

The speed of the telephone is vital to the Nation's defense tempo.

News Lines

Circulation of this issue, 680,000

Bell System men have an average of 16 years' telephone experience.

VOL. 1, No. 12



MICHIGAN BELL TELEPHONE COMPANY



DECEMBER, 1941

MICHIGAN BELL ROUNDS OUT BUSIEST YEAR IN HISTORY

Federal Corporation Tax Upped \$2,700,000 By 1941 Revenue Act

Company's New Levy Will Amount to More Than 50% Over 1940

The Michigan Bell, like its customers, will pay a big slice of the huge tax bill which America is to raise to finance the National Defense Program.

Under the new tax law enacted by Congress in September, the company's Federal corporation taxes will be increased more than 50%. In addition, the company's Federal social security tax, which last year was close to \$721,000, will increase.

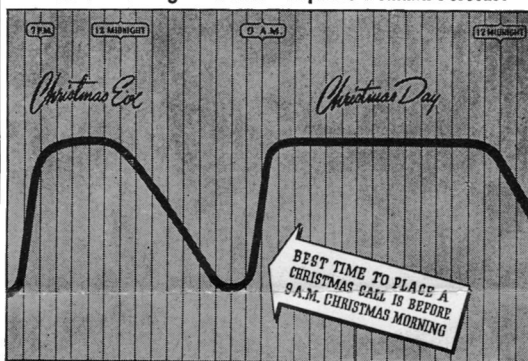
\$3,236,992 State Levy

Besides Federal taxes, the company has paid a state property levy of \$3,236,992 this year, all of which went into the Primary School fund for distribution to school districts in the 83 counties on the basis of the school census.

Customers of the company are paying a 6% tax on local service bills under the new Federal

(Continued on page 4)

Record-Breaking Christmas Telephone Demand Forecast



The chart above indicates the heavy volume of long distance telephone calls expected on Christmas Eve and Day. Delays on such calls will occur during those periods, telephone officials predict. The best time to place calls will be before 9 a.m. Christmas Day.

"Despite Our Best Efforts, Christmas Calls May Be Delayed"—Your Operator

Telephone Users,
Voiceways, Michigan.
Dear Friends:

Many of you will get in touch with me Christmas to put through long distance calls to other members of your families and to friends.

The other operators and I will do our best to speed your calls but our best may not be enough to prevent delays. Some of you may not get your calls through. You see, we're

expecting the greatest rush of Christmas calls in all our experience.

We'll have every available circuit working, including a lot of extra ones, and scores of extra operators will be on duty. Still our wires may not be able to handle all the calls. They're built to handle the maximum volume of calls on business days, not for any such single-day peak.

(Continued on page 4)

All Records Broken For Service Demands And Usage During '41

Construction Expenditures Reach \$28,000,000 and Calls 1,700,000,000

The Michigan Bell is rounding out the busiest year in its 63-year-old corporate existence.

It has been a year of unprecedented demand for telephone facilities and service. Under the impulse of the National Defense Program, construction expenditures shot up to \$28,000,000 and the number of telephones in service passed the 900,000 mark. Calls handled by the company reached the astronomical figure of 1,700,000,000.

Boom Year Passed

The construction figure is \$4,000,000 above the previous peak in the boom year of 1929. During 1941 the company had in hand service programs totaling \$11,300,000 due directly or indirectly to defense projects alone.

Construction required, because of service demand arising from defense and

(Continued on page 3)

News Lines

Published monthly
by the

MICHIGAN BELL
TELEPHONE COMPANY
Please address communications to the Editor,
Room 1132, Bell Bldg.,
1365 Cass Ave., Detroit,
Michigan.

Christmas Calls

Thousands of our customers will want to hold reunions with families and friends by long distance telephone on Christmas.

In fact, we expect the volume of "long haul" calls at some points to be eight times that of the normal business day. For weeks, this and other Bell System companies have been making plans to handle these calls. Many new circuits have been added. Hundreds of extra operators will be on duty.

Despite all our preparations, it's only fair to suggest that delays in handling calls are probably inevitable. Some may not even go through. We just can't stretch our facilities

to meet the one-day peak—no more than the post office can deliver all Christmas cards in a single day.

We don't want to tell you to call some other day. It just wouldn't be a Christmas greeting. We suggest calling before 9 Christmas Day to avoid the rush and calling by number, if possible.

We do ask your understanding. If your calls get caught in the rush, we hope you'll accept the situation in the same friendly spirit that moves you to call on Christmas.

