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Customer Service Corner

Congratulations Joan!

Joan Millhollin retired from Panora Telco at the end of March after working for the coop for 22 years. We were pleased to celebrate her retirement with her at a small reception on March 30th. Thank you Joan from all the staff and members of Panora Telco.

the great **disconnect**

CONNECTIVITY TO ALL

Customers in rural areas need to speak up to legislators & regulators (state & federal) about a number of communications issues. In short, many want to give rural customers the short end of the stick for Internet and wireless services. Learn more at www.thegreatdisconnect.org.

After Hours Tech Support

In order to better serve you, we have expanded our Tech Support services to include Fiber TV and Fiber Voice troubleshooting. You can call our office 755-2424 both before and after hours to access Tech Support, or you may also call them directly at 755-TECH (8324) for Internet, Fiber TV and voice help.



THE TELCO TIMES

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Get Carried
Away

Get carried away using Fiber services!

Life can be busy, but it doesn't have to take control. With the schedules that spring and summer bring, it does make it challenging.

You can stay in control and in touch with Fiber services like the all NEW Whole Home DVR for your Fiber TV and super speedy Fiber Internet. Not to mention Fiber Voice services and caller ID on TV, if you have voice, TV and Internet services.

A regular DVR is great, but the Whole Home DVR lets you have one DVR box and watch what is recorded on any TV in your home with a set top

box. And that is not all, you can set up new recordings as well. Also, if you are away from home and you forgot to set your DVR for something, you can go to a website or use an app on an Android phone to control your DVR!

And if you missed something all together, you can find it and watch it on-line if you have our Fiber Internet service. You are in control with Panora Telco Fiber Services.

Don't be left behind...Get Carried Away instead!

Sign Up Now for Our
Select Triple Play Bundle
includes Fiber Internet, Fiber Voice & Fiber TV, plus Much More

\$117⁹⁵ /month

Get Upgraded to 5Mb FREE!

Prices listed do not include regulatory fees or taxes. Some installation fees may apply. Call or visit our office for full details.



Low income lowans may qualify for assistance

Assistance in paying your phone bill is available to qualifying low-income lowans as part of two federal support programs.

These programs, 'Lifeline Assistance' and 'Link-Up', are available through Panora Telco.

'Lifeline' is a plan that assists qualified low-income lowans by providing a monthly credit on their telephone bill up to \$8.25.

'Link-Up' is an assistance plan that helps qualified low-income lowans pay for the installation of basic telephone service by reducing connection charges by 50%, or \$30, whichever is less.

Another feature of the Lifeline program enables qualified applicants to avoid paying a service deposit if they voluntarily agree to have long distance calling blocked from their telephone.

lowans who participate in one or more of the following programs are eligible: Medicaid, Food Stamps, Supplemental Security Income, Federal Public Housing Assistance, Low-Income Home Energy Assistance Program, Temporary Assistance to Needy Families Program or the National School Lunch Program.

You may be eligible for discounted phone service through Lifeline or Link-Up



Application forms can be obtained from our office or at the local and county offices of the Department of Human Services, Area Agency on Aging, and the Community Action Program offices of the Department of Human Rights.

To find out more or to download an application visit our website.

Watch the Cubs this spring on WGN Channel 39

Full schedule at www.chicagocubs.com

Date	Opponent	Time
Wed, June 1	Houston	1:00pm
Fri, June 3	St Louis	7:00pm
Mon, June 6	Cincinnati	6:00pm
Thurs, June 9	Philadelphia	6:00pm
Sun, June 12	Philadelphia	12:30pm
Thurs, June 16	Milwaukee	1:00pm
Sun, June 19	NY Yankees	1:00pm
Mon, June 20	White Sox	7:00pm
Tues, June 21	White Sox	6:30pm

Date	Opponent	Time
Wed, June 22	White Sox	7:00pm
Fri, June 24	Kansas City	7:00pm
Sat, June 25	Kansas City	5:30pm
Wed, June 29	San Francisco	7:00pm
Thur, June 30	San Francisco	1:00pm
Fri, July 1	White Sox	12:30pm
Sun, July 3	White Sox	1:00pm
Mon, July 4	Washington	12:00pm
Thurs, July 7	Washington	6:00pm

