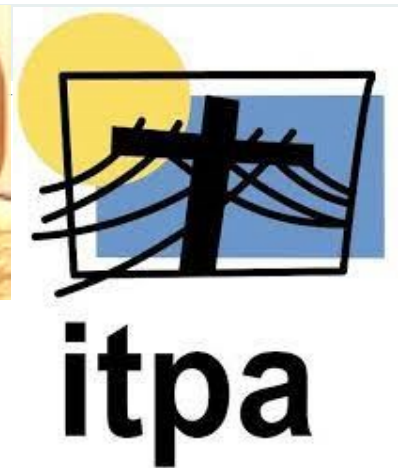




Carotel Club / Tar Heel Chapter  
January 2025 Newsletter  
Issue 15



January is a month of new beginnings and diverse celebrations. Across the United States, many people ring in the new year with a kiss at midnight, which is said to bless the romantic life during the year for those who pucker up.

In the South, we celebrate New Year's Day with black-eyed peas and collard greens. The black-eyed peas bring us luck in the upcoming year and the collards, green like money, are to ensure a financially prosperous year.

While lots of countries have food-related traditions, Ireland's most interesting tradition doesn't involve eating food. Instead, the Irish bang Christmas bread on the walls of their homes, which is supposed to chase out any bad spirits to start the year with a clean slate. (A good house-tidying, presumably after the bread-banging, is also an Irish tradition.)

In the Philippines, you're apt to see people sporting polka dots to promote good luck and prosperity in the new year. In Greece, people hang bundles of onions on their doors to promote health and longevity during the upcoming year. In Brazil, people gather along the beaches in white attire. The color white symbolizes good luck and peace.

No matter what you did to ring in the new year, we wish you health, happiness and prosperity throughout the upcoming year.

### INSIDE THIS ISSUE

Happy New Year!.....	1
Tar Heel Super Bowl Party.....	2
Memorial Tributes.....	3
Birthdays and Anniversaries...6	
Ways to Help Western NC.....7	
Retiree Gatherings.....	8
Officers/Directors.....	9
Price in Excellence.....	10

### SAVE THE DATES

**Last Tuesday of each Month**  
Wake Forest Retiree Breakfast  
Briggs Restaurant, Wake Forest, NC

**February 8-9, 2025**  
Tar Heel Chapter Mid-Winter  
Gathering and Super Bowl LIX Party  
Monterey Bay Suites  
Myrtle Beach, SC

**August 22-23, 2025**  
Tar Heel Chapter Annual Mtg  
Aberdeen, NC

**October 10-11, 2025**  
Annual Carotel Convention  
Crystal Coast Ocean Front Hotel  
Pine Knoll Shores, NC



## TAR HEEL CHAPTER MID-WINTER GATHERING

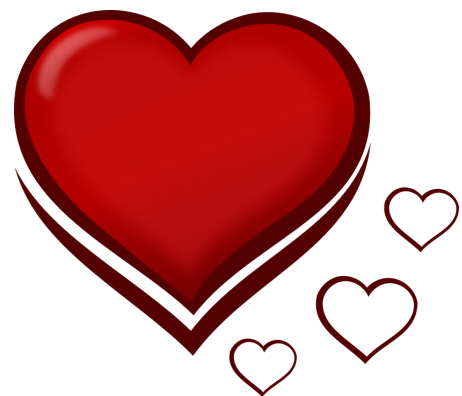
Tar Heel Chapter Pioneers will host their annual mid-winter gathering during Super Bowl weekend. Hotel room rates are available as early as Thursday, February 6th. The annual board meeting will be held prior to the Super Bowl game and Super Bowl LIX will commence on Sunday, February 9th at 6:30 ET. We expect to have plenty of food and fun. Please join us! ITPA Pioneers and guests are welcome and are encouraged to attend.

