



# Dial Log



Published by the  
Telecommunications History Group, Inc.

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DENVER, COLORADO

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(303) 296-1221  
Spring 2008, Vol. 12, no. 1

[www.telcomhistory.org](http://www.telcomhistory.org)  
Jody Georgeson, Editor

## Director's Report

By Jody Georgeson

Here we are a quarter of the way through the new year; it's already shaping up to be a good one. The big news is that we've initiated endowment funds to enable THG to become self-sustaining. Two of our VERY favorite board members have primed the pump, so we're well on our way. See the story on page 3 for more information.

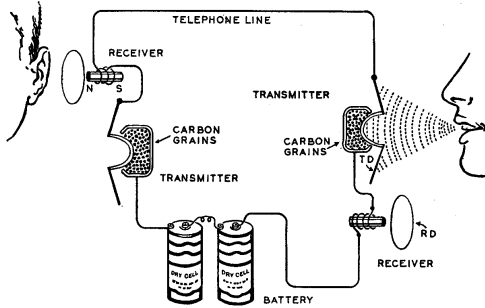
I think we have a great issue for you this time out. **Herb Hackenburg** was recently invited to view the Frederick O. Vaile summerhouse near Denver. Vaile, if you recall, was the man who started the first telephone company in Denver in 1879. There's also some very interesting information about pay phones and mobile phones by telephone historian **John Stambaugh** in Dallas, and an interview with **Annie Hill**, CWA District 7 Vice President, by THG Secretary, **Leah Be**.

I want to thank you all for renewing your membership in the History Group. This year's fundraising drive is one of the most successful we've had in years. It's only through your financial support

that we are able to continue, and only your interest that makes our efforts worthwhile. You really are family to all of us here.

If there are projects you think we should be doing, or articles you'd like to see in the newsletter, please let us know. If you'd like to write an article for inclusion in the newsletter, call me and we'll discuss it; we're always eager to publish new voices. Or just drop us a line to let us know you're thinking of us. We love hearing from you. Better yet, come visit in person!





**THG Board of Directors  
January 1, 2007**

*We'd like to welcome new Board members **Jim Smith, Jack Shea, Ernie Sampias, Kay Pride, Mike Nearing, Paul Malkowski, and Bob Haack.** Thanks to you all for agreeing to serve, and thanks to all our returning members for your continued work and support! Here's the entire list:*

President - **James O'Boyle**  
Vice President, Marketing, MB (ret.)

Vice President - **Mary P. Riffle,**  
Director, Local Network, Qwest (ret.)

Secretary - **John C. Darrow**  
Senior Software Developer, (ret.)  
Qwest/U S WEST/MediaOne/MB

**Laurence W. DeMuth, Jr.**  
EVP General Counsel & Secretary (ret.)  
U S WEST, Inc.

**Howard P. Doerr**  
EVP/CFO (ret.) U S WEST, Inc.

**Robert R. Haack**  
VP Finance and Comptroller, NWB (ret.)

**John J. Herbolich**  
Telecommunications Consultant

**W. O. (Fred) Jacobs**  
Executive VP & Chief Operating Officer;  
MB (ret.)

**Pamela W. Laird**  
Professor, Business History, CU-Denver

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U S WEST

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VP Colorado/Utah, USW (ret.)

**Scott McClellan**  
VP Washington, U S WEST/Qwest (ret.)

**Michael W. Nearing**  
Lead Network Engineer, Qwest

**Donald J. Ostrand**  
Director  
Museum of Communications

**Kay Pride**  
District Manager, MB (ret.)

**Ernest J. Sampias**  
CFO Sensis PTY

**Jack Shea**  
Director, USW Benefits (ret.)

**James A. Smith**  
President Qwest Dex (ret.)

**Herbert H. Warrick, Jr.**  
AVP Special Services & Engineering  
Pacific Northwest Bell (ret.)

**Carey Wirtzfeld,**  
Director, Qwest Foundation and  
Volunteer Programs

**Director Emeritus**  
**Robert K. Timothy**  
President, Mountain Bell (ret.)

## ENDOWMENT TO INSURE HISTORY GROUP'S FUTURE

THG has recently established two endowment funds. One supports programs at the Museum of Communications, while the other will insure that The Telecommunications History Group as a whole will continue, without having to rely on special grants or gifts for its day-to-day operations. We have already received \$200,000 in cash and pledges.