Date	Opponent	Time
Sat, July 9	Pittsburgh	5:30pm
Sun, July 10	Pittsburgh	12:30pm
Fri, July 15	Florida	1:00pm
Mon, July 18	Philadelphia	7:00pm
Sun, July 24	Houston	1:00pm
Tues, July 26	Milwaukee	7:00pm
Thurs, July 28	Milwaukee	1:00pm
Fri, July 29	St. Louis	7:00pm
Sun, July 31	St. Louis	1:00pm

BUSINESS SPOTLIGHT Panora Service Center

Body work, restoration & sales

Panora Service Center is here for all your auto needs

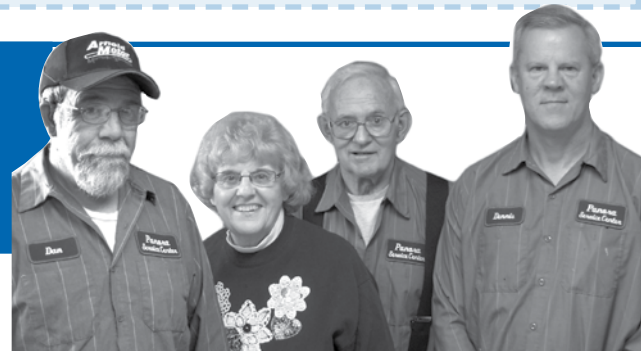
Tom Shroyer started Panora Service Center in 1972 as a mechanic shop. Dennis joined in 1975 and expanded the business after studying Auto Body at Iowa Lakes, following high school. Today, Panora Service Center is exclusively an auto body shop and used car lot, according to Dennis.

"Dad (Tom) still likes to come to the shop, but understandably he has decided to slow down. For now, we don't do much mechanic work, but we do a lot of insurance and other body work and restoration on cars

and trucks," said Dennis. "We also sell good, quality used cars that we buy at auction. We don't take wrecked cars and fix them and sell them. There are times when that could work, but we just don't do that."

There are four staff members at the shop: Dennis, Tom, Peg (Tom's wife) and Dan (Dennis's stepbrother.)

Dennis says that much has changed over the years, but by far it is the quality of the paint and related materials that has improved.



Panora Service Center's Dan, Peg, Tom & Dennis

"The quality and durability now makes it as close to factory as you can get." The shop uses Panora Telco phone and Internet service, which Dennis says they use to do all their estimates.

Dennis and his wife Paula, who works for the State of Iowa out of a home office, have Panora Telco Fiber services at their house.

"The Internet service is critical for her work," said Dennis. "And, obviously, we really like the new Fiber TV product too."

Efficiency and cost savings are additional benefits of fiber

It's a pleasure to report progress, especially progress that saves the coop money, makes us more efficient or better at serving members. The ability for us to be able to serve you with only one system – the fiber network – has more advantages than just the products it offers you.

Moving to one new network from two older ones, allows us to save time and money. Therefore, we are aggressively working to take out of service our old phone/Internet system and our old cable TV system. We can do that, as we upgrade customers to the new fiber network in sections of our service area.

Doing this saves the coop and its members in many areas: less spare parts to keep in inventory, fewer equipment maintenance agreements,

less cost for power, fewer maintenance headaches and, most importantly, it allows staff to be more proactive which can benefit with cost savings.

A quick example: in our current system, each section requires independent power and equipment. There might be 6 or more places, just in one section, that need upkeep and power. Each of those points is a potential trouble location. With our fiber system, there



Plant Mgr. Bill Dorsett turns off equipment taken out of service due to fiber upgrade.

THE RANDOL REPORT



are two areas: our office and your home. As such, it is easier to maintain and troubleshoot and it requires significantly less power. All of those areas save the coop money and help us be more efficient.

If you have been upgraded to the fiber network already, thank you. If you have not, expect a call from our staff, so we can get you upgraded. You'll love the new fiber products and your coop will be saving money and will be the most efficient that we can be. Thanks for your help!



