



Dial-Log



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Jody Georgeson, EDITOR

Executive Director's Report

By Herb Hackenburg

This report will be a bit different than past reports in two ways. It will be briefer than most, and it will feature the extraordinary activities of the THG Board of Directors, because that's where much of the action has been.

Fund Raising

Board Member **Robert K. Timothy** is the star here. Not only has Bob signed our membership campaign letter (geared to Mountain Bell retirees), he talked **Jack MacAllister** into signing a similar letter geared to Northwestern Bell retirees. As stated in Jody Georgeson's campaign report, with completed mailings to Arizona, Colorado, New Mexico and Wyoming so far, we've already passed last year's total—including matching funds that we no longer receive. On top of this Bob has used his considerable persuasive talent to gather in two major gifts--\$30,000 total over three years; \$50,000 total over four years. According to Bob, "I'm not done yet." When it comes to the mechanics of the actual mail campaign, Board Members **Carey Macdonald** and **Mary Riffle** each have to take a bow for their considerable assistance.

The Vintage Telephone Equipment Museum Project

Board member **Larry DeMuth** is the star here. Larry has been working with **Scott McClellan**, Qwest (former U S WEST) lawyer in Seattle, on the *official* transfer of all of the artifacts and other material from the telephone company to the Vintage Telephone Equipment Museum, Seattle, via a Deed-of-Gift (with two, large, three-ring binder attachments).

Then, in order to give the Vintage Museum the proper legal status to be the recipient of this important Deed of Gift, legally make the Vintage Museum a major component of the Telecommunications History Group--a nonprofit 501(c)(3) organization. All of this work is being done to make sure the Vintage Museum continues its operations in Seattle. Just in case the museum must move from its current location (an operational central office), Larry is also working with the leadership of the nearby Boeing Air Museum that could provide a new home for the Vintage Museum *only if needed*.

And, in order for all of this to work, the Telecommunications History Group, Inc. must be licensed to do business in Washington. Larry is working on this, too. By the time this report is issued, the Deed of Gift will be signed. It should be noted that

the Vintage Museum is one of the largest telephone museums in the United States, with nearly all of its vintage equipment being operational.

Other Board Member activities

As the THG Treasurer, **Ken Roper** puts in so much time doing our finance and tax stuff, we report his volunteer hours to the Pioneers. As he's done since THG began, **Bob Runice** lends his thoughtful and practical guidance to nearly every aspect of THG's programs. **Walt Maulis** continues to represent his CWA constituency and has been directly involved in expanding our collection of historic CWA material. **John Darrow** continues as the THG secretary whose keen insight and sharp eyes contribute to every board meeting and to the comprehensive minutes of those meetings. **Joel Barker**, director National Archives-Rocky Mountain Region, helps the board and staff to understand professional archive operations and helps to represent THG in the region's professional archivist organizations. **Pam Laird**, professor Business History, CU-Denver, represents the history profession and has contributed clear, practical ideas at every board meeting she has attended. A few months ago Board Member **Bill Morey** was the corporate records czar at Qwest. Bill was instrumental in helping THG to acquire scores of archive boxes from Mountain Bell, NWB, PNB that he scoured, via a data search, from the main corporate archive. This treasure trove even included several boxes of stuff I sent to the archive when I was an active employee. Now that's old stuff. Today, Bill heads a new records management organization for Corporate Express.

THG President **Jim O'Boyle**, crafty guy that he is, is the one who has assigned these board members their jobs. His comment was, "I want the History Group to be well positioned for a bright future when I

leave office." At this time Jim's living in Arizona where he can play golf every day. He plans to return to Denver about the time the golf courses in Arizona get too hot and those in Colorado get just right. He'll also return to run THG meetings for one more term and continue to make new assignments.

All things considered it looks THG enjoys a healthy hard-working board, just the way it's supposed to be.



THG Board Elects Officers

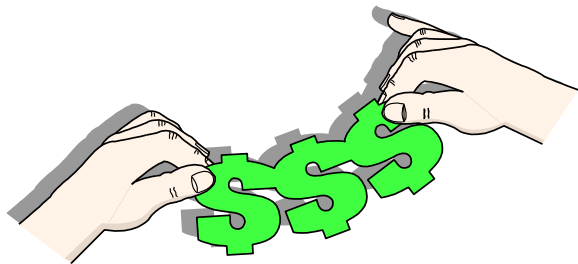
At a special meeting held on January 8, the THG Board of Directors elected the following officers for 2002:

James O'Boyle, President; **John Herbolich**, Vice President; **Mary Riffle**, Vice President; **John Darrow**, Secretary; and **Kenneth Roper**, Treasurer.

