&T turned to BBN Planet for help. Until last year, most analysts thought the Internet was too cumbersome and too insecure for commerce. That is changing, however, and AT&T scrambled to stay current. Business interest in the Internet defies predictions. [from the *Newark Star-Ledger*]

Cyberwatch?

With debate raging over whether to regulate the speech and behavior of cyberspace users, Connecticut became one of the first states to enact a law that would make harassing someone by computer a crime. [from the *NY Times*]

Cartoons anyone?

Try <http://www.unitedmedia.com/> for Dilbert and other cartoon characters. Haven't been there, but heard that the site features about 200 pages with nine comic strips and 10 editorial cartoons changing daily.

Help for LYNX users?

Half the fun of the WWW is surfing. Can you surf without a surfboard [translation: graphics]? Yes!



Any terminal that can get you to a UNIX \$prompt can get you to the Internet. By typing 'lynx' you get to a text based Internet tool. Most of the information is there, it's just a little more difficult to navigate. **Hint:** Use the tab key to move around instead of the arrow as the screen says. If you *really* get stuck, a call to the MV HELP desk may be in order. According to Steve O'Donnell, he can support lynx users "somewhat." That translates to he may have to try it out first. **Best bet** — sign up for the Navigating the Internet course through the MV Education & Training organization *first*, then go surfing.

Equal Rights Amendment

While browsing, I did discover the whereabouts of the Equal Rights Amendment (see page 15). After starting out on AT&T's "How To" page, I went right to the source in Washington. Seems like a resolution was filed on January 19, 1995, (H.RES.39) that reads in part, "When an additional 3 states ratify the ERA, the House of Representatives shall take any legislative action necessary to verify the ratification of the ERA as a part of the Constitution."

Speaking of navigating...

Things I learned by taking the E&T's Navigating the Internet course: Browsers are bilingual.

Addresses are called URLs (and can be *very* long.

Archie and Veronica live on the Internet, forever searching. Jughead is there, too, but don't know what he does.

AT&T's firewall keeps you anonymous, at least to the outside world.

You can talk to other Framemaker users if you care to. Go to <ftp://rtfm.mit.edu/pub/usenet/comp.text.frame/>

Getting shareware? Be sure to check for viruses before executing any executable files. Just downloading information is not a problem.

Looking for a good weather report? try <gopher://wx.atmos.uiuc.edu/>.

There is so much "out there" it's hard to know where to start your travels.

Some classmates were seasoned surfers!

Can't find a list of "Third World Countries" anywhere. I'm ready to stop by the "real person" at the local library research desk to ask her. If anyone cares to try and can come up with a list, let me know.

Signing off (or clicking out?) . . .

mvgsclmvid



Pioneer

Happenings



Pioneer Golf Tournament

The Pioneers held their 3rd annual Golf Tournament on June 9 at Crystal Springs Golf Course in Haverhill, MA. A total of 120 players in 24 five-person teams took part making this the biggest tournament yet.

This year's winning team was made up of (from left) Fred Fournier, Dan Deroche, Bill Gray, Tom Dupuis and Dennis Shute. The group shot 9 under par to take the first prize slot and each received a Nautica jacket for their performance. Prizes were also awarded to the second and third place teams.

The event was organized by Betty Ann Rowe and Scott Angus, who



are both active Pioneers and avid golfers. Scott admits planning a tournament this size is a lot of work, but says simply "It's all for a good cause. This year we raised \$3100 for

the Pioneer General Fund which is used for worthy causes throughout the Merrimack Valley area. And we have a good time!"

Sports Jamboree

Chapter 78 recently sponsored two contestants for the annual Sports Jamboree for individuals with disabilities held at North Bend State Park in West Virginia. The special recreational equipment used at the Sports Jamboree removes physical boundaries and gives everyone an opportunity to participate. This year's events included races, basketball, beep ball games, air rifle contests and slalom races.

A cheering section made up of Pioneers, friends and family members rode in to Logan Airport with contestants Seth Garon and Colin Oskar giving them a royal send off — Pioneer style, complete with clowns and balloons! The contestants



were accompanied by Ch. 78 representatives Dick and Marcie Hamel, retiree Shirley Mitchell and Pioneer Clowns Walter Holmes and Dolores Federico.

"Even though temperatures soared past 100 degrees, the kids never complained," said Dick. "They were very impressive and we were proud of every one of them!"

Talking Book Project

Since July 1993, a group of Chapter 78 volunteers have been repairing Talking Book playback machines, a special type of cassette player which allows the visually impaired to “listen to” books and magazines.