Our gathering will kick off on Thursday, February 6<sup>th</sup> at Monterey Bay Suites, 6804 N Ocean Blvd., Myrtle Beach, SC 29572. To receive the discounted group rates for the hotel, reservations had to be made by January 6th. If you didn't make that deadline, you can still make a reservation and join us, although normal hotel rates will apply.

Please call the reservation department at 844-900-0859 to book your rooms. If desired, you can ask to be located near the Pioneers who booked under the Tar Heel Chapter ITPA group rates. If you have any problems completing your reservation, please call Terry Harrelson at 843-386-5602. She can also help you with preferred floor, if available.



**Please send an email to Ronnie Cashwell at : [bigronc.1313@gmail.com](mailto:bigronc.1313@gmail.com) once you've made your hotel reservation to confirm your attendance at our mid-winter gathering.**



## IN MEMORY OF EDDIE SMITHSON



Carotel Pioneer George Edward "Eddie" Smithson passed away peacefully on December 15, 2024, surrounded by his beloved family. Born January 12, 1943, Eddie was born the 2nd oldest of four children. He was a faithful member of Central Holston Christian Church where

family and friends gathered to celebrate his life and his home-going on December 18, 2024. Eddie was interred at Shipley Cemetery with military honors conducted by the Shaw Air Force Base Honor Guard.

Eddie is survived by his wife Barbara, daughter Candy Smithson Freeman, sister Joyce Leonard, and his four grandchildren, Jessica Rose, Dustin Smithson, Braylen Freeman and Ashton Freeman. Eddie is also survived by many nieces, nephews, great-nieces and great-nephews, several of whom lived near Eddie and some of whom attended church regularly with Eddie and Barbara.

Eddie was preceded in death by his parents George and Dot Smithson, brothers Larry and Bobby and daughter Christy Smithson.

Eddie met his wife Barbara at a Carotel convention in 1995. At the time, Eddie was living and working in the Rocky Mount engineering office. Barbara worked in the regulatory department in Wake Forest and lived in Henderson.

Eddie was smitten with Barbara at first sight, and he worked hard to convince her he was the one. (Truth be told, Barbara was smitten too.) They were married on November 28, 1996 and celebrated 28 years together this past year.

During their courtship, Eddie returned to the Bristol, TN area where he worked at the 6th Street office as an outside plan engineer until he retired in 2005 at age 62. When Barbara joined Eddie in Tennessee after they were married, she worked in the customer service area in Bristol until she retired in 2015.

Eddie and Barbara never missed an annual Carotel conventions. In fact, attending was such a tradition for them that when the convention was cancelled in 2018 after the hotel was damaged during Hurricane Florence and again before we resumed the convention after the COVID pandemic, Eddie and Barbara still kept their tradition and traveled to the coast to meet with a few Pioneer friends. Eddie wasn't able to attend our 2024 convention. After a recent cancer diagnosis he was undergoing radiation treatments at the time. Sadly, Eddie's health deteriorated rapidly, and while there is little consolation in losing someone to cancer, Eddie's last days were mostly peaceful and Barbara was by his side.

Before Eddie's telephony career began, he served as a Captain in the U.S. Air Force for four years in Anchorage, Alaska which he grew to love and returned to many times over the years to visit old friends and to fish and golf. Eddie was an avid golfer and was a huge Tennessee Volunteers fan. He enjoyed both throughout his retirement.

Barbara said of Eddie that most important to him were his family and friends. When he enjoyed and appreciated something, he wanted you to experience it also. Not only did he love deeply, but he was loved deeply in return.

*Eddie and Barbara at the 2022 Casino Nights Carotel Convention.*



*Eddie and Barbara at the 2023 Margaritaville themed Carotel Convention*



## IN MEMORY OF JIM FOUNTAIN

### James (Jim) Wesley Fountain Obituary



With profound sadness, family and friends said goodbye to James (Jim) Wesley Fountain of Wilson, North Carolina, on December 31, 2024. Jim's vibrant spirit touched the lives of many and his passing at the age of 86 years old left a void in the lives of many.

