

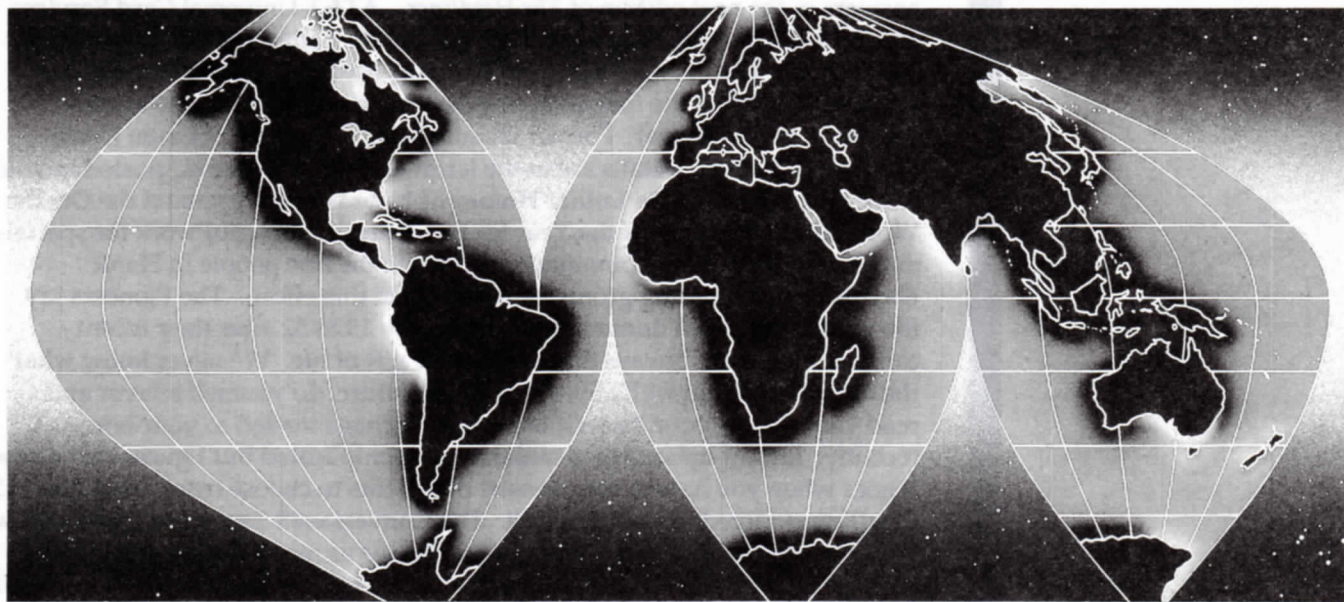
The **HEADLINER**



A newsletter of the Omaha Works of Network Cable Systems published twice monthly

October 28, 1992

STRATEGIC INTENT



Choose to be
a
LEADER
See Page 8

This 'n' That

by Linda Enterline

So what's the buzz? Not too much new around here....Just a lot of people keeping busy with all the overtime on Hurricane orders. Heads up, everybody. **Lloyd's of London** auditors will be doing that all-important **ISO audit** at the Omaha Works starting Monday, Nov. 30. It's very important to our future in the international market, and we all know that's where the action is. Lots of ISO training is being done between now and then. Training's **Tom Schulte** has produced a neat instructional videotape about ISO 9000 and what we need to do to prepare. Over 100 people in **Dick Cefrey's IBU** who work for **Lucy Klusaw** and **Forrestine Davis** recently attended the hour-long ISO/Quality training. Look for your area's ISO meeting schedule. It's a good time to ask questions. This is important stuff, folks....Around 85 AT&T sales reps from all over the nation met at the Omaha Works last week for the **third annual cabinet IBU workshop** and about 35 attended the **central office products workshop**. This is the first time the CO conference has been held here. **The cabinet and CO IBUs** hosted the product line overview and update....**Jay Carter** held another monthly employee communication meeting on Thurs., Oct. 15. Look for the questions and answers in the next edition of *The Headliner*....AT&T Universal Card Services and AT&T's Transmission Systems (**Merrimack Valley and Oklahoma City Works**) have been named **Malcolm Baldrige National Quality Award Winners**. AT&T is the first company ever to be named a double award winner in the same year. Former Omaha Mfg. VP **Jack McKinnon** heads Merrimack Valley. Details are in the latest edition of *Network!* posted in your work area....The **Martin Luther Homes of Nebraska** have named the Omaha Works **1992 Employer of the Year** for providing meaningful work for special-needs members of our community. Kudos to the fine people in **Hank Davidson's** purchasing group for their role in this effort....The **Pioneers** say the number of **organ donors** has increased by 19 to 52 after their recent campaign. There's always time to give the gift of life. We never know what the future holds, do we?....Speaking of the future, do yourself a favor and read very closely your **Benefit Decisions** package mailed to your home recently. Lots of options may make it look complicated but I guess that's how it goes when you have a borgasmord of benefits to choose from. That **Nov. 13 deadline** is sacred, so don't miss it. The **Conversant® System** will even allow you to make changes and confirm your choices as many times as you'd like before the deadline. Take it from me. Consider all your options...You can still buy your membership to the Western Heritage Museum. Call **Norma Korff**, ext. 3801 or **Rae Cacioppo**, ext. 3652...According to the U.S. Treasury, **4,829,861,685** one-dollar bills are in circulation today in the U.S. That's almost \$5 billion....Winners of **ARA's** Halloween coloring contest should be posted in the cafeteria by the time you read this. Kids over 12 don't have a ghost of a chance of winning. Guess we all have to grow up sometime....Oh, yeah. You're planning on voting **Nov. 3**, aren't you? We've been through the debates together, so you can't cop out now. In regard to the elections, remember this. Half our troubles come from wanting our way. The other half come from being allowed to have it....Did you hear about the therapist who told a wife to put some magic in her marriage? So she did. She disappeared, which is what I'm going to do right now. I am outta here. ■

Jay's Q's and A's

In late September, Copper Apparatus and Wire Mfg. Vice President Jay Carter marked the first anniversary of his monthly employee communication meetings.

Jay had great financial news for the year for the Omaha Works. Both EW&C and copper apparatus product lines are meeting their annual return on assets (ROA) commitment to the corporation. ROA in 1991 was in the two to three percent range. Our 1992 ROA goal was 15 to twenty percent. Omaha's ROA 1992 year-to-date exceeds our

target and is in the twenty percent range in both apparatus and EW&C.

"This is absolutely phenomenal and represents an incredible turnaround for the Omaha Works," said Jay. "Last year—in the summer of 1991—things didn't look so good. Now we're looking toward a bright future."

These financials did not include any work done before Florida's Hurricane Andrew orders began coming in.