The Talking Book program is sponsored by the National Library of Congress. The Perkins School for the Blind in Watertown, MA oversees the local program loaning recorded reading materials and special playback equipment to eligible patrons.

Dick Hamel, Talking Book coordinator for Chapter 78 says “We have a well equipped workshop and a total of 11 volunteers. Because we



Talking Book volunteers (front from left) Dick Hamel, Mary Wilcox, Emil Tanana. At rear, Paul Boucher, Leo Pouliot, Bob Parlock and Jim Gentile.

have so many people at MV with strong electronic backgrounds, we specialize in repairing those units other shops classify as unrepairable. Our group has repaired over 250 units since we started and each one that comes in is different. We’ve found coffee, Coke, cigarettes, bugs and money inside of them. You never know what you’ll get when you open one up!”

Pioneers nationwide provide repair and maintenance service for

Paul Boucher works on a Talking Book playback machine at a recent Tuesday morning repair session.

more than 600,000 cassette players currently in circulation. Over the years, they have repaired more than 1.6 million machines, saving the government \$8 million a year in repair costs. If it weren’t for the Pioneers, the Library of Congress wouldn’t be able to keep the Talking Book program going.

Dick was recently named Region 15 Talking Book Representative which means he will now oversee the efforts of 11 repair groups located throughout New England. He would like to remind everyone that he can always use more volunteers to help with this worthy cause.

Chapter Receives Awards

Chapter 78 recently received five Outstanding Achievement Awards in recognition of the AT&T Pioneers invaluable services to the community.

The awards were from the City of Haverhill, the Commonwealth of Massachusetts, the State Senate, the Mass. House of Representatives, and Special Congressional Recognition. They were presented by the Haverhill Community Events Commission as a tribute to the Pioneers efforts in



Past President Judy Anderson accepts one of five Outstanding Achievement Awards presented to the AT&T Pioneers by Bill Fasulo of the Haverhill Community Events Commission. Also shown are Pioneer volunteers Jim Gray and Ken Quimby.

building the P.J. Davis Memories Playground, feeding the homeless, and for continued involvement in the Special Field Games.

Past President Judy Anderson accepted the awards noting that

“many Pioneer volunteers and our corporate sponsor AT&T deserve all the credit. Everything was accomplished through great support and teamwork.” Judy added that “the Memories Playground was a combined effort with the city of Haverhill, which was a major supporter of this project.”

Environmental Committee Cleans Up!



John Hintze and Peter Theberge work to remove a mountain of trash at the Pioneer clean up on Barker Street.

In the past few months, the Pioneer Environmental Committee has organized two major clean up projects.

In June, close to 40 AT&T and community volunteers worked to clean up the Spicket River in Methuen. “We pulled out fenders, mufflers, axles, drive shafts, bicycle frames, and scores of tires, shopping carts and rusted 55 gallon drums,” said John Hintze, project leader. “With the help of a tow truck, we also got an 8-cylinder engine block, an industrial dumpster, and a 400 lb. industrial production machine!”

All in all, six dump truck loads were removed from the river.

AT&T volunteers were assisted by family members, members of the Lawrence Youth CORE, the Merrimack Valley Paddlers, the Methuen Trails Committee, the American Legion and several Methuen residents.

In July, the team organized a clean-up of a section of Barker St. which runs between Bradford St. in North Andover and Far Corners Golf Course in Boxford. The scheduled clean-up day turned out to be a scorcher with temperatures well over 100 and record breaking high humidity. Still, Pioneer volunteers

showed up along with town workers from Boxford and North Andover and members of the North Andover Trails Committee. The towns also donated the use of two dump trucks, a garbage truck and a front end loader.

“Everyone worked very hard under some extreme conditions,” said John “and the donated machine-power really helped out. We filled almost three dump trucks with tires and appliances and another eight with garbage.”

This portion of the road is gated at both ends but is open to bicycles, walkers and hikers. The Trails Committee is considering the possibility of putting in some new trails in the area.

“It looks a lot better, but there’s still more to do,” says John. “We’re trying to schedule follow up clean-ups for this fall for both of these sites.” If you would like to find out more about these projects or if you have an idea for a future one, please contact the Pioneer office on x2307. They’re always looking for new ideas and new members!

Christmas in July

Response to our second annual Christmas in July was overwhelming. “Even with so much happening here at work volunteers still came through” said coordinator Susan Ingham. “We gave out well over 250 stockings!”

Volunteers began cutting and sewing stockings back in April. Employees picked up their stockings in June and took a few weeks to decorate and fill them for homeless people in the local area.