Jim was predeceased by: his parents, Lester Fountain and Susie Fountain; and his siblings, Bonnie Tippett and Garland Fountain. He is survived by: his wife Donna Fountain; his daughters, Angela Fountain and Renee Enterline (Chris); his sister-in-law Alda Ruth Fountain; his nieces, Susan Proctor, Martha Cherry and Paula Taylor; and his nephew Michael Harrell.

Jim's funeral service was held on January 6, 2025 at Joyner's Funeral Home in Wilson, NC, and he was interred at the Evergreen Memorial Park in Wilson.

Jim and Donna shared many wonderful years together and they celebrated their 61st wedding anniversary on March 3, 2024. Jim's family grieves their loss deeply even as they are comforted by the knowledge that he is now celebrating a new life with Jesus and is free from a mind that in recent years held him hostage

Jim's daughter Angela said of Jim immediately after his death, "Daddy loved us well and was loved well by so many. He lived his life based on deep rooted Biblical Principles. He always served his church - from church plants to sound systems, Sunday School Teacher, Deacon and his most favorite service - driving the church bus from Florida to New York and many places between for countless summer Youth Choir trips."

Jim had a long and well respected career at Carolina Telephone and Telegraph Company and Sprint, and he retired in 1999 after 46 years of service. Jim was also a dedicated Carotel Pioneer and he enjoyed being reunited each year with old co-workers and friends at Carotel's annual fall convention. His attendance at the convention was so faithful that one year he showed up to the convention with a cane on one side and Donna on his other side, only three weeks after having undergone knee replacement surgery.



*Jim and Donna  
at the 2017  
Carotel Convention  
in Pine  
Knoll Shores, NC*

Many of Jim's former co-workers reminisced about their time spent working with and for Jim. Larry Liles said, "Jim was the I/R supervisor in Ahoskie when I started with the phone company. He was always willing to help, give advice or answer a young cable splicer's questions." Many of Jim's former co-workers shared the sentiment that Jim was a true friend to them and many others, a super nice guy who will be sorely missed.



*Jim (first row, left) with his fellow veterans who were being honored at the 2023 Carotel Convention*



## IN MEMORY OF KAY NORVILLE



Carotel Pioneer Kay Williams Witherington Norville of Falkland passed away at the age of 77 on December 31, 2024. Kay is survived by: her husband Robert Norville; her children, Karen Vandiford, Roger Witherington of Wash-

ington, Jason Witherington (Tonya) of Falkland, Robbie Norville (Joy) of Macclesfield and Bobby Norville (Patsy) of Falkland; her sister Becky Stewart of Greenville; her grandchildren, Blake Norville, Tanner Vandiford, Kenley Witherington and Bailey Witherington; and her great grandchildren, Jet Norville and Kade Norville.

Kay was predeceased by her parents, Bertha Moore and Arthur Moore; and her siblings, Carlyle Williams, Barbara Waters and Martha Shackelford.

Kay worked for Carolina Telephone and Telegraph Company for more than 31 years. She retired in 2002 when her job was relocated to Wake Forest.

Kay and Robert have been dedicated Carotel Convention attendees for many years. In fact, the 2024 convention was a special one for Kay and Robert, and they arrived a couple days early to celebrate their 37th wedding anniversary before reuniting later in the week with old CT&T friends at the convention.

Kay's retirement in 2002 came just in time for her to care for her first grandson, and a few years later when her first granddaughter was born she cared for both grandkids until they were old enough to stay alone. One of Kay's biggest regrets in recent years was that she was not able to care for her last grandchild, Bailey, who is now two years old.

Kay treasured her family and spent as much time as possible with them. She was deeply devoted to all of her grandchildren and was enthusiastic about attending their extracurricular activities. "Nana" and "Papa" attended hundreds of baseball and softball games. If Nana wasn't able to attend her grandkids' activities, she and "Papa" often found a way to see the grandkids in action on U-Tube.