Why the turnaround? Several reasons:

- A modest sales increase before Hurricane Andrew hit Florida in late August
- Significant cost reductions at the Omaha Works
- Improvements in Omaha Works productivity
- Specific effort by our sales force to market high-profit products such as our 1061 cable, our 110 patch panel line and our FDS cabinet product line

Jay says "Bill Marx and Jack Bucter and I can't begin to thank you enough."

Following are the questions and answers from Jay's September monthly meeting.

Q. If we fail the ISO 9000 audit, how will the plant be affected?

A. We must become ISO certified to meet the requirements of European customers.

The International Standards Organization will conduct an audit at the Omaha Works in late November. An ISO 9000

audit is similar to the Bellcore audit the Omaha Works successfully completed in the early fall. This group of ISO auditors will assess our quality system. If

(Continued)

they find a major problem, a hold point rating will be given. The Works will then have an opportunity to correct the hold points during a predetermined period of time after the audit.

Merrimack Valley is the only AT&T location to pass the entire ISO audit on the first try. Every other AT&T facility was given hold points by the ISO audit teams. Within a few months, every location fixed the problem and became ISO certified.

I'd like to pass the audit 100 percent on the first try; however, if we have only one or two hold points, the world won't come to an end. It'll enable us to focus our efforts on problem areas pointed out by the ISO auditors.

I'm confident we'll pass this ISO audit and it's critical that we do. We have to get that ISO certification or risk losing business in Europe.

Q. Before Hurricane Andrew, there was talk of the 710 connector assembly job being sent to Mexico or Fremont. Did the big Hurricane Andrew orders end the talk of the job leaving?

A. Unfortunately, Omaha's 710 connectors have a high cost position and are not competitively-priced in the marketplace.

A competitor named PSI has literally copied our 710 connector design and is selling each 25-pair 710 connector—which is identical to ours—for 20 cents lower than AT&T's.

We don't have any recourse when it comes to preventing PSI from using our design. We've gone up against PSI on some very difficult bids. AT&T has been losing some important contracts to PSI because of price and we're not going to let that happen anymore.

I've told our 710 product managers to cut the price. The first thing we're going to do is retain the business and then we're going to figure out what to do about PSI.

We've won big contracts with Bell Atlantic and Bell South. These are huge, two and three year contracts. Now, we need to figure out how we're going to make a profit. An option might be to do something in Mexico.

Another might be Thailand. I'd personally like to see those 710 connector "Blues Brothers" machines running strong out there. If we can't get them to run smoothly, we have to do something else. We simply can't keep losing money on

the products we sell. A team is looking at that right now. I'm expecting their recommendations by the end of October.

Q. Where would we be financially without the influx of orders to repair the Hurricane Andrew damage in Florida? What part of the financial improvement is due to the hurricane orders?

A. The September financials aren't in yet, so we haven't seen the effect of the hurricane orders. The financials I talked about are pre-Andrew. The Florida orders are icing on the cake.

We've done about \$10 million in sales due to the catastrophic damage in Florida. Andrew struck around Aug. 28 or 29 and we don't have our September actuals yet. The complete income statement won't be done until October.

Q. Will we still turn a profit on the Hurricane

answer

Andrew orders—even with all the overtime?

A. Yes, we will. While our cost of direct labor goes up, our fixed costs are spread over more production. We definitely will make good money.

(Continued)

Q. There seems to be a lot of idle floor space in the plant. What other jobs are coming into the plant?

A. Space is tight right now in the 50 building. We've moved equipment in from Atlanta and we're working on a metals consolidation project. We're thinking about consolidating the bldg. 50 metal shop into bldg. 30. This move would free up needed floor space in bldg. 50.

We're always looking for new products to bring into Omaha. We've seen enhancements of existing products. Unfortunately, we don't have much new work. We're still looking at some things we might be doing and pressing forward in that area.

Q. Why are we getting bad cable from the 50 building?

A. Gary Epp is in the back of the room and he knows about 913B cable. We have a quality improvement team in place and communication has been excellent.

We know we have some quality problems and we're working to get that sorted out. We're not making excuses for the bad cable. Gary and his team are aware of the problems and are working them out.

Input like your question is important in case not everyone is aware of the situation. It's up to all of us to see that problems like this are remedied.

Q. Currently, we're accepting orders for 1061 cable at the rate of 28 million feet each week yet we have production capacity of only 13 million feet each week. What are we doing to make sure we meet these orders? Are we going to out-source the excess production to meet customer requests?

A. We have no intention of out-sourcing the excess orders. Gary Epp and his bldg. 50 cable team have put together a very detailed production plan that will increase production levels to 20 million feet weekly.

Our new production facility in Ireland will be fully operational in May 1993. We'll gain an additional capacity of 2 million feet each week from that facility.

We hope to catch up with our orders by January or February 1993. We also have additional stranders from Atlanta

Questions and answers

and we think we've located another mini-strander which we'll be moving to Omaha. We have a variety of options. All of them will keep the work at the plant.

We get stuck at twisting and stranding processes because the capacity there doesn't match our capacity in other processes. We're also concerned about packaging.

Q. You said we're bringing in twisters from Atlanta. Instead, why don't we upgrade some of the twisters we already have here at Omaha?

A. Gary Epp, will you answer that question, please?

Gary Epp: The twisters from Atlanta have capabilities the twisters here in Omaha do not. We'd need to invest a tremendous amount of money to bring the Omaha twisters up to the capability of the Atlanta machines. In this case, we felt bringing the machines from Atlanta would be more cost effective and provide better results in the long run. ■

Taking the zap out of lightning

By Linda Ryan

When it rains, it pours. And when lightning strikes, it used to be that a customer in Monticello, Ind., could expect to make repairs on SLC type, 80-pair gain equipment.

But not anymore. Ever since it was decided to replace gas tube protectors with our solid state protectors, telephone service to residents of Monticello, Ind., has not been interrupted due to lightning surges.

AT&T account executive John Turner described the problem faced by United Telephone of Indiana-North Central (a Sprint company). Turner said that every time the Monticello community was hit by lightning storms, particularly during spring months, somehow "lightning would find its way into an 80D SLC cabinet and blow protectors as well as damage some circuit packs."

The senior staff administrator of technical operations for the company, Jerry Keyes, told Turner that this had been an ongoing problem for three years. When

lightning damaged the protectors, it meant that telephone service would be interrupted for about one hour for potentially 375 subscribers while repairs were made to any or all four 80D SLC cabinets that served them.

In March the company replaced the four cabinets' gas tube-type protectors with AT&T balanced solid state protectors. Turner said the change was made following a presentation he gave to United Telephone representatives in which he demonstrated the superior performance of AT&T balanced solid state protectors.

