



The Telco Times

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Customer Service Corner

- Did you know that you can dial 411 from your telephone to get national directory assistance? Give it a try next time you need a number.
- Local, private or public non-profit organizations are invited to pick up a PTLTD Community Grant at our office. The application deadline is May 1st and awards will be announced June 1st.

Like to talk, talk, talk? Well, "Talk" plans are for you!

The "Talk" plans available through Panora Telco are the best deal we have if you like to talk on the phone to anyone in the continental United States.

Why? Two reasons really. First, the plans allow you to know what your bill will be every month and second, the more you plan to talk the lower your rate gets!

"Talk" plans defined: Our Talk plans are bulk minutes of long distance for a set price per month. There are four of them: Talk 200, 400, 800, & 1500. Of course, the number equals the number of minutes in each Talk plan. For example, if you have the Talk 800 plan, you have 800 minutes of long distance to use to call anyone, anytime, anywhere in the continental United States.

If you think our Talk plans sound like cellular minutes, you're on the right track, but they are even better for a few reasons.

- With Talk plans, incoming calls AND local calls are FREE, unlimited & don't count against your plan minutes.
- Talk plans don't round your calls to the next full minute. We bill in 6 second increments after the first 18 seconds of the call.
- With Talk plans, you get to use the highest quality network in the world to make your call—fiber optic cable carries your call for perfectly clear connections.

"Talk" plans are available to both residential and business customers, and plan

minutes can be shared by more than one line, which is especially great for business customers.



The bulk minutes in the "Talk" plans from Panora Telco allow you to call anyone, anytime, anywhere in the continental US for a flat fee per month, so you know what your bill will be.

Finally, you can make your own "Voice Pack" that includes your local service and all your domestic long distance, so you know what your bill will be every month.

Finding the right Talk plan is easy. Add up the total minutes of long distance you have used on your last three bills. Divide that number by three and you can identify the Talk plan you'll need to sign up for.

Talk plans are: **Talk 200 for \$14.95**
 Talk 400 for \$29.95
 Talk 800 for \$49.95
 Talk 1500 for \$79.95

Any minutes over your bulk amount are billed at 12¢ per minute.

Call Joan, Jaime, Pam or Cheryl if you would like help deciding which plan is right for you and your calling habits. Then, you can sign up for your Talk plan and start talk, talk, talking!

Digital Cable Spotlight—It's only on Digital

This is 'prime time' Digital Cable season and here are 6 reasons to subscribe if you haven't already done so, or to tune in if you have.

1) Discovery Kids—blend the imagination of kids with Discovery Networks and enthralling kid's programming is the result. Tune in and check it out.

2) Speed Channel—programming with racing of all sorts...cars, motorcycles, watercraft. Tune in and get 'geared' up.



3) Lifetime Movie Network—Lifetime has always been the programming Queen for women and now they have taken another step with their own movie network. So, grab the remote from your husband & check it out.

4) The Golf Channel—Shows about all things golf. Tournaments, interviews, instruction and news for everyone who loves the game.

5) The Biography Channel—A&E started it all with the program Biography. Well, now it is a channel all its own. Be advised: if you start

watching, you might not be able to stop.

6) ESPN Classic—put the History Channel and ESPN together and you have this gem. If you love sports and long for the glory days, this channel is for you.

And that is not all (sounds like an infomercial, doesn't it?). You get access to Pay-Per-View with every Digital package, and it allows you to watch movies, events or sports on a Pay-Per-View basis.

Also, with digital cable you receive 30 commercial free, digital music channels to sing-a-long with, dance to or just plain enjoy.

Also, you can chose to subscribe to one, two, three or all four "Movieplex" movie channels from HBO, Showtime, Starz/Encore or Cinemax. With HBO, you get 6 different 'screens' or channels to watch, Showtime gives you 10, Starz/Encore offers 11 and Cinemax provides 4 great channels of programming.