*Left: Kay with husband Robert, celebrating their 37th wedding anniversary at the Carotel Convention in October 2024.*



*Shown left with their wedding officiant, Kay and Robert said "I do" on October 10, 1987. Shown right, Kay and Robert celebrated their 37th wedding anniversary.*



*Right: Kay and Robert often made their way to the dance floor when the slow songs played.*

## CONGRATULATIONS

## IN MEMORY



### JANUARY

- 1 *Vickie Giddens*
- 9 *George Mills*
- 27 *Nancy Hyatt*
- 30 *Jean Outlaw*

### FEBRUARY

- 3 *Carol Harrell*
- 22 *Brenda Smith*



### JANUARY

- 14 *Vickie and Carroll Giddens*

### FEBRUARY

- 14 *Paige and Jim Venczel*

We would like to acknowledge the passing of fellow Pioneers in our quarterly newsletters. Several telco Facebook pages are updated with death notices and obituary links for those who had an affiliation with a particular telephone company, but we often don't know whether the deceased was an ITPA Pioneer.

We would value the opportunity to begin keeping the Carotel and Tar Heel Chapter Pioneer family briefly informed when we lose a fellow Pioneer and ask for your help in notifying us.

We would like to be consistent with the information, so please provide first/last name (or nickname if appropriate), city of residence, date of death, and last position held with the company. You may also provide a link to a full obituary.

**Do you have a special occasion that you would like to make your fellow Pioneers aware of? Please contact us at:**

**[bdnterry@outlook.com](mailto:bdnterry@outlook.com)**

**We'd love to include your special moments in our newsletter!**

## WESTERN NC STILL NEEDS HELP

Thanks to the generosity of Carotel Pioneers in October, our club sent a \$2,700 donation to Samaritan's Purse for disaster relief in Western NC. Since then, Carotel and Tar Heel Chapter Pioneers have continued helping our Western NC neighbors through various disaster relief efforts. From delivering blankets and food to making donations to disaster relief organizations, our Pioneers have stepped up.

In case you are looking for additional ways to help, the following list of organizations were provided by the West Jefferson Chamber of Commerce. They are in need of monetary donations to help with the relief efforts described for each entry.

# HURRICANE HELENE

## MONETARY DONATIONS

WHO: Ashe County Recovery & Restoration  
WHAT: unmet needs of individuals/families with the intent to return to, or keep in, their homes  
HOW: currently accepting cash & check donations at any LifeStore bank branch, online giving options coming soon

WHO: Ashe County Advantage Project  
WHAT: helping small businesses  
HOW: 336-846-9550 x6, info@asheadvantage.org  
www.ashechamber.com

WHO: Greater Lansing Area Development  
WHAT: Lansing-specific assistance  
HOW: 803-981-4646, glad28643@gmail.com  
www.glad-nc.org

WHO: Ashe Food Pantry  
WHAT: nutritional needs of individuals & families  
HOW: 336-846-7019  
www.ashefoodpantry.org (click disaster relief)

WHO: Friends of Ashe Co. Animal Shelter  
WHAT: pet needs (medical, food, general supplies)  
HOW: Tammy@FriendsOfAsheAnimalShelter.org  
www.FriendsOfAsheAnimalShelter.org



Hurricane Helene Disaster Recovery for Ashe County



## RETIREE GATHERINGS

Clinton area retirees who met for lunch on December 19th had a fantastic gathering. Thanks to Dennis Stroud for sharing some of the photos from that gathering. Another Clinton area luncheon will be planned soon!