Safety Citation

For the third consecutive year, "The Michigan Bell", employee magazine of this company, has been awarded honors by the National Safety Council.

A certificate of merit was awarded "in recognition of distinctive achievement in the field of employee publications."

Navy League Director

Jean T. Sheafor, this company's secretary and treasurer, has been elected a national director of



Mr. Sheafor

Organized after the Spanish American War, the League promotes public interest in the Navy and cooperates in all efforts to improve naval efficiency. Sheafor long has been active in patriotic and civic movements, having served as chairman of the Detroit Council of National Defense, Army and Navy day celebrations in Michigan, and the Detroit Community Fund campaign organization. He also is a director of the Detroit Community Fund, the Detroit Chapter of the American Red Cross, and Detroit Urban League.

RESEARCH FACTS for the Scrapbook

In three widely-separated parts of the country, the Bell Laboratories have planted hundreds of telephone poles that do not carry a single wire.

These poles were planted to test the effect of various types of weather on various types of poles. Inside the Laboratories, scientists also test the effect of



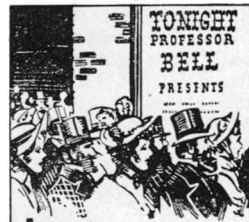
various preservatives on resisting the action of fungi and termites.

Every year, the Bell System uses a half million poles. If these poles were left unprotected, the economic loss would be serious. Such tests prolong the "life" of the poles and result in considerable savings which will help offset rapidly mounting costs.

BELL BECOMES AN ENTERTAINER



DEEPLY IN LOVE WITH WINSOME MABEL HUBBARD, HIS GUIDING-STAR OF EARLIER TRIALS, BELL RESOLVED HIS INVENTION SHOULD PAY HIS WEDDING EXPENSES



IT SOON DID. CURIOUS CROWDS EAGERLY PAID \$50 TO HEAR AND SEE THE YOUNG PROFESSOR DEMONSTRATE THE ASTOUNDING FEAT OF TALKING OVER A WIRE



WITH THE VERSATILE WATSON SINGING AND SHOUTING TO AUDIENCES BY TELEPHONE FROM A DISTANT POINT, PROFESSOR BELL LECTURED 30 THOUSANDS IN EASTERN CITIES



WHEN BELL SPOKE IN SALBIM, AN ALERT REPORTER, HENRY BATCHELDER, TELEPHONED THE STORY TO THE BOSTON GLOBE. HE WAS THE FIRST NEWS DISPATCH EVER "PHONED IN."

No. 10 of a Series

Ends Busiest Year

(Continued from page 1)

allied activities, included the completion or starting of 20 new buildings or building additions, costing \$2,500,000; about 21,500 wire miles of long distance cable, and 2,600 wire miles of open wire for the toll service.

To give greater protection to the toll service, four alternate cable projects costing \$1,100,000 were undertaken, including a 120-mile route east and west across the southern industrial section. Thirty-six emergency power units are being installed in the larger central offices of the company at a cost of \$475,000.

Defense projects ranged from the building of Fort Custer's telephone system for the Army in 19 days to a 28-mile cable to connect the Ford Bomber Plant near Ypsilanti with the outside world. Additional facilities were provided in more than eighty defense industrial plants.

The number of long distance calls handled by the company was up 20% over last year, with a total of more than 24,800,000 indicated for 1941. Local calls were averaging 4,600,000 a day, an increase of 12% over 1940. The number of telephones in service increased more than 100,000.

"TELEPHONE HOUR" for January

Featuring James Melton, Francia White, Donald Voorhees and Bell Symphonic Orchestra. Every Monday at 8 p.m. (E.S.T.) over NBC-Red network. Programs subject to change without notice.

January 5

Donkey Serenade *Friml*
Adoration *Borowski*
Sun Don't Set In
De Mornin' *Spiritual*
Allah's Holiday from
Katinka *Friml*
Prince Igor Overture
(last part) *Borodin*
Hills of Home *Fox*
Will You Remember
from Maytime *Romberg*

January 12

Anvil Chorus from
Il Trovatore *Verdi*
If There Is Someone
Lovelier Than You
Schwartz
Gavotte, from Mignon
Thomas
The Bell Waltz *Voorhees*
Serenade *Carpenter*
Bess, You Is My Woman
from Porgy & Bess
Gershwin