The first \$100,000 was donated by **Herbert H. Warrick, Jr.**, founder of the Museum of Communications in Seattle, and current THG Board member. Herb began work at Pacific Telephone and Telegraph Co. in Seattle as a messenger in 1941. He served in the 153rd Armored Signal Company in Patton's Third Army during WWII. After returning to PacTel, he worked as a switchman, Station Installer, Station Repairman, PBX Installer, PBX Repairman, Test Deskman, Cable Splicer, and Lineman.

Herb was promoted to Chief Switchman in 1953, and during the next 35 years worked both line and staff jobs including Supervising Wire Chief, Staff Manager, Maintenance Supervisor, District Plant Manager, Seattle, Division Plant Manager Spokane and Portland, AT&T Staff, & San Francisco Pac Tel Staff. He was promoted to Assistant Vice President Special Services in 1979, and AVP Engineering for Oregon, Washington and Idaho in 1982.

The initial \$100,000 has been matched by **Laurence W. DeMuth, Jr.**, retired Executive Vice President, General Counsel & Secretary, U S WEST, Inc. Larry has served on our Board since the incorporation of THG.

Our goal is to build endowments that support our operational and administrative needs, allowing us to be self-sustaining. Proceeds from the endowment funds will carry the basic overhead, so we can be sure that THG will be able to operate without any additional funding. It guarantees a certain permanency for the corporation.

With the support of its members, THG has already built two wonderful museums and world-class archives. We have reached out to people throughout the world with our educational web sites. We provide research services to scholars, businesses, governmental agencies and private citizens throughout the country. We regularly conduct tours of the museums, the archives and the old MST&T building, and we have developed a circulating "learning kit" about the industry for students in grades four through eight.

With our daily needs taken care of, we will be able to concentrate on expanding our outreach programs. We will be able to make more material available to an even wider audience.

### YOUR GIFT WILL MAKE A DIFFERENCE

You can support the endowment funds with an outright gift, a pledge gift, a gift of stock, or through your personal IRA retirement account. Please let us know to which fund you are donating.

Your gift can be sent to:

The Telecommunications History  
Group, Inc.

PO Box 8719

Denver, CO 80202-8719

or call us on 303-206-1221 for more information.

## Dial Tone First & Mobile Phones

We're always happy to hear from our members. I received the following from our good friend, telephone historian **John Stambaugh** (Dallas, Texas) in response to our article about pay phones [Winter 2007 issue of the Dial-Log].

The paragraph about "Dial tone first" service being introduced in Hartford, Connecticut in 1966 implies that this was the first "dial tone first" service. It wasn't. Many small community dial offices before that had pay-stations on which you got a dial tone as soon as you took down the receiver. You could then dial a number without depositing a coin. But, when the party you dialed answered, one of two things happened. Either

- You could hear them, but they could not hear you until you deposited a coin, or
- You got a very loud tone, which continued until you deposited a coin.

These were two different methods of operation. Of course, if you dialed the operator, you could talk with her without depositing a coin. I *think* that the reason these two methods of operation were used in small community dial offices was because the phone companies didn't

want to go to the expense of installing equipment that would return coins if the number was busy or didn't answer.

### Mobile phone service

David G. Park, Jr., in his book *Good Connections--A Century of Service by the men and Women of Southwestern Bell*, states that the "first commercial installation of telephones on wheels in



Courtesy of AT&T Archives and History Center

the United States" was on June 17, 1946. But predating that, the enclosed ad from the Nixon, Texas telephone directory for 1921 shows that it was offered there in 1921. And the [photo of a] 1924 mobile telephone was made from a photo in the Southwestern Bell (now AT&T) files.