# CAROTEL / TAR HEEL CHAPTER OFFICERS AND DIRECTORS

## 2024-25 CAROTEL OFFICERS/DIRECTORS

**President:** Larry Newsome

**Vice President:** Vacant

**Treasurer:** Carol Harrell

**Secretary:** Mary McLamb

**Directors:** Ray Brock , Andy Davis, Wendy Davis, Chester Harrell, Darlene House, Judy Satterwhite, Doug Sibbett, Darlene Terry, Edie Willis

Directors Emeritus: Ronnie Cashwell, Carol Harrell, Mike Outlaw

### **Committees: Scholarship Committee**

Carol Harrell, Chair

Janet Holliday-Cashwell, Brenda Smith

### **By-Laws Committee**

Ronnie Cashwell, Chair

Ray Brock, Carol Harrell, Mike Outlaw, Doug Sibbett

### **Entertainment Committee**

Ronnie Cashwell, Chair

### **Public Relations**

Darlene Terry

### **Immediate Past President/Nominating**

Brenda Smith

## 2024-2025 TAR HEEL CHAPTER OFFICERS/ DIRECTORS

**President :** Darlene Terry

**Immediate Past President:** Ronnie Cashwell

**Vice President:** Vacant

### **Co-Secretary/Treasurers:**

Carol Harrell

Janet Holliday-Cashwell

**Auditor:** Bill Twyman

**Directors:** Janet Holliday-Cashwell, Danny Dennis, Nat Goss, , Jim Jolly, Hannah Lancaster, Alissa Moss, Mike Outlaw, Brenda Smith

### **Committee Chairs:**

Carolyn Thompson—Publicity/Historical

Carol Harrell—Scholarship

Ronnie Cashwell—Entertainment, Nominating

*The 2024-2025 Officers and Directors were elected during the chapter and club general membership meetings.*

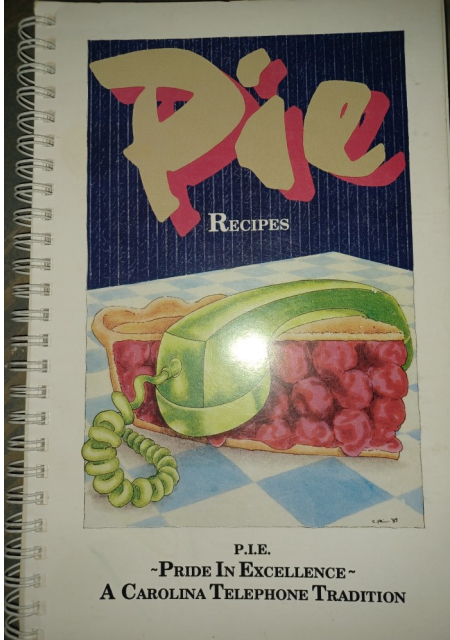


**Carotel is affiliated with the ITPA Tar Heel Chapter in Region 3. All Carotel Pioneers are invited and encouraged to participate in our state chapter activities and events. The national ITPA was founded in 1920 by members of the independent telecommunications industry as a way to serve the communities they lived and worked in.**

**The Carotel Club was formed on July 1, 1971 under the previously existing Tar Heel Chapter. The club initially consisted of members who were employed by Carolina Telephone and Telegraph Company and required 15 years of service as a condition of membership. Over the years, the club's by-laws were revised, as companies were merged and acquired, to welcome Sprint and Embarq telecommunications associates, and the required length of service was reduced. In recent years, a new membership category was adopted by the ITPA to allow "Friends of Pioneers" to become Pioneers. And we need new members! Invite someone today. Membership application can be found at: [ITPA New Member Application Form.docx \(live.com\)](#)**



# PRIDE IN EXCELLENCE—A CAROLINA TELEPHONE TRADITION



In 1989, the Corporate Communications Department of Carolina Telephone and Telegraph Company published *P.I.E.—Pride in Excellence—A Carolina Telephone Tradition*, a book of pie recipes from company employees and retirees. The little book contained an impressive number of pie recipes and also contained a brief history of pies and of Carolina Telephone and Telegraph Company. The following pages are excerpts from that cookbook. Let's take a walk down memory lane.