January 19

My Heart Stood Still
Rodgers
Danse Russe *Stravinsky*
The Old Refrain *Kreisler*
Air de Lenski *Tchaikovsky*
Malaguena *Sarasate*
Hear De Lambs
A-Cryin' *Spiritual*
Why Do I Love You *Kern*

January 26

Little Girls, Goodbye,
from Apple Blossoms
Kreisler-Jacobi
Prelude No. 21—B Flat
Major *Chopin*
Stay On The Right Side
Of The Road *Bloom*
Stars In My Eyes *Kreisler*
Ritual Fire Dance *de Falla*
Yours Is My Heart
Alone *Lehar*
C'est Le Dieu De La
Jeunesse *Delibes*



"HELLO"

A sincere wish for a merry Christmas—and may the new year bring peace on earth, good will to men.

* * *

"Not the least reason for the high esteem in which the great American telephone system is held is found in its prompt, courteous, and thoroughly efficient repair service."—Printer's Ink Monthly.

* * *

The telephone was first used for news purposes Feb. 12, 1877, when the report of a lecture by its inventor, Alexander Graham Bell, was telephoned from Salem, Mass., to the Boston Globe, 18 miles away.

* * *

Americans have no fear of a war of nerves—after the strain of wondering so many times "who could be calling at this time of night."

* * *

Western Electric Company, manufacturing division of the Bell System, is speeding up its share of Defense production by letting sub-contracts, at the rate of 40% of its Government orders, to smaller manufacturers.

* * *

A New York business that conducts a telephone "alarm clock" service says men are harder to wake up than women. No report is available on which is the harder to "keep up".

* * *

The Escanaba Daily Press recently dug up an old clipping which told of one of the first long distance telephone tests—between Escanaba and Ishpeming in 1877.

* * *

*"Little Jack Horner, there in the corner,
Why do you long for pie?
Look in the 'Classified' and
you'll be satisfied—
It tells you where to buy".*



Toll Refund Payments Virtually Completed

Approximately 85,000,000 Call Records Involved in Huge Task

Refunds are virtually completed to most long distance customers of this company in connection with the April rate reduction which brought intrastate toll charges down to interstate levels.

Payments have been made on all refund accounts except those involving discontinuance of service during the period covered by the refund, August 1, 1938-April 25, 1941, and number changes in Detroit during the same period. In addition, further claims are possible for pay-station and hotel calls.

Claim Slips Provided

Claim slips were provided customers making pay-station calls, to identify the calling party. Customers also may present claims if they believe errors have been made in computing their refunds.

When all refunds are made, they are expected to total about \$1,500,000. The refunding task has been a tremendous one in accounting, involving about 85,000,000 records of individual calls. The April rate reduction and another in September are resulting in savings to Michigan users of nearly \$1,000,000 a year, based on current service usage.

First To Return

Raymond C. Herron, Lansing, is the first employee of this company to be mustered out of military service under the 28-year age restriction rule.



R. C. Herron

Herron, who is now 29, served as a private in the 30th Field Artillery, Camp Roberts, California. He found his old job in the building department waiting for him on his return.

Christmas Calls

(Continued from page 1)

Calls will start getting heavy right at 7 Christmas Eve, when lowest rates go into effect, and continue heavy most of Christmas Day and Night. You might try calling before 9 Christmas morning, however, to avoid the rush. It would help, too, if you'd give us the number you're calling.

Wishing you all the joys of the holiday season,

Sincerely,

Your Operator.

New Federal Taxes

(Continued from page 1)

tax law, in addition to an increase in the tax on long distance calls. Michigan Bell users stand to pay about \$3,900,000 in such taxes.



IN HUNDREDS of Michigan defense factories, the words "TIME IS SHORT," flanked by the Great Seal of the United States, stand as a solemn reminder.

Your Telephone Company, too, realizes that *time is short*. We have been driving night and day to meet the vastly increased telephone demand. New buildings, new cable lines, new plant equipment have been supplied faster than ever before.

Today the nation faces shortages in many basic telephone materials. Substitutes are being developed, but there is increasing difficulty in meeting all telephone needs as promptly as in the past. However, we believe you will agree with us that *defense must come first*.

To keep telephone service at full efficiency for the defense effort, here are several ways in which you can help:

- ★ Give us ample advance notice when you wish to have a telephone connected or disconnected.
- ★ Keep your telephone conversations as short as possible.
- ★ Try to avoid the peak traffic periods—10 A.M. to noon, and 2 to 4 P.M.—especially on Long Distance calls.

DEFENSE COMES FIRST