Using a demonstration kit developed by AT&T Bell Laboratories, protectors which the customer considered to be comparable to our balanced solid state protector were plugged in and subjected to a 1,000-volt surge. None of the comparable protectors was able to contain the simulated surge of power and, consequently, the demo kit's lightbulb burned out.

However, AT&T's solid state protector did contain the surge and

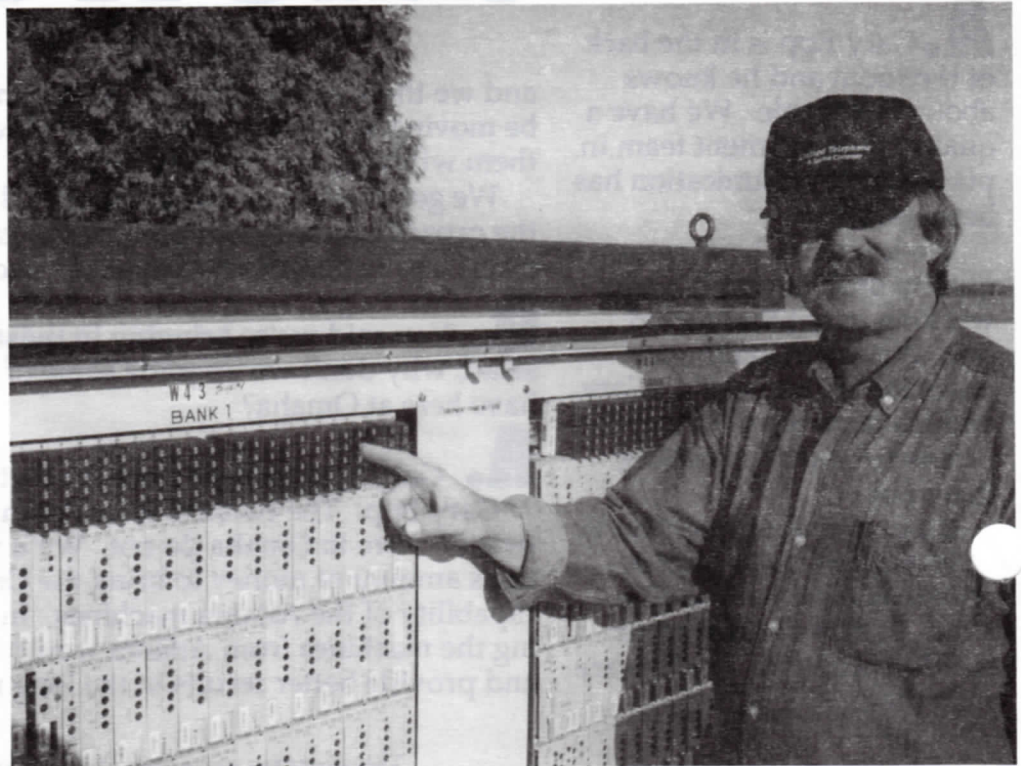
the lightbulb was saved, demonstrating "the quality of our balanced solid state design," Turner said. The customer reps left the presentation assuring Turner that "they were convinced of our (protectors') reliability and that they would start using them immediately."

Now that the protectors have been in use through spring and summer months, United Telephone's Jerry Keyes has indicated that his company is pleased with their performance.

As of early October, "not one instance of surge damage to circuit cards, locked-up circuits or loss of standby power has been experienced...despite some of the strongest and frequent lightning storms of the late spring and summer," Keyes wrote.

The marked improvement in performance, Keyes added, ensures that his company is "able to provide customers with the quality of service that they expect and deserve."

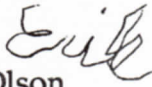
THE SURGE STOPS HERE...Jerry Keyes of United Telephone of Indiana reports that ever since our solid state protectors were installed in this cabinet, not one instance of surge damage has occurred.



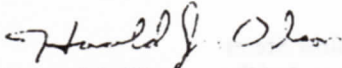
Thanks for everything

My family and I want to thank the employees of AT&T's Omaha Works for their kindness and generosity. Your donations are greatly appreciated. We especially thank Sally Stancavage and Carol Adams for their efforts in organizing the garage sale.

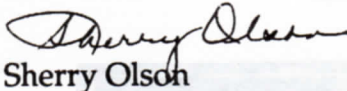
Just knowing there are so many people backing Erik and giving him encouragement is going a long way in his recovery.



Erik Olson



Harold Olson



Sherry Olson

(Editor's note: Erik suffered a spinal injury in a July 4 accident.)

The HEADLINER

The HEADLINER is published twice monthly Wednesdays by the Omaha Works public relations department, and is printed by the Works print shop.

Your comments and story ideas are welcome. Please submit either to these members of the PR staff:

Linda Enterline, ext. 3714

Linda Ryan, ext. 3795

The next issue of *The Headliner* will be published Wednesday, November 11, 1992. All news items for that issue must be turned into the public relations office NO LATER THAN 9 A.M. TUESDAY, November 3, 1992

Diversity class offered at the Omaha Works

Diversity—A Vital Resource—is a two-day workshop offered by the Omaha Works training organization designed to highlight the value of cultural diversity in the workplace. The course encourages both individuals and companies to recognize, respect and appreciate the value of human differences.

AT&T's work force and customer base has become diversified and will continue to be so. Because of these differences, companies and individuals must work harder to understand individual values, prejudices, stereotypes and communication styles. Mutual understanding, support and equity results when individual skills and talents are recognized.

Here are some of the student reviews of the pilot class:

"I liked the mix of people in the group and that we started talking to each other."

"Everyone should take this class."

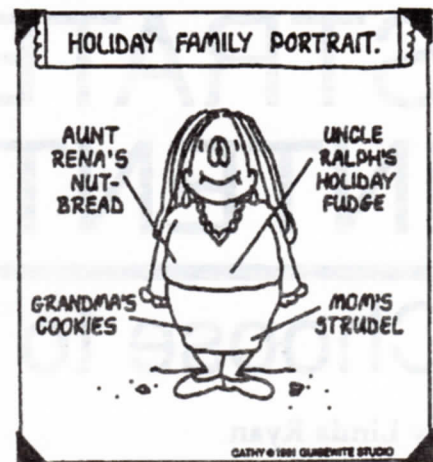
"Gender bias as well as race bias was discussed."

"The discussions were great."

Another class is now being formed. To enroll, call Judy Mallory, ext. 3648.



Diversity is a vital resource in the workplace



Weight Watchers at Work. Interested?

The medical organization is considering sponsoring a Weight Watchers at Work program.

Weight Watchers at Work would be held at the Omaha Works for either an 8 or 10 week program. The cost of the 8 week program is \$84. AT&T employees could also take advantage of a 10 week special for \$90 if the program were to start before Dec. 31.

In order to start Weight Watchers at Work, twenty employees must register and prepay. Classes will be held before or after work hours, depending on the response.