## Pineapple Cream Cheese Pie

- 1 8-ounce package cream cheese, softened
- 1 cup sugar
- 1 8 ounce can crushed pineapple, drained
- 1 8 ounce container whipped topping
- 1 graham cracker crust, prepared

Mix cream cheese and sugar until well blended. Add pineapple and whipped topping and mix. Pour into prepared pie shell. Place in freezer until frozen.

Pies have been around for a long, long time. History books tell us, however, that "pye" was not always the light, flaky, sweet-filled pastry that we know today.

Primitive cultures used pies as a method for cooking their meats. The crust, which was thick, heavy, and devoid of flavor, was used as the medium in which early man often cooked lizards, fish, birds and other game. When the meat was done, the crust was discarded.

Further written evidence suggests that pie was present in the ancient Roman cultures as well, and that the Romans, too, used the crust as a "wrapper" in which to cook various meats or wild game.

It was not until the height of the British Empire that the art of pie-making was refined. Cooks in the royal households of England became known for their light, delectable creations. Pies and pastries that graced the King's table were the most delightful in the land.

The British of this era differentiated between "pies" and "tarts." Pies, which were made with heavier dough, were filled with meat or game, and were often the mainstay of the British meal, while tarts were a sweet, light pastry, more like the desserts we know today.

With the settlement of the American colonies, the distinction between "pies" and "tarts" began to fade. Some of the preferred European game was unavailable in the New World, and settlers often filled their pies with nuts, berries, and fruits of the area.

Today pies come in a wide variety. We have meat pies, fruit pies, cream pies, and custard pies, just to name a few. We have big pies, small pies, thick pies, and flat pies.

When is a pie not a pie? Consider shepherd's pie with no crust, and pizza pie, with no filling. What about "humble pie"; "easy as pie"; "pie in the sky"; or "a finger in every pie"? It's interesting to note how "pie" has infiltrated our language.

Where will it go from here? Considering its origins and versatility, this delightfully delicious concoction of pastry and filling will undoubtedly be around for many generations to come.

\* \* \*



# A HISTORY OF CAROLINA TELEPHONE

## A HISTORY OF CAROLINA TELEPHONE

### *One man's dream...*

Carolina Telephone and Telegraph Company is one of the oldest chartered telephone companies in North Carolina, incorporated in 1900. Its parent company, the Tarboro Telephone Company, was established in 1895. Its founding father was a traveling salesman named G. A. Holderness.

In the fall of 1894, Holderness and several others raised \$2,500 to build a telephone exchange in Tarboro. After considerable persuasion, they sold stock in the new venture to nine Tarboro citizens.

The dream became a reality when, in October 1895, the first exchange was located in upstairs quarters in the 400 block of Main Street. The initial switchboard had a capacity of 50 lines and the exchange served about 30 subscribers.

The new telephone company was a success and in a year or two Holderness and several associates built exchanges in Washington and Kinston, and purchased the exchange at Fayetteville.

At about the same time, individuals in other towns in eastern North Carolina were building telephone systems. This included the neighboring town of Scotland Neck. In 1900, the exchanges of Tarboro, Scotland Neck, Washington, Kinston, and Fayetteville were merged into one ownership under the name of Carolina Telephone and Telegraph Company.

In ensuing months, telephone properties at Maxton, Red Springs, Smithfield, Dunn, and Wilson were purchased. By 1905, Carolina Telephone had ten exchanges serving 1,645 subscribers.

The years 1908-1912 saw the acquisition of telephone properties in La Grange, Benson, and Lillington.

During the First World War the telephone company faced some difficulties. Material and manpower shortages made it difficult to meet the demands of a growing market. Citizens in several small communities approached the management of Carolina Telephone asking that service be extended to them.

