December 10, 1969

Mr. George J. Matthews
President
First Financial Company
770 Boylston Street
P. O. Box 241
Boston, Massachusetts 02199

Dear Mr. Matthews:

I want to thank you for your letter of December 2nd concerning your client's interest in being acquired by Digital Equipment Corporation.

We see the plans for DEC laid out quite clearly before us, and do not now see the need for making corporate ties. Therefore, I feel we have to give a negative answer to your inquiry.

Sincerely yours,

Kenneth H. Olsen

KHO:ecc

First Financial Co.
770 BOYLSTON STREET
PRUDENTIAL CENTER
P. O. BOX 241
BOSTON, MASSACHUSETTS 02199
TELEPHONE (617) 262-0626

December 2, 1969

PRIVATE AND CONFIDENTIAL

Mr. K. H. Olsen, President
Digital Equipment Corporation
Maynard, Massachusetts

Dear Mr. Olsen:

A situation has been presented to us which we feel may be of interest to your organization. A large company, annual sales of approximately $45,000,000, in the field of data acquisition, retrieval, and conversion systems is interested in being acquired by a compatible partner.

If you are interested in obtaining information on this outstanding company, we will be pleased to disclose the name and the latest financial data.

Our fee on this situation would be 5 per cent on the first million of the total sale price; 4 per cent on the second million; 3 per cent on the third million; 2 per cent on the fourth million; and 1 per cent on each million thereafter. This fee is payable only in the event a transaction is consummated between Digital Equipment Corporation and the above company and payable upon the closing of such transaction.

We hope our proposal meets with your favorable consideration and look forward to hearing from you.

Very truly yours,

George J. Matthews

George J. Matthews
President
ELD

digital

December 8, 1969

Mr. George D. Creelman
2 Iselin Terrace
Larchmont, New York, 10538

Dear Mr. Creelman:

Thank you for your description of Waldemar A. Ayres' Word-Writing Machine.

We are not interested in the device due to our unfamiliarity with the manufacture of typewriter-like machines and the market that would be interested in a stenotype replacement.

Sincerely,

Richard L. Best
Chief Engineer

RLB:mrk

cc: K. H. Olsen

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

10-24 - Dick Best to ans.

GEORGE D. CREELMAN

2 ISELIN TERRACE
LARCHMONT N.Y. 10538
914 TE 4-8235

October 20, 1969

Mr. Kenneth Olson
President
Digital Equipment Company
146 Main Street
Maynard, Massachusetts

Re: Word-Writing Machines
W. A. Ayres, Inventor

Dear Mr. Olson:

We would like to explore with you the possible interest of your Company in the development described in the enclosed memorandum.

We would welcome an opportunity for you to see the demonstration machine in operation. If you have any questions, please call me at the above number.

Very truly yours,

George D. Creelman

GDC:j
Enc.
CC: Mr. Waldemar A. Ayres
Rutherford, N.J.

digital

December 5, 1969

Mr. Richard Spann
73 Ivy Way
Port Washington, N.Y. 11050

Dear Mr. Spann:

At the request of our president Mr. Kenneth H. Olsen, I am sending you under separate cover some of our rejected Integrated Circuits. This includes:

16 - 7482 - 2 Bit adders
16 - 7474 - Dual D Flip Flops
50 - Various 7400 series gates
1 - Integrated Circuit Handbook

The adders and the flip flops are a few nano-seconds slow for our use. The gates are DC rejects. We do not have any flip flop registers available.

We wish you every success in building a computer.

Sincerely yours,

Robert A. Hughes

Robert A. Hughes
Manager, Component Engineering

sek

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

11-1
Bob Hughes to answer
12-3 checked

RECEIVED
OCT 16 1969
KENNETH H. OLSEN

Richard Spann
73 Ivy Way
Port Washington N.Y. 11
Oct 15, 1969

Digital Equipment Corp.
Maynard Mass.

Dear Sirs:

I am building a computer as a science project for school. I tried to build it with relays, but it was to big and expensive. I was wondering if you would have any rejected integrated circuits that are still usable and 4-bit full adders, serial shift registers and other registers. I was wondering if I could buy them for a low ~~place~~ price or get them for free. This would be of great help because I ~~for~~ found out it would be very costly to buy all the parts at a store

Sincerely yours
Richard Spann

digital

December 5, 1969

Mr. Peter Simpson
122 Metcalfe Street
Guelph, Ontario, Canada

Dear Mr. Simpson:

At the request of our President, Mr. Kenneth H. Olsen, I am sending you under separate cover:

12 - W 992 rejected modules
16 - H 802 sockets

We wish you every success in building a small computer.

Sincerely yours,

Robert A. Hughes
Manager, Component Engineering

sek

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

11-14
Bob Hughes to answer
12-3-Sales

October 20, 1969.

Mr. Peter Simpson,
122 Metcalfe Street,
Guelph, Ontario.

Dear Sirs:

I am presently in my second year of the Electronic Technology Program at Conestoga College in Kitchner Ontario.

To aid the school in judging whether we are qualified to work in industry we are required to design, build, test and report on a project which would simulate the problems which will confront us on entering industry.

I am trying to work on a small computer model and would like to mount components on printed circuit boards similar to your W992 model and the H802 sockets.

I was wondering if you have any boards and sockets which do not meet your specifications and could be purchased at a reduced price. Twelve boards and sockets are required and I would appreciate any help which I could get. Hoping I have not inconvienced you in any way.

Yours truly,

Peter Simpson.

PS:MS

digital

December 9, 1969

Mr. Lewis G. Joslyn, Executive Director
Woonsocket Industrial Development Corp.
Suite 412-413
Stadium Building
Woonsocket, R. I. 02895

Dear Mr. Joslyn:

Mr. Olsen has passed your letter of December 4, 1969 along to me for reply. I am sorry you were unable to reach me by phone.

The Digital Equipment Corporation has selected a building site that will satisfy its immediate needs for expansion. However, as a growing firm, we are always interested in information on possible locations. I will place your brochure in my files for future consideration.

Thank you for your interest in Digital.

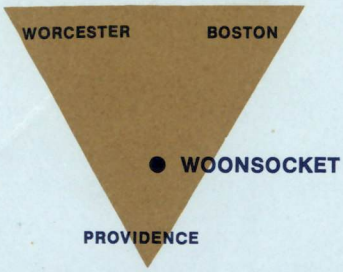
Sincerely yours,

Allen W. Hanson
Plant Engineer

rtc

DIGITAL EQUIPMENT CORPORATION 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
TWX 710-347-0212 TELEX 94-8457

WOONSOCKET INDUSTRIAL DEVELOPMENT CORP.



IN THE GOLDEN TRIANGLE

SUITE 412-413
STADIUM BUILDING
WOONSOCKET, R. I.
02895

401-766-1400

LEWIS G. JOSLYN
EXECUTIVE DIRECTOR

December 4, 1969

Mr. Kenneth H. Olsen, President
Digital Equipment Corporation
146 Main Street
Maynard, Massachusetts 01754

Dear Mr. Olsen:

Some time ago it was brought to the attention of this office that Digital Equipment Corporation was planning to expand. With the City of Woonsocket, Rhode Island, having a number of advantages that could benefit your firm, we contacted your office by phone and were referred to a Mr. Hansen for presentation of data concerning this community and its economic advantages.

However, after numerous attempts to discuss Woonsocket with Mr. Hansen and the absolute refusal of his secretary to allow any direct communication with her superior, I feel that I must present this material directly to you.

I am enclosing a brochure relating to the Woonsocket Industrial Park which contains very brief information concerning the various Rhode Island Financing Plans available. Also, I would like to point out that with the recent closing of one plant and the projected closing of a second, an estimated labor pool of more than 1200 skilled and semi-skilled persons exists in Woonsocket today.

The availability of labor, plus an advantageous financing program and a stable State and Local tax structure, would certainly be desirable to any growth oriented firm such as Digital Equipment Corporation.

I hope you will pardon my going directly to the head of the organization, but I feel what Woonsocket has to offer should receive consideration.

Sincerely,

Lewis G. Joslyn
Executive Director

LGJ/vb
enc.

digital

December 8, 1969

Rev. Eugene Palumbo, S.D.B.
Principal
Don Bosco Technical High School
29 Warrenton Street
Boston, Massachusetts 02116

Dear Rev. Palumbo:

Thank you for your letter requesting contributions for scholarship funds and equipment contributions.

Digital Equipment Corporation does make scholarship awards to graduating high school seniors - however, because of limited funds, we have decided to make scholarship contributions only to students in the communities where the largest number of our employees reside. Last year awards were made to students from such schools as Maynard High, Marlboro High, Marlboro Vocational High, Hudson High , Hudson Catholic High, Leominster High, etc. Based on our current formula, Don Bosco could not be included in this program.

Recently we were pleased to be able to donate some electronic equipment to your school. These types of contributions generally depend on the availability of the equipment and the number of requests that are pending.

Sincerely,

D. Dimancesco J

Dimitri Dimancesco, Jr.
Public Relations

DD:pm

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX 710-347-0212 TELEX 94-8457

Demetre -
Please answer
ec

Elsa
For Your Information
pam

DON BOSCO TECHNICAL HIGH SCHOOL
29 Warrenton Street
Boston, Massachusetts 02116

November 26, 1969

President
Digital Equipment Corporation
Main Street
Maynard, Massachusetts

Dear Sir:

As principal of one of the extremely few private technical high schools in New England, I share the growing concern of many administrators for the future of such schools. While state and federal authorities are becoming increasingly aware of the financial crisis these schools are experiencing, to date little positive action has been taken.

I sincerely feel that industry can contribute significantly to this sector of our educational system. And speaking with reference to the Don Bosco Technical High School in Boston, the only one of its kind in New England under Catholic auspices, I respectfully submit that such assistance might be given in these two general areas:

1) Scholarship Funds -- Many candidates for Don Bosco qualify in our competitive examinations but find themselves unable to underwrite the annual tuition of $350.00 in addition to other fees and expenses.

With funds from industry earmarked for several scholarships at Don Bosco, I am confident we can eliminate these financial hurdles for many deserving youngsters. Although Don Bosco is a school conducted by priests and Brothers, there is no bar whatever for youngsters of all races, colors and creeds.

Would your company consider the possibility of sponsoring one or more scholarships? In every instance full credit would be given to sponsoring organization, and through our public relations department the school's student body, the parents, alumni and the general public would be so notified.

2) Machinery and Equipment -- The funds expended by a private school for modern equipment staggers the imagination. If only industry could occasionally donate some quality products to the school, the student would benefit considerably by such assistance. Our technology labs include Electronics, Industrial Electricity, Drafting, Graphic Arts and Woodworking.

I respectfully urge you to consider our several requests. Entrance Examinations are scheduled for Saturday, December 20, and it would gratify us no end to know you will be in a position to offer at least one scholarship.

Sincerely,

(Rev.) Eugene Palumbo

(Rev.) Eugene Palumbo, S.D.B.,
Principal

P/f

Joe St. Amours for comment

Arnold Thurmon to comment

COMPUTER
ACCESS SYSTEMS

3050 W. CLARENDON AVE. • PHOENIX • ARIZONA 85017 • (602) 279-5501

June 10, 1969

Mr. Kenneth Olson
President
Digital Equipment Corporation
Maynard, Massachusetts

Dear Mr. Olson:

Enclosed is a preliminary specification for the general purpose digital cassette deck we have developed for our application here. I am also enclosing one of our brochures so that you may specifically look at our application. We are using the deck in a start/stop mode with a time compression on play back.

We would be very interested in your requirement for such a deck and will be looking forward to hearing from you.