Stockings were distributed at parties at the Lazarus House in Lawrence, the Emmaus House in Haverhill and at Crossroads in



Volunteers on their way to the Christmas in July party at the Lazarus House in Lawrence.

Portsmouth, NH. A delivery was also made to A Safe Place in Portsmouth.

Thank you to all volunteers who

helped to make this a success and remember — we hope to do even better next year!



Red, white and blue are the colors of the day for these MV employees and the many more who dressed up for one of the All American Month activities. Left to right, Pat Andrews, Margaret Leotta, Toni Crepeau, Dennis Gauvin, Sandra Estabrook and Mary Owens.

WATT-MV in action . . .

“Take Your Daughters to Work Day” — a lasting impression?

Thank you's are still arriving from some of the 80 young daughters of MV employees who participated in this year's popular event. The day went beyond the traditional open house tour and gave the young students an opportunity to see Merrimack Valley in action. Scientific experiments with color and freezing flowers, the World Wide Web, and the always popular explanation of ESD were just a few of the well planned events that expanded their knowledge of the world of work.

“You never know what seeds are planted in a young person's mind — or when they will sprout,” says committee member Teri LaRoche.

“The impact of this activity doesn't end when the day is over,” she adds. “The daughters saw a large company in action. They saw a lot of women and men working side by side. The message is subtle, but it's real, and lasting — they can be whatever they choose to be.”

What did the daughters learn to help them with the choices they will soon make about classes and careers? Feedback indicates a new awareness about a variety of information . . .

“Science and math really can be used in the real world.” “You need to keep an open mind when thinking about careers.” “Working can be fun.” “People at Merrimack Valley don't make telephones.” “The cafeteria is great.”

And, best of all, “I want to work at AT&T when I grow up!”

All American Month . . .

New England Style

In a land largely populated by immigrants and descendants of immigrants from all the far corners of the globe, can there possibly be a culture that is “All American”? A quick look at any bookstore's offerings on “Regional American” cooking probably gives as good a reason as any to think not.

But that doesn't mean that, while acknowledging our population's history, we can't view some traditions as culturally American . . . baseball, apple pie, 4th of July fireworks, barber shop quartets, country western music, the list can get very long!

With all this uncertainty as to what could possibly be *all* American, a brave group of Merrimack Valley employees decided to give it a try. During the month of August they are presenting a series of events that attempt to give a taste of pure Americana . . . perhaps with just a twist of New England.

4A national conference held week of August 7

Several members of the Merrimack Valley 4A Employee Resource Group are spending time at the National 4A Conference. Conference activities will be reported in the next issue of the *Valley Voice*.

MV secretary Patricia Sondhi is looking forward to the conference for a variety of reasons. As a nonAsian attendee, she'll have an opportunity to learn even more about the culture of her husband, conference attendee Chandra Sondhi. “I attended last year's conference,” says Pat. “and came away with a greater awareness of the diverse Asian culture. I also found that, no matter what your cultural heritage, the obstacles we face in managing careers, families and other interests are similar. We can learn much from each other.”

LEAGUE sponsors informative noontime session with P-FLAG (Parents Families & Friends of Lesbians and Gays)

Charlie Connors grew up in Boston as an Irish Catholic. He and his wife of 32 years raised five children. He worked for AT&T for 32 years, retiring as a quality facilitator from the Watertown plant. Life was pretty good.

Then, three and a half years ago, when his son Mark told him he was gay, the world as he knew it changed. "I didn't realize how far I had to travel," says Charlie, "to let go of this sense of homophobia."

Charlie Connors, Kay Pattison, and George Clattenburg, each a parent of gay or lesbian children, came to the Valley to tell their stories and how they were helped by joining P-FLAG, a support organization of families and friends of lesbians and gays.

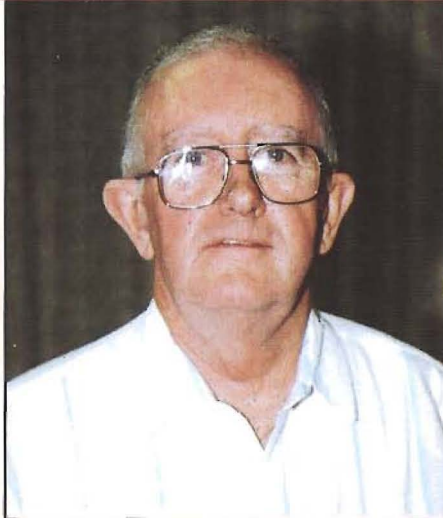
P-FLAG, according to Charlie, is "a place where you can put your head back on."