Yes! I am interested in Weight Watchers at Work.

8 week program

10 week program

Signature _____

Dept. _____

Shift hours _____

Best time:

Before work

After work

Please return this form to the medical dept. by Fri., Nov. 6, 1992

STRATEGIC INTENT

Choose to be a leader

By Linda Ryan

The market for Network Systems products is projected to become a \$200 billion global industry by the end of this decade. That's easy news to swallow if you figure the pie is so big, there's enough for everyone to share.

Then try to swallow this: It is estimated that by the decade's end just three leaders in the industry—in the entire world—will have emerged.

While company analysts agree that AT&T will never again be the sole provider of network systems, the question is will we be one of the major suppliers?

AT&T Network Systems has formulated an ambitious plan to ensure that we will indeed. We call it our "Strategic Intent."

Formally stated, the strategy behind Strategic Intent is "to be the global leader in furnishing information providers and network service providers with end-to-end capabilities they need to competitively meet their customers' needs."

Declare our choices

It's a declaration of choices about the kind of company we want Network Systems to be, describing the journey we must make in this decade.

The goal is to achieve \$50 billion in sales and \$5 billion in profit by 2001. Network Systems intends to achieve a significant presence in every region of the world, which it has categorized into five major markets:



The United States and the rest of the Americas

- United States
- Rest of North America and all of South America
- Europe, including Russia
- Middle East/Africa
- Asia/Pacific

And although Network Systems intends to achieve its presence in every region of the world, we will focus on just 30 percent—or 54—of the world's total of 184 countries. Why? Because these 54 countries also represent 85 percent of the network equipment market.

The five major markets are further segmented into three tiers. Segmenting these markets may be the most important decision in strategic planning because it helps to define a customer's needs based on information characteristic of a country or market, and requiring different solutions. The tiers are as follows:



Tier I

These markets focus on building basic telecommunication infrastructures. Teledensity (number of telephone lines per 100 inhabitants) in these markets is extremely low, and telecommunications is the key to national economic growth. These markets are very important to us because they represent about 50 percent of the total opportunities we're trying to capture. Network Systems will

(Continued on next page)

Strategic Intent continued

focus on helping customers in this tier to understand how to build systems, and will offer to build and operate a network.

Examples of countries in Tier I include Brazil, Panama, Poland, Kenya and Thailand.

Tier II

These markets are interested in the intelligent network. Providers seek operational efficiency and revenue-generating services.

Network Systems will focus on selling end-to-end solutions as opposed to selling stand-alone products. It will work with customers to understand the needs of an end user and develop services to "pull through" AT&T offerings.

Examples of countries in Tier II include Italy, Germany, Korea and Australia.



Asia/Pacific

Tier III

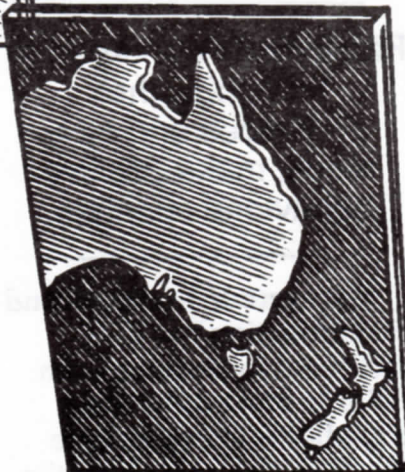
The interest for these markets is in value-added services. Countries in this tier are considered to be the most technologically advanced and offer the opportunity for a whole new set of customers besides traditional customers: The cable TV industry; alternate access vendors; wireless service providers; and private network providers.

Traditional customers in this tier, such as a Bell operating company, will be served in untraditional ways. For example, Network Systems will strive to package innovative solutions that meet a particular customer's needs. We will view such a customer as a strategic partner, striving to gain a more intense understanding of each other's business and greater cooperation.

Examples of countries in this tier include the United States, United Kingdom and Japan.

Focus on end user

It is important to note that, regardless of what market is being addressed, the underlying theme of our Strategic Intent is to focus on the end user. We must understand what our customers' own customers want, so that they may "competitively meet their customers' needs."



Europe, including Russia



Middle East, Africa

To do that, Network Systems President Bill Marx has challenged every employee in Network Systems to translate Strategic Intent into a different behavior on the job. He wants us to think about the individual roles we must play, then work together to build a successful enterprise for this decade. ■

Works training targets discrimination

By Linda Enterline

Over 400 management and tech/pro employees at the Omaha Works recently attended a 3-hour sensitivity awareness lecture presented by Jane Elliott, adapter of the widely-known Blue Eyes/Brown Eyes discrimination exercise.

The goal of the exercise is to make people aware of discrimination in the areas of age, sex, race and mental and physical capacity. Participants are urged to recognize their prejudices and as a result, make positive behavioral changes.

Ms. Elliott's sensitizing exercise labels participants inferior or superior based on the color of their eyes. The blue-eyed group is told its members are naturally less intelligent and their behavior and ability to learn is lower than the individuals in the brown-eyed group. The exercise is designed to recreate in the classroom the daily frustration felt by many people in our society because of many forms of racism and discrimination.

Ms. Elliott began the exercise in a third-grade classroom in 1968 in Riceville,

Jane Elliott, originator of the Blue Eyes/Brown Eyes discrimination exercise

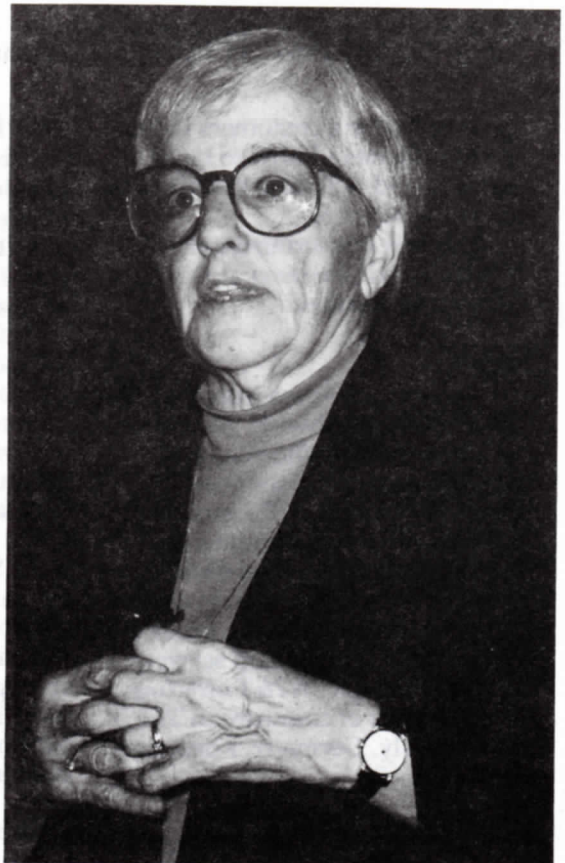


Photo by Linda Enterline

an all-white, all-Christian community in northwest Iowa. Ms. Elliott developed the program to explain to her students "why the King was killed," a child's reference to the assassination of Dr. Martin Luther King, Jr.