"You can save almost \$300 by signing up for high-speed Internet today."

An Internet math problem for March

Math, in a telecommunications newsletter? Your teachers always told you that you would need it, so I guess this proves them right. Not to worry, this will be easy stuff.

When you do the math, did you know that you can get the benefits of high-speed Internet for only \$15.25 more per month than you are currently paying for your combined dial-up connection and the extra line?



It is true. Here is how it pencils out:

\$19.95 for dial-up Internet
 7.25 for extra line
 1.00 E911 charge
+ 6.50 for Fed subscriber line charge
 \$34.70

\$49.95 for basic high-speed Internet
- 34.70 (total from previous)
 \$15.25 per month difference

Now, this is just one scenario of many that you could have. High-speed may cost you **a bit more** or **a bit less** than the example depending on how you are currently set up, but it illustrates the point that high-speed Internet is very affordable.

Of course, there are other factors to consider. For instance, you might want or need to keep the extra line for other purposes—kids, fax machine, etc.

On the other hand, you might not need that line because with high-speed Internet, you can be on the phone and on-line at the same time—on the same line.

In addition, high-speed—at only \$1.61 per day—is "always on," so you don't have to wait to connect AND it is FAST! From 5 to 50 times faster than a dial-up connection—fast enough to improve your Internet experience now and forever. Call today to find out how you can save almost \$300 by signing up now.

The Randol Report

The buzz in the Wireless industry these days is about the new rules that allow a customer to “take their mobile number with them” if they change to another wireless carrier.

In industry language, this is called Wireless Local Number Portability—or if you want to impress your friends, WLNP.

These rules went into effect November 24, 2003 for the top 100 markets in the US—which did not include our area. The second phase of the rules take effect May 24, 2004 – which does include our area.

Initially, “the experts” expected millions of people to start switching carriers after the November deadline. That didn’t happen. Granted, many people did switch, but certainly not in the droves that “the experts” predicted.

There are at least a couple of reasons for this. First, many customers decided to “wait and see” how the process went because technical issues with the process that might hamper a smooth transition were also predicted.

Second, just because these rules went into effect does not automatically release customers from the contracts they agreed to. The rush that the experts predicted may now be stretched out over time as customers change carriers at the end of their contracts.

A couple of notes about all of this from our local perspective:

There are a few things in life that are OK to be second at—one of them is the WLNP process. Leading up to last November and increasingly

since then, wireless carriers have been working to refine an extremely complicated process of not just porting wireless numbers, but making it happen in less than three hours. Needless to say, it was a struggle in the first few months, but the process is being worked out.



Andrew Randol
General Manager

Verizon Wireless has been a leader in assisting the industry with preparation. Additionally, they have had fewer problems and more “imports” because of their planning.

Certainly, we will make no guarantees that the process will be perfect by the time May 24th rolls around, but we are confident that Verizon Wireless will be extremely well prepared to handle their side of the process.

It is important to remember that two companies are involved in the process of porting and all of their systems need to be able to “talk” to each other to insure a timely transition. If you add to the fact that one company is losing a customer to a direct competitor AND they have to incur additional expenses to do so, you may have some potentially unhappy players in the game.

Verizon Wireless has the largest, most advanced, nationwide wireless network, and that network gets better everyday. If you are already a Verizon customer, sit back and continue enjoying the quality service. If you are not yet a Verizon Wireless customer, start checking your contract date and exploring what Verizon calling plan will best meet your needs. We’d love to have you as a wireless customer.

“Wireless number portability could benefit customers if they understand what it is and isn’t.”

Cellular Corner—Help is right here

Lost in all the talk about cellular plans and phone accessories, are the reasons why you want or need a cellular phone. We haven’t forgotten how to listen to your needs and maybe we can help refine your thoughts.

Some customers need a cell phone to stay connected to friends, family or co-workers

when they are away from home or out of the office. Others want one for security purposes while they or someone in their family are traveling.