Charlie talked about his early tears and how he thinks now that the tears were a form of grief for a dream that died. "Then, later, I was angry that the world identified him as something without even knowing him." He talked about being on the proverbial emotional rollercoaster.

When he went to his first P-FLAG meeting, he was concerned that he might meet someone he knew. "I was unprepared for the huge number of people there. I guess I really thought I was the only parent with this problem," reflects Charlie.

Kay and George are not related, although they each have 4 sons and 2 daughters, and they each have a gay son and a lesbian daughter.

Kay says her initial reaction was the most common one — don't talk about it. "Later when I finally was able to open up and talk about it, my younger children responded to that openness



and I developed better relationships with all of our children," she reports.

George agrees. "We walked around the issue for a long time. We missed a lot of opportunities to really help them out. Our daughter was having a tough time with simple family relationships, but when she came out to us all the strain left and we accepted it. I am a better person today."

What is P-FLAG?

It was founded in 1981 and today represents more than 27,000 families — and speaks for countless others — concerned about society's attitudes toward their gay, lesbian and bisexual loved ones. It is one of the most respected and effective grassroots organizations in the country.

P-FLAG's mission is to provide support, education and advocacy.

Monthly meetings offer an opportunity for information exchange and open and honest discussions between parents, families, friends, lesbians, gays and bisexuals.

Education is vital. As Charlie says, "It's hard to keep a prejudice when you can put a face on it."

The Merrimack Valley Education & Training class "Homophobia in the Workplace" offers an opportunity to learn what these parents have learned. Help change attitudes and create an environment of understanding so that all gay people can live with dignity and respect.

For more information, call Steve Sickel (x2768) or Bud Turner (x 2695).

"When my son came out of the closet, I went in"

... Charlie Connors, AT&T retiree, parent of gay son

Ten simple things you can do to make a difference:

1. Become a member of P-FLAG and join with thousands of people from all walks of life, working to end discrimination against lesbians and gays.
2. Teach your children that being gay or lesbian is simply another means of expressing love.
3. If one of your family is gay or lesbian, be sure to let them know you love them just the way they are.
4. Don't tell anti-gay jokes. You just perpetuate the stereotypes about gays and lesbians.
5. Read our P-FLAG literature and find out more about what it is really like to be a lesbian or gay in our society.
6. Be open with others about having lesbian or gay friends or family. Secrecy breeds shame.
7. If you overhear someone making an anti-gay comment, let them know you don't agree or approve.
8. Write Congress to protest any anti-gay legislation as you become aware of it.
9. Encourage open and honest discussion of gay and lesbian issues in your home, workplace and church.
10. Stand with those who believe that discrimination against anyone is a crime against humanity.

P-FLAG hotline numbers:

(617) 547-2440

(508) 562-5807



VOTE FOR THE
WOMAN SUFFRAGE AMENDMENT
NOV. 2

Woman Suffrage Movement teaches lesson of democracy in action

August 26, 1995, marks the 75th anniversary of the woman suffrage movement's great victory: ratification of the 19th Amendment to the U.S. Constitution. This courageous political campaign is a story of a remarkable nonviolent civil rights effort.

"You need not be a feminist, female, or even political to enjoy learning about the suffrage movement," says Robert Cooney, director of the Woman Suffrage Media Project in a writing for the National Women's History Project. "For while the subject is woman suffrage, the larger story is about democracy, and how a powerless class in America won concessions and guarantees from those in power without threatening them with violence or death.

"The suffrage movement holds a particular relevance now as it has helped lead us as a country and a people to where we are today. It celebrates rights won and it honors those who helped win them. It is both an example of history suppressed and misunderstood and a lesson of history

triumphant. It puts women back into our national history as participants."

Chances are that, if your school years were much before yesterday, you didn't learn many details of the struggles of those women fighting for the right to vote. You may know that the 19th Amendment was certified as part of the U.S. Constitution on August 26, 1920. But what do you know of the 72-year campaign that brought about that 1920 victory? What do you know about the women whose actions of long ago continue to shape the thinking of women and men today?

WATT-MV noon hour presentation promises to both enlighten and entertain

WATT-MV invites you to an entertaining visit to several of America's First Ladies, a visit which candidly explores their feelings and experiences as they lived through a changing America.

Ladies First is performed by Robin Lane, who is a descendant of Abigail Adams, who was the wife of John Adams (second President) and the mother of John Quincy Adams (sixth President). Ms. Lane is a professional actress and is returning to Merrimack Valley for her second performance. (She portrayed three famous artists during her last visit).

Monday, August 28, 1995
Merrimack Valley Auditorium
12:00 — 1:15 p.m.

Test your knowledge . . .