Participants are urged to recognize their prejudices and as a result, make positive behavioral changes.

The exercise in racism and discrimination has been successful in teaching both children and adults what prejudice is about and the effects of racism on both the perpetrators and the victims of discriminatory treatment.

The Blue Eyes/Brown Eyes exercise has been called "the greatest thing to come out of American education in a hundred years," by Dr. Robert Coles, Pulitzer-prize winning psychiatrist and author.

Blue Eyes/Brown Eyes has been the subject of several award-winning television documentaries and Ms. Elliott has appeared on a variety of television talk shows, including Donahue, the Oprah Winfrey Show and the Johnny Carson Show.

Ms. Elliott has spent her professional career teaching both elementary and junior high students in northwest Iowa. She now serves as a lecturer and presenter on college campuses and for businesses here and abroad. ■

The E.T.O.P Computer Classroom

Winter 1992 Courses

Classes start the week of November 9, 1992

Monday - All Shifts

****1**** Mavis Beacon Teaches Typing - - An excellent keyboarding program that starts you from the basics or builds on your current skills. (This course is a Beginner's equivalent).

Tuesday - All Shifts

****2**** Software Variety - - This course takes you through several home use computer programs. Such as; Typing Tutor, The NEW Printshop, Paintbrush, Certificate Maker, and Calendar Creator.

Wednesday - All Shifts

****3**** PFS: First Choice - - First Choice is an integrated package that includes a word processor, database, spreadsheet and telecommunications. This is a powerful and inexpensive program!

Thursday - All Shifts

****4**** MS-DOS 5.0 - - MS-DOS is the operating system for most PC's. If you are using a computer on a daily basis, this course is a must! This version of MS-DOS uses the DOS Shell - activating DOS commands with a click of a mouse button!

All of these courses will run for 5 weeks. Each class is approximately 2 1/2 hours long. A Beginner's Awareness course or equivalent is required for the PFS: First Choice and MS-DOS 5.0 course.

Detach and Place in E.T.O.P Box in Main Cafeteria

FORM MUST BE FILLED OUT COMPLETELY

Circle the day: Monday Tuesday Wednesday Thursday

Circle the time: 8:45-11:15 AM 12:45-3:15 PM 4:15-6:45 PM

Name: _____ SSN: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Work Ext.: _____ Dept#: _____

1st 2nd 3rd
(circle shift)

Eff. Service Date _____

Salary/Hourly
(circle)

NOTICE: Persons who are accepted and do not attend class will be penalized. You must notify the ETOP Computer Classroom @3584 or the ERC @3523 before the first class or you will be ineligible for ETOP participation for 6 months to 1 year.

ETOP Educational Video and Audio Tapes

Any of the tapes can be checked out in the ETOP Computer Classroom, tapes may be used in the Computer Classroom Lab or taken home, EXCEPT for the TELE-COURSE tapes, they must stay in the Computer Lab.

Computer Education Videos

Intro to Personal Computers
Personal Computing Concepts
The VDT & You
Upgrading & Troubleshooting PC's
Harvard Graphics
Teach Yourself Quicken
Teach Yourself Windows 3.1
Using Borland Quattro
Using Harvard Graphics 2.3
Using Microsoft Excel 3.0
Using MS-DOS
Using MS-DOS 5.0
Using PFS:First Choice 3.0
Using WordPerfect 5.1

Electronics Learning Videos

VT-101 VCR Maintenance & Repair
VT-102 Introduction to VCR Repair
VT-201 Part I DC
VT-202 Part II AC
VT-203 Part III Semiconductors
VT-204 Part IV Power Supplies
VT-205 Part V Amplifiers
VT-206 Part VI Oscillators
VT-301 Digital I (Gates)
VT-302 Digital II
VT-303 Digital III
VT-304 Digital IV
VT-305 Digital V

Vocabulary Development Audios

1. How to use the Dictionary
2. Prefixes, Roots & Suffixes
3. Learning to use Context Clues
4. Working with Look-Alike Words I
5. Working with Look-Alike Words II
6. Working with Sound-Alike Words I
7. Working with Sound-Alike Words II
8. Commonly Misunderstood Words
9. Working with Sophisticated Words

Middle & Adv. Comp. Skills Audios

1. Main Idea
2. Judgement
3. Characters
4. Conclusions
5. Inference
6. Tone
7. Literary Forms
8. Concepts & Facts
9. Details & Facts
10. Vocabulary

The Mechanics of Spelling Audios

1. Basic Spelling Patterns
2. Complicated Consonant Patterns I
3. Complicated Consonant Patterns II
4. Complicated Vowels I
5. Complicated Vowels II
6. Complicated Vowels III
7. Word Families

English Modular Mini Course Audios

- Basic Mechanics
1. Basic Sentence Patters
 2. Sentence Patters with Modifiers
 3. Using Independent Clauses
 4. Using Subordinate Clauses
 5. Using Subordinate Phrases
- Grammar/Usage
6. Major Sentence Errors
 7. Subject-Verb Agreement
 8. Problems with Subjects & Verbs
 9. Using Adjectives & Adverbs
 10. Pronoun Case
 11. Pronoun Reference
 12. Frequent Grammatical Errors
- Punctuation
13. Problems with Commas
 14. Special Punctuation Use
 15. Using Standard Punctuation
- Writing Skills
16. The Paragraph
 17. The Term Paper

Tele-Course Videos

ACC-114 Accounting I	FRN-101 French I	MAR-101 Marketing	PSY-216 Abnormal Psys.
ACC-115 Accounting II	FRN-201 French III	MAT-122 Intern. Algebra	SOC-101 Intro to Sociology
ART-100 Art History	GEO-110 Phy. Geography	MCT-100 Computerworks	SOC-205 Marriage & Family
BIO-101 Intro to Biology	GEO-114 Phy. Geography	MCT-103 Micro Comp. Fund.	SPN-100 Conver. Spanish
CPT-100 The New Literacy	HUM-101 Intro to Humanities	PHL-203 Intro to Ethics	SPN-101 Spanish I
ECO-101 Macroeconomics	MAN-100 Intro to Business	PHL-220 Intro to Religion	SPN-102 Spanish II
ECO-102 Microeconomic	MAN-111 Business Law I	POS-200 Topics Am. Gov't	
ENG-101 English Comp. I	MAN-201 Bus. Org. Mngt.	PSY-101 Intro to Psychology	
ENG-102 English Comp.II	MAN-207 Small Business	PSY-121 Season of Life	

Retirements



Manny Alba
24 years



Dean Mason
15 years

Not pictured:

Darlene Pearson—20 years
Billie Sales—30 years

Quality counts.