*Thanks, John, for the information!*

#### WIRELESS TELEPHONE SERVICE

VERY CONVENIENT AND A GREAT IMPROVEMENT OVER LONG RURAL TELEPHONES LINES FOR THOSE WHOSE BUSINESS OR HEALTH DEPENDS ON RELIABLE TELEPHONE SERVICE INDEPENDENT OF BREAK-DOWN OF WIRES. THIS WIRELESS TELEPHONE SERVICE CAN BE SECURED AT A SLIGHTLY HIGH-INSTALLATION AND SERVICE COST. WIRELESS OUT-FITS ESPECIALLY MADE FOR AUTOMOBILES SAVE LONG DISTANCE CALLS UP TO APPROXIMATELY 50 MILES, GIVING CONTINUOUS CONNECTION WITH NIXON CENTRAL OFFICE UNDER ALL ORDINARY WEATHER CONDITIONS.

For further information see

**W. L. HOOVER, Manager**

PHONE 600

1921 Nixon (Texas) Tel. Co. directory

## "Hello" Around the World

*According to a 1957 NWB pamphlet, Information Quips:*

Around the world, most people answer the telephone by saying "hello" or the equivalent in the language of their country. The Americans and British, who installed most of the telephone systems in use, brought the word. Actually, "hello" comes from an Old High German word "holla," a cry for calling a dog or horse. Today, a German on the phone (Fernsprecher) says "hallo," or sometimes, "Wer dort?" for "who's there?" His neighbor in Austria also says "Hallo," and the "Wer spricht?" for "Who speaks?" here are some others:

France	Allo, qui est al apprateill?
Italy	Pronto
Spain	Hola, ¿quien habba?
Mexico	Bueno
Saudi Arabia	Na'am
Turkey	Allo Efendim
India	Hanji
Afghanistan	Baleh
Swahili	Yambo
Japan	Moshi, moshi
Brooklyn	It's your nickel!

Telephone customs change around the world, but one problem is universal:

Spanish	Ud. Tiene el numero equivcado.
French	Vouz avez le mauvais numero.
Italian	Lei ha il numero sbagliato.
English	You have the wrong number.

*And, from The Center for the Study of Technology and Society*

(<http://www.tecsoc.org/pubs/history/2002/aug15.htm>), Dr. Bell himself wanted telephone calls to start with "Hoy, hoy!" Depending on whom you believe, Bell's preferred salutation was derived either from a Gaelic greeting (Bell was born in Scotland) or from the nautical term "Ahoy." (Fans of the TV show "The Simpsons" may have noticed that the character Mr. Burns, an old man whose vocabulary includes many obsolete words, always answers the telephone by saying "Ahoy-hoy.")

But Bell's greeting was a flop. Instead, phone users followed the suggestion made by that other great inventor, Thomas Edison. It was long believed that Edison had coined the word "hello" and in the 1980s, a scholar named Allen Koenigsberg found proof. He discovered a letter Edison wrote to Mr. T.B.A. David, president of Pittsburgh's Central District and Printing Telegraph Company. That letter, dated August 15, 1877 includes the first known written use of the word "hello."

With Edison's endorsement, the word "hello" soon became the accepted telephone greeting -- and eventually a normal greeting for meetings in person, too.



"Moshi, moshi"



## An Interview with Annie Hill

By Leah Be

She started in southern Oregon, worked as an installer, and served as an officer between 1977 and 1989, for the Communications Workers of America (CWA) Local 9208 in Medford, Oregon and Local 7904 in Salem, Oregon. Her diligence and dedication led to being noticed and she was appointed into an assortment of CWA District 7 roles. In 1990, that started with Staff Representative in Minnesota, which led to a promotion as Administrative Assistant (1994), then to Assistant to the Vice President (1999), and standing election as Vice President in 2005.