The ERA amendment — slated to give American women Equal Rights under the Constitution. The talk of the '70s. Introduced in every Congress since 1923. Endorsed by both political parties in national conventions. What's happening today? (find out on page 9)

The Black Alliance of Telecommunication Employees (the Alliance) forms at MV

members preparing for official corporate recognition at upcoming national conference

With twenty-two already signed on as members, the latest Employee Resource Group (ERG) to form at Merrimack Valley will focus on issues of importance to all employees, but particularly those of African-American descent.

Officers elected include David Ellis, president; Horace Lawson, vice president; Karen Roquemore, secretary; and Debra Russ, treasurer.

According to David, the group is already a member of the national Alliance and hopes to receive its official ERG status at the upcoming August national conference.

"We hope to encourage our members to continue their own educations, both for career growth and personal satisfaction. We will also encourage them to be active in their own communities, either individually or as a group," says David.

David, who is a Local 1365 union steward in addition to his work in the lightwave transmission shop, is looking forward to participating in the special officers' training given just prior to the conference.

"As president of the MV chapter I'll have a lot of opportunities to test my own leadership skills. The conference workshops will give me some of the tools and insights I'll need. It's a great opportunity for my own personal growth," he adds.

The Alliance members are ready for the challenges inherent in being the newest ERG at the Valley. "We will each get out of the Alliance only what we are willing to put in," says David.

For more information about the Alliance or to become a member, contact Karen at x6808 or Debra at x6155.

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

Many MV employees enjoy activities outside of their jobs so much that they don't notice how much time they take or that they don't get paid (in money, that is). This continuing series is about those people.

Don't ask **Tim Moore** if he has a few minutes to talk about Plaistow, NH, politics. You might not get where you're going in time.

Tim has been a member of the Plaistow Conservation Commission since 1987, and its chairman since 1989. The commission reviews NH



wetlands permits and submits comments to the State on behalf of the Town of Plaistow. They also inspect alleged violation sites and recommend remediations to the Board of Selectmen and Planning Boards. Keeping future needs of the town in mind, the commission is working on a forest management plan.

Tim also sits on the Plaistow Planning Board. This group conducts subdivision and site plan reviews and rewrites zoning ordinances and subdivision regulations to keep up with a constantly changing commu-

nity. They also update the town's Master Plan.

Plaistow will not be caught unprepared as federal regulations aimed at reducing commuters spreads to the New England states. Tim is chairman of the Plaistow Area Transit Advisory Committee (PATAC). This group is promoting public transportation and has already succeeded in establishing a commuter bus to Boston. PATAC is working to extend MBTA commuter rail service from Haverhill to Plaistow.

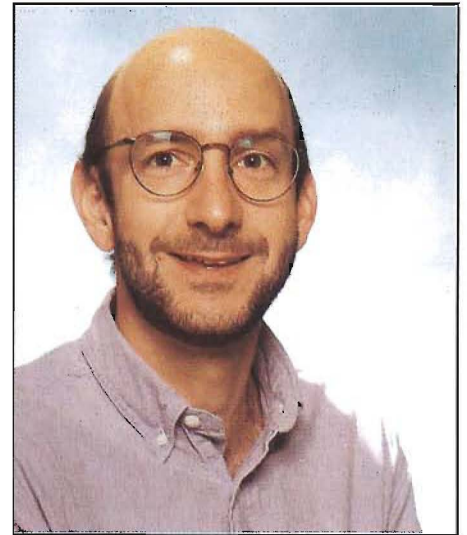
Tim obviously knows he can make a difference in his community.



Dawn-Marie Sutton starts thinking about Christmas earlier than most. Her church (St. Theresa's in Billerica, MA) has a Christmas Project. "I participate in the Christmas Project because that is what Christmas is all about — helping people," says Dawn-Marie. For over 12 years she has joined in to help wrap presents and dress as Santa's helper to deliver gifts to the more than 50 Billerica area families in need.

Dawn-Marie brings a "younger point of view" to the church's Parish Council.

But, most of all, Dawn-Marie loves to sing. As a teenager she began playing guitar and singing at the Saturday evening mass. "Being asked to sing at a wedding is recognition that others enjoy my singing," says Dawn-Marie.



Steven Formisani started tutoring with the AT&T Tutoring Program. When he learned of a need for tutors in the Greater Haverhill Adult Learning Program, he decided to expand his activities to include his own free time.

"I'm thankful for the amount of education I have and want to help someone less fortunate," says Steve. "Problems such as literacy are not going to go away by themselves. You have to roll up your sleeves and get involved."