The ISO 9000 audit begins
Monday, Nov. 30.

ISO is our future. Let's do our best.

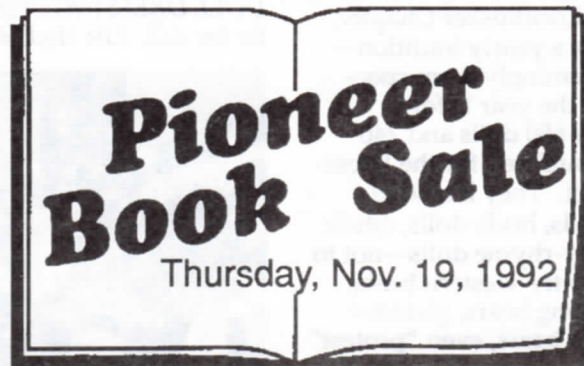
Election Day* Bake Sale

Sponsored by Chpt. 92
of the Telephone
Pioneers

Tuesday, Nov. 3
Main cafeteria
All three shifts

Bake, buy and benefit
Pioneer charitable
projects

**Non-partisan, of course!*



Donate your hardbound books, paperbacks and
National Geographics.

Then pick up great reading values at the sale.
Look for donation and sale details on the TV monitors.

Benefit Decisions '93

Fall Enrollment for
all employees
Through Friday, Nov. 13

Christmas projects displayed

Santa Claus could not have done better—and maybe not even as well.

Displayed from one end of the Works auditorium lengthwise to the other end—on both walls—were as many dolls, bears, mittens, hats, and scarves as the eye could see. Employees, their families and friends turned in literally hundreds of these items for the Salvation Army to distribute to needy youngsters at Christmastime. Other knit items, like lap robes, were destined for distribution at a local nursing home.

The Dress-a-Doll, Mitten Tree and lap robe projects, sponsored by the Pioneer Cornhusker Chapter, have become a yearly tradition—each year seemingly more spectacular than the year before.

This year 650 dolls and 240 bears were outfitted for the Dress-a-Doll project. They included Victorian dolls, bride dolls, ethnic dolls, nursery-rhyme dolls—not to mention country-western bears, trick-or-treating bears, glamour bears, soldier bears, even “protest” bears.

Knitted items—many hand-made, some purchased—formed a colorful display. The nearly 1000 different items included hats, scarves, mittens and gloves, lap robes and leg warmers.

Coordinating the Dress-a-Doll campaign this year were Bonnie Anderson, Pat Patterson and Judy Mueller. The Mitten Tree and lap robe projects, year-long projects of the Pioneer Crochet Club, were coordinated by Mary Ann Rutten, Sharon Carpenter, Jean Belmudez and Sharon Bailey.

The Salvation Army will display dolls and bears collected citywide at the Crossroads on Saturday, Dec. 5.



Photos by Linda Ryan

DOLL DRESSING...Teresa Fisher (left) sewed an intricate Victorian-style gown for her doll. Lila Heckadon hand-crocheted a billowy gown for hers.



KEEP OUT THE COLD...Two employees stopped during lunchtime to see the hundreds of knit items displayed in the Works auditorium.

Congress ends 1992 session before Brooks vote

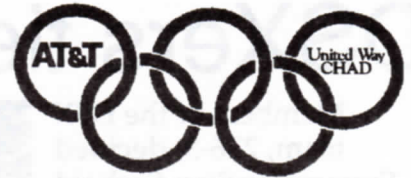
The Brooks Bill is dead for this legislative session. The House of Representatives adjourned on Tuesday, Oct. 6, 1992 without voting on the bill. AT&T supported the Brooks legislation which would have prevented the regional Bell operating companies from engaging in manufacturing.

Thanks to everyone for your support in this critical effort, particularly to those individuals who personally wrote their representatives urging them to support the Brooks bill.

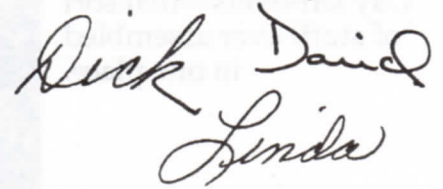
AT&T is well-positioned now to resume the debate in the 1993 session. The nature of the debate shifted in our favor in 1992 and we're set to resume passage efforts next year.



Jay Carter
Copper Apparatus and Wire
Vice President



A special thank you to all United Way/CHAD contributors for their pledges to such a worthy foundation. Many individuals and organizations will benefit from your caring generosity and we know they do appreciate it in a very BIG way.



David Hitchcock
Dick Runnels
Linda Young

Hoagland pledges support for bill

Nebraska Rep. Peter Hoagland has indicated that he stands ready to support legislation to prevent the regional Bell operating companies from engaging in manufacturing when it is reintroduced next year in Congress. Congress adjourned this year before the House of Representatives could vote on the Brooks Bill (HR 5096).

Hoagland, who visited with Omaha Works employees on Oct. 22 and plans to return on Nov. 3, reiterated his strong support for the presence of Omaha Works' manufacturing operations in the community and the work force it employs. Copper Apparatus and Wire Vice-President Jay Carter, in encouraging employees to thank Congressional representatives and their staffs for interest in the Brooks Bill, mentioned that Rep. Hoagland was among the most influential in our behalf.

Carter has asked all Works employees to write letters of appreciation to Congressional members, asking for their continued support when the bill is reintroduced next session.

1992 United Way /CHAD campaign nears completion at Omaha Works



Photo by Linda Young

Mfg. VP Jay Carter (Jumpin' Jay) leads the way over the first hurdle as managers Graham Seiter (left) and Bob Tatten get set to take off. This picture was taken during the production of an Omaha Works United Way/CHAD videotape based on the Olympic theme.

Following are the team results to date for this year's campaign at the Works:

Team 1: The resident organizations are at 95.7 percent of their goal
Team 2: 210 is at 83.4 percent of their goal
Team 3: 220 is at 87.6 percent of their goal
Team 4: 230 is at 86.2 percent of their goal
Team 5: 240 is at 87 percent of their goal
Team 6: 250 is at 81 percent of their goal
 450 cards are outstanding.

DSXers tie one on for Boss' Day

Members of the DSX team, 226-3, decided Supervisor Stan Scebold (smack dab in the center of the group) should be recognized in a special way on Boss' Day. The group dug deep into closets for the biggest group of vintage novelty ties (polyester, silk, hand-painted, Father's Day left-overs—that sort of stuff) ever assembled in one place.



Photo by Linda Enterline

Operation Desert Switch

is the story of AT&T's efforts to help Kuwait restore telecommunications service in the aftermath of the Civil War. Are you interested in seeing this videotape? Call Steve Miller on ext. 3927 to get a copy.