Duties, responsibilities and compensation for Board members

by Patrick Moylan, Board President

At our annual meeting in March, I was asked

what a Panora Telco director/board member gets paid. That night I answered that the directors were paid, but I passed on giving the amount of compensation that directors receive, due to confidentiality issues that bind us as board members.

We want to be as transparent as possible because it is your coop, but we are also required to protect the coop by being responsible servants to the membership.

We took the question seriously and as such, have followed up with our legal counsel, so we know what we can say in answering the question. We will share with the membership our director fees, what some of the directors' responsibilities are, and the national cooperative average fees for a director.

The industry range for director pay for coops our size, according to

the National Telecommunications Cooperative Association (NTCA), is \$276-\$320/meeting. Some companies offer additional benefits to directors (such as health insurance & retirement benefits), but we do not.

The duties of our directors involve preparing for, attending and participating in four separate meetings each month, one for each company in our 'family' (Panora Telco, Panora Communications, Panora Cablevision & Guthrie Telecommunications.) Each of these companies has their own agenda, financials and reports.

Three to five days before each meeting, each director receives a meeting packet to read and analyze. This gives us time to ask clarifying questions in advance, so decisions can be made at the meeting.

The packets also include educational materials about technology, regulations and legislation about

which we need to be up-to-speed. The total pay per director is \$190 each month for all the meetings.

As you can see, we are very conservative in our approach to directors' fees. The value of this role is in the personal service to members & the communities we serve.

Our directors are required to attend educational events in, and sometimes outside, Iowa, to keep up-to-date on technology, regulations and legislation, so they can make good decisions for our coop.

A trip to Mitchell, SD in Jan. 2010, to meet with a key vendor for Fiber TV, is an example. For out of state trips, event registration, lodging and travel are paid by the cooperative for the director, but directors are giving up their time, and often, personal vacation days, to attend these events.

In short, we consider it a privilege to serve the coop membership and we view it as a way to give back to our communities.

Scholarships awarded to Panorama High School seniors

Two area seniors were awarded scholarships from Panora Telco.

attend college to study Zoology. Taylor's parents are Bill and Jackie Wicks of Panora.

Collin Frantum is the recipient of the \$500 Panora Telephone scholarship. He will be attending DMACC in Ankeny to study Agri-Business. Collin's parents are Chad Frantum, Guthrie Center and Cathy Casteel of Panora.

Taylor Wicks is the recipient of the \$500 Panora Cablevision scholarship. She plans to

Panorama High School graduation was Sunday, May 22nd @ 1:00 p.m.

Class motto:

"To achieve all that is possible, we must attempt the impossible. To be as much as we can, we must dream of being more."

"We are proud of all of our graduating seniors," stated GM Andy Randol, "We are very happy to be able to award scholarships within Guthrie County. We wish all area seniors the very best as they graduate this spring."



Taylor Wicks



Collin Frantum

Congratulations to all our area graduates from Panora Telco!



Congratulations to Sid Sutton, winner of our March newsletter contest.

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**.

Does Panora Service Center sell cars? _____

Whole Home DVR is now available. True False

Name one duty of a director. _____

Who do the Cubs play on July 26? _____

Name _____

Address _____

Phone _____

Clip and return with your bill, drop off or mail by June 24 to:
Panora Telco, 114 East Main Street, Panora, IA 50216

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

Visit Us

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

Call Us

641.755.2424

Tech Support

800.205.1110 or 755.8324

Online & Email

www.panoratelco.com
panora@netins.net

After Hours Repair

641.755.2424

Payment Info

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

The Service & Technology You Deserve!



CELLULAR CORNER

VERIZON HAS A PLAN & PHONE FOR EVERYONE

Verizon plans offer you limitless options whether you need an individual or family plan.

With each plan, you can get talk minutes only; talk and text; talk and data or all three.

Plans include unlimited calling to more than 80 million Verizon Wireless customers, unlimited nights & weekend minutes and no domestic long distance charges. A wide variety of phones are available to fit every need. There are also

special plans for customers 65 & over which include 200 minutes starting at only \$29.99/mo.

One great feature of switching to Verizon from another provider is that you can keep your number.

No need to remember a new number or update your contact information with dozens of family members, friends and associates.



We're here to help. Call or stop by anytime; we'll help find the perfect phone & plan.