Steve did roll up his sleeves, and he tutors in the GED (General Educational Development) preparation, the high school equivalency exam.

"As an engineer I take reading comprehension and math skills for granted," says Steve. "A learner's slow progress can sometimes be frustrating but is always rewarding. Especially when they learn that you are not being paid to do this. Then you know you are making a positive difference in someone's life."

Editor's note: Several AT&T Merrimack Valley programs are designed specifically for employees to add to the quality of education in the local public schools. Two programs are highlighted on the following page. Others include the AT&T Tutoring Program, coordinated by Joseph Patterson; Barron School OutReach, coordinated by Virginia Maxwell; MV-Pioneer Literacy Project; WATT-MV high school visit program; and the Engineering Excellence Society's Science Academic Olympics and Rube Goldberg contests. Each of these AT&T programs, like their community-organized counterparts, succeed only when people are willing to "roll up their sleeves" and contribute their time.

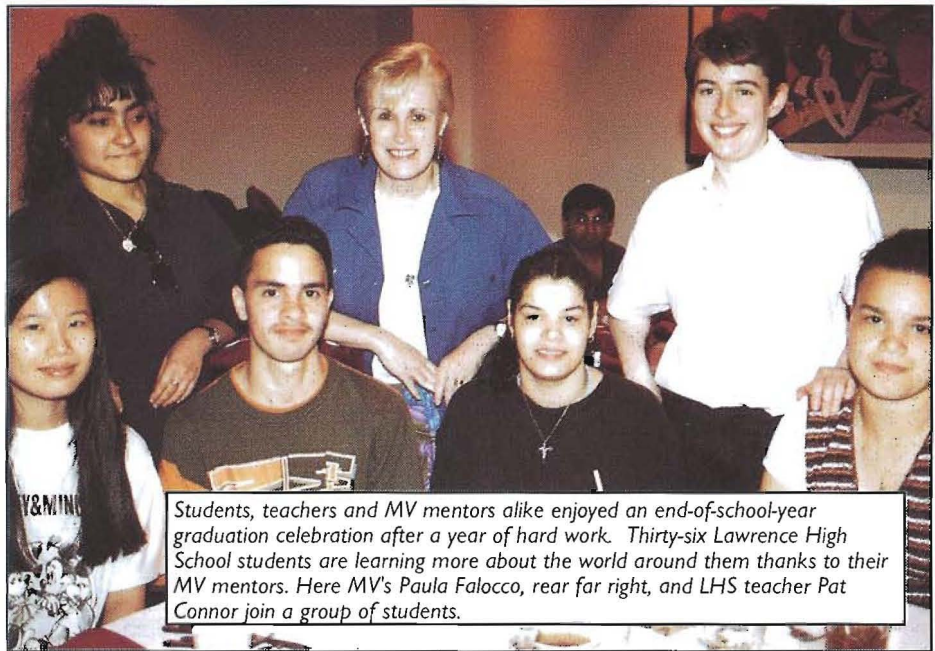
MV employees working for better public school education . . .

MV mentors and tutors for Lawrence High School prepare for another busy school year helping students succeed

What does it take to be a mentor to a teenager from Lawrence High School? Do you think you have the right stuff?

Who makes a good mentor? *What* do you talk about to get you both over those first meeting jitters? *When* can you possibly find time to meet with a student? *Where* do you start helping a student who is having difficulty in all subjects? *Why* would you possibly want to do something like this?

MV management employees who have been going to Lawrence High School for almost four years now have been gathering together their "stories" as part of the development process for putting in place a training class for new mentor recruits. Their stories will



Students, teachers and MV mentors alike enjoyed an end-of-school-year graduation celebration after a year of hard work. Thirty-six Lawrence High School students are learning more about the world around them thanks to their MV mentors. Here MV's Paula Falocco, rear far right, and LHS teacher Pat Connor join a group of students.

answer the who, what, when, where and why questions, plus a lot more.

With a new school year quickly approaching, Irene Dumas, program coordinator, will be looking for a few very special people who have what it takes to be a positive influence in a teenager's school life.

The stories gathered from current MV mentors will become the backbone of a required workshop for new mentors. At this time the LHS mentor program is for management employees only. For more information contact Irene at x2377 or mvgsclmivcd.

Playgroup program updated, making it easier for all interested MV workers to join the "WINGS" kids at four Lawrence elementary schools



Put yourself in this picture. Watch the *Other Side of the Window* for date and time of a kickoff meeting for returning volunteers and new participants.

Starting on its fourth year, all interested MV employees will once again have an opportunity to work with kindergarten children, this year at the Oliver, Arlington, Tarbox and Leahy schools. Reading will be emphasized, along with discovering new ways to play some of the group's favorite WINGS™ games.