In 1919, the company purchased six automatic dial offices, and the first of these was placed in service at Pinetops in 1920. (The first dial office in North Carolina was placed in service a day earlier at High Point.) Within a short time, these automatic dial offices proved their economic value and enabled the company to service small communities. By the end of 1920, the company had grown to 16 exchanges with 7,775 stations.



## A HISTORY OF CAROLINA TELEPHONE (CONT'D)

### *The "Home" stretch...*

During the years that Carolina Telephone was developing, another company, the Home Telephone and Telegraph Company with headquarters in Henderson, was also growing. The two companies were merged in 1926, and the headquarters for the combined venture was established at Tarboro, with Carolina Telephone surviving.

At the time of the merger, Carolina Telephone and the Home Company served 18 and 24 exchanges, respectively, for a combined total of 42 exchanges.

For several years before the merger, it was recognized by the two companies that a merger of properties was essential. Within the geographical territory of the two principal companies there were 12 or 15 small independent companies that were not economically feasible, nor were they providing a satisfactory grade of service.

As a consequence, immediately after the merger, the company acquired other telephone properties at Ahoskie, Windsor, Aulander, Winton, Williamston, Plymouth, Murfreesboro, and Lewiston.

By the end of 1927, Carolina Telephone was proud of the fact that nearly every town in eastern North Carolina had telephone service.

### *Economic fluctuations...*

With the "Great Depression," net earnings of the company fell, and during the next four years the company lost 18 percent of its telephone stations. In 1934, the upward growth began anew, and by 1937 Carolina Telephone had regained lost ground. The number of telephones in service again reached the pre-Depression figure.

The Second World War brought demands on Carolina Telephone from armed forces personnel in its territory. Large additions were required in both central office equipment and outside plant facilities. During the next four years, due to the war, unprecedented activity and expansion in both local and toll telephone service occurred.

Immediately after the war the public made insistent demands upon the company for telephone service. With the growth of the cities and towns there came a corresponding development in the rural areas. Farmers were receiving profitable income from farm operations for the first time in many



## A HISTORY OF CAROLINA TELEPHONE (CONT'D)

years, and their demands for telephone service was very heavy.

The company grew so rapidly that it experienced some definite "growing pains." With the general prosperity of the company and the great demand for materials, came increased prices in materials and in the cost of living. Consequently it became necessary for the company to repeatedly request increases in local rates.

Considerable and continued progress was made in extending and expanding telephone service to the rural areas, and by the end of 1950 there were 13,088 rural subscribers. The company always recognized its responsibilities to meet the telephone service needs of people in both rural and urban areas of eastern North Carolina.

In 1952, the company attained one of its milestones by installing the 100,000th telephone in a residence in Nash County. By year-end, the total number of subscribers being served was 106,382, and the company had grown to 103 exchanges.

1952 was also the year Carolina Telephone pioneered the installation of a mechanized IBM accounting system for the preparation of bills for long-distance service.

### *A telecommunications pioneer...*

Carolina Telephone, throughout its years of development, had pioneered many new telecommunications innovations. In July 1957, the company placed in operation a microwave system between Fayetteville and Rocky Mount, the first such system in the company to be used for the transmission of messages. On October 16, 1957, the first direct distance dialing (DDD) available to subscribers in North Carolina was placed in service at Washington. The Washington installation was not only the first of its type in North Carolina, but was one of the first in the entire Southeast. The company's second direct distance dialing installation was placed in service at Kinston in 1958. By the end of that year, 18 exchanges in the company had DDD service available to them.

In the period 1951 to 1960, Carolina Telephone recorded the largest decade of development in the company's history. It was in September of 1960, that Maxton, the last remaining manually operated exchange, was converted to dial operations. It was an important step in the history of the company. It was also the year that the company began a gradual conversion of telephone numbers to the new seven-digit all-number calling system. By the end of 1960, 83 exchanges had been converted to the new



## A HISTORY OF CAROLINA TELEPHONE (CONT'D)

numbering plan.