Very truly yours,

Donald R Iams

Donald R. Iams
Vice President Marketing

DRI:mm
encl. 2

PRELIMINARY SPECIFICATIONS

DIGITAL CASSETTE RECORDER

1.0 PURPOSE

The purpose of this specification is to tentatively define the features and performance of Computer Access Systems' digital cassette recorder.

2.0 GENERAL DESCRIPTION

The cassette recorder is a general purpose digital magnetic recorder. The major units are a cassette tape cartridge, a tape transport mechanism and a printed circuit board.

Cassette

A 4" x 2" x ½" cartridge loaded with 300 feet of 150 mil wide computer grade magnetic tape.

Tape Transport Mechanism

This unit measures 5½" square with a 3" depth. It contains two direct current motors equipped with cassette drive hubs and the facility to automatically engage the cassette. It contains an erase, a write and a read head. It utilizes a prerecorded clock track with a second track available for serially recording data. The local controls are contained on the top of this unit.

Printed Circuit Board

The printed circuit board contains the circuitry required to allow read, write, erase and motor servo. It is equipped with a 33 pin Amphenol 233 series plastic connector.

3.0 RECORDER SPECIFICATIONS

Tape Speed Read and Write

The tape speed for read and write is 2 IPS to 25 IPS, selectable and variable by the customer.

Tape Rewind

A 300 ft. cassette is rewound in 30 seconds.

Start/Stop

Start time is less than 10 ms.

Stop time is less than 20 ms.

Recording Density

Application controlled maximum 3000 flux reversals per inch.

Recording Format

Serially single track

Local Controls

Eject - push button-mechanical

Rewind - push button-electrical

Ready - push button-electrical

'Control Lines to C Drive

All lines to the drive will require the zero level to cause action.

The logic input will be a standard DTL input. An open line will induce float to +2 Volts.

The lines are:

Go level

Rewind level

Four or five voltage levels

Forward

Rewind

Speed control forward

Speed control rewind

Flux 0

Flux 1

Erase

AGC data track

AGC control track and write condition

Lines Available from the C Drive

Clock track

Data track

Ready

Rewind

Cassette loaded

Lines Available from the C Drive (continued)

Busy

Out of clock pulses

End of tape

Interface Requirements

The interface is via 33 pin Amphenol 223 series plastic connector.

Voltage levels are 0 to 5 volts.

Open circuit lines float to +2.

Power Requirements

+15 VDC, 5 Watt average; 5 VDC, 1 Watt average.

Weight

2.5 lbs. including cassette cartridge.

4.0 OPERATING ENVIRONMENT

60 to 90° F

10° to 90° Relative Humidity

5.0 SHIPPING AND STORAGE ENVIRONMENT

-30 to 160° F

Protection from dust, moisture and contamination required.

6.0 MEAN TIME BETWEEN FAILURE

300 hours continuous use estimated average.

7-18
Joe St. Amour for comment
Arnold Sherman to comment

COMPUTER ACCESS SYSTEMS

3050 W. CLARENDON AVE. • PHOENIX • ARIZONA 85017 • (602) 279-5591

June 6, 1969

Mr. K. H. Olsen
President
Digital Equipment Corporation
146 Main Street
Maynard, MA. 01754

Dear Mr. Olsen:

We are conducting a market survey for a new digital cassette recorder. In the past you have expressed interest in such a product and we wish to know if the enclosed preliminary specification fulfills the need for your application.

The recorder is a compact general purpose digital deck. It has the ability to record data in a start/stop mode and playback, with up to a twenty to one time compression.

We are interested in your requirements for such a deck, as well as your cost objectives.

We appreciate your taking time to help.

Very truly yours,

Donald R. Iams

Donald R. Iams
Vice President Marketing

DRI:lb

enclosure

PRELIMINARY SPECIFICATIONS

DIGITAL CASSETTE RECORDER

1.0 PURPOSE

The purpose of this specification is to tentatively define the features and performance of Computer Access Systems' digital cassette recorder.

2.0 GENERAL DESCRIPTION

The cassette recorder is a general purpose digital magnetic recorder. The major units are a cassette tape cartridge, a tape transport mechanism and a printed circuit board.

Cassette

A 4" x 2" x ½" cartridge loaded with 300 feet of 150 mil wide computer grade magnetic tape.

Tape Transport Mechanism

This unit measures 5½" square with a 3" depth. It contains two direct current motors equipped with cassette drive hubs and the facility to automatically engage the cassette. It contains an erase, a write and a read head. It utilizes a prerecorded clock track with a second track available for serially recording data. The local controls are contained on the top of this unit.

Printed Circuit Board

The printed circuit board contains the circuitry required to allow read, write, erase and motor servo. It is equipped with a 33 pin Amphenol 233 series plastic connector.

3.0 RECORDER SPECIFICATIONS

Tape Speed Read and Write

The tape speed for read and write is 2 IPS to 25 IPS, selectable and variable by the customer.

Tape Rewind

A 300 ft. cassette is rewound in 30 seconds.

Start/Stop

Start time is less than 10 ms.

Stop time is less than 20 ms.

Recording Density

Application controlled maximum 3000 flux reversals per inch.

Recording Format

Serially single track

Local Controls

Eject - push button-mechanical

Rewind - push button-electrical

Ready - push button-electrical

'Control Lines to C Drive

All lines to the drive will require the zero level to cause action.

The logic input will be a standard DTL input. An open line will induce float to +2 Volts.

The lines are:

Go level

Rewind level

Four or five voltage levels

Forward

Rewind

Speed control forward

Speed control rewind

Flux 0

Flux 1

Erase

AGC data track

AGC control track and write condition

Lines Available from the C Drive

Clock track

Data track

Ready

Rewind

Cassette loaded

Lines Available from the C Drive (continued)

Busy

Out of clock pulses

End of tape

Interface Requirements

The interface is via 33 pin Amphenol 223 series plastic connector.

Voltage levels are 0 to 5 volts.

Open circuit lines float to +2.

Power Requirements

+15 VDC, 5 Watt average; 5 VDC, 1 Watt average.

Weight

2.5 lbs. including cassette cartridge.

4.0 OPERATING ENVIRONMENT

60 to 90° F

10° to 90° Relative Humidity

5.0 SHIPPING AND STORAGE ENVIRONMENT

-30 to 160° F

Protection from dust, moisture and contamination required.

6.0 MEAN TIME BETWEEN FAILURE

300 hours continuous use estimated average.

digital

December 1, 1969

Mr. Timothy Lee
6 Reservoir Road
Wayland, Mass. 01778

Dear Timothy;

In answer to your letter to Mr. Olsen, I am happy to send you 30 FCCAL pamphlets. The FCCAL-8 manuals may be purchased from the Program Library. Singularly they cost $2 each, but you may buy 15 for $20.00.

Thank you for letting us know of your interest in FCCAL. Please let me know if I can be of further assistance.

Sincerely yours,

Richard M. Merrill
Systems Analyst

RMM/kef
Enclosure

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

6 Reservoir Road
Wayland, Mass. 01778

November 24, 1969

Mr. Kenneth H. Olsen, President
Digital Equipment Corporation
146 Main Street
Maynard, Mass. 01754

Dear Mr. Olsen:

I am writing to you because I am not sure who else to write to.

I am a student at Wayland High School, Wayland, Mass. and I am very interested in computers. Here we use the FOCAL (U04) Time-Sharing System as implemented in Natick High School; and I am writing to request some manuals and brochures, not only for myself, but also for some of my friends and teachers who are also interested in FOCAL.

Would you please send me the following?

30 of the "FOCAL" pamphlets like the one enclosed.

15 of your latest manuals on the FOCAL language.

If these publications are of any cost, please let me know.

Thank you for your cooperation.

Yours truly,

Timothy Lee

Timothy Lee

December 12, 1969

Mr. Robert A. Fisher
Communications Services Company
P. O. Box 55087
Sherman Oaks, California 91403

Dear Mr. Fisher:

Mr. Olsen has asked me to respond to your letter dated December 2, 1969.

Digital Equipment Corporation has a writing staff in-house that normally prepare articles of the type that you describe, however, we are always interested in outside service groups that can support us in an overflow situation.

Therefore, I would suggest that you let us know when you will be in the Boston area so that we can get together to discuss your activities.

Cordially,

Mark Nigberg
Public Relations Manager

/lam

12-10 Mark Nigerg to have someone answer.

COMMUNICATIONS SERVICES COMPANY

EDITORIAL SERVICES • PUBLIC RELATIONS • SALES PROMOTION • PHOTOGRAPHY

December 2, 1969

Mr. Kenneth H. Olsen
President
Digital Equipment Corporation
146 Main Street
Maynard, Massachusetts 01754

Dear Mr. Olsen:

Case history articles have proved to be one of the most effective components of a well-balanced sales effort. Many corporations have found that properly placed trade magazine features get three to four times the display space of a full-page ad.

Yet the only cost is for preparation and placement; the magazine space is always free. Further, because such editorial features are objective accounts relating the actual experience of customers in the field, they are often more convincing than ads in reaching desired audiences.

Is your company taking full advantage of this sales promotion technique? Communications Services Co. can help you do so.

CSC has a full-time nationwide staff of professional writer-photographers, not stringers. We develop story leads by calling on our clients' dealers. Then, after an article has been authorized, we conduct interviews, take photographs and deliver a finished package tailored for a specific trade magazine.

Work is done on a preset fee basis. This ranges from $200 to $350 per article, depending on length and the number of photos required. There are no charges for travel anywhere in the continental United States, unless a client needs a rush job in an area far from a major city. By special arrangement, we also travel overseas.

If you would like to discuss what CSC could do for your company, we'd like a chance to present the facts to you in person.

Cordially yours,

Robert A. Fisher

Robert A. Fisher
President

RAF/fsg

P.O. BOX 55087 • SHERMAN OAKS, CALIFORNIA 91403 • (213) 981-0563

December 16, 1969

Mr. Alan Smith
Arthur D. Little, Inc.
Acorn Park
Cambridge, Massachusetts

Dear Mr. Smith:

We have reviewed your request for a contribution to the American Association for the Advancement of Science, and concluded that we will not be able to make a contribution at this time.

We have a committee that decides which affiliations to support, and, although we don't want to show lack of enthusiasm for your program, they have decided not to participate at this time.

Sincerely yours,

Kenneth H. Olsen

KHO:ecc

DIGITAL EQUIPMENT CORPORATION

MAYNARD, MASSACHUSETTS

KENNETH H. OLSEN
PRESIDENT

December 10, 1969

Mr. Robert F. Curley
Facility Manager
Jefferson Medical College
Department of Radiology
Stein Research Center
Philadelphia, Pennsylvania 19107

Dear Mr. Curley:

Thank you for your letter of November 24th concerning our repair charge for your PDP-9 stack. I have investigated the situation, and find that the average cost of repairing each PDP-9 stack is indeed high. The charge appears to be appropriate, and may even possibly have to be raised in the future.

I appreciate that an unexpected repair expense can be burdensome to your financial planning, and this is one of the reasons why we offer a maintenance contract that guarantees all nonexpendable parts (such as the stack) during the contract life. Perhaps this would be helpful to you for future years.

Thank you for bringing this matter to my attention. I was pleased to learn that our people were responsive to your need to quickly return the PDP-9 to service.

Sincerely yours,

Kenneth H. Olsen

KHO:ecc

cc: Mr. Robert O. Gorson, Chairman
Radiology Computer Committee

Mr. Daniel Murray, DEC

THOMAS JEFFERSON UNIVERSITY

JEFFERSON MEDICAL COLLEGE
Department of Radiology
Stein Research Center
Division of Medical Physics
Radiology Computer Facility

Philadelphia, 19107
(215) 829-7810

November 24, 1969

Mr. Kenneth Olsen
President
Digital Equipment Corporation
146 Main Street
Maynard, Mass.