The following is a complete list of current Board members:

- **Joel Barker** - Director, National Archives and Records Administration (NARA), Rocky Mountain Region
- **John C. Darrow** - Software Developer
- **Laurence W. DeMuth, Jr.** - EVP General Counsel *and* Secretary, U S WEST, Inc. (retired)
- **Howard P. Doerr** - EVP/CFO, U S WEST (retired)
- **John J. Herbolich** - Director, AT&T *and* U S WEST (retired)
- **Pamela W. Laird** - Professor of Business History, University of Colorado - Denver

- **Carey McDonald** – Director Public Policy, Qwest and Region 3 VP, Telephone Pioneers of America
- **Richard MacKnight** – Director Public Relations, U S WEST (retired)
- **Walter Maulis** – International VP, Communications Workers of America (CWA) (retired)
- **Scott McClellan** – VP Washington, U S West/Qwest (retired)
- **William Morey** – Director of Records, Corporate Express
- **James O’Boyle** – VP Marketing, Mountain Bell (retired)
- **Mary Riffle** – Director Carrier/Wholesale Markets, Qwest
- **Kenneth Roper** – Director Treasury, U S WEST/Quest (retired)
- **Robert E. Runice** – VP U S WEST and President Commercial Development Division (retired)
- **Karen Tatleman** – Assoc. General Counsel, Raindance Comm.
- **Robert K. Timothy** – President, Mountain Bell (retired)



Fundraising Report

The volunteers recently stuffed and mailed another 11,000 letters - this time to Arizona and New Mexico retirees. As soon as we get rested up, we'll finish the Mountain region and start on Northwestern during April.

The mailing to Colorado and Wyoming Mountain Bell retirees resulted in over \$8,000 of donations. (last year's total, including matching funds, was \$8,500.)

To all of our old members, thank you for your continued support. And to our new members, thank you and welcome! We hope you will enjoy being part of our family.

A Bison Poster Update

Here's an unedited copy of the e-mail message we received from **Marlene Bare**, the charming young lady who requested a copy of the U S WEST fighting bison poster, "Bring on the Competition." The poster was for her boyfriend who was injured and lost his copy in the terrorist attack on the Pentagon:

*"Dear Mr. Hackenburg,
 "I cannot express to you enough gratitude for all your efforts in making my wish come true this Christmas. I know having the "Bison" poster reproduced from the poster in the archives was not a small feat. It took your time, your consideration and, most important, your heart which cared enough to get involved.*

"Perhaps one poster cannot change the events of history and all that we have lost and endured since September 11th, but you have contributed immensely to the healing process of one Army officer and one very grateful stranger miles away in Pennsylvania.

"We will always cherish the gift from you and all those involved in making the giving a reality.

"Many thanks and blessings for a happy and healthy New Year!

"Sincerely, Marlene Bare"

To which we answer: *No problem, Ms. Bare. It was a request that THG was proud and honored to fulfill.*

Volunteer Corner

By Jody Georgeson

Don Ericson, of Larkspur, Colorado is our newest volunteer. Don will be entering information about our journals collection into a database. These journals include the employee magazines such as MST&T/Mountain Bell's *Monitor*, the *Northwestern Bell* magazine, and PNB's *Cascades*. They contain a wealth of business and social history, but have been difficult to use because there is no master index. Don is entering table of contents, people's names, and other keywords, so we will be able to do a search and be directed to exactly the right page.

We reached a couple of milestones already this year. **Betty Vigil** and **Terry Quirke** have finished inventorying all of the previous years' telephone directories. This was an enormous amount of work, and we are very grateful to them both. Betty is now getting the 2002 directories ready to be bound, and Terry is weeding out a big pile of duplicate directories.

Ken Pratt recently finished processing our huge collection of stock certificates. (These consist primarily of local companies that were later bought by MST&T and NWB.) Ken sorted, packaged and inventoried over 100,000 certificates from about 500 companies. We now have a neatly shelved and organized collection of over 200 boxes full of stock certificates. He also prepared state-specific telephone company stock certificates to be given to each state's historic society. Thanks, Ken! He and **Dale Norblom** continue processing seemingly endless boxes of other historical documents. Together, Ken and Dale have

processed more than 9,000 linear feet of manuscript material since 1990.

As collections are processed, we make room for more archives shelving. **Jerry Wild**, **Bruce Amsbury**, and **Herb** have been cleaning out both storerooms and putting up new shelves. (They have to hurry to stay ahead of Ken, Dale, Terry and Betty, who fill them up with processed materials and directories!) Jerry and Herb have also been working on cleaning and accessioning a large backlog of artifacts.

