



THE TELCO TIMES

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Customer Service Corner

Parental Controls

SecureIT Plus now includes Parental Controls including content filtering, access & time management along with monitoring & reporting! Visit our website for more information.

Training Classes Offered

See page 2 OR our website for the many FREE Computer Training classes offered. Mark your calendar today!

Benefits of Voice Mail

Don't want to miss a call? Find out how Voice Mail can take your calls when you're gone, busy or on the phone/Internet. For just pennies a day, our reliable service can provide an always-on solution.

Do you have questions about your bill or any service you get from Panora Telco? If so, please call our office at 755-2424. We love serving our customers and we hope to hear from you—about compliments and concerns.



Products to simplify your summer

"Summertime and the livin' is easy". George Gershwin wrote those fluid lyrics in 1935 for the musical 'Porgy & Bess'. You can almost close your eyes and 'feel' a hot summer breeze on your face.

Artists like the Beach Boys, Kenny Chesney and many others have sung about summertime topics. Whatever genre you enjoy, musicians often give us a glimpse into the way a situation, season or event makes us feel.

Think about the ways in which some of our products and services can make your summer more enjoyable and carefree.

Consider **high speed Internet**. There isn't a more time-saving product than that! Rather than sitting at your computer on a lazy Saturday afternoon waiting for pages to load, you can zip through information, giving you time to lounge around in your favorite hammock.

Another big time waster is an attack by a worm or virus on your computer. It could happen without you even knowing it, resulting in a super slow

computer or costly repair. Solution . . . **SecureIT Plus**, the fully automated, user-friendly package that not only protects your computer, it also updates critical patches and system software.

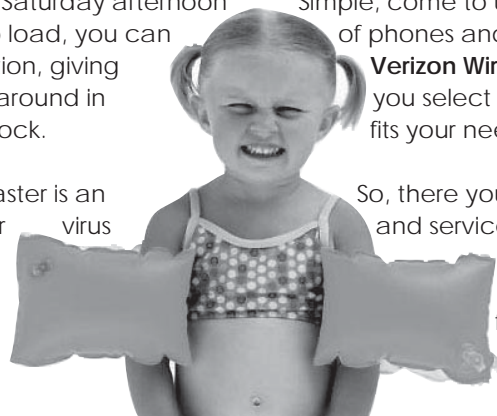
Power Pack bundles can make life easier by providing calling, Internet and cable television services in one package.

Consider **Voice Mail**. It is a simple product that allows you the convenience of requesting that the caller leave you a message. You can then return the call at your convenience. Add **Caller ID** and you can even see who is calling so the decision to send them to voice mail or take the call is even easier.

But how can you keep in contact when you're on summer vacation or spending time at the neighborhood picnic?

Simple, come to us for a full selection of phones and calling plans from **Verizon Wireless**. We can help you select the calling plan that fits your needs and budget.

So, there you go. Our products and services can help you enjoy summer. Break out the flip flops, lemonade & sunscreen!



Now you can review and pay your bill online

For more information or to sign up go to www.panoratelco.com

See all the benefits and details on page 2



Ebilling offers many benefits

Now, you can experience the time saving convenience and simplicity of our new ebilling solution! It is just one more benefit we bring to you!

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 your credit cards or deduct from bank accounts - 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 after initial set up
- Check payments, account balance and more - right from home

- Pay one time or setup payments on a recurring basis with a credit card, checking account or savings account
- 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.

As always, stop by the office or give us a call at 755-2424 if you have questions or need assistance.

Training Classes Offered

Join us for upcoming classes and learn how to become computer savvy. Call to register soon!

iTunes June 7 in Panorama
 Online Scams..... July 12 in Guthrie
 Computer FAQ Aug 14 in Panorama
 Intro to MS Word..... Sept 6 in Guthrie
 Intro to MS Excel..... Oct 11 in Panorama

Call us at 755-2424 to register. Classes are free to our customers and held at the libraries in Panorama and Guthrie Center.