Dear Mr. Olsen:

Some time ago a cloud arose to darken our otherwise excellent relations with DEC. I thought that by this time it would have been dissipated, but this is apparently not the case.

We received, at the end of January 1969, a PDP-9 with which we have had a moderate share of problems. In every case except this last, however, they have been resolved quite satisfactorily. In mid September a hardware fault appeared that was ultimately diagnosed as a defective diode in the memory stack. Upon discussion with the local DEC office (Wayne, Pennsylvania) we concluded that three alternative options were available:

(1) Replace the stack with a new one from DEC at a cost of $1,000 plus return of the defective stack.

(2) Replace the defective diode ourselves at some nominal cost.

(3) Hire the repairs out to someone more experienced than ourselves in such intricate work.

In the evaluation of the third alternative, we contacted Core Memories, Inc. to see if they would be prepared to do a rush job if we personally delivered the stack to California and to ask about the cost for this service. They were indeed prepared to offer us the service and allowed there would be no charge since it apparently was still under their one-year warranty. They pointed out, however, that their contractual obligation with DEC required that DEC initiate the request for repair. They also discouraged us from attempting the repair ourselves.

Since the DEC maintenance group at the Wayne office could offer only the $1,000 deal, we sought the required request to Core Memories from Mr. Robert McInnis in Maynard. He allowed that the only arrangement he was authorized to offer was the same $1,000 replacement deal. He said that Core Memories should not have told us of the one-year warranty and that DEC only gave a 90-day warranty which had, in our case, expired.

Since this was the only option remaining and we had a heavy computer workload commitment, we issued a purchase order to facilitate delivery but reserved the right to negotiate the price further. Your people, including Mr. James Pitts, went out of their way to expedite its delivery which was greatly appreciated. Mr. Daniel Murray (Sales Engineer of the Wayne, Pa. office) offered, in light of our considerable assistance to him in demonstrating the machine to prospective buyers, to try to make a more amicable arrangement. He was unsuccessful.

In summary, I feel that the $1,000 charge is excessive, especially in light of the knowledge that the stack apparently is still under warranty to you. Since the fine reputation of DEC in the medical community is in question, I would appreciate your consideration of this matter and would like to be apprised of your decision.

Yours truly,

Robert F. Curley

Robert F. Curley
Facility Manager

CC: Robert O. Gorson
Chairman
Radiology Computer Committee

Daniel Murray
Sales Engineer
Digital Equipment Corporation

digital

December 1, 1969

Harold C. Smith
President
The Colonial Press Inc.
Clinton, Massachusetts 01510

Dear Mr. Smith:

Thank you for your letter of November 5, regarding Information International Inc. and our computer products. On behalf of Mr. Olsen I would like to take this opportunity to reply to your letter.

Information International Inc. is a customer of ours in the business of supplying optical scanning systems. At present they purchase PDP-9L's and PDP-15's for use as controllers and processing of data for their optical scanning systems.

Information International Inc., like many of our customers, purchase our computer hardware and incorporate it as an integral part of their system. Each system is manufactured and marketed as a product of that particular company. At present Digital Equipment Corporation does not market or have marketing arrangements to sell optical scanning equipment with our Typesetting Systems.

Although we have customers marketing systems and/or services to users of high speed CRT Typesetting machines, we at DEC have not directly marketed a system of this type. We are involved in software development of Typesetting packages to operate on our PDP-10 Systems. It is our endeavor to supply programs to drive all of the high speed CRT Typesetting machines.

I am basically familiar with your composition requirements at Colonial Press. I also had the pleasure of meeting you at the PIA show in Washington D.C. in 1967.

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

I would be most happy to meet with you to discuss any possibility of DEC participating in your future plans.

Thank you for your interest and consideration on our behalf.

Very truly yours,

Marvin E. Cothran
Marketing Manager -
Graphic Arts

MEC/mc

cc: K.H. Olsen

11/10/69
Sent to Dick Falt to answer.

THE COLONIAL PRESS INC.

Clinton, Massachusetts 01510/Telephone: 617-365-4511

November 4, 1969

HAROLD C. SMITH
PRESIDENT

Mr. Kenneth H. Olsen, President
Digital Equipment Corp.
Maynard, Mass.

Dear Mr. Olsen:

We are entering the field of cathode ray tube typesetting and have installed a Harris Intertype Phototronic machine in our plant.

This equipment is now being operated through a Honeywell computer.

The scanner field is now opening up and Information International Inc. have been talking to us about some equipment in that area and operate on one of your computers.

I would like very much to talk to you or someone in your organization about the possibility of Digital Equipment in connection with the CRT scanner system and possibly the replacement eventually of our present equipment.

My home is in Concord, Mass and I come by your plant regularly. I would appreciate an opportunity to stop in to meet you and to start discussions of the equipment we are installing and thinking of adding in the near future.

Yours very truly,

H C Smith

HCS:kc

Rec. Obsn

digital

December 31, 1969

Mr. Phillip Miller, President
International Ideas Incorporated
838 Whitman Drive
Blackwood, New Jersey

Dear Mr. Miller:

Subject: Your Purchase Orders #S1023PM-2, #S1023PM-3 & S1023PM-11

Thank you for your letter of December 15, 1969.

We are very sorry that we have caused problems for you by late delivery of 24 modules. We shipped the modules in question on December 12, 1969, and I am sorry we did not notify you of this by phone.

The strong market acceptance of our products has put extreme demands on our capacity. We presently have two additional plants under construction, another is just now starting into production. I can honestly say our delivery performance is improving quickly, and I see off the shelf delivery a reality by March 1970.

Thank you for your patience, and I hope we can do business with you again.

Yours truly,

Frederick H. Gould

Frederick H. Gould
Product Line Manager

FG:cam

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

Copies to: Fred Gould to answer
Al Demault as information
12-22 Stan Olsen " "

International Ideas Incorporated

838 WHITMAN DRIVE, BLACKWOOD, N. J. 08012

Manufacturing *DIVISION*
Our Purchase Orders: #S1023PM-2
and #S1023PM-3
Supplementary Order: #S1023PM-11

December 15, 1969

Mr. K. Olsen, President
Digital Equipment Corporation
146 Main Street
Maynard, Massachusetts, 01754

Subject: Your Module Order Worksheet Information DEC#77762
Date Received: 9/22/69
Schedule Delivery by week of 11/10/69, RUSH
Special Instruction: Order to be shipped to DEC, Wayne, Pa.
Paid in advance by check.

Dear Mr. Olson:

We have already paid an extra one and one-half months interest charges on a $25,000.00 loan because the promised shipping date for the above subject order was not fulfilled. Thirty-five purchase orders for this project were placed approximately the same week as yours, including strike-bound General Electric Company. To date, all equipment has arrived except a portion of your order: 12 - #K323 one shots and 12 -- #K501 filters.

We think your Mr. Robert Janess did a fine job of helping us to convince the Sun Oil Company that Digital Equipment is the proper way to design this portion of the project. He also has done an exceptional follow-through job of application engineering. The problem seems to be in your production of flip-chips.

We would appreciate your doing anything possible to expedite this job or perhaps volunteer to start paying the interest on our loan!

Respectfully yours,

INTERNATIONAL IDEAS INCORPORATED

P. Phillip Miller

Phillip Miller
President

12/22 4:PM - Called Mr. Miller + no response - will call on 12/23/69.

PM:jrm
TRIPLE J — 609-227-1208
Air mail

ideas action profit

bcc: Ken Olsen

digital

December 22, 1969

Mr. Roy L. Dutton
C/Pedro Muguruza, 1.3.ºB
Madrid-16
Spain

Dear Mr. Dutton:

Mr. Ken Olsen of DEC has referred your letter of 13 December to me. I apologize for not confirming our phone conversations in writing and for any misunderstandings that may have resulted therefrom.

I felt that I had made it very clear that Dr. H. G. Zimmer of Zeiss had informed DEC that the Cytoscan/PDP-12 system is not intended for large scale screening use. Rather it is currently used for intensive study of individual cells. Until Dr. Zimmer has had contact with the Chief Cytologist of the Direction General de Sanidad it would be of no value for us to pursue this sale.

I also stressed in our last phone call that any arrangement between yourself and DEC would have to be negotiated directly with Mr. Jean Claude Peterschmitt, our European Regional Sales Manager in Geneva.

While we are most appreciative of your interests in serving DEC, we hope you understand that our normal sales activity takes place through our own international sales organization. We have no permanent agreements with any representatives and any such temporary agreements are negotiated directly with our sales managers.

I hope I have been able to clarify our position for you. If you wish to pursue the matter further, I would encourage you to contact Mr. Peterschmitt.

Please accept my best wishes for a happy holiday season.

Very truly yours,

William G. Segal

William G. Segal
Manager
Biomedical Marketing

cc: Mr. Jean Claude Peterschmitt

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

O'NEILL *international sales corporation*
45 ROCKEFELLER PLAZA
NEW YORK, N. Y. 10020

ESPAÑA (SPAIN)
ROY L. DUTTON
C/PEDRO MUGURUZA, 1, 3.º B
MADRID-16
TELEFONOS: 250 48 13
250 36 21
259 54 95

Saturday, 13 December 1969

MR. KENNETH H. OLSEN (President)
Digital Equipment Corporation
146 Main Street
Maynard, Massachusetts 01754

Dear Mr. Olsen:

REPRESENTANTE DE:
Hollister Inc.
Aquarium Systems Inc.
Beacon Enterprises Inc.
Beck Lee Bendix
Clickman S. Inc.
Bunn
Busse
Cameron Miller
Conco Surgical Products
Cook
Crown Instruments
Curvelite
Drescent
Dallons Laboratories
Detroit Disposable Prod.
Elcath
Hamilton Mfg. Co.
Hard
O. K. Hebel
Ille
Laramus Mfg. Co.
Lumex
Lyncoach
Mckesson Appliance Co.
Modesty Monogram Mfg.
Monogram Industries Inc.
National Appliance Co.
Ohio Medical Products
O'Neill Gloves
Orthopedic Equipment Co.
PEMCO
Pilling Surgical Products
Porta Lift
Pragel Inc.
Schueler.-Foregger
Sherer-Gillett
Sigmamotor
Sunbeam Lighting Co.
Sweden Freezer
Torrington Inc.
U. S. C. I.
U. S. Stoneware
Warren E. Collins
Wolf Medical-Equipment
Wolf X-Ray

Not having had the opportunity of directly speaking to you in my now three (3) telephone conversations from Madrid, Spain to Maynard, Massachusetts with your Mr. Bill Siegel, I want you to receive my most indebted thanks for having received on this date:

5 Copies...DEC 1969 Annual Report
5 Copies...DEC Products and Services Catalog
5 Copies...CLINI-LAB 12 Catalog
5 Copies...pdp12 Catalog (which was the most sought after by me)
5 Copies..."Scientific Research" (repro.) of May 26, 1969

of which one (1) of each have been given also on this date to the Chief Cytology Doctor of the Dirección General de Sanidad who in no doubt will purchase one of the pdp12 Units. This I state will only be the first but not the LAST sale I will promote for you in Spain.

With all the information received though, I am only to perturbed that no letter was forwarded by Mr. Siegel explaining an om/or about price breack down on the equipment, other than what I received on a December 5th telephone call from him, and, what is worse, no letter certifing that I am not pushing for all this matter if it is not to earn something on my efforts, if anything, to only get back the money expended on my phone calls of December 3rd, 9th and 12th. I do hope Mr. Jean-Claude Petershmidt (I hope this is spelled right, for I only received the name by phone) in Geneva Office will clarify this to me. I do not kid when I state that all four (4) remaining Catalogs of each will promptly be in hands of Medical Institutions highly interested in your clinical machanies. So please let us get prices and comission levels established as soon as possible.