Curt Furness, **Renee Lang**, and **Bob Haack** keep plugging away at the photo collection. Many of these must be researched to determine location, date, names, etc., so the work can be very slow and labor intensive. They have finished inventorying about 2 1/2 out of 14 file cabinets full, so they are to be congratulated for their perseverance.

Beth Trudgeon continues to help file Herb's newsclips. This requires the mind of a detective to figure out why it was clipped, where it should be filed, and where related files might be. As with many jobs in an archives, this is one that can quickly become overwhelming, so it's great to have someone volunteer to help with it.

And everyone has been busy stuffing and labeling more than 20,000 membership campaign letters - only 30,000 more to go.



No Messages

Submitted by Louise Schroer:

Number of telephones for every 1000 people in Afghanistan: one.

In the year 2002, the fact is this: Most people in the world have never made or received a phone call.

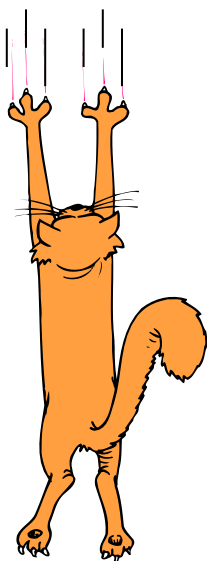
Now:

They're the customers from heck

By Herb Hackenburg

The "Customers from Hell" story in the last *Dial-Log* (Vol. 5, No. 4) stirred some interest. Several readers have suggested that we owe our readers a follow-up.

You'll remember the story: our major benefactor's telephone directory publishing subsidiary is being sued for copyright infringement by an outfit in California. The multi-million dollar case required a discovery action requiring the California firm's legal team to examine every Yellow Page directory page published by our benefactor over the past five years, then make a copy of each alleged copyright infringement. The massive task involved tens of thousands of pages. While THG had absolutely nothing to do with the case, and the discovery subpoena had been served on the directory publisher, we found ourselves in the middle of things because we're the keepers of the directories.



When we last left the "Customers from Hell" their hurried, uncaring search of our archived directories had destroyed some irreplaceable pages and payment on their bill for usage and damages was many more than 30 days past due.

Now the follow-up.

A few weeks ago, as I was going to lunch, I was stopped outside THG's front door and served with a subpoena from the California law firm. Our dreaded customers hadn't finished their discovery job and were coming back. Since the subpoena now

legally tangled THG up in the mess, I called our attorney, **Larry DeMuth**. As most of you know, Larry is a THG board member and former president--he is also the retired executive vice president and general counsel of U S WEST. Larry's going after the California mouthpieces was akin to the CIA going after the al-Qaeda.

Larry discussed the situation with the Californians and asked them how long they thought it would take a Colorado judge to issue a protective order (thus quashing the subpoena) against a California law firm that had already been to Denver and destroyed archive materials. The Californian's attitude adjustment was earthquake quick.

Newly amended THG rules were established:

- Damages would be \$500 an incident
- The past due bill would be fully paid before the California firm's team could cross the THG threshold
- All books would be re-shelved by law firm
- No sticky tabs would be used
- Building security guards would watch all activities
- Access would be strictly limited to the rest rooms and directory archive
- Bottled water would be allowed in the directory archive (away from the research table), but no soda, coffee, gum, candy or snacks of any kind
- The copy machine would be removed on the day the discovery was finished
- The law firm staff would not inhibit any work of the THG staff or volunteers.

The "Customers from Hell" paid their past-due bill and their new usage fees *before* entering the archive, observed the rules, handled the directories with care, and were almost friendly with our volunteers.

Now, they're "The customers from heck."

A Trip to Rock Island

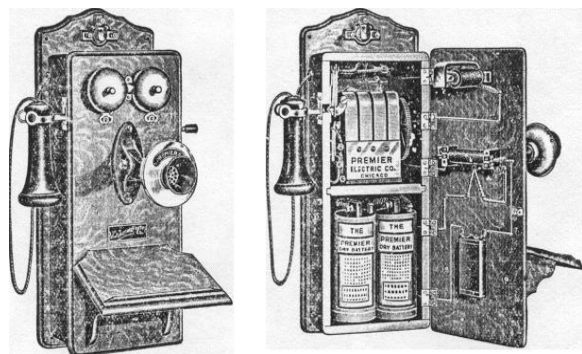
By Herb Hackenburg

It began with a phone call from **Karen Sampson**, of Denver, who told Jody that her father, **James Sampson**, of Rock Island, Ill., was a collector of antique telephones and at 85-years-old, he was getting out of the hobby. He had sold much of his collection, but he still had a few hundred items. Would the Telecommunications History Group be interested in acquiring them as a donation?