New this year is a schedule fitting playgroups into 6-week modules following the school calendar. Playgroups will meet once a week for those six weeks, and then begin again. Employees will be asked to commit to six weeks at a time, eliminating many scheduling difficulties caused by changes in job responsibilities.

Playgroups will be scheduled on two days, with MV participants all traveling together on the same bus, stopping at each school. More flexibility for volunteers, plus cost savings on transportation, will result.

For your information . . .

To your health . . . **MV staff nurses become certified in Occupational Health**

by **Mary
McManus, RN**



The American Association of Occupational Health Nurses defines occupational health as “. . . the application of nursing principles in conserving the health of workers in all occupations. It emphasizes prevention, recognition and treatment of illnesses and injury and requires special skills and knowledge in the fields of health education and counseling, environmental health, rehabilitation and human relations.”

Because the content and practice of occupational health nursing is limited in most basic nursing educational programs, occupational health nurses develop their specialized knowledge and skills after graduation through practice and continuing education.

Since September of 1994 the staff nurses of MV's Medical department have been preparing for the National Certification exam for American Board for Occupational Health Nurses (ABOHN). Five thousand hours of experience in occupational health nursing are required for certification eligibility.

Ruth Pearson, Jean Olson, Sheila Genualdo, Mary McManus and Lisa Mansourian were among 1260 nursing professionals from across the country who took the exam in April. The rigorous exam covered direct nursing care, education & counseling, management & administration, legal/ethical/research and health/environmental relationships. And good news — they recently received word that all five passed!

Our occupational health nurses are part of a team which also includes Doctors Waugh and Papaioanou, Physicians Assistant Susan Chatot and Employee Assistant Coordinator Dave Reedy. Together with Safety and Industrial Hygiene they strive to provide an effective occupational health service at MV.

The anticipated benefits of this service include: decreased employee disability; improvement in worker health through accessible on-site managed care and screening; reduction in work related accidents through hazard evaluation and worker safety training; improvement in the quality of life of the workers; and an increase in worker productivity, morale and job satisfaction.

Our occupational health nurses, through their training and experience, are committed to the health and well being of all MV employees.

Mary McManus is a staff nurse in the MV Medical department. She is a graduate of Lawrence General Hospital. Her background includes Medical-Surgical Nursing, Operating Room, Obstetrics, Oncology, Visiting Nursing and Occupational Health.



United Way Agency Fair

Employees had a chance to see how their United Way contributions are put to work in our local communities at the United Way Agency Fair held on August 3rd.

The United Way of the Merrimack Valley funds 59 health and human service agencies and more than twenty were at the fair to provide information on the services they offer. Participating agencies included the American Red Cross, Boy Scouts of America, the Salvation Army, Catholic Charities, Women's Resource Center, the ARC of Northern Essex, YMCA, Family Services, Rape Crisis Services and more.

In this photo Fernando Frometa of the Installer Cable department, discusses child care options with Mary Guerin of the Haverhill YMCA's Y-KARES Toddler Preschool Center.



VPP is a cooperative effort between Management, Labor and OSHA to promote effective Safety & Health management.

VPP update

Application: Our application to OSHA's Voluntary Protection Program (VPP) has been submitted and we are waiting to hear when our site visit will be scheduled.

Contest: The Grand Prize Drawing will take place in mid-September. You could be one of fifty \$50 gift certificate winners!

Videos: Still have questions about VPP? Ask your supervisor to reserve a copy of *VPP Partners in Safety* or *OSHA - A Star is Born* to show at your next Safety meeting.

Teams: The first five VPP teams have been activated and more will be in the near future. Call your Safety Advisor if you would like more information.

16 Complete Materials Management Certificate Program



Sixteen MV employees recently completed the six college courses required for the certificate program in Materials Management. The program is taught by instructors from Northern Essex Community College in Haverhill, and coordinated by MV's Employee Resource Center. Graduates and NECC officials gathered for this

photo at the graduation ceremony. Shown front from left, John R. Dimitry, President, Northern Essex Community College, Kathryn Quinn, Jane Baril, Dorothy Crovo, Gloria Narinkevicius, Denise Ouellette, Marjorie Proulx, Lou-Ann Rodriguez and Jean Poth, Assistant Dean, Business Division, Northern Essex Community College. Back, from left, Patricia Hart,

Doreen Hovan, Gail Chamberlain, Cheryl Kyricopoulos, Suzanne Mazzaglia, Michael Hogan, Alfred Levesque and John Peroni, Dean of Continuing Education Services, Northern Essex Community College. Graduates not present were Diane Buckley and Lynn Woodburn. Congratulations to all!