Dave Sherlock

Courses will be taught by Dave Sherlock, Training Coordinator with Iowa Network Services and Curtis Thornberry, Technology Development Director with Panorama Telco.



Curtis Thornberry

BUSINESS SPOTLIGHT Hometown Foods

Tom and Becky Reinhart, along with their son Troy, operate Hometown Foods. The Panorama store is one of three that Tom and his brothers own. They also have stores in Guthrie Center and Stuart.

The Panorama store employs 35 full and part-time employees. "We know our customers by name and we strive to provide personal service and



satisfaction," stated Tom.

Much has changed in 14 years since they have owned the store. "Convenience is the biggest factor that people are looking for, which has led to expansion in many more prepared foods," Tom said. "Heat-and-eat foods and salad bags are just two good examples of that change."

Technology has made ordering easier and more cost effective too, according to Tom. Now, they can scan the items that need to be ordered and upload them to a computer. The computer will cross check items and tell them when a discount is available if a higher quantity



is ordered. "The system allows us to save our customers money and that is always a good thing."

As with many industries, the grocery business has witnessed consolidation. "It used to be that a community of 3000 would have at least two or maybe even three stores. Now, of course, the move to larger stores has changed the business," stated Tom.

Our thanks to the Reinharts for all they do for the community and our cooperative members!

Above: Tom and Becky Reinhart at Hometown Foods, their full service grocery store located at 601 East Main Street in Panorama

Left: Troy Reinhart, Tom & Becky's son, inspects the produce

The real story behind coops

After a board meeting a month ago, the concept for this article developed in my mind. I recognized that many people do not understand everything a cooperative is about, nor may they want to dig any deeper than the patronage check that comes in the mail. However, the story of how that check comes to you and what the organization behind it is about, is worth sharing.

At face value, it all seems quite simple.

To purchase services from the coop, residents need to become a member of the association and they can do

“THE BOARD HAS
ALLOCATED \$531,544
IN PATRONAGE THIS YEAR.”

that easily by paying a small onetime membership fee. Then, members subscribe to and pay for phone, cable TV and Internet services from the coop and at the end of the fiscal year a portion of the money is returned to the members as a patronage check.

But the core of what our cooperative is about started long ago, in 1961 to be exact. Cooperatives are about community and teamwork and Panora Communications Cooperative is no different.

Our community had telephone service starting in 1919, but in 1961, in an effort to advance the services offered to the community, residents got together and formed the Panora Cooperative Telephone Association, Inc., as it was originally called.

It was a movement by residents who understood the power of community involvement and the benefits of citizens investing in their future, and that of their children, that got our cooperative going. It is that exact understanding and purpose that keeps our communities healthy and vibrant yet today.

The mission of our cooperative is essentially twofold. The first is to keep our members supplied with the best, most reliable and most cost effective communications services available. The second is to invest time and money in the community or in the area in



ways that will benefit the members of our cooperative. We take both responsibilities very seriously and work everyday to advance both tracks of our mission.

Since 1988, we have returned over \$3.9 million dollars to the members of our coop and have invested millions more in the achievement of our mission – to make and keep our community a great place to call home.

Congratulations Cabin Fever contest winners!

Thanks to all who participated in our Cabin Fever contest in February & March.

Winners included:

- Grand Prize Sandra Wilkinson
- Second Prize Bill & Deb Douglass
- Second Prize Richard Thill
- Second Prize Harold Gandy
- Second Prize Mary Lou Downing

The Grand Prize was a night's stay for two at the Prairie View Bed & Breakfast.

Second Prizes included bowling at Gutterz Bowling, 3-D bow shoot at River Bottom Archery, golf at Lake Panorama National Golf Course or a \$50 gift certificate to a local restaurant.



Pictured left to right are Deb Douglass, Jordan Douglass, Payton Douglass and Cheryl Castile, Office Manager of Panora Telco.

The Douglasses were the winners of Bowling for four at Gutterz Bowling in Guthrie Center.