The expansion of facilities for DDD continued, and in 1963, the first installation in North Carolina permitting customers to dial person-to-person, collect, and special calls was introduced in Rocky Mount.

During 1965, centralized toll ticket investigation was established to improve billing integrity.

In 1966, the company completed conversion to the nationwide numbering plan. It was also the year the company installed and placed in service a company-owned PABX (private automatic branch exchange) to serve personnel at Pope Air Force Base. The system utilized the most modern equipment available and was established as a "centrex" unit of operation.

In 1969, by vote of the majority of stockholders of the company, Carolina Telephone was merged with United Utilities Inc. (now United Telecommunications Inc.), a holding company with headquarters in Kansas City. Carolina Telephone is a wholly-owned subsidiary of United Telecommunications, Inc.

In May 1969, the company signed a contract with the Communications Workers of America to represent employees in the Traffic and Plant departments.

### *Internal and external expansion...*

The 1970s ushered in new growth in company operations both internally and externally.

Rural 10-party service was eliminated in November, 1970, when Carolina Telephone completed the conversion of 10-party telephone lines to serve no more than four parties per line. (Today less than 1,000 customers subscribe to 2- or 4-party service, and the company plans to phase out multi-party lines as analog central offices are converted to digital switching equipment.)

To meet increased demands for long-distance services, the company continued the expansion of toll facilities. In 1972, a 4-A long-distance switching center was installed in Fayetteville, and in 1974 a similar unit was placed in service in Rocky Mount.

In March 1977, Carolina Telephone reached another milestone with the installation of its 700,000th telephone.

In the same year, the company's first digital PABX system was installed to serve a mobile home manufacturer in Newport. Seven other customers subscribed to this service during the year.



## A HISTORY OF CAROLINA TELEPHONE (CONT'D)

As the end of the decade approached, Carolina Telephone acquired additional operating territories as a result of mergers with United Telephone Company of the Carolinas (UTCC), an affiliate company, and Norfolk Carolina Telephone Company.

UTCC was operating in four areas in North and South Carolina. The company was headquartered in Southern Pines, with its general office in Bristol, Tenn. The North Carolina portion was consolidated with Carolina Telephone in 1978, after approval by the boards of directors of both companies, adding facilities in a seven-county area. Affected exchanges included Kernersville, Gibsonville, Siler City, Pittsboro, Bonlee, Goldston, Robbins, Carthage, Whispering Pines, Vass, Pinehurst, Southern Pines, Fuquay-Varina and Angier.

The merger of the North Carolina portion of the Norfolk Carolina Telephone Company was completed in 1979, and added facilities in eight counties with 50,000 telephones. The territory included Manteo, Kill Devil Hills, Waves, Buxton, Mamie, Weeksville, Hertford, Edenton, Welch, Woodville, Shiloh, Gatesville, Piney Woods, Elizabeth City, Coinjock, Sunbury, South Mills and Moyock.

The company's new administrative headquarters offices were completed and occupied in the fall of 1979, when some 245 employees moved into the 105,000-square-foot building.

### *The new era...*

With the 1980s came sweeping changes in the telephone industry. Competition, divestiture, and deregulation resulted in new challenges for Carolina Telephone. To meet the demands of a changing market, Carolina Telephone expanded its telecommunications products and services.

In 1984, the company established Carolina Business Services (CBS), with locations serving all of Carolina Telephone's service area. CBS began providing sophisticated products and services to multi-line business customers in both a regulated and non-regulated environment.

Three years later, Carolina Telephone and Telegraph Company formed Carolina Telephone Long Distance (CTLTD). In 1987, the wholly-owned subsidiary began providing inter-LATA long-distance service with access to all fifty states and many foreign countries.

In 1988, North Carolina Utility Services (NCUS), a division of Carolina Telephone, began its operation, locating and marking underground facilities for utilities and municipalities to avoid damage by excavators.