We expressed our interest. Karen gave us her dad's number. I called and introduced THG and myself to the bright and cheerful sounding collector. Jim told me about his collection. I told him we were very interested, but I'd have **Curt Furness** - one of our volunteers and a well-known antique telephone collector - call because, unlike me, he'd know what was being discussed.

A couple of days later, Curt called me. Curt's opening remark was, "Do you have any idea what Jim Sampson is offering us? No matter what, we've got to go get that collection. Besides, I'd really like to meet this guy and you should meet him, too."

Since Curt and I were planning to take a large THG display to the National Telephone Pioneer Assembly being held in Chicago, we decided to rent a larger van (to hold our display and the Sampson collection) and stop off at Rock Island on our way back to Denver from Chicago. Then 9/11 happened. The Pioneer



Assembly was cancelled and so was our trip.

Curt was rather insistent. "Herb, we can't let this collection go. With both of us driving we can make the round trip in three days, easy."

I said, "Let's go." Then I called Mr. Sampson. He answered on the first ring. I told him we were coming and when he saw two big guys (I'm 6'4", Curt is 6'7") getting out of a van it would be the History Group coming to get his stuff. Jim said, "I'm glad you're big guys, you'll be able to load the truck faster and I can stand by and supervise."



It was 6:30 a.m. when I pulled the rental van in front of Curt's house. I didn't even get the engine turned off when Curt was out of his front door. I suggested Curt take the wheel since he knew the best way to the Interstate from his neighborhood. Minutes later we were heading northeast on I-76.

We planned join I-80 at Julesburg, Colorado. While on I-76, we passed the consolidated school where Curt had his first school administrator's job a few decades ago. He talked fondly of the students, teachers and parents he'd met in his few years as an administrator in this school planted in the middle of Colorado's vast wheat growing region. "I'll tell you those wheat farmers are good, hard-working, honest and tough folks. And we had some snow storms that were worse than any I remember as a kid in South Dakota."

As we neared Julesburg, the north side of I-76 featured the Platt River valley with green irrigated fields and large trees, while the south side of the road featured thousands of acres of open range with yucca plants and scrub oak.

We gassed up at Julesburg and hit I-80. I took over the driving. I figured that since we were on I-80 that would be a good speed to drive. Even at 80 mph we were among the slower vehicles. North Platte, Grand Island, Milford and Lincoln -- the towns and miles sped by. Curt and I switched off each time we stopped for gas. We splurged for a couple of Whopper big meals. We sped right on through Omaha, stopping on the east bank of the Missouri at Council Bluffs. Found a nice, but inexpensive, motel on the east side of town. Checked in, ate some of the homemade snacks provided in the motel lobby, then headed for the tavern next door. Quaffed a couple of drafts, then crossed the railroad tracks to an Italian buffet having its Grand Opening. Two very large bodies ate their fill.

We were waiting at the gas station when it opened for business at 6:30 a.m. We hit I-80 again. Anita, Des Moines, Kellogg, Iowa City and Durant—again, the miles and towns flew by. We hit the Quad Cities area at 11 a.m., crossed the Mississippi and pulled into Mr. Sampson's driveway at 11:30. He was waiting at the door. We introduced ourselves, chatted in the living room about Jim's and his wife's many hobbies (she was honored by the Iowa Governor for her volunteer work on the state's history), then Jim said he supposed we'd like to see what we came to get.

Jim took us to the basement and the garage. There were phones on the walls, ringer boxes on shelves, and boxes of transmitter arms, transmitters, receivers, ringer coils, bells, magnetos, cranks, hinges, keys, mouthpieces, switch-hooks, glass battery jars, screws, bolts, escutcheons, and other stuff. Curt and I began to load. And load some more.

When we finished, Jim had lunch on the table. Curt and I washed up and enjoyed a great lunch. We had offered to take Jim to lunch, but he demurred, saying he didn't eat

enough to bother. That rascal just wanted to give us his telephone collection and lunch!

After heart-felt handshakes with Jim, Curt and I began our return trip. We did stop at Walnut, Iowa, a town of 473 folks with more than a dozen large, well-stocked antique stores. Curt was looking to buy an old phone or two. A Mountain Bell retiree who had worked in the human resources department and had been **Fred Cook's** secretary for a time owned the first store we visited. She had a copy of my book for sale. We didn't buy it. Curt didn't buy any phones either. "No bargains," he said.

We got back to the motel by 5:30 p.m. Repeated the routine from the night before. Hit the road by 6:30 the next morning, got back to Denver by 4 p.m.