**Annie Hill**, like many telephone people, works hard and focuses on what is important while listening to others in order to make differences that matter. These qualities are what she attributes to her steady progression in positions of authority and the opportunity to represent the members in this proud union. She says it was a matter of “being in the right place at the right time and people believing in me.” Her appreciation is deep as she strongly credits folks who recognized her ability to contribute; people who mentored

Annie early on include **Doug Jackson**, CWA Local 9208 (retired), **Sue Pisha**, Vice President, District 7 CWA (retired); and **John Thompson**, District 7 CWA (retired).

This year she will be moving to Washington D.C. and will run for the office of CWA National Executive Vice President. Also on the slate are **Larry Cohen** for President and **Jeff Rechenback** for Secretary/Treasurer. These positions open up as **Barbara Easterling**, the current Secretary/Treasurer, wraps up an active and productive career and moves into retirement.

When asked what she thinks of as she her future, she lets out a long “Aaaaaahhhhhhhh” and says, “I’m hoping that I can translate the learning we’ve done well and applied in the District to a national basis. Each District has its own culture, history, and way of doing things, so it will be interesting. I look forward the challenge and opportunity.” She adds that what is meaningful to her in seeing what can be done is “Passion. Passion about the everyday opportunity to make a difference. It shows up here and there that what I do matters to people, like a card thanking us for having won a grievance or reaching a settlement. It feels good when people recognize that we were making differences. I hope--intend--to keep doing work that matters to our members. I will keep working at being someone who makes a difference.”

We stand in appreciation for another of our own continuing the spirit of telephone people through contributing and being of service. Congratulations Annie.





## The House That Vaille Built

By Herb Hackenburg

My friend Martha was on the phone. She asked, "Have you ever watched, *If These Walls Could Talk?*"

I'd never heard of it, so Martha explained that it was a TV show about interesting houses throughout the nation. For example; houses built by historic figures, Civil and Revolutionary War houses, and houses designed by famous architects. Owners nominate houses and the show's producers pick the homes they feature on the show.

As an antiques appraiser and estate sale administrator, Martha has a keen interest in old homes. "Most of the houses featured on the show are east of the Mississippi, so when I heard the word 'Denver' spoken, my ears really perked," Martha said. "Then, when I heard that the house "had the first telephones in Denver" I nearly went ballistic," the retired marketing director from U S WEST added.

After the show, Martha went to the Internet and found the current address, phone number and owners of the house. She passed the information on to me and I called Mrs. Pat McKinna, who is the current occupant of the house along with her husband and three daughters.



She nominated her house to the television to the show's producers. Mrs. McKinna agreed to a time for an oral interview and a tour of the house for both Martha and me.

Long story short, Pinehurst (the house) was built by Frederick O. Vaille, the man who began the first telephone company in Denver in 1879. The Denver Dispatch Company was the 17th telephone exchange in the nation and one of the first 20 in the world. In less than a year the company became the Colorado Telephone Company. Over the decades Colorado Telco became Mountain States (Mountain Bell), then U S WEST, and now Qwest.

After operating the Colorado Telco for a few years, Vaille sold his shares of the company to his original financial backers Henry and Edward Wolcott, and returned to his hometown, Boston. He missed Denver's weather and returned to Colorado. He became manager of the street lighting company, and dabbled in the banking and real estate businesses before retiring as a "gentleman farmer" in Littleton.

Vaille began building Pinehurst in 1910. The original building was really two structures, connected by a single roof with an open "dog-run" between the two-story log structures. At the time, Denver's well-to-do citizens built "cabins" on the open hills west of town so they could take the air blowing in from the mountains. Molly Brown was one of Vaille's summer neighbors.