Thanks a million...

Your cards, thoughts, prayers and contributions were greatly appreciated. God bless you all for showing so much love and care during the passing of my sister. Again, many thanks.

Ellice Woods

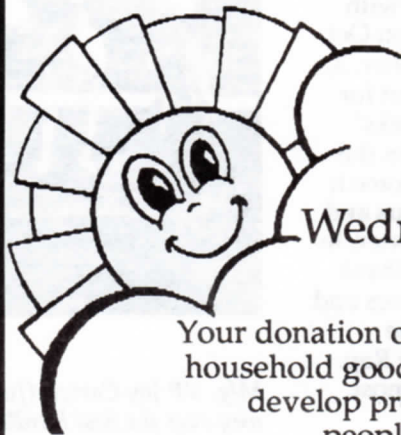


A Note from the ETOP Computer Classroom

Effective **January 1, 1993**, the software program, "*The NEW Printshop*" will be removed from the classroom and lab computers to make way for the upgrade "*The NEW Printshop Deluxe*".

We will be offering a course on "*The NEW Printshop Deluxe*" starting November 10th called **Software Variety**.

See the registration form in this paper for more details.



Goodwill Donation Drive

Wednesday-Friday
Oct. 28-30

Your donation of usable clothing and household goods will help Goodwill develop programs that integrate people into the work force.

Donation locations:

30 Bldg. east parking lot

50 Bldg. west parking lot

Bldg. 20 east and west lots

6:30 p.m. to 9 a.m. and 2:30 to 4 p.m.



Joe Ksiazek and Marion Doane, quality assurance auditors, 003, second shift, know top-drawer merchandise when they see it. These \$19.00 AT&T sweatshirts come in teal and creme and wild fluorescent colors.

**Quintessential
Quaint.
Quantifiable.
Quotable.
Quasar-like.***

**Quality
sweatshirts.**


**It's a new shipment
with the AT&T logo.
Now on sale at
the Pioneer Store.**

Monday, Wednesday and Friday
7-8 a.m. , 10:30 a.m.-12:30 p.m. and 3-4 p.m.
Thursday
10:30 a.m.-12:30 p.m. and 7-8:30 p.m.
Friday 3:30-5 a.m.
Closed Tuesday

October is Quality Month.**

SPECIAL

In Response to...
by Tom Trawitzke
ARA Food Service Mgr.
Omaha Works



The Deli Corner Express

Here's a new, convenient feature offered by ARA in the cafeteria. With the new **Deli Corner Express**, employees may have a sandwich made-to-order the day before for a quick and convenient pickup tomorrow during both noon and evening lunch periods. No waiting, made-to-order sandwiches like The Basic, Deli Delight, Cable Shop Classic, L Street Sub and the Omaha Works.

Complete your order form (available in the main cafeteria) with your choice of meat (beef, ham, turkey breast, Genoa salami, tuna salad, or pepperoni), bread (6 varieties), cheese (American, cheddar, Swiss, Meunster or Provolone) and your choice of nine condiments. Your order must be placed by 8:30 p.m. on the day before pickup.

Your sandwich order can be picked up in the double-door juice cooler. Look for your name on your special-order sandwich. Deli Corner Express Service begins Monday, Nov. 2.

Classified Ads

The next deadline for classified ads is 7 a.m., Tuesday, Oct. 20, 1992. Submit your *The Headliner* ads in the Employee Activities Mall.

Transportation

Ride wanted 7 a.m. to 3:30 p.m. shift. 8818 So. Glenview Drive, LaVista, NE. 593-4047.

For Sale Pets

AKC MINIATURE SCHNAUZER PUPS: 2 males, 13 weeks old, shots, ears cropped, papers, housebroken, from good stock. 895-1898 if no answer leave message and number, will return your call.

Recreational

V HULL FISHING BOAT: 14' aluminum, 5 1/2 hp motor electric, Call Shirley 359-4379.

Appliances

MICROWAVE OVEN: Sears Kenmore 1.6 cubic foot, very good condition, and very clean, \$45, if interested call Tami on 390-9954.

REFRIGERATOR: side-by-side, white, \$195. 896-2488.

REFRIGERATOR: Admiral 14 cu. ft., good condition, \$40. 331-7372.

VACUUM: Panasonic, upright, 3-speed w/attachments, 339-4740.

Lawn and Garden

CHAIN SAW: 14" gas, router and lath w/bits, excellent condition, various hand tools, miter box, clamps. 571-1763.

HUFFY RIDING MOWER: 8 hp Briggs, good condition, \$200. 896-2488.

Home Furnishings

BEDROOM SET: with chest and vanity dresser with bench, 50 years old. 571-1763.

KING SIZE WATERBED: dark wood, bookcase headboard, padded rails \$75, needs new heater. 331-1405 after 5 p.m.

**The Headliner
classifieds really work!**

DARK WOOD BAR & 3 BAR STOOLS: black vinyl front with vinyl bumpers around the top, bar light included, \$100. 496-2227 after 5 p.m.

LEATHER ARM CHAIR WITH OTTOMAN: \$150, GLASS ROUND COFFEE TABLE: with glass pedestal, \$35, all in very good condition. 330-9688.

QUEEN SIZE BRASS HEADBOARD: beautiful, will sacrifice for \$65. 330-4647.

COUCH W/MATCHING OVERSIZE CHAIR: beige. 339-4740.

KITCHEN TABLE & CHAIRS: w/leaf, good condition, \$95, 896-2488.

DAY BED: brass, \$60, have mattress if needed. 558-0086 after 4 p.m.

Miscellaneous

EXERCISE BIKE: Panasonic Pana Plus, computerized readout, moving handles, like new, PRECOR STAIR CLIMBER: digital readout, STEREO EQUIPMENT, amps, speakers, receiver, BEER & LIQUOR SIGNS: 339-4740.

FAX MACHINE: Panasonic, new still in box. 496-8462.

BATTERY OPERATED 3-WHEEL BICYCLE: good for street driving, large rotating comfortable seat, new batteries, electric charger, have owner's manual, can be used with one hand, \$975. 359-2062 or 359-5569.

GENUINE "EXERCYCLE": the Rolls-Royce of fitness machines, excellent condition, \$495.00. 496-4027.

COMPUTER: Epson Apex 100, IBM compatible, 640 KB memory, includes color monitor, printer, modem, mouse and software, 1 year old, \$800. 895-7141.

WOOD SPLITTER: 8 hp, Kohler engine, 24" cylinder, \$600 or best offer. 331-7372.

COMPUTER PRINTER: Panasonic 1180, 9-pin dot matrix, \$75. 334-0822 leave message.

WORLD BOOK EARLY WORLD OF LEARNING: would make a great Christmas gift, \$300. 496-2227 after 5 p.m.

