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## *Customer Service Corner*

### Holiday Closings

We will be closed the following days to celebrate the Holidays:

- **Christmas**  
Thursday, December 24 &  
Friday, December 25
- **New Years**  
Friday, January 1

### Scholarships for Seniors

We will soon be sending our information for annual scholarships for Panorama high school seniors.

Scholarships are available from Panora Telco, Iowa Network Services and the Foundation for Rural Service.

Check with your school's guidance counselor or call our office for more information as the school year proceeds.

### Directory Listings

Is your home or business listing correct in our directory? If not, please contact us now to make the correction for next year's book.



# THE TELCO TIMES

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December 2009



# Warm Heart Wishes

## *Hats & Mittens!*

During the Months of November & December, We'll be Collecting New or Gently Used Hats, Mittens & Gloves for Panorama Elementary Students

**Please Drop Off at  
Our Office Before  
December 18th!**



We have many warm wishes for you!

We wish to make your life more stress free with our products. We wish to give you great service, not just say it, like many companies do. And, we wish to be your technology partner - for life.

We also want to warm the hearts of others by giving and we need your help. Help us warm the hands, heads and hearts of those in need.

*Happy holidays from our hearts to yours!*

## High Speed Internet

Sign Up for High Speed Internet or Upgrade from Dial-up and Pay Just

**\$19<sup>95</sup>/mo for  
3 Months**

- 24/7 Tech Support @1-800-205-1110
- FREE Training Classes - 2nd Thursday of Month
- Informative eNewsletter & Quarterly Magazine
- Faster Downloads of Music & Content
- Always on - Faster Internet Experience

Offers valid November 1, 2009 through January 31, 2010. High Speed Internet offer good for DSL, Wireless or Cable Modems. Some restrictions apply. Not all products and services available in all areas. Call or visit our office for full details. After promotional period, regular rates apply.

## Telemarketers can't call cell phones

For years there has been a rumor that a nationwide directory of cell phone numbers will be made available to telemarketers, and that consumers will start receiving telemarketing calls on their cell phones.

There is no truth to this rumor. Cell phone numbers are not being released to telemarketers, and you will not soon be getting telemarketing calls on your cell phone. For more info, visit [www.donotcall.gov](http://www.donotcall.gov).

## Join us for our Holiday Open House Friday, December 4th in Panora

Join us on Friday, December 4th for our Holiday Open House. We will be holding it at our office at 114 East Main Street from 9:30am-3:00pm.

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

Don't forget your donation to the Food Pantry. We'll match it and make sure it gets delivered.



## Top 5 reasons to keep your home phone

Thinking of giving up your home phone? Before you cut the cord, consider these reasons not to.

1. Conversations are not dropped because of poor signal quality. Your home phone service has its own power backup, so it will keep working during extended power blackouts. VoIP and cell phones won't work.
2. Local 911 services have your exact location when you call from a landline. Emergency services may not find you on a cell phone.
3. High Speed Internet over our fiber-to-the-home is the most reliable, secure and fastest way to deliver Internet to your home.
4. Your home phone provides unlimited local calling and affordable long distance. No counting minutes or expensive penalties for going over your allotted time.
5. Panora Telco is your local company and is completely committed to our rural community. We invest in improvements to our community! Wireless companies don't.

## BUSINESS SPOTLIGHT Twigg Funeral Home Panora & Guthrie Center

The Twigg family is in the funeral business to provide caring, dignified, personal service to the residents of Panora and Guthrie Center.

Doug and Curtis Twigg, along with their wives Kathy and Becky, work in the funeral homes, along with three part-time employees. Both Doug and Curtis worked for Bruce's Funeral Home in Fort Dodge prior to purchasing the Beidelman Funeral Homes in 2000.

Doug (father) has worked in the funeral business for over 40 years. Curtis graduated from mortuary school in 1993. Doug and Kathy live in the funeral home in Guthrie Center. Curtis and Becky, along with their two daughters, Mathison and Morgan, live in the funeral home in Panora.

To the Twigg's, every service is

unique. "We are a local, family-owned business, providing personalized, customized services. We are here to help lighten the burdens of people when they are at their weakest and to give them the extra support they may need," stated Doug.

The Twiggs utilize Panora Telco's telephone and Internet services to help keep in communication with their clients.

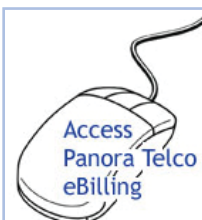
Their website can be found at [www.twiggfuneralhome.com](http://www.twiggfuneralhome.com) where people can find information about services, read obituaries and send online condolences.