The return trip did have one delightful difference. Every time we hit a small bump in the road, the scores of telephone bells in the back of the truck tingled Curt and I a brassy little song about telephones a long time ago.



An Oral History Gem

By Herb Hackenburg

The Telecommunications History Group has revived its oral history program. The latest THG oral history stars **Matt Carr**, a third generation manager with Western Electric and Lucent Technologies. Matt retired a couple of years ago after more than 40 years of service. Matt's father retired with nearly 50 years of service, and his grandfather retired after more than 50 years of service with Gray & Barton and Western Electric.

Matt's career with Western Electric and Lucent Technologies is fascinating, involving a Russian general, secret rocket testing sites, and how AT&T nearly came to own Russia's telephone system. After we transcribe Matt's tapes we'll probably do his story in a future *Dial-Log*. This story, however, is about **Henry Busch**, Matt's grandfather.

Busch's mother owned a tavern in Chicago across the street from the Gray & Barton Company, a respected manufacturer of telegraph equipment.

Gray & Barton began as Shank & Barton in Cleveland. Elisha Gray joined the outfit in 1869. A short time later the renamed Gray & Barton Company moved to Chicago -- just in time for the big fire in 1871. After becoming Western Union's major telegraph equipment manufacturer in 1872, the company was renamed Western Electric.

It was just before the last name change that Henry's mother asked her customers from across the street if they could find a job

for her son, Henry. The eight-year-old was hired to sweep out the shop and bring two pails of beer from his mother's place to the men every noon.

Thus, we find a picture of Henry published in the Western Electric employee magazine honoring the 38-year-old Henry Busch on his 30th service anniversary. The Busch story continues as he becomes an AT&T department head at the Hawthorn Works in Chicago. Busch also plays a heretofore unheralded role in the SS Eastland disaster (one of the nation's worst - more than 500 Hawthorn employees and family members were killed), but that's for another time.

*THG Board Member **John Herbolich** arranged for and participated in the Matt Carr interview. If any Dial Log readers want to nominate someone to be interviewed for an oral history, or would like to participate themselves, please call us at 303-296-1221.*

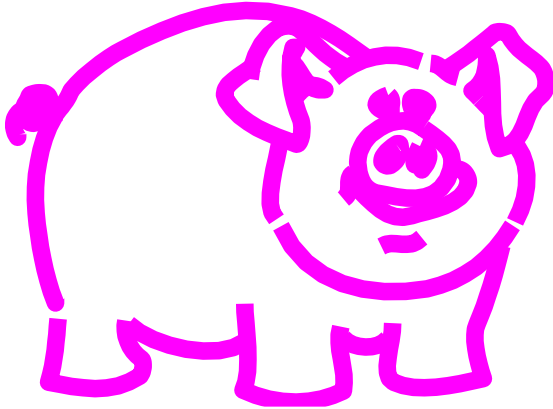


Henry Busch and friends with his new Oldsmobile in 1915.

A story from

Memories of R. Jack Schuh,
Outside Plant Foreman, MST&T

Arnold's Wake (a St. Patrick's Day Story)



Arnold was a hog. He was purchased by Con Calhoun, third level supervisor, Outstate Construction, Colorado. Arnold was part of Con's plan to promote production.

The Arnold Contest went like this: If your district had the lowest combined work unit average (a universal measurement of work accomplished) for the month, your district had to take Arnold home to stay at your district headquarters. You had to build Arnold a proper pigpen, feed, care and clean up after him. The four Colorado districts that had the privilege of housing Arnold during the contest were Greeley, Colorado Springs, Pueblo and Grand Junction.

Note that my Boulder district is not mentioned in this part of the report.

At the end of the contest, a fat, tender Arnold was the featured guest at a party celebrating the total increased production of all the districts. The party provided an opportunity to discuss the increase in production units and, for those of us in the Boulder district to brag on just how great we were in nearly all things. Our proof was that

we never got to know Arnold up close and personal. While he was alive, that is.

The party was around St. Patrick's Day, so the dress code was white shirts, bright green ties and a bright orange wind-breaker with a large patch on the left breast boldly stating our motto, "Patience my ass, I'm gonna kick somebody's butt." **Editor's note:** Jack, TGH needs one of these jackets for its collection.

Arnold gave his all to that party. He was the centerpiece of our Hawaiian Luau, lying there juicy, pink and plump with a roasted apple in his mouth. While invitations were coveted by many, only a few big shots were invited. The Outstate Construction crew filled the hall.

Man-o-man, what a party!



Constant kindness can accomplish much. As the sun makes ice melt, kindness causes misunderstanding, mistrust, and hostility to evaporate.

Albert Schweitzer, (1875-1965)