Again, thanking you and specially Mr. Siegel for his troubles, I remain, hoping to have a certified commission level placed for me,

Most sincerely,

ROY L. DUTTON

c.c: Geneva Off.

digital

December 23, 1969

Oscar Jorge Fiorito
Iemam Y Cia. S.R. L.
Riobamba 1142 Piso 1°
Ventas Ayacucho 1164
Buenos Aires, Argentina

Dear Mr. Fiorito:

Thank you very much for your letter dated December 12, 1969, requesting a business arrangement for the marketing of our products in Argentina.

Digital Equipment Corporation generally sells and services its equipment through its own subsidiaries whenever possible on a world-wide basis. As we already have our own subsidiary in Argentina, we sell our products through our own Field Office.

Thank you for your interest in Digital Equipment Corporation products. If we can be of any further assistance to you, please do not hesitate to let us know.

Sincerely,

Juergen Schroeder
Sales Support

JS/ks

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX 710-347-0212 TELEX 94-8457

K. Olsen

digital

December 15, 1969

Mr. Alan L. Tritter
Department of Computer Science
The Hebrew University of Jerusalem
Institute of Mathematics
Jerusalem, Israel

Dear Alan:

Ken Olsen has asked me to reply to your letter of November 27th, and I am delighted to have the opportunity to do so. If I am not mistaken, I have followed you at Brookline High School and at Data Processing, Inc., have had the opportunity to meet your brother, but to date have been denied the pleasure of meeting you. Perhaps the subject of your letter will provide the opportunity.

Your note is most timely, since we have just been discussing the market for the PDP-10 in Israel and preparing our plans for sales and service efforts there. I will send a copy of your letter to Jean-Claude Peterschmitt, our European Regional Sales Manager, since he will be responsible for sales in Israel. In addition, I will add my personal support to his efforts, since I firmly believe the PDP-10 would be ideal for your department. And, as per your request, I am sending a full set of PDP-10 literature, a complete set of our current handbooks, and brochures describing our entire product line. I must apologize for not sending manuals for the other products, for the shipment would truly be staggering, but I hope you will feel free to ask for more detailed literature on the products that interest you. To further bring you up-to-date on the company, I am enclosing a current Annual Report and Product Brochure with this letter.

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

Finally, I will be happy to see that your good wishes are conveyed to Mrs. Gurley. If I can be of further assistance, please feel free to contact me, and, if you are returning to the States in the near future, I hope you will visit us. It was very nice to hear from you after so long a time.

Sincerely yours,

David Baer Cotton

David Baer Cotton
PDP-10 Marketing Manager

DBC:ll

cc: Ken Olsen
Ted Johnson
J. C. Peterschmitt

Encl: (1) Annual Report
(2) Product Brochure

12-4

Dave Cotton to answer

copy sent to Ted Johnson

Dick Lent did not remember him.

האוניברסיטה העברית בירושלים
THE HEBREW UNIVERSITY OF JERUSALEM

INSTITUTE OF MATHEMATICS
Department of Computer Science

המכון למתימטיקה

November 27, 1969

Digital Equipment Corporation
Maynard, Massachusetts

Gentlemen:

I hardly know to whom to address this letter as, although my acquaintance with many of you goes back fifteen years, I am sufficiently out of touch not to know who is still there, and who not. Nevertheless --

The Department captioned above has this year been established here, and we offer a program of instruction and research leading to post-graduate degrees only. The University has a Computer Center equipped with a CDC 6400 , with two disc units. but this is not really suitable either for instructional or for on-line interactive use.

It is at least possible that you will, by dint of only a little effort, be able to sell us a PDP-10 within the next few months. I can only urge you to try.

In addition to whatever else you may decide to do, please forward to me, as soon as possible, complete descriptive literature for your entire range (both computers and modules), detailed PDP-10 hardware and software documentation, and at least two copies each of the Logic Handbook and the Small Computer Handbook.

Regards to all around the office, and could someone please transmit my best wishes to Betty Gurley.

Very truly yours,

Alan L. Tritter

Alan L. Tritter
(Senior Lecturer in Computer Science)

AT/eg

12-22 Pat Greene to have someone answer

ADMINISTRACION: RIOJAMBA 1142 - Piso 1°
PINTAS : AYACUCHO 1164
T. E. 12 - 2042 - 80 - 5093
BS. AIRES - REP. ARGENTINA
TELEX: 0102 ITT IEMAN

IEMAM Y CIA. S.R.L.

INDUSTRIAS ELECTRO - MECANICAS MELANO Y CIA.

REPRESENTANTES Y/O DISTRIBUIDORES DE:

GENERAL ELECTRIC
INDUSTRIAL DIV. EQ.
NEW YORK, U.S.A.

INSTRUMENTOS BRISTOL

KIELEY & MUELLER INC.
MIDDLETOWN, N. Y.

LEWIS ENG. CO.
NAUGATUCK, CONN.

MANOMETROS Y
TERMOMETROS DE:
MARSH INST. CO.
SKOKIE - ILL.

SCAM PANALARM CO.
SKOKIE, ILL.

EMAM INC.
150 N. E. 182 TR.
MIAMI - FLO. USA

Buenos Aires, December 12 - 1969

DIGITAL EQUIPMENT CO.
146 Main Street
Maynard-Massachusetts
U. S. A.

Dear Sirs:

As you can see, we represent very important commercial firms in the field of instrumentation and control.

A few months ago, our firm joint with ACCO to manufacture Bristol Instruments in our country.

Once, I recived your catalogues about computers and industrial modules. Studying your information and considering our activities here, we think that we are in a very good position to represent you in this country, and sincerely, we should like very much to be your representatives because of the very good name you have in the field of computers.

The computers bussines is just beginning in this country but we all know that in the future, computers will do everything.

Apart from that, we are building the biggest logic control in this country for I K A - Renault painting plant at Córdoba. This work, as far as I know, is the first one of some importance in Argentina (about 700 logic elements) and we realize that we are in good position to get other jobs of this kind using your integrated circuits logic elements.

.../...

I direct, as Electronic Enginner, the Laboratory of applied Electronics in Facultad de Ingeniería and I am following a two years course on Systems Engineering mainly devoted to computers and data processing.

We have formed at the University a small group of young Engineers specialized on computers

These Engineers, included me, have been stuying in London and Philips Eindhoven with scolarships and working in the field of computers and industrial electronics, and I have thought of the possibility of creating a new division of our company by incorporating this very good people.

My family is one of the main share holders of Banco Popular de Quilmes, which is related with several Banks of U.S. and if you want you will recive our commercial informs

Waiting for your answer and thanking you in advance we remain.

Yours truly

Ing. Oscar Jorge Fiorito

OF/GCH

digital

December 17, 1969

Dr. H. D. Gruemer
Department of Pathology
Ohio State University
410 W. Tenth Avenue
Columbus, Ohio 43210

Dear Dr. Gruemer:

This is to confirm in writing our telephone conversation of December 15, 1969 pertaining to your existing Clinical Lab installation.

I had indicated to you previously that we would not charge you for the extra H-305 eight channel distribution box. The price of it is $400.00 for your information. As you already have three distribution boxes out there, we felt that we would not be justified in only replacing two of the boxes instead of the three.

Again, it is my understanding that Ohio State University has designed a 56 channel distribution box which they would like to send to us for review. We will take a look at it to see if it logically will fit into the system and note any other details which are necessary to insure that it will work. As I stated in my last letter, we are unable at the present time due to manpower to commit ourselves to any kind of project at this time.

The other main point is that you would like to be updated on the latest happenings for the Version V LABCOM system. This is a very difficult situation to keep you abreast of since things change weekly. We have been at Wisconsin twice now and things have changed each time we have been there. Basically what I

can send you is a copy of a User's Hand Guide which is in its first rough form. This gives in detail the various steps necessary to operate the Clinical Lab system. With this and with the Clini-Lab 12 brochure that you have, you should be able to get a good feel for what we are doing in the laboratories. Any input which you have from this manual will be greatly appreciated.

I will try and get a full set of programming memos for your distribution. However, this will take some time because many of the memos are being revised due to our latest trip to the University of Wisconsin.

At the present time we do not have any plans to implement Version IV LABCOM on the large disc. It is my understanding that Duke University had a version written by Wisconsin for the mini discs but they have not been using it. I would be very hesitant to say that we could do this at all at the present time.

If I can be of any further assistance, please do communicate directly with me and I will try to get an answer as soon as possible. Thank you for your continued interest in Digital's products.

Sincerely,

Ray Lindsay

Ray Lindsay
Manager
Clinical Chemistry

RL:jkp
Enc.

Copies to:
Ken Olsen ✓
Win Hindle

DIGITAL EQUIPMENT CORPORATION
MAYNARD, MASSACHUSETTS

KENNETH H. OLSEN
PRESIDENT

December 23, 1969

Mr. Nathan Hubley
President
Carter's Ink Company
239 First Street
Cambridge, Massachusetts

Dear Nate:

I have looked into the results of our study of the line printer process, and here are the things which limit our enthusiasm for future development.

First of all, apparently, the mechanical tolerances are very critical. Our people feel it would be impractical to build a machine that would have the tolerances which appear necessary from present experiments.

The thickness of the paper appears to be very critical, and our people feel that, with that type tolerance on paper thickness, the paper would be very expensive, and it might limit the temperature and humidity tolerances of the system.

The printing appears to smudge, and it might take some development before it reaches the desirable smudge-resistance that customers would want.

The cost still appears a little high, and it might be sometime before it approaches the cost of ordinary typewriter ribbon.

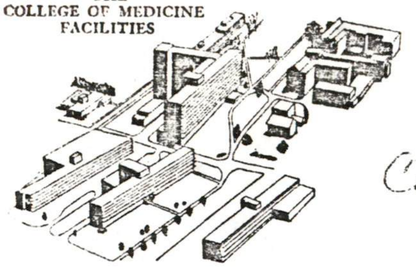
We would still very much like to see this process work, but we feel that, at the present, it is not promising enough to receive the primary interest of our people during printer development.

Best wishes for a most pleasant Christmas season.

Sincerely yours,

KHO:ecc

THE COLLEGE OF MEDICINE FACILITIES



Department of Pathology

THE OHIO STATE UNIVERSITY

12-9-69
Copy to Ray Lindsay to ans., Win Hindle for info.

410 West 10th Avenue
Columbus, Ohio 43210

December 5, 1969

Mr. Ken Olsen
Digital Equipment Corp.
146 Main Street
Maynard, Massachusetts 01754

Dear Mr. Olsen:

Unfortunately, I have to ask your help again in receiving cooperation from your company. Since the summer of this year, we have been attempting to modify our system. For this purpose Mr. Shwanger visited us in our laboratory in August. On October 10th I received a letter from Mr. Lindsay which was answered by me on October 21st. There were still two points open for discussion on which I have not received an answer from Mr. Lindsay; namely, wiring the 56-channel distribution box and the cost of the 8-channel box. I hope you will take steps to improve the efficiency in customer-company communication.

When does Version 5 become available? I am deeply disturbed by the fact that we are neither consulted nor being kept current on the development of Version 5 as we were promised by Mr. Green at the time of purchase.

I would appreciate receiving a schedule of the PDP-8 and LINC-8 courses for 1970.

Are there any plans to have Version 4 of Labcom interchangeable on disk and tape? You might be interested in learning that the computer has been working well ever since the installation of a preventive maintenance program, a fact which has become very beneficial to the clinical laboratory.

Very truly yours,

H.-D. Gruemer, M.D.

HDG/kc

enc.

