Next Phone Bill **Have New** Look

Beginning in November, Carolina Telephone customers biils will come in an easier-tounderstand format that will enable customers to identify their telecommunications expenses.

G.T. Pate, Carolina Telephone's director of corporate machine processable card. It is

communications, said, "I ask that customers particularly pay heed to the new punched payment card which they will return with their payment instead of the tear-away section they now send in. This payment card contains the customer's telephone number and the exact amount of the customer's bill.

"It is important that the customer not bend, fold, staple or otherwise damage this

needed to ensure the timely and accurate updating of the customer's account."

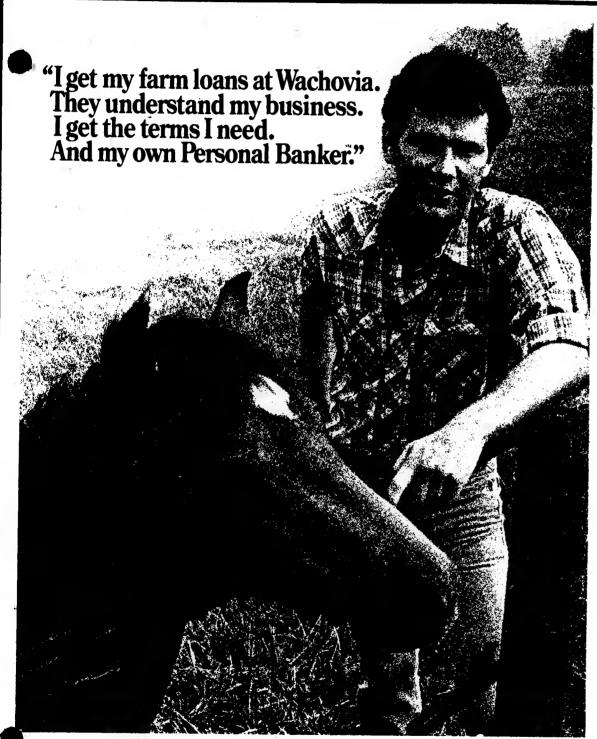
The customer's new monthly statement may include more pages than before. Page one shows the customer's Carolina Telephone business office. Page two has a summary of the customer's charges; details of the charges, such as longdistance calls, are on additional pages.

A return envelope will be enclosed with the bill for customer convenience in returning the payment and payment card.

An insert in the next customer bill will provide an explanation of the new billing format.







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