When Martha and I arrived at Pinehurst, Pat greeted us at the door and gave us a fascinating tour of the 11,000 square-foot house (two floors and a basement), not counting the attached double garage nor the separate pool house and swimming pool.



In 1939, Pinehurst's owner hired Denver's leading architect, Temple Buell, to remodel the house by making the "dog-run" into a grand entryway. Buell built a large two-story round room in the square area, and added a wet bar and wine storage area to the old hunting lodge's main recreation room. The bar features a built-in 1939 radio that still works. The home also features a 16-burner gas kitchen range and a gas furnace in the basement that were installed nearly 100 years ago. According to experts, the two gas appliances cannot be replaced by anything better today.

Pat's tour included assorted marble fireplaces, cedar-lined closets, ornately decorated ceilings, log inside walls, pegged oak and parquet floors, bedrooms, a living room, recreation rooms (2), servants quarters, a paneled pool room, miscellaneous rooms and bathrooms.

Of special interest was the secret passage between the servants' quarters and the master bedroom suite. It's said that the passageway is so well hidden that one of Pinehurst's owners lived in the house for two decades and never knew that it existed.

Of very special interest to this telephone historian was the pair of 1910 Graybar Interphones that are still in the

house. While they do not work at this time, a THG volunteer will be working on them. There is also a custom-built niche (with a drawer for the phone book) built to hold a 1920 issue Western Electric candlestick phone.

We did an oral history interview with Pat. We'll save that for another time, perhaps when Pat holds a huge party in 2010 to celebrate Pinehurst's 100th birthday. The folks from THG have been invited to attend.



**There are other things  
IN THE WORLD  
BESIDES A  
Telephone  
-----  
BUT IF YOU HAVE A TELEPHONE  
YOU CAN GET THEM.**

*From the 1901 Castle Rock, Colorado directory.*



## In Memory



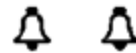
**Bob Runice**

**Robert E. Runice**, 78, of Aurora, CO passed away January 15, 2008. Bob served on the THG Board for many years, including several as President. He was a wonderful man and a good friend to all of us here at the History Group.

Bob received a BA from North Dakota State University and worked 44 years with the Bell System, retiring as Vice President, U S WEST in 1991.

Donations may be made in Bob's name to either St. Gabriel the Archangel (6190 E. Quincy Ave., Cherry Hills Village, CO) or North Dakota State University Development Foundation, (P.O. Box 5144, Fargo, N.D. 58105). He is survived by his loving wife of 54 years, Geraldine Kharas Runice; by his children Michael, Christopher, Paul, and Karen Runice Terpe; and by nine grandchildren.

**Don West**, faithful volunteer at the Museum of Communications, passed away recently at 80 years of age. Don retired from PNB in 1983 with 30 years of service. He continued his telecommunications efforts as a museum volunteer and was very involved in building, maintaining and presenting the museum to visitors. We remember Don as a talented worker and a good friend.



**Terry Heath Zacharias** was born on March 27, 1937 and died January 19, 2008. **Terry was employed by Pacific Northwest Bell/US West/Qwest** for 35 years. Once retired, he volunteered with the Pioneers and with THG's Museum of Communication, and traveled with his wife through Europe, Central America and both coasts of Canada.

He enjoyed spending time outdoors with his family hiking, fishing, canoeing and camping. Terry viewed his family as his greatest gift and chose to spend as much time with them as possible. He will be remembered for his dry sense of humor, his ability to know a little bit about everything, and neighborhood margarita nights.

He is survived by his wife, Adrienne; his two daughters Sile (Eric) and Sabra (Christopher); and his brother Stephen (Karen) of Idaho. He leaves behind two grandchildren, Roisin and Declan, numerous nieces and nephews, and a large circle of friends.

Remembrances may be made to Group Health Hospice 206-287-4645 and the Matt Talbot Center 206-256-9865.