October 21, 1969

COPY

Mr. Raymond Lindsay
Marketing Manager
Clinical Chemistry
Digital Equipment Corp.
146 Main Street
Maynard, Massachusetts 01754

Dear Mr. Lindsay:

Thank you very much for your letter of October 10th. I have discussed your letter with my co-workers, particularly with Dr. Lott. Your willingness to replace without charge the existing 16 channel interfaces is certainly appreciated. We intend to order four A209 amplifiers and have you install 8 additional channels to a 8 channel box. Since we will need a new box, we would appreciate a price quotation on that. We plan to do the interfacing from the new distribution box to the AutoAnalyzers ourselves according to our future needs.

At this time, we are not interested in expanding to 32 channels. Your point # IV, that is the wiring of the 56 channel distribution box, puzzled me since it was my understanding that Mr. Shwanger was supposed to have taken up this matter with you. We had given him all the details at the occasion of his visit. I feel that we are going in cycles on this question.

I am looking foreward to hearing from you.

Very truly yours,

H.-D. Gruemer, M.D.

HDG/kc

digital INTEROFFICE MEMORANDUM

SUBJECT: DR. GRUEMER, OHIO STATE UNIVERSITY

DATE: Dec. 18, 1969

TO: Ken Olsen
Win Hindle

FROM: Ray Lindsay

LOCATION:

LOCATION:

This is a copy of the letter which I wrote to Dr. Gruemer on my return from Europe.

As you have already seen, I did write another letter to him (dated Dec. 17, 1969) after I talked with him to find out if everything was in order.

Ohio State University is a very difficult situation since Dr. Gruemer knows the Clinical Lab but depends on the data processing people for help in determining how to use the computer in his laboratory. There is one big problem as I see it: that is that they do not or will not communicate with each other at all.

I will try to give them as much help as possible without treating them as a special case.

Ray

jkp
Attachment

digital

December 2, 1969

Dr. H. D. Gruemer
Department of Pathology
Ohio State University
410 W. Tenth Avenue
Columbus, Ohio 43210

Dear Dr. Gruemer:

I am sorry for the delay in answering your last correspondence with me. I have been out of the plant the whole month of November and have just now been able to get to the letter which you sent out on October 21st.

I was under the impression that we had already given you a quotation on the extra equipment, but evidently you did not receive it. Each A209 amplifier card will cost $150.00. The additional eight (8) channel distribution box will be $400.00. For each of the additional new Auto-Analyzer channels which we install, we will charge $175.00 per channel. These costs do cover installation and checkout.

There does seem to be a problem about the 56 channel distribution box which I did discuss with Mr. Ken Swonger. Mr. Swonger indicated to me that your people would design the 56 channel distribution box and that he would be willing to complete and document the wiring for this box. Since I now have another engineer who has replaced Mr. Swonger, he is concerned about what this documentation consists of. If you can shed a little light on this, we are still willing to support you in some way to get this distribution box implemented, but we are in no position due to manpower and time to make any kind of project out of this.

I am also wondering at what time you may want us to replace the prototype clinical lab interface that you have, so that I can inform our production people in order to get you a fairly good delivery on the interface.

If there are any other questions or if there is anything that I should know, please do not hesitate to contact me. Thank you for your continued interest in Digital's products.

Sincerely,

Ray Lindsay

Ray Lindsay
Manager
Clinical Chemistry

jkp
cc: Lee Saylor

Copies: Ken Olsen
Win Hindle

December 16, 1969

Mr. John J. Mobilia, Jr.
Whittaker Corporation
Nuclear Metals Division
West Concord, Massachusetts 01781

Dear Mr. Mobilia:

We were pleased to receive the information about your company.

Enclosed you will find a copy of our latest annual report and capabilities brochure. I am also putting your name on our mailing list to receive our customer newsletter.

If we can be of any further assistance, please let us know.

Sincerely,

Mark Nigberg
Public Relations Manager

/lam

Enclosure

12-10
Mark Nigberg to have someone answer

Whittaker
CORPORATION

NUCLEAR METALS DIVISION
WEST CONCORD, MASSACHUSETTS 01781
TELEPHONE: (617) 369-5410
TWX: 710-347-1056

Gentlemen:

I am sure that you share with us the pride of having contributed to and participated in the Apollo 11 program. As a Massachusetts Apollo Mission contractor we, like yourselves, are appreciative of the efforts of the Associated Industries of Massachusetts in so honoring us.

In going over the list of Massachusetts Apollo Mission contractors, I was impressed with the array of technology represented, and at the same time it occurred to me that significant benefits might accrue if we were more knowledgeable of each other's products and services. In this regard, I am forwarding you information as to our general capabilities, and would appreciate receiving similar information about your organization.

I look forward to hearing from you.

Sincerely yours,

WHITTAKER CORPORATION
Nuclear Metals Division

John J. Mobilia, Jr.
Director of Marketing

JJM/dw
Enclosure

December 16, 1969

Mr. Jim Curtis
Emerson Burnett Company
576 Sacramento Street at Montgomery
San Francisco, California 94111

Dear Mr. Curtis:

Mr. Olsen has asked me to respond for him to your request for information.

Several well-known analysts have been following our company for a number of years and have written regular reports pertaining to us. For example, Erwin Lieber at First Manhattan Co., Johann H. Gouws at H.C. Wainwright & Co., Dick Young at Equity Research Associates and Newton C. Coleman at C.S. McKee & Co.

We would, of course, be pleased to put you on our analysts mailing list to receive updated information about Digital Equipment Corporation and I am enclosing several pieces of literature which I hope will be of interest to you.

If I can be of any further help to you please let me know.

Cordially,

Mark Nigberg
Public Relations Manager

/sb
Enclosures

December 10, 1969

Mr. Arthur F. Silbert
President
Creditaire Corporation
9777 Wilshire Boulevard
Beverly Hills, California 90212

Dear Mr. Silbert:

I want to thank you for your letter of December 1st concerning our interest in possibly being acquired by one of your clients.

We see the plans for DEC laid out quite clearly before us, and do not now see the need for making corporate ties. Therefore, I feel we have to give a negative answer to your inquiry.

Sincerely yours,

Kenneth H. Olsen

KHO:ecc

CREDITAIRE CORPORATION

SUITE 700
9777 WILSHIRE BOULEVARD
BEVERLY HILLS, CALIFORNIA 90212
(213) 273-6760

December 1, 1969

President
Digital Equipment Corp.
146 Main
Maynard, Mass.

Dear Sir:

You may be interested to learn that companies known to us have indicated an interest in acquiring businesses in your industry.

We will introduce you, and in the event you merge with, enter into a plan of reorganiztion with, consolidate with, or otherwise acquire or are acquired by one of the companies, you agree to pay us a fee based on the aggregate purchase price or of the aggregate consideration paid by the acquiring or surviving corporation as follows:

5% on the first million dollars
4% on the second million dollars
3% on the third million dollars
2% on the fourth million dollars
1% on the fifth million dollars and all thereafter.

Our fee shall correctly be earned in the event that a contract or agreement of sale, merger, exchange or reorganization is executed and subsequently concluded. On the other hand we shall have no liability in the event a proposed transaction shall fail of consumation. As finders we make no representations or warranties with regard to the transaction whatsoever.

If this letter correctly sets forth the agreement and understanding between us, please sign the enclosed counterpart and return it to us.

Very truly yours,
CREDITAIRE CORPORATION

Arthur F. Silbert, President

Dated:
AGREED AND ACCEPTED
DIDGITAL EQUIPMENT CORP.

BY_____

11-11-69
Copy to Joe St. Amour
3 proposals
Any interest?

MPB

MPB Corporation
PRECISION PARK, KEENE, NEW HAMPSHIRE 03431

WILLIAM M. SCRANTON
PRESIDENT

October 31, 1969

Dear Ken:

In the attached package are four sets of MPB information which our sales department tells me would be of interest to and appropriate for someone designing peripheral equipment. Once you have passed these out, please let me know and we will be glad to have someone come down and call on the people involved.

I would also like to take you up on your offer to sit down and talk on general terms about the computer business with some of our people. Perhaps we can do this some time next month.

Sincerely,

Bill

Mr. Kenneth H. Olsen
Digital Equipment Company
146 Main Street
Maynard, Massachusetts 01754

12-3-69
Sent to Joe H answer

ELECTRONIC INFORMATION SYSTEMS, INC.

PHONES: (303) 444-1197 OR 444-1149
R R 3 BOULDER MUNICIPAL AIRPORT
BOULDER, COLORADO 80301

October 9, 1969

Mr. Kenneth Olson
Digital Equipment Corp.
899 Main Street
Cambridge, Massachusetts 02139

Dear Mr. Olson:

With reference to my phone call today I am enclosing a list of specifications. I would like to have the opportunity to demonstrate the unit to you in the near future if the specifications look intriguing.

As I mentioned, the main reason we built the unit was to use with our own data retrieval system as a Teletype was too noisy to be put in a bank loan officer's office, etc. When talking to Mr. Gordon, Mr. Danzig, and Pat Greene, I found that the reliability of the Model 33 Teletype was less than desired, and we paid special attention to that when developing our Telewriter. According to their suggestion we are aiming toward an MTBF of 600 hours as opposed to the maximum they mentioned of 150 hours with the Teletype unit.

In addition to the high reliability and low noise (less than a standard typewriter) the unit is fairly light (25 lbs.) and small (13" x 7" x 18"), and will have a cover so that it can be carried around conveniently and stored under a seat on an airplane.

Although we could adapt a tape unit to the Telewriter, we are generating specifications for a magnetic tape unit which will just extend the width an inch or two and use small cassettes. If you would be a potential customer we would appreciate your input while we generate these specs.

If I do not hear from you by late next week, I will give you a call as you suggested.

Sincerely,

ELECTRONIC INFORMATION SYSTEMS, INC.

Roy Salaman

Roy Salaman, President

SPECIFICATIONS FOR THE ELECTRONIC INFORMATION SYSTEMS TELEWRITER

GENERAL

Directly interchangeable with the Model KSR 33 Teletype

Speed	10 operation/second (100 w.p.m.)
Power Requirements	115 volts ac ± 10% 60 cps single phase
Dimensions & Weight	Weight 25 pounds Width 13" Length 18" Height 7"
Environmental	Temperature 10°C to 55°C.
Noise Level	Operating noise is below that of an office typewriter

KEYBOARD

Keyboard Output	Serial 8 bit ASCll Code, standard EIA RS-232A - Interface. Other interfaces are obtainable including direct connection to a Model 101C AT&T Modem.
Keyboard Interlock	The depression of any key blocks transmission of one or more other keys inadvertantly depressed.
Keyboard Keys	A through Z, 0 through 9, (,), *, :, +, ;, <, ,, =, -, >, ., ?, /, !, ", #, $, %, &, ', [, \,], ↑, ←, @. Also non-printing functions include space, bell, carriage return, shift alt mode, rub out, line feed, control, repeat break, and here is. All letters are controllable.
Burst Feature	Concurrent depression of two keys will print the second when the first is released. This allows for burst typing when in excess of 10 characters per second.

PRINTER

Printer Input	Serial 8 bit ASCll code, standard EIA RS-232A Interface. Other interfaces are obtainable including direct connection to a Model 101C AT&T Modem.

C O N F I D E N T I A L

Printer Characters	A through Z, 0 through 9, (,), *, :, +, ;, <, ,, =, -, >, ., ?, /, !, ", #, $, %, &, ', [, \,], ↑, ←, @. Also non-printing functions include space, bell, carriage return and shift.
Printing	Friction feed 8½" wide - 2½" paper roll or single sheet. 72 characters per line, 12 characters per inch, classic elite type style. One original and three copies. Uses standard ½" typewriter reversible ribbon. Automatic ribbon reverse.
Printer Carriage Return Time	300 millisec (one CR, one Rub Out and one LF time period).

digital

November 26, 1969

Mr. Charles M. Gedney
National Research Company
121 North Broad Street
Philadelphia, Pennsylvania 19107

Dear Mr. Gedney:

This is in regard to your letter of November 14th to Mr. Kenneth Olsen, concerning your proposal for a study on the use of computers for data processing in hospitals.