CSA ALPINE TRACKER: rarely used, \$65. 545-9039.

NINTENDO SYSTEM: with paddles and nine games, \$100. For more info call 333-5482.

BATTERY OPERATOR HANDICAPPED TRANSPORTATION: Scoota brand, \$600, handy up-front controls. 551-3341.

NATURAL GAS FURNACE: 100,000 BTU, used but good. 571-3421 leave message.

Tires

ST225/75 R15 TIRE: (1) brand new, for trailer use only, \$30. 545-9039.

Vehicles

1991 TIEMPO GL: 4-door, 36K loaded, assume loan approximately \$250 payments. 339-6862 after 3:30 p.m.

1988 TOYOTA COROLLA: red, 4-door, auto, AM/FM, only 4000 actual miles, \$7,000 or best offer, 1973 MACH I MUSTANG: needs some work, \$3,000 or best offer, call Glen after 4:30 p.m. week days.

1978 CHEVY PICK UP 4X4: new tires, auto, runs great, \$3,000. 339-2725.

1979 MERCURY COUGAR: 2-door, full power, good school car, runs good, \$1,200. 496-0969 or 592-2849.

1978 PLYMOUTH VOLORE STATION WAGON: would be good hunting car. 733-4663.

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**The Lotto Bull jackpot
is worth \$700 and the
bonus \$350.
The November Safety
Awareness Fact Sheet
is included in this
issue of *The Headliner*.**

Win with Safety

Does your name appear somewhere in the "Win With Safety" article? If so, call x3583 or x3415 to claim your prize.








Halloween: Keeping kids safe & sound

Children wait for this day all year long. They spend weeks deciding on just the right costumes and dreaming of bags of goodies.

While Halloween is a cherished tradition for the nation's youth, the excitement of the night can cause children to forget to be careful.

Both children and adults need to think about safety on this annual day of make-believe. The National Safety Council urges motorists to be especially alert on Halloween and offers the following driving tips:



-  Slow down in residential neighborhoods and obey all traffic signs and signals.
-  Watch for children walking on roadways, medians and curbs. If youngsters are wearing dark costumes, they'll be difficult to see at night.
-  Be prepared for children to dart out into the street at any time, especially from between parked cars.
-  Enter and exit driveways and alleys carefully.
-  Make sure your headlights are clean and working so you can see and be seen.
-  If you are driving children on their "trick or treat" rounds, be sure to exit on the curb side, away from traffic. Of course, make sure everyone's safety belt is Pamela Brown fastened.
-  If you are on the way to a costume party, do not wear your mask while driving and avoid costumes that restrict movement of your arms and legs.

Look for the November issue of the Lotto Bull Safety Awareness Contest in this issue of *The Headliner*.



STRAINS AND SPRAINS

Your evening jog is going well. Suddenly, your foot lands on a small rock and you collapse. What happened? It's a *sprain* if a ligament that links the ankle bones together has stretched or torn. But, if a muscle or tendon is affected, it's a *strain*. You can help avoid the pain and annoyance of these injuries by knowing about strains and sprains. If an accident does happen, you can prevent it from getting worse and help it to heal sooner by using basic first aid hints.

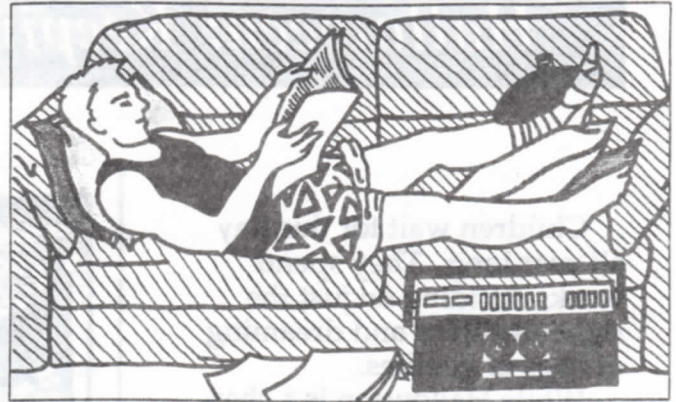
Why Strains Happen

Muscles and tendons need to be warm to work well. When you haven't warmed them up—let's say before shoveling snow or bowling—you can strain them. Strains are not as serious as sprains. Strains also happen if your muscles aren't used to an activity. If you play baseball once a year at the company picnic, but neglect to get into shape beforehand, you may end up with a strained shoulder. Using your body in the wrong way can also cause strains. A common cause of back strains is lifting a heavy box without bending the knees.

Why Sprains Happen

Joints allow us to bend, twist, or turn. When a joint is forced to go much further than usual, you have a sprain. Ankles, wrists, knees, and fingers can sprain easily. Sprains are common in sports. Sudden twisting as in baseball, tremendous force and pressure as in football, or falls as in ski accidents, are all

Rest a strain injury on pillows above the level of the heart.



causes of sprains. You don't need to be an athlete to suffer a sprain. Just walking and twisting an ankle, or tripping, falling, or landing hard on a joint can result in a sprain.

Sprain/Strain Symptoms

A sprain may be instantly very painful. The joint swells quickly and turns black and blue. You may not know whether or not you have broken a bone unless x-rays are taken. Strains may be painful instantly or may become painful several hours after the injury. The injured area may be tender and swollen and may turn black and blue. Often, you will have a smaller range of motion in the area.

First Aid Helps Heal

Stop using the injured part immediately. Don't walk on it, carry with it, or move it at all. Raise injury above the level of the heart, letting it rest on pillows or blankets.

For a strain, use an elastic bandage to firmly (not tightly) wrap the injury. Put ice in a towel or bag and apply to the injury for 30 minutes. This will lessen pain and keep swelling down. For the next 15 minutes, remove both the ice and the wrap to allow blood into the area.

Repeat ice and wrap, on and off, as your doctor or physical therapist recommends.

For a sprain, treat it as if there are broken bones, since you may not be able to tell until an x-ray is taken. Splint the area using a pillow, towel, or blanket. Then, apply ice in a towel or bag to the injury, and speak to a doctor to see if you need an x-ray.

After 48 Hours

Now, you can promote healing by using wet heat, such as whirlpool, bath, or wet towel. If it is a mild strain, gentle exercise will help you feel less stiff. But, if pain is sharp, stop immediately. See a doctor or physical therapist if: sprain is moderate or severe; pain is very strong or lasts more than 24 hours; swelling doesn't lessen after 24 hours.

Easy Prevention

1. Warm up for any physical activity, from painting walls to ice skating. Stretch gently and begin slowly with easy movements.
2. Get in shape and wear proper equipment for your activity.
3. Gradually slow down, then stretch when your activity is finished.



BE BULLISH ON SAFETY...PLAY LOTTO BULL!