



THE TELCO TIMES

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Inside this issue

Holiday Specials	2
The Randol Report	3
Elections Results to Shape Telecom Debate	3
Cellular Corner	3
Computer Security	4
Reynolds Receives Award	4
Historical Village Receives Grant	4

Customer Service Corner

Six Things to Know Before Calling for Internet Help

1. Know your username
2. Know your password
3. Know your email address
4. Know the brand & model of your computer
5. Know what browser & email program you use
6. Know your operating system: Windows XP, 2000, MAC OS X, etc

Internet Tech Support
1-800-205-1110

Holiday Hours

Our offices will be closed on the following days in observance of the upcoming holidays:

- **Christmas**
Monday, December 25
Tuesday, December 26
- **New Years**
Monday, January 1



What's your favorite Christmas movie?

Christmas, more than any other time of year, seems to be connected to television. Yes, Christmas and television seem to go together. Why, you may ask. Well, let me explain.

Growing up, how many of you watched one or more of the following sometime during the holiday season: Rudolph the Red Nosed Reindeer, Frosty the Snowman, Santa Claus is Coming to Town, A Charlie Brown's Christmas, It's a Wonderful Life, How the Grinch Stole Christmas, A Christmas Carol, A Christmas Story, Christmas Vacation, Home Alone, Miracle on 34th Street, or Santa Clause.

And, that does not even include the endless parade of "Christmas Specials" by everyone from Bob Hope to the Osmonds to the last American Idol winner.

One could speculate about why Christmas, more than any other time, has this array of programs. A cynic might say that programmers are just

tugging at our heartstrings in hopes we will buy from their advertisers.

Or, it could be that television and movie makers are overcome with the spirit of the season, so they try to capture what the season means to them and share it with us.

Or, it could be because Christmas is about families and these shows address family issues and often bring families together to watch them.

Most likely, it is about all these things and more. We don't know, but it has been fun to think about, talk about and write about. So, no matter if you like Clark Griswold hanging Christmas lights or Linus telling the Christmas story, we hope you enjoy your holiday season.



Holiday Open House

Join us on Friday, December 1st for our Holiday Open House. We will be holding it at our office at 114 East Main Street.

We always look forward to the opportunity to visit with you each year at our Holiday Open House, and this year is no exception.

Attendees will enjoy refreshments, a free gift and have the opportunity to help us celebrate the Christmas season.

Please take note of our holiday specials on page 2 which will run through January 31. Happy Holidays!



All Wrapped Up for the Holidays



Digital Cable
Sign up for digital cable,
keep it for 3 months and
get your 4th month
FREE!
Plus, FREE Installation!



Internet
Sign up for high speed
Internet and get
**3 Months for
Dial-up Price**
A \$90 savings!



Power Pack Ultra
Unlimited local calling, 7
popular calling features, 100
long distance minutes, basic
cable tv, high speed Internet
\$104⁹⁵



SecureIT Plus
Add SecureIT Plus between
December 1 and January 31
and receive
3 Months FREE!



Verizon Wireless
Stop in and check out
our cellular phones
and calling plans



Power Pack Premium
Unlimited local calling, 7
popular calling features, 100
long distance minutes, digital
cable tv, high speed Internet
\$123⁹⁵

*Happy Holidays
from all of us at
Panora Telco*

Additional Offer Details: Digital cable offer not valid with any other offer. Internet offer does not include our Wireless high speed product. Power Pack prices shown do not include regulatory fees and taxes. Installation and equipment charges may apply. Offer valid through 1/31/07. Some restrictions apply. Not all products and services available in all areas. Call our office for full details.



The Importance of Universal Service

We have all heard of high speed Internet, but do we really know how it can benefit us? This advanced technology service is available from Panora Telco through DSL and wireless service.

Americans today increasingly rely on advanced communications systems to meet their economic, safety, security and entertainment needs.

A broadband or high speed connection makes many online services such as taking courses online, telecommuting, accessing tele-health services, and e-commerce possible. It also makes it possible for you to stay connected to your loved ones around the country and around the world.

Rural telephone companies have been and continue to be pioneers in providing broadband to subscribers. Panora Telco has invested significantly in broadband infrastructure with DSL, wireless high speed, fiber optics

and equipment. We are making the investment in broadband knowing it will be critical to America's future economic base and to that of our subscribers.

Over 80 years ago, Congress embraced a philosophy that has stood the test of time: Universal Service. This policy enabled telephone service to stretch

**"RURAL TELEPHONE COMPANIES
HAVE BEEN AND CONTINUE
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BROADBAND TO SUBSCRIBERS"**

from one end of the country to the other. Now, broadband is required just as voice was 80 years ago. Panora Telco is able to provide you with the quality products and services you deserve because of Universal Service.

The Universal Service Fund is a funding mechanism that enables rural telephone companies to implement



the necessary infrastructure to meet your telephone and broadband needs. Every telephone company contributes to the fund so that all Americans can benefit.