Although I cannot confirm DEC's interest in such a survey at this time, I would be most willing to evaluate the proposal, and would appreciate your sending a copy to my attention.

Thank you.

Sincerely,

William G. Segal, Manager
Biomedical Marketing

sb

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX 710-347-0212 TELEX 94-8452

NATIONAL RESEARCH COMPANY

Pharmaceutical and Nutritional Surveys

121 NORTH BROAD STREET

PHILADELPHIA, PA. 19107

November 14, 1969

Mr. Kenneth Holsen, Pres.
Digital Equipment Corp.
146 Main Street
Maynard, Mass. 01754

Dear Mr. Holsen:

For several years our marketing studies have been specialized in products in various phases of the medical field. At the present time we are preparing a proposal for a study on the use of computers for data processing in hospitals around the country.

While the number of hospitals with such equipment is still small, the potential is unlimited. Hospitals are looking for ways to help combat rising costs and it is up to the manufacturers to convince hospital administrators that computers can be an effective method to lower costs.

This study would not be done for one firm, but would be on a multiple-client basis. Our survey proposal will be sent to at least 25 or 30 companies. The study will determine possible functions for the immediate use of computers as well as the areas of greatest possibility in the future.

If you would like to receive this proposal, please let me know the name of the person to whom I should direct it. There is no obligation involved in receiving it. Thank you.

Very truly yours,

Charles M. Gedney

Charles M. Gedney

CMG:et

DIGITAL EQUIPMENT CORPORATION

MAYNARD, MASSACHUSETTS

KENNETH H. OLSEN
PRESIDENT

November 26, 1969

Mr. D. L. A. Barber
National Physical Laboratory
Division of Computer Science
Teddington, Middlesex, England

Dear Mr. Barber:

Thank you for sending the collection of papers on a standard interface device and the study of data communication networks.

These are subjects we are very much interested in, and I'm passing them on to those people in the organization who would be most interested in them.

Sincerely yours,

Kenneth H. Olsen

Kenneth H. Olsen

KHO:mm

Nick - 11/26

DLAB/WFM Any interest ?

DIVISION OF COMPUTER SCIENCE
Ministry of Technology
Nick
NATIONAL PHYSICAL LABORATORY
TEDDINGTON, Middlesex, England
Telex: 262344 Telegrams: Bushylab, Teddington, Telex
Telephone: 01-977 3222, ext. 1050

Please address any reply to
THE DIRECTOR
and quote: COS
Your reference:

21st November, 1969

Dear Dr. Olsen,

Mr. McGregor Ross told me recently that you may be interested in our work on a device standard interface. Accordingly I am sending you copies of relevant papers.

Another aspect of our work at NPL is the study of data communication networks and I am also sending papers on this subject.

Yours sincerely,

D.L.A. Barber

D.L.A. BARBER

Dr. K. Olsen,
Digital Equipment Corporation,
Maynard,
Massachusetts,
U.S.A.

K. H. OLSEN

11/18/69

Pete:

Ken would like your opinion on what we should do with this.

Elsa

12-2 copy to Larry Portner

digital INTEROFFICE MEMORANDUM

SUBJECT: I.O.C.S.

DATE: November 20, 1969

TO: Ken Olsen

FROM: Pete Kaufmann

LOCATION: 12-1

LOCATION: 1-4

Had a chance to talk to Larry Portner about the I.O.C.S. arrangement.

1. Think the overall idea is good and think this is a way we might walk in while at the same time make a contribution.

2. Have a number of questions:

   a) What is the cost to DEC?

   b) How much money is I.O.C.S. going to make? (from my knowledge it appears to be an inordinate amount of money.)

   c) Could we do it without getting involved with the government in any way, as these MA programs get to be sticky?

3. Larry is not really fully sure what DEC is going to get out of this and I think it important that, in order for it to be successful, we should receive some sort of benefit.

Larry agreed that we would do some more investigating to get some answers and that we would get back together to talk further on it.

Pete

jb

Letters Out
file

K. H. OLSEN

12/2/69

Larry:

Ken asked me to send you a copy of Pete's memo regarding IOCS. Ken originally told me he would go along with anything Pete said, but this memo didn't give a straightforward answer. Where would you like to go from here?

Elsa

Maury
Fredericksen

2-20-
Rec'd letter from
IOCS saying every-
thing is approceeding
satisfactorily
sd

DIGITAL EQUIPMENT CORPORATION

digital INTEROFFICE MEMORANDUM

DATE: November 10, 1969

SUBJECT:

TO: Ken Olsen

FROM: Larry Portner

Larry

Ken, I have attached a report from Mauri Fredriksen concerning the programmer training proposal from IOCS. I think Mauri's report is complete enough for us to make a verbal commitment (subject to clarification of details), and I would recommend that we participate.

Larry

gm

digital INTEROFFICE MEMORANDUM

SUBJECT:

DATE: November 4, 1969

TO: Larry Portner

FROM: Mauritz Fredriksen

I attended a meeting with representatives of various local industries who were interested in programming training courses at the offices of IOCS in Cambridge. The purpose of the meeting was to introduce the program described in the enclosures therein and to discuss participation in this program by the various companies represented at the meeting. The following is a report of my understanding of the program to date and my recommdation for our participation therein.

A. Description of Program

The initial pilot program consists of a 52 week course made up of alternating classroom and laboratory work on the one hand and OJT at the company on the other. The course will operate under the option B portion of the MA-5 program of the Labor Department. Option B of the Labor Department program is designated as the upgrading component; that is, it is intended to aid in training under-employed persons as opposed to unemployed persons. At this point there is no formal structure for the option B portion of the MA-5 Program and this specific pilot program may very well serve the function of setting a precedent for the operation of the program to train under employed persons in the future. The basic structure of the course outlined in the enclosure calls for approximately two month periods of alternating classroom lab and OJT training. The individual items on the course are considered negotiable at this point and the participating companies would have the opportunity to determine much of the curriculum; in fact one of the purposes of the program as IOCS sees it, is to get industry feedback in determining future curricula for similar programs.

In order to participate in the program DEC would join a consortium with the other members and under this arrangement would contribute course participants who would be employed by the company. Since there is no requirement that these participant employees be employed by a company for any specific length of time prior to participation in the course, the persons could be specifically recruited for this program. IOCS has stated to me that they would actively conduct this recruiting for us if we were to participate. They would select and screen a number of prospective candidates whom we would then have the opportunity to further screen test or evaluate as we would see fit. Since IOCS does not wish to have more than twelve persons participating in the pilot program, they are requesting that each company seek to contribute no more than four persons; depending upon participating this number might be cut down by IOCS. The participating employees would be hired into basically lower paying positions, such as operators, though no other position is precluded by the program. The cost to the companies would essentially be the lost time of the participating employees while attending the classroom portion of the course; i.e., about 26 weeks. The MA-5 program of the Labor Department will reimburse the company for each participating member at some as yet undefined rate. IOCS would

levy a charge on the various members of the consortium on a per participant basis. It is my understanding that IOCS's charge per person participating will be less than the amount of reimbursement per persons from the MA-5 program. Nonetheless, we should consider the reimbursement as merely covering our extra cost, i.e, it would not specifically cover the entire lost time portion mentioned above.

B. Recommendation for Participation in Program .

I would recommend that DEC participate in the program on the the following basis:

1. We in the Programming Department would be given funds specifically earmarked to hire four operator type persons in positions specifically aimed at participation in this program. This would be the smoothest way to operate such a system and would make the OJT portion of the training more useful to both DEC and the particapants.

2. At some reasonable time prior to the initiation of the course we should request IOCS to begin recruiting or searching out prospective candidates for the program for us. These persons could be usefully employed in positions as operators within the Programming Department and thereby get some introduction to the company and Programming Department prior to entering the course.

3. We should give some thought to the development of the curriculum of the program as a whole. The person who might be selected as the DEC company liason man should devote some time to familiarize himself with some of the proposals made to the Training Subcommittee on programmer training. (I can procure some of this information if required). Our liason man should then be in a position to negotiate a curriculum that would be favorable to DEC .

4. I would also recommend that we might make available to this training program a PDP-8/L or at least a console hooked to a TSS/8. Item III of the course curriculum indicates that the student will be taught assembly language for both a small and large computer; it would be advantageous if we could influence a decision to utilize the PDP-8 assembly language as an example of a small computer for instructional purposes. It could be of long term interest to DEC to have a continuing program where in the PDP-8 is utilized as an instructional computer.

C.

In summing up, I think that participation in this program would be of long range interest to DEC. In this memo I have stressed the specific benefits to DEC and not treated any social or moral benefits that might accrue to the company. I think that the cost to the company in training under-employed persons can be favorably compared to the training that we must perform when we hire college grads at relatively high salaries. This cost is measured not only by the salary drawn by the person but by general departmental overhead as well as a loss of time by various other members of the department involved in the training process. In the case of these prospective trainees,

overhead costs would certainly not exist for the periods of classroom training which would be conducted at the facilities of IOCS. In addition, their salaries would be significantly lower than regular programming department trainees. On the whole I think we should participate in the program. If my recommendation to participate to the extent of supplying 4 trainees is not looked upon with favor I suggest that we cut the number down rather than drop the program altogether.

MCF:nmf

INPUT OUTPUT
COMPUTER
SERVICES, INC.
142 MT. AUBURN STREET
CAMBRIDGE,
MASSACHUSETTS 02138
(617) 868-5550

October 21, 1969

Mr. Lawrence Portner
Manager of Programming
Digital Equipment Corporation
146 Main Street
Maynard, Massachusetts 01754

Dear Larry:

Enclosed is a brief outline of our programmer training course which I talked to you about over the phone.

The companies to which this program was presented expressed an interest in participating.

The purpose of the meeting on Monday is to analyze and determine, as a group, the details necessary to adapt this program to the individual companies that will participate. This group will consist of representatives from RCA, Mitre, Adage, New England Telephone & Telegraph and Honeywell.

Although the program is designed to upgrade persons that are currently employed in a company, there is a possibility of our recruiting people for the program that, upon completion of this program, will be employed as programmers by that company.

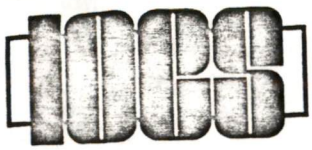
This is a pilot program and will, therefore, be limited to ten trainees. I hope you will see enough merit in it to explore it further with us on Monday, October 27. The meeting will be held here at 1:30 p.m.

Sincerely,

Thomas A. Farrington

Thomas A. Farrington
President

mjm
Enclosure



INPUT OUTPUT
COMPUTER
SERVICES, INC.
142 MT. AUBURN STREET
CAMBRIDGE,
MASSACHUSETTS 02138
(617) 868-5550

COOPERATIVE PROGRAMMER TRAINING COURSE

INTRODUCTION

Input Output Computer Services, Inc. is dedicated to channeling black people into the mainstream of the computer industry. One means of accomplishing this will be through a cooperative computer programmer training course. This course will be a combined effort undertaken by IOCS and other members of industry.

The programmer training course is aimed at elevating the underemployed into positions as computer programmers. This is designed to elevate people from entry level jobs into more meaningful positions and to create openings for others at the entry level. The objective of the course is to provide the underemployed with the programming skills necessary to become computer programmers in data processing installations that currently exist in industry.

PROGRAM STRUCTURE

The program is designed to train persons that are currently employed in industry and have exhibited the potential to successfully complete the course curriculum. These persons will be chosen by the companies in which they are presently employed.