Regardless of your need, we are here to help you get the equipment and plan that will best fit your needs. Call us. We are here to help.

Know where any of these people are?

We have uncollected dividends for the following people. If you know them, please have them contact our office. Thank you.

Ashworth, Timothy J
 Beaman, Pamela J
 Beason Jr, Victor L
 Behrens, Chad
 Bickel, Darrell G
 Bird, David A
 Black Heirs, Mrs Elvin
 Branch, Ellen M
 Brody, Brad
 Buckeridge, David
 Buda, Robert & Kathy
 Burch, C Allan
 Clark, John R & Peggy
 Clarke, Maureen
 Clymer, Doug
 Cope, Allen & Kathie
 Davidson, Delight
 Draves, Jennifer
 Dvergsten, Chris
 Eklofe, Chris
 Everhart, Jim
 Frank, Glenn & Dona
 Geopfert, Theresa L
 Glade, Dwight
 Gonnerman, Greg

Goodvin, Brian
 Graubard, Benjamin M
 Henderson, Mike
 Hermios, Pauline
 Hills, Amy
 Hoyt, Chris
 Hutt, Brenda
 Hyer, Shawn
 James, Lawrence E
 Jashua, Judy
 Johnson, Jerald L
 Jones, Tim
 King, Lisa
 King, Walter
 Konz, Larry
 Krell, Kevin
 Labar, Woody
 Leesley, Shellie L
 Lewis, Cameron
 Loyd, Jim & Christy
 Marsh, Tony Dale
 Massey, Patti
 Mattes, Michele
 Maxson, Douglas D
 Mcbride, Buck
 MCGathy, Gary L
 Mckinney, Lloyd
 Merritt, Gene
 Miller, Ryan
 Murphy, J
 Nees, Lisa
 Nolan, John C

Parker, Larry
 Pendergast, Ron
 Pettit, William
 Phillips, Michael T
 Rasmussen, Melissa
 Richards, Jerry T
 Rogers, Sean
 Sanders, Russell
 Sandvig, Bernard
 Shoen, Harold
 Smirl, George
 Somer, Mark
 Soutendijk, Brock
 Spulak, Steve
 Stroud, James Brian
 Talbott, John
 Thiede, Karen
 Throckmorton Jr, Larry
 Tigges, Mark A
 Valentine, Jon
 Vanpatter, Robert
 Wagoner Heirs, Paul
 Wheeler, Floretta
 Wilkins, Marcia B
 Wilson, Melissa
 Wilson, Wendy
 Winston, Starissa
 Winters, Suanne
 Worcester, Darlene
 Wright, Bruce E
 Wright, Valerie
 Zimmer, Karalyn

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 web at
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Iowa ONECall

1-800-292-8989

Please, call before
 you dig a post hole,
 till a new garden,
 or install an
 irrigation system.

The call could save
 you costly repairs or
 maybe even your life.

ONECall...it's the law.

Construction Update

As the calendar rolls toward Spring, our plans to keep the facilities that serve you up-to-date become more refined. This year is shaping up to be another busy season for construction and maintenance.

Lake Panorama Projects:

We plan to upgrade the main telephone cable at Chuck's Hill and Shady Beach along Panorama Drive. The same upgrade is necessary at Andrew's Terrace along Panorama Drive.

We need to move the main telephone and cable TV lines across the new silt dam at Panorama Drive north of the Lake Panorama Association water tower.

Exchange Projects:

Our customer base continues to grow with

all the new construction, so that means we need to keep up with getting facilities extended and telephone and cable TV 'drops' buried to new customers.



One staple of the summer construction season is repairing damaged underground lines and 'faults' that have occurred on the telephone and cable TV systems since the past construction season.

If you see us working along the road, please slow down while traveling in a work zone. Besides keeping us safer, we can also get our work done and the roads open much quicker. Be on the look out for signs and cones marking the work zone.

Don't forget to call before you dig. Thanks!