New technologies that exist today such as voice service via cable TV networks and Voice over Internet Protocol (VoIP) have not been required to contribute to the fund, yet they use the networks of telephone companies to provide their services.

We believe that everyone must pay their fair share to support the Universal Service Fund.

Keeping you connected is important to us...And it's important to you. To learn more about how you can help ensure that you are connected, visit www.keepamericaconnected.org.

Elections to Shape Telecom Debate

The elections held in November will shape the many telecommunications debates that are pending in Washington DC.

Specifically how the issues will be affected is not yet clear, however it is clear that control of both the House and the Senate has changed. With that change, control of the committees also shifts and therefore what bills will be considered and what is in those bills is certain to change.

Our industry associations have always worked in a bipartisan manner because communications issues are bipartisan in nature, but after this change working relationships will need to be adjusted or reestablished.

CELLULAR CORNER THE CHOCOLATE BY LG

Move over Mars. Make way Hershey. Verizon has a new chocolate in town . . . an interestingly named cell phone that is.

Designed and manufactured by LG, the new Chocolate is a slim, sleek device made to compete with the latest phone, MP3 player and remote Internet gadget.

Phone features include advanced voice dialing and a 210 minute talk/288 hours stand-by battery. The phone measures 3.8" x 1.9" x .07" and weighs 3.5 ounces.

It comes in black or white 'chocolate', features a slider design and includes a 1.3 megapixel camera.

The Chocolate supports WMA and MP3 music formats. Add the optional 2GB microSD memory card and you can download up to 1000 songs from Verizon's VCAST website or load pc-transferrable music.

In addition, the Chocolate allows you to play and download games, download VZ Navigator software for GPS navigation and provides connection to a Bluetooth wireless headset.

This new, totally sweet phone is available today and can be seen and purchased at our office.





CONGRATULATIONS, RON ON 25 YEARS OF SERVICE!

Ron Reynolds recently received a 25 year service award from the National Telecommunications Cooperative Association (NTCA) for his service to the industry and the Panora Telco Board. The award was presented at the Board's October meeting. Congratulations, Ron and thank you for your service to both the Board and the customers of Panora Telco.

Guaranteed Computer Security

Let's face it, keeping your virus software up-to-date is hard enough, but now you have to worry about spyware, adware and Windows security patches too! SecureIT Plus from Panora Telco will do all that and more AUTOMATICALLY and it is guaranteed!

SecureIT Plus will work for Internet customers with either high speed or dial-up Internet and Free installation assistance is available. For only \$9.95 per month you can experience the benefits of SecureIT Plus, like:

Automated protection

One of the best features of SecureIT Plus is that it is fully automated. After installation, you may never have to think about it again because it manages the downloading and installation for updates automatically.

Managed virus protection

SecureIT Plus incorporates anti-virus protection from Symantec Corporation, the world's largest antivirus research and response organization.

Free tech support & installation help

Unlike Norton and McAfee who charge for technical support calls, technical support for SecureIT services is offered free of charge. Security Services can even help you install the product remotely.

Microsoft patch management

One particularly important element

of maintaining a secure and reliable computer is staying up-to-date on critical software patches. SecureIT Plus provides a daily assessment of missing critical patches for Microsoft Operating Systems and automatically applies them after rigorous testing to ensure continued protection.

Spyware threat detection and removal

Spyware is a general term for a program that secretly monitors a computer user's actions. SecureIT Plus uses a three phase approach to protect, detect and clean up your computer.

System and disk maintenance

System and disk maintenance is an often overlooked task and is a leading cause of poor PC performance and stability issues. SecureIT Plus automatically manages these processes for you to keep your PC running smoothly.

SecureIT Plus is now only \$9.95 per month for the first computer and \$6.95 for each additional machine. Call our office today or stop in to sign up.

Visit Us

114 East Main
Panora, IA 50216
8:00am-5:00pm Mon-Fri

Call Us

641.755.2424

Internet Tech Support

800.205.1110

Online & Email

www.panoratelco.com
panora@netins.net

After Hours Repair

641.755.2424

Payment Info

Submit your payment via

- Mail
- Walk In
- Drop Box
- Auto Bank Deduct

*The Service & Technology
You Deserve!*



Historical Village Receives PTLD Grant



cord and track their inventory of artifacts.

Village Curator Kristine Jorgensen is pictured above accepting the \$300 grant from Panora Telco General Manager, Andrew Randol.

PTLD Grants are awarded twice per year, in June and December. Applications

are available at our office and are due May 1 and November 1 respectively.

Funds for the awards come from revenue the company generates through sales of Panora Telco long distance. The more long distance minutes used by customers, the more money that can be awarded to applicants.

The Guthrie County Historical Village was recently awarded a \$300 Panora Telecommunications Long Distance Grant (PTLD) to enable the Village to purchase PastPerfect Multimedia Imaging software.

The software is specifically designed for use by museums to enable them to re-