The initial cycle of the course will last for 52 weeks. Twenty-six (26) weeks will consist of classroom and laboratory work while the remaining twenty-six (26) weeks will be on-the-job training for the trainees. On-the-job training will be divided into three phases as outlined in the curriculum. Ten persons will be trained initially.

The course will operate under the MA-5 program under a consortium arrangement. The companies will participate as single entities with IOCS as the bidder and administrator. The MA-5 program will be of the "option B" type. Option B is the upgrading component of the MA-5 program.

Each participating company will be required to furnish a liaison man to interface with IOCS. This person will be responsible for developing on-the-job assignments for the trainee, evaluating the trainee's performance during this period and assisting the trainee in adjusting to his assignment.

COURSE CURRICULUM

I. Introduction to Data Processing

A general description of a computer and its related peripheral equipment will be studied. Included also will be a description of a computerized data processing system in comparison with the manual system. (2 weeks)

II. Introduction to Programming

A study of the elements of computer programming with emphasis on flow charting and number systems. An introduction to assembly language will be included. (2 weeks)

III. Assembly Language Programming

The elements and uses of an assembly language for a small and large computer will be studied. This course involves students writing and running programs. Also an introduction to operating systems will be covered. (6 weeks)

IV. On-the-Job Training, Part I

The student will employ the skills that he gained in phases I, II and III of the course curriculum. (2 months)

V. Higher Level Language

COBOL, FORTRAN ~~and~~ or PL-1 (6 weeks)

VI. On-the-Job Training, Part II

The objective of this phase of the curriculum is to have the students code and run programs using higher level languages. (2 months)

VII. Communications

The theory and application of communications programming including time sharing and real time systems techniques. This course will also include hands-on exposure with communications terminals. (4 weeks)

IIX. Software Concepts

Concepts of compiler, assembler design, loaders, monitors and parallel processing will be covered. The students will have laboratory work in interrupt programming to reinforce these concepts. (6 weeks)

IX. On-the-Job Training, Part III

This is the final phase of the training program. The trainee will work in the areas of communications and software development. After this period is completed the trainee will be placed in his permanent job. (2 months)

digital

December 12, 1969

Mr. T. J. Huntt, Controller
Catholic University of America
Washington, D. C. 20017

Reference: Purchase Order No. 15734
DEC No. 63926

Dear Mr. Huntt:

As you requested in our phone conversation today, I am enclosing copies of the following documents:

1. A DEC Acknowledgement form which was transmitted with revisions 63926A, 63926B, and 63926C, and an Acknowledgement form UOF 300102 which contains Digital Equipment Corporation's standard terms and conditions on the reverse side, which are exactly as stated on the reverse side of the three Acknowledgements cited above. Since these Acknowledgements were the final documents to pass between us, we believe that DEC terms cover this order.

2. A copy of your order which references our Quotation. This Quotation contained the same terms and conditions on the reverse side, as well as a statement that any order placed under this Quotation would be governed by the terms and conditions of Digital Equipment Corporation.

3. A letter from John Ganick of our Contracts Department to Mr. Richard Applegate, in which we stated our position concerning the applicability of the 2 percent prompt payment discount.

We trust that this information will lead to an amicable resolution in this matter. We value the fine relationship that has developed between the Catholic University of America and Digital Equipment Corporation and are prepared to render any assistance we can to resolve any questions you may have concerning this aspect of the contract.

Very truly yours,

Winston R. Hindle Jr

Winston R. Hindle, Jr.
Vice President

WRH:beh
Enclosures

cc:
Ken Olsen
Bill Fresenwetter
Don Summers
Peter Cerreta
John Sanick

CONTROLLER

202 529-5300

Copies to: Don Hammond
Dave Stone

THE CATHOLIC
UNIVERSITY
OF AMERICA
WASHINGTON D.C. 20017

December 3, 1969

Mr. Ken Olsen
Digital Equipment Corporation
Maynard, Massachusetts 01754

Dear Mr. Olsen:

I am writing relative to an apparant misunderstanding regarding our purchase order number 15734, dated March 21, 1969, for the purchase of a PDP-10 computer and related equipment.

After receipt of your invoice number A-1823, covering the first shipment of equipment under this purchase order totaling, in the gross amount, $403,900.00, we submitted our check in payment thereof, in the amount of $395,822.00 after taking a 2% discount in the amount of $8,078.00. Upon receipt of this check your Mr. John G. Ganick called, requesting information as to the reason for taking the 2% discount and it was at that time that we pointed out the terms of our purchase order which is clearly stated 2%, 10th of the month following delivery unless otherwise advised. Subsequently, under date of November 3, 1969, we received a letter from Mr. Ganick, requesting that the oversite be excused and that the invoice be paid in full. We, of course, do not want to impose a hardship upon your company; however, on the other hand, we do not feel that the University should be penalized $8,000.00 for an oversite on your part at the time of negotiation. I did not take part in the discussions for the PDP-10 purchase; however, I did in the case of the IBM System 36044, which was considered at the same time. In the case of our negotiations with IBM, the 2% discount was agreed to and therefore was used in preparing comparisons of cost in the case of the various systems. Another factor involved is the non-allowability of this 2% discount for the portion of cost that the University is being reimbursed for the computer under the National Science Foundation grant.

The problem is now further complicated since today I have received your invoice, number 4877 against our purchase order number 15734, billing us for shipping charges in the amount of $796.50. Again, I must refer to our purchase order which clearly states that no freight or delivery charges will be allowed unless stated thereon. There is no such provision in this particular purchase order; therefore, we apparently have another misunderstanding.

Again I repeat, Mr. Olsen, I do not wish to impose a hardship upon your company. However, I don't feel that we are responsible for the misunderstanding since our purchase order clearly states our normal terms of purchase. We entered this purchase order in good faith and I am sure that you accepted it in the same manner. It is important to us also that we maintain a cordial working relationship with your company in order to obtain the maximum benefit from the equipment that we have acquired. I was particularly distressed in this regard when Mr. Ganick indicated that no further shipments would be made on our purchase order until this matter was resolved. I certainly hope that this is not your way of doing business.

We would very much appreciate your investigation of this matter and suggestions for an equitable settlement for your company and the University. If we can supply additional information or assist further in this matter, please don't hesitate to call.

Very truly yours,

T. J. Huntt

TJH:ms

c- Dimitri

DIGITAL EQUIPMENT CORPORATION

MAYNARD, MASSACHUSETTS

KENNETH H. OLSEN
PRESIDENT

December 5, 1969

Mr. Gerald T. Moore
1501 Crown Street
Glenview, Illinois 60025

Dear Gerry:

It has been brought to my attention that we neglected to give you a tie-bar two years ago to represent your five years of service with DEC.

We are sincerely sorry for this oversight, but I'm glad it was a human error and not one caused by a Digital computer.

Sincerely yours,

Kenneth H. Olsen

KHO:ecc

Enclosure

December 15, 1969

Miss Kathleen Farren
6 Maybury Road
Maynard, Massachusetts 01754

Dear Miss Farren:

Enclosed please find a check for $7.00 in payment for the four hours you worked at $1.75 per hour. I sincerely apologize for the delay. If you are still interested in part-time employment with Digital please contact me at your convenience.

Sincerely,

J. Paul Neuman
Personnel Representative

JPN/ms

December 9, 1969

Mr. Kenneth Olsen, President
Digital Equipment Corp.
146 Main Street
Maynard, Massachusetts

Dear Mr. Olsen:

As I write this letter to you, I hope you do not consider me a spiteful teenager, but I would like to relate to you my employment experience with your company.

I am at present a Junior at Maynard High School and since my brother, James, worked for your company from 1960-63, I was aware of your policy of hiring high school students on a part-time basis, so submitted an application.

A short time thereafter, a friend of mine, who works full-time at your company, advised me of an opening there. I inquired about this job, but was told that personnel was unaware of it. My friend then suggested that I go again and ask for the head of the department. The receptionist informed me that he was out of town, but knew whom I should see in personnel. After much confusion there, I was put to work from 3P.M. to 7 P.M. that day.

The following day, when I reported for work, I was not allowed to enter the plant. Again, I was sent to personnel and saw the man I had seen the day before. He did not know I had been put to work but took my name, addresss, and phone number and said he would look over my application and call me. He also assured me that I would be paid for the hours I had worked the previous day.

That same evening, I was contacted by the head of the department I was to work in. He assured me that I had the job and when my papers were signed by the proper authority, I could start work. This would take from two to three weeks as he was away. I liked the job, so I agreed to wait and refrained from applying for other work.

At the end of three weeks, I called about the job, and was told that the papers were not signed because the person who was to sign my papers didn't think extra help was necessary. The head of the department was going to try again to have them approved and should he be successful I would definitely get the job.

A few weeks ago, I heard that another girl at school had been hired to fill this position. I then called inquiring about the money due me but made no mention of the job. I was assured I would receive what was due me. My experience with your company started in early October and to date I have not heard or received my compensation.

In my opinion, your company has not lived up to the expectations that led me to apply for a job within your organization.

Very truly yours,

Kathleen Farren

Miss Kathleen Farren
6 Mayhury Road
Maynard, Mass.

December 11, 1969

Mr. Douglas R. Sullivan, President
NOVA DEVICES, INC.
15G Sixth Road
Woburn, Mass. 01801

Dear Mr. Sullivan:

I am writing in response to your letter of December 5th to Nick DeWolf, President, Teradyne, Inc. Please excuse my delay in answering your letter; my copy was addressed to our Cambridge office rather than our Corporate headquarters in Maynard.

Although your letter was not written directly to me, I feel it is of vital concern to Digital Equipment Corporation and the area of responsibility is primarily mine.

There are a number of items and problems mentioned in your letter which require further investigation. However, our first objective is to solve your immediate problem. Therefore, we will immediately replace the reader and punch you have installed on your computer with a loan unit until we can investigate further. We will assign a team to look into the matter and I will write you at a later date to inform you of the results of these investigations.

Yours very truly,

John J. Shields
Manager, Field Service

cc: A. D'Arbelof
N. DeWolf
T. Johnson
K. Olsen ←

bc: D Dubay
K Kuchla

December 5, 1969

Mr. Nick DeWolf, President
TERADYNE, INC.
183 Essex Street
Boston, Massachusetts 02111

Dear Nick:

I am writing this letter to inform you of a situation which has arisen with regard to the Teradyne J-263 test system delivered to NOVA DEVICES on September 27, 1969. Unfortunately, although that part of the equipment built by Teradyne has performed admirably, we have had nothing but continuous trouble with the high speed reader and punch manufactured by Digital Equipment Corporation and supplied as part of the J-263 system.

After installation of the system, it took D.E.C. in excess of a week to even get their part of the system to operate. Over the following month this was followed by repeated service calls, all of which were concerned with the high speed reader and punch. Most of these calls involved many days of down time and were separated by only one or two days of trouble-free operation. The service calls usually involved two or three D.E.C. fieldmen working on the machine until late in the evening.

After working on the machine on and off for a month D.E.C. in desperation, sent a number of factory men to correct the problem. This group of engineers numbered up to five people and included the engineer who designed the machine. They worked on the machine four or five days and finally left, announcing they had fixed it. I was asked to sign a release but refused on the basis that I wanted to see it run a few days first. I finally signed a release after the machine operated satisfactorily for several days. Unfortunately, it seems that I was quite premature in accepting the machine. It has only been a couple of weeks and the high speed reader and punch is down again. D.E.C. engineers have been working on it for two days. Today there are three D.E.C. people here.

Frankly, I have had it as far as this machine is concerned. As you know, I have long been a friend of Teradyne. While at Transitron, I purchased one J-259 and three J-263 machines and now, at Nova Devices, I have purchased another J-263. This equipment value adds up to approximately $380,000. Teradyne has, of course, been more than fair to me. Although nothing could be done to make up the lost time during the first month's service problems on the J-263, Teradyne bent over backwards to do all it could to get the machine on line.