Call Iowa One Call at least 48 hours before you dig

Spring is here and construction and digging projects are underway. Remember, there are many underground utilities that may present a problem if disturbed, and unmarked services may be dangerous if hit.

It is important to call Iowa One Call at 800-292-8989 at least 48 business hours in advance so underground services such as

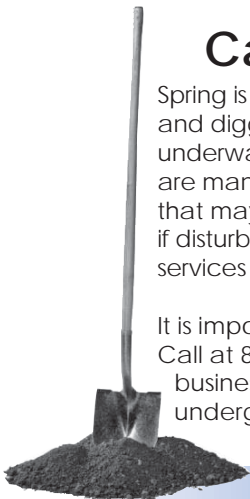
gas, water, telephone, electric, cable TV and sewer can be located and marked.

When you call, a 9-digit 'dig ticket number' will be assigned which can be referenced throughout the project.

Panora Telco customers may also dial 811 to report a dig. Locate requests are taken 24 hours a day/7 days a week.

If damages occur as a result of a dig and Iowa One Call has not been notified prior to the excavation, the homeowner or excavator may be liable for repair costs, loss of product/services or other related charges.

In addition, lightning can cause many problems to your home electronics and computers. Make sure to have reliable surge protection and, when in doubt, unplug devices.



Scholarships awarded to Panorama High School seniors

Three area seniors were awarded scholarships from Panora Telco and Iowa Network Services.

Caitlin Krater is the recipient of the \$500 Panora Telephone scholarship. Caitlin is the daughter of Duane and Eileen Nordquist. She plans to attend the University of Iowa pursuing a career in Music Therapy.

Justin Parker is the recipient of the \$500 Panora Cablevision scholarship. Justin is the son of Dale & Pam Parker and Beth & Tim Welch. He is attending Des Moines Area Community College this fall, then plans to transfer to Iowa State pursuing a Marketing degree.

Brooke Alumbaugh will receive a \$1000 scholarship from Iowa Network Services. Brooke is the

daughter of Lyle and Joann Alumbaugh. Brooke plans to attend Des Moines Area Community College this fall.

Brooke was one of four winners of an INS scholarship. Other winners included Andrea Clark from Guthrie Center High School, Kelsey Wauters from Union High School and Laurie Werning from Benton Community High School. Forty-nine Iowa high school seniors entered the state-wide competition.

"We are proud of all of our graduating seniors", stated General Manager Andy Randol, "We are very happy to have two of the four INS scholarship winners within Guthrie County. We wish all area seniors the very best as they graduate this spring."

Panorama High School graduation was held Sunday, May 20th
Class motto:
"Let go of yesterday
Work on today
Dream of tomorrow"



Justin Parker



Caitlin Krater



Brooke Alumbaugh

Veterans Board receive grants

Tom Bacon (left) representing the Veterans Board is shown with Panora Telco Board President Pat Moylan (right). The Veterans Board received a \$600 community grant from the Panora Telephone Long Distance (PTLD) grant program and a \$500 INS Charity grant.

The Veterans Board plans to use the funds toward their \$55,000 roof and ceiling insulation project for the Panora Veterans Auditorium.



Visit Us
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8:00am-5:00pm Mon-Fri

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800.205.1110

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panora@netins.net

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641.755.2424

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- Walk In
- Drop Box
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*The Service & Technology
You Deserve!*



CELLULAR CORNER VOICE & DATA PHONES TO FIT EVERY NEED

When wireless phones first came out, some people were reluctant to be 'available' all the time. Over time, users have learned how to manage that accessibility issue to their advantage.

As the need to stay informed and connected has evolved, so has the technology that allows access to your email and some Internet offerings on your mobile device.

If you are looking for options to stay connected to your email, calendar

and contacts from home, work or both, stop by or call our office. We have 'data' plan solutions that will likely meet your needs. We offer the Motorola Q, three different Blackberry units and the Treo 750, all of which can provide you with the voice and data services you need.

Stop in to discuss your needs. We would love to find a solution for you.