Another hole in one!



Congratulations to Bob Jop, senior drafting analyst in Networks Drafting. Bob is MV's most recent golfer to shoot a hole in one.

It happened on July 5 at the Merrimack

Golf Course in Methuen, MA, on the fourth hole. Bob used a 4 iron for the 180 yard shot. Bob has been golfing for over 30 years and says this is his first hole in one.

The shot was witnessed by Bill Maloon, Moe Fortier and Joe Gilmarin, Bobs fellow team mates on the AT&T Budmen League. Nice going Bob!



ESP Team Award

Three employees recently shared a \$5058 Suggestion Award. Bruce Garrett, Chris Wilkinson and John Sielicki (shown left to right) of the small molded room designed a new tool and suggested a new way of cleaning four sets of molded plates. This will extend the life of the plates which needed to be replaced frequently with the old method. The suggestion, which resulted in a \$28,100 savings, was implemented with the great enthusiasm and motivation of the suggesters. Have you submitted your idea to the ESP lately? You could be the next winner!

Technology for Education program offers TechCredits to local schools

Consumers in eight pilot states, including Massachusetts, can direct points — or TechCredits — to the school of their choice.

A new program just announced by the Computer Learning Foundation (CLF) and AT&T is piloting in Massachusetts, as well as in California, Connecticut, Florida, North Carolina, Ohio, Rhode Island and South Carolina.

Technology for Education™ is designed to address the serious shortage of funding for technology products in our schools.

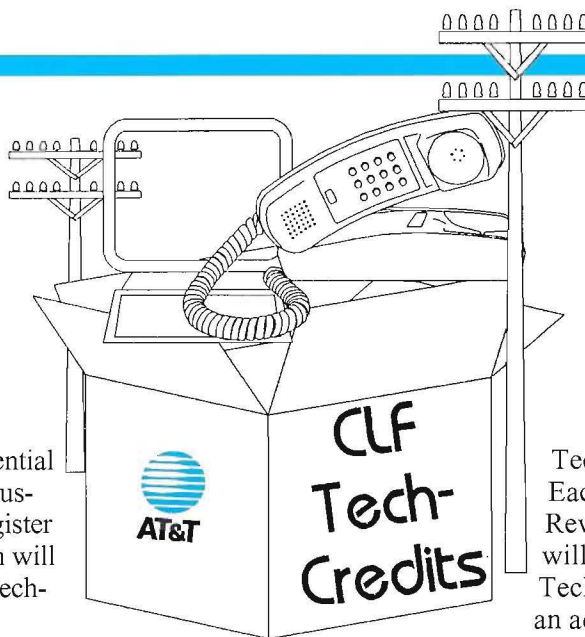
TechCredits™ are accumulated by using AT&T long-distance service (and redeeming AT&T True Rewards® points), by purchasing AT&T computers, or by making purchases at AT&T Phone Centers. Consumers can direct their credits to any accredited public, private or parochial school (K - 12) in the eight pilot states. Schools will redeem credits for classroom technology, including computers, software and other technology products.

AT&T residential long-distance customers who register for the program will generate five TechCredits for the participating school of their choice for every dollar spent on qualifying AT&T long-distance calls each month.

TechCredits generated are automatically calculated and credited to a school's account once the school enrolls in the program. AT&T customers who register before December 31, 1995, will be able to direct 250 bonus points to the school of their choice.

Consumers also can generate five TechCredits for every dollar spent on AT&T personal computers (purchased at authorized retailers) or on Phone Center purchases.

AT&T True Rewards members can redeem their True Rewards points for



TechCredits. Each True Rewards point will equal five TechCredits. As an added bonus,

AT&T will match True Rewards contributions for a total of 10 TechCredits for each True Rewards point redeemed.

AT&T residential long-distance customers living outside the pilot states can register for the program and direct their TechCredits to a participating school attended by a family member or friend or to their alma mater.

For more information and enrollment procedures, schools are directed to call 1-800-438-4100. Consumers can register by calling 1-800-272-0600 and providing their school's ID code (call your school for its ID code).

Looking for a school to give your TechCredits to?

Live in New Hampshire or Maine? Children all out of school? Or just looking for a school system that can make the most of *your* TechCredits?

As the adopted school of the Merrimack Valley Works, Lawrence High School will be the beneficiary of a drive by MV employees wishing to consolidate their TechCredits for one school.

Watch the *Other Side of the Window* for details on how to donate your TechCredits to Lawrence High.



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