Mr. Nick DeWolf, President

December 5, 1969

I'm also sure that D.E.C. is seriously attempting to solve this problem. The D.E.C. field people are prompt in getting out here and have put in many man-hours. However, none of this has resulted in a solution to my problem.

There are basically two issues to be considered. The first is the immediate problem of getting the machine fixed such that it will run without continuously breaking down. The second is a longer term issue; that is the basic reliability of the high speed reader and punch. I have absolutely no confidence in this machine and feel that I am in for continuous trouble as long as it is part of the system. My investigations indicate that this is a new model reader and punch, and D.E.C. is having trouble with all of the units they have delivered. Certainly this points to a basic design problem. What bothers me most of all is I dont think that D.E.C. has the problem isolated yet. They seem to be groping in the dark. I don't quite know what to do at this point. I would like a reader and punch that was reliable, yet I don't know where to turn to get one. Perhaps you could make a suggestion. In any case, I can not afford any more down time. It is about time D.E.C. installed a spare reader and punch and did their repair work at their own facility.

Teradyne has long enjoyed a fine image as a supplier of first class equipment; and in fact so has D.E.C.. Instances like this one can do nothing positive for that image.

Please let me know what you can do to alleviate this situation.

Very truly yours,

NOVA DEVICES, INC.

Douglas R. Sullivan
PRESIDENT

DRS:max

cc: A. D'Arbelof
K. Olsen
T. Johnson
J. Shields ✓

digital

December 9, 1969

Prof. Dr. Ing. Wolf G. Rodenacker
Institut fur Konstruktionstechnik
Technische Hochschule Munchen
Germany

Dear Professor Rodenacker:

Thank you for your letter of November 11, 1969 to Mr. Ken Olsen. He has asked me to investigate with Mr. J. C. Peterschmitt, Manager, European Operations, what action can be taken to solve your problems.

I am late in answering your letter as Mr. Peterschmitt was coming to the United States and I wanted to take this matter up with him.

He had a report dated November 18, 1969 from Mr. Marshall, his Field Service Manager, which indicates he is already working on your problem. Mr. Peterschmitt assures me that he will personally and immediately review the progress made with your system upon his return to Europe.

I have every confidence that your matter will receive a quick solution.

Thank you again for calling this matter to our attention.

Best regards from Mr. Olsen and myself.

R. L. Lane

el
cc: K. Olsen
J. C. Peterschmitt
T. Johnson
V. Marshall
J. Shields

DIGITAL EQUIPMENT CORPORATION, 146 MAIN STREET, MAYNARD, MASSACHUSETTS 01754
(617)897-5111 TWX: 710-347-0212 TELEX: 94-8457

digital INTEROFFICE MEMORANDUM

SUBJECT: PROFESSOR RODENACKER

DATE: December 9, 1969

TO: J. C. Peterschmitt

FROM: R. L. Lane

LOCATION: Geneva

LOCATION: Maynard

I have answered his letter to Ken by saying that you would personally follow up on the progress when you return to Europe (copy attached).

It appears to me that item 4 of Vince Marshall's 11-18-69 memo was most likely more effort than it would have taken to fix the machine: i.e. it appears more effort was spent justifying why we couldn't work on the machine than it would have taken to fix it.

The customer might be willing to purchase a spare W706.

I would have advised Professor Rodenacker of our concern over the modification and simply performed the work on a time and material basis. I feel a contract was unnecessary as the work could have been done on a per call basis.

There may be some reason why Field Service doesn't operate that way in Europe. If so, please advise me and I will be more understanding.

Both Ken and myself would appreciate a confirmation when the problem or work is completed. Since most of this was a Field Service problem I don't understand why they weren't the ones to answer the first inquiry rather than Helmuth who obviously had the wrong attitude.

el
cc: K. Olsen
T. Johnson
J. Shields

Encl.

copy to Bob Lane

dec INTEROFFICE MEMORANDUM

SUBJECT: Letter of Complaint from "Institut für Konstruktions-technik" Munich

DATE: November 21st, 1969

TO: Ken Olsen

cc: Ted Johnson
Bill Newell

FROM: Jean-Claude Peterschmitt

I have received a copy of the letter from the "Institut für Konstruktionstechnik" to you and have investigated the matter. Enclosed please find copy of the memo I received from Vince Marshall (the German field service manager) giving his standpoint.

From everything I can find this customer is just being unreasonable. I suggest that you write him a letter saying that you have handed the matter over to me and that I will be in contact with him directly.

JCP/es

Jean-Claude

digital EQUIPMENT G. M. B. H. KÖLN

INTEROFFICE MEMO

SUBJECT

DATE 11-18-1969

TO J.C. Peterschmitt
Bill Newell
cc: Karl Hofmann
Helmut Coqui

FROM Vince Marshall/sq

20 NOV. 1969

Re: Attached letter to Mr. Ken Olsen

(1) The first Consultants, Messrs. PEK, Tettnang, apparently modified the PT08 and the W 706 before the task was taken from them to the Labor für Informationstechnik, Brunnthal. These Consultants inserted a Data Break Option in the PDP-8/S Logic, making it non-standard.

(2) Drawings and description of the modification were not made available for our engineer.

(3) During a very busy period with Contract and Warranty machines straining the available FS manpower this customer demanded instant service. We (Helmut Coqui, Karl Hofmann and Osi Josbächer) told him that in order to be able to solve this problem effectively and quickly he should obtain full information from the people that carried out the modification to aid us in a rapid diagnosis.

(4) A lot of effort had previously been put into investigation of this problem without reaching a good conclusion.

(5) We considered that the best possible way of solving the problem was to request full information as to the nature of the modification.

(6) We pointed out that a machine that was out of warranty of necessity had a lower priority than machines on Contract or Warranty, and that our first duty was to Contract and Warranty customers.

(7) We arranged for a good PDP-8/S man to come to Munich, to solve the problem, from the UK. The engineer arrived some days later but in the meantime Prof. Rodenacker had called in the original Consultants who had apparently resolved the problem.

(8) If this machine is responsible for high costs in downtime then the obvious insurance is to place it on Contract and to supply all prints and a full description of the modifications. This is a non standard machine, and the Contract price would need to be adjusted accordingly, making it more costly.

digital EQUIPMENT G. M. B. H. KÖLN

INTEROFFICE MEMO

SUBJECT

DATE

TO

FROM

(9) The modification carried out on the W 706 Module means that if it is necessary to service the module the same one must be repaired on site or we end up modifying a new module which now makes it useless for any other machine. We are unable to repair the modified module and test it satisfactorily in-house. This now makes it an expensive operation for which the customer does not wish to pay.

I hope this is sufficient information to fill in the background to these problems.

Regards,

V Wareham.

INSTITUT FÜR KONSTRUKTIONSTECHNIK
TECHNISCHE HOCHSCHULE MÜNCHEN
O. PROF. DR. ING. WOLF G. RODENACKER

Herrn
Präsident Kenneth Olson
Digital Equipment Corporation
Maynard / Massachusetts
U S A

Stw/Zk München, 3. 11. 1969

This letter concerns a complaint about your representative in Munich (Germany), who is not willing to be of any assistance to us in removing the disturbances occurred on your computer PDP 8/S. The lack of interest and the carelessness of your local service make us address this letter to you drawing your attention to the consequences that may result from the attitude af your representatives.

11-17
Copies to: Ted Johnson - info.
Jack Shields - info.
Bob Lane to answer

Yours truly,
Rodenacker

Lehrstuhl: 8 München 2, Arcisstraße 21, Institut: 8 München 13, Hohenzollernstraße 25, Fernruf: 2105/547, Fernschreiber: teha Muenchen 05 22854

INSTITUT FÜR KONSTRUKTIONSTECHNIK
TECHNISCHE HOCHSCHULE MÜNCHEN
o. PROF. DR. ING. WOLF G. RODENACKER

Herrn
Präsident Kenneth Olson
Digital Equipment Corporation
Maynard / Massachusetts
U S A

IHR ZEICHEN	UNSER ZEICHEN	IHRE NACHRICHT	UNSERE NACHRICHT	TAG
	Stw/Zk			München, 3.11.1969

Am 6. 9. 1967 wurde von uns bei der Digital Equipment GmbH, München ein Rechner PDP 8/S bestellt. Der Rechner Nr. 667 wurde am 7. 12. 1967 auf unsere Veranlassung an die Firma PEK, Tettnang ausgeliefert. Bei der Firma PEK sollte der Rechner mit anderen Geräten (Multiplexer, ADC, Magnetbandmaschine) zu einer Meßanlage zusammengeschaltet werden. Bei dieser Firma traten Applikationsschwierigkeiten auf, sodaß der Rechner dort überhaupt nicht zum Einsatz kam. Daraufhin beauftragten wir die Firma Labor für Informationstechnik, Brunnthal, die vorgesehenen Zusammenschaltarbeiten durchzuführen. Daher wurde im März 1969 der PDP 8/S zur Firma LFI gebracht. Dort wurde bei einem Testlauf festgestellt, daß bei der Übertragung vom Teletype zum Rechner das 10.bit ab und zu ausfiel. Im Juli 1969 ist die Meßanlage in unserem Institut installiert worden. Bei der Inbetriebnahme traten wieder einige Fehler auf (u.A. auch die oben beschriebene Störung), die nachweislich auf Störungen des PDP 8/S zurückzuführen waren. Der Service der DEC, München hat nach langer Suche einen Teil der Fehler beseitigt. So wurde am 4. 9. 1969 das Modul W 706 ausgetauscht, während die anderen Reparaturen in der Zeit vom 11. 9. bis 16. 9. 69 durchgeführt wurden. Kurze Zeit später trat der ursprüngliche Fehler (Übertragungsausfall des 10. bits) wieder auf. Am 22. 10. 69 haben wir mehrmals sowohl Herrn Coqui als auch den Service der DEC München vom Ausfall des Rechners unterrichtet. Wir haben die Herren über die Dringlichkeit der Reparatur informiert und sie darauf

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aufmerksam gemacht, daß unsere gesamte Maschinenanlage, die mit der Meßanlage zusammenarbeitet, still steht und uns täglich hohe Kosten entstehen. Am 27. 10. forderten wir die DEC, München nocheinmal schriftlich auf, unverzüglich den Übertragungsfehler zu beseitigen. Laut telefonischer Auskunft von Herrn Coqui ist die DEC, München zur Behebung der Störung erst bereit, wenn wir einen Wartungsvertrag abschließen. Wir haben in der Zwischenzeit selbst festgestellt, daß das Modul W 706 in Ordnung ist. Der Fehler ist nach unseren Ermittlungen auf einen Wackelkontakt im Teletype - Interface zurückzuführen.

Die Stellungnahme des DEC-Service, München, die Reparatur erst nach einem Wartungsvertragsabschluß durchführen zu wollen, halten wir für ein außergewöhnliches Geschäftgebaren, zumal einem Hochschulinstitut ein so kostspieliger Wartungsvertrag nicht zumutbar ist. Wir sehen uns daher gezwungen, für die sofortige Behebung der Störungen eine deutsche Computerfirma heranzuziehen. Zugleich müssen wir Ihnen mitteilen, daß wir uns veranlaßt fühlen, auch die Institutionen zu benachrichtigen, die die Staatlichen Stellen beim Einkauf derartiger Geräte beraten.

Eine Kopie dieses Schreibens haben wir zur Kenntnisnahme an Ihren General Manager, Mr. Jean-Claude Peterschmitt, Carouge-Genève, geschickt.

Mit freundlichen Grüßen

Rodenacker