

NC Telecommunications Industry Association
Human Resources / Training Committee

Mission: "Provide resources to members on human resources and training issues."

Russell Green, Atlantic, Chairman
Ralph Cooke, Yadkin Valley
Kim Garner, Randolph TMC, Secretary
Richard Garner, CT Communications
David Hedrick, CT Communications
Debbie Johnson, Wilkes Telecommunications
John McElwraith, US LEC
Phoebe McGavock, Star TMC
Brad Miller, Citizens Telephone
Dan Bennett, Ellerbe Telephone, Board Liaison
Eddie Ritenour, Wilkes Telecom., Board Liaison

Angie Miller, Skyline TMC
Sara Puckett, Ellerbe Telephone
Al Quarles, Sprint
Nina Scott, Verizon South
Preston Sellers, CCCC
Dianne Sink, Lexcom
Daniel Talley, Madison River/ MEBTEL
Sandra Vaughn, Lexcom Telephone
Rex Walser, North State

July 30, 2004

A G E N D A

Yadkin Valley Telephone

I. Call to Order / Welcome / Introductions **Russell Green, Chairman**
Appreciation to Yadkin Valley Telephone, Meeting Host

II. Introduction of Program **Ralph Cooke, Yadkin Valley Telephone**

"The State of Health Care and Medical Insurance"
James R. Davis, Estate and Business Insurance Services

III. Review April 30, 2004 Minutes
Salary and Benefits Survey
"ECHO – Every Call Has Opportunities" Customer Service Training - October

IV. Roundtable Discussions

V. Next Meeting - October 8 at Skyline Telephone

VI. Adjourn