"Technology is where everything is going," stated Doug. "We use Panora Telco to keep in touch and provide the most personalized service that we can to our customers."

"We use Panora Telco to keep in touch and provide the most personalized service that we can to our customers."



Doug (left) and Curtis Twigg in front of their funeral home in Panora. To find out more, visit their website at [www.twiggfuneralhome.com](http://www.twiggfuneralhome.com)



Have you setup an eBilling account?

eBilling is the fastest, most economic way to view & pay your bills. Set up your free account at [www.panorateelco.com](http://www.panorateelco.com).

## Andy's headline to go here

Andy's story to go here. Doug will discuss FTTH options with Andy



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"pull quote to go here"

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## Many of our customers are experiencing the benefits of eBilling



It's been over two years since we launched our online eBilling service and many of you have taken advantage of all of its benefits.

- Notifications can be sent to you when a statement is ready to be reviewed or when payments are made

To get started, simply register on-line at our website [www.panoratelco.com](http://www.panoratelco.com). As always, contact us if you have questions or need assistance.

This free online service provides you with the ability to view your bill and make payments on your account any time of the day or night - when it is good for you.

After you register for the service, you can take advantage of all these benefits:

- Ease your mind by setting up email notifications options
- Set up accounts to charge to a credit card or deduct from a bank account - automatically or manually
- Solve a bit of the 'counter clutter' problem - only print your bill if you need a hard copy of it
- After signing up - you'll have up to 12 months of your bills available for review, printing, etc.
- Make payments with just a few clicks of your mouse
- Check payments, account balance and more - right from home

## SERVICE OF THE MONTH CONFERENCE CALLING

Conference calling allows customers to save time and money by holding meetings or joining family far away over the phone. It also eliminates travel during unpredictable weather.

Conference calling can be used for business, as well as personal projects such as planning family reunions or other special events.

Contact us today at 755-2424 to schedule your conference call or to learn more about it.

### Conference Calling Info

- \$10 set up fee (please call 24-hours in advance)
- Only fee to connect to the conference call is the cost of your phone call
- Up to 32 people can be on the call



Have we got a contest for you!

We know you love contests and this one is especially for our loyal newsletter readers. Answer all these questions correctly and you will be entered in our quarterly drawing for a **\$10 bill credit**.

Who is our business spotlight? \_\_\_\_\_

Can telemarketers legally call your cell phone?  Yes  No

(Question about Andy's story) \_\_\_\_\_

What are we collecting in November & December? \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Clip and return with your bill, drop off or mail by December 24 to:

**Panora Telco**

114 East Main Street, Panora, IA 50216

One winner chosen at random per quarter. Contest open to all Panora Telco 18 & over. Applicants can win once in a 12 month period. Other restrictions may apply.

## The Food Network is here!

We are proud to announce the addition of the Food Network to our cable channel lineup.



The Food Network provides a wide variety of shows, all related to cooking and eating. From the strange and bizarre meals from around the globe, to quick and easy dishes you can prepare for your family right at home, there is something for everyone.

### Popular shows include:

- Diners, Drive-Ins & Dives
- Barefoot Contessa
- Extreme Cuisine with Jeff Corwin

The Food Network can be found on channel 44. Check out our website for more info about our complete channel line-up.

## New Listings

Name..... number

### Visit Us

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

### Call Us

641.755.2424

### Internet Tech Support

800.205.1110

### Online & Email

[www.panoratelco.com](http://www.panoratelco.com)  
[panora@netins.net](mailto:panora@netins.net)

### After Hours Repair

641.755.2424

### Payment Info

Submit your payment via  
- Mail  
- eBilling - NEW!  
- Walk In  
- Drop Box  
- Auto Bank Deduct

*The Service & Technology  
You Deserve!*

## CELLULAR CORNER 'TIS THE SEASON FOR NEW PHONES

Starting in November  
manufactures start to roll

plans to come in and check  
them out.

out their new phones, just in  
time for the holiday shopping  
season.

If history is any indication, the  
new phones will handle email,  
internet, texting, pictures,  
video and talking better than  
ever before.

Possibly new information to go here based on Verizon bill insert

We would love to tell you all  
about them, but we don't have  
the space or all the info we  
need just yet.

So, if you are in need of an  
upgrade or just NEED the  
latest phone, stop in to see us.

Just know that there are more  
that 20 new phones scheduled  
to be released in November  
and early December, so make

We will help get you the best  
plan for calling, texting and  
Internet!