## THG to Receive Collections Library

We are proud to announce that THG has been selected as a recipient of the Institute of Museum and Library Services *Connecting to Collections Bookshelf*. This collection of essential texts, DVDs, charts, online resources and other materials will help us ensure that our valuable collections receive the best possible care, so that they can be preserved for future generations.

America's collections are for everyone. They are discovered billions of times a year in libraries and museums across the country. They enlighten and inspire all of us. Yet they are at risk.

The Institute of Museum and Library Services has created *Connecting to Collections: A Call to Action*: a multi-year, multi-faceted national initiative to raise public awareness and inspire action.

The initiative is grounded in the results of *A Public Trust at Risk: The Heritage Health Index Report on the State of America's Collections*, which reports that:

- ☎ 190 million objects need conservation treatment;
- ☎ 65 percent of collecting institutions have damaged collections due to improper storage;
- ☎ 80 percent of collecting institutions lack an emergency plan for their collections and trained staff to carry it out; and
- ☎ 40 percent of institutions have no funds allocated in their annual budget for preservation and conservation.

*"In these quilts, recordings, paintings, and botanical gardens, we find a looking glass into our past and a window into our future. By conserving them and making them accessible, they become a storyteller whose memory never fades,"*

Dr. Anne-Imelda Radice, Director  
Institute of Museum and Library Services.

## Thomas Augustus Watson

*We're all familiar with A.G. Bell's cry, "Mr. Watson! Come here. I want you." But most of us don't take the time to know more about Mr. Watson, the man who was instrumental in his employer's invention of the telephone. Here's a brief biography from the 1937 printing of The Birth and Babyhood of the Telephone, by Thomas A. Watson:*

Thomas A. Watson was born on January 18, 18544, in Salem, Massachusetts and died December 13, 1934...At the age of 13 he left school and went to work in a store. Always keenly interested in learning more and in making the most of all he learned, every new experience was to him, from his childhood on, an opening door into a larger, more beautiful and more wonderful world. This was the key to the continuous variety that gave interest to his life.

In 1874 he obtained employment in the electrical shop of Charles Williams, Jr., at 109 Court Street, Boston. Here he met Alexander Graham Bell, and the telephone chapter in his life began. In 1881, having well earned a rest from the unceasing struggle with the problems of early telephony, and being now a man of means (age 27), he resigned his position in the American Bell Telephone Company and spent a year in Europe.



Thomas

Watson

On his return (*and newly married*) he decided to become a farmer. When pastoral interest paled, he started a little machine shop for his own pleasure, at his place in East Braintree (MA). From this grew the Fore River Ship and Engine Company, which did its large share of building of building the U.S. Navy of the Spanish War. In 1904 he retired from active business.

When 40 years of age and widely known as a shipbuilder, he went to college, taking special courses in geology and biology at the Massachusetts Institute of Technology. At the same time he specialized in literature. These studies dominated his later years, leading him in extensive travels all over the world, and at home extending to others the inspiration of a genial simplicity of life and of a love for science, literature and all that is fine in life.

## The Telephone Directory

*Just boast about your libraries,  
Of fussy books and such!  
But when you really sift them down  
They don't amount to much;  
You read a book just one time through  
Then put it on a shelf  
For some lone, hungry bookworm  
To enjoy his little self.*

*Yes, I'm willing to admit it,  
For I'm not a bit stuck up,  
'Longside of Burns and Shakespeare  
I'm just a mongrel pup;  
I'm not dressed up in vellum  
With leather coat and band--  
But what's printed on my pages  
Everyone can understand.*

*True to the instinct of my kind,  
No matter where I roam  
I buckle down to business  
And call it home sweet home;  
I am the busy housewife's friend,  
Sometimes the baby's toy,  
And I'm the business ally  
Of father and the boy.*

*You'll find me living in a dive,  
Or palace of a "king,"  
Or any place beneath the skies  
Where telephones may ring;  
I'm very well acquainted  
With all shades and kinds of men  
And I'm read more in a single year  
Than Shakespeare is in ten.*

