



THE TELCO TIMES

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Customer Service Corner

New Phone Book Coming!

Watch for our new telephone directory coming April 1. If needed, feel free to stop by and pick up extra copies at our office.

It is too late to make changes to this year's directory. However, please let us know if your listing needs to be corrected for next year's directory.

New Spam Filtering

Since 2005, Spam (junk email) has increased 55% Internet-wide. In our effort to continue to reduce the amount of Spam that you receive, our Internet partner netINS has upgraded their filtering software. If you have already set up Spam filtering, your settings have been transferred to the new software. If you have not set up your filtering, we encourage you to do so by visiting <http://spamfilter.netins.net>.



A Cure for Cabin Fever!

Regardless of the temperature or amount of snow or ice that covers the ground, somewhere between February and March, Cabin Fever sets in.

What is Cabin Fever? Well, through our painstaking research, we have determined that it depends on who you are and possibly where you live or grew up. But, to this fact everyone

seems to agree: by mid-winter, the long, dark, cold nights along with the faces that surround your table get to be too much for all involved and everyone needs a break.

This year, we have decided to try to help out, by holding a "Cabin Fever" contest. It is just a little something that might tide you over until spring.

Sign up for new service at right between February 1 and March 30 and you will be registered to win one of these great prizes

Grand Prize

**A Night's Stay for Two at
Prairie View Bed & Breakfast**

Four Second Place Prizes

Four Passes to Gutterz Bowling
in Guthrie Center

Four Passes to 3-D Bow Shoot at River
Bottom Archery in Panora

Two Rounds of Golf at
Lake Panorama National Golf Course

\$50 Gift Certificate to a Panora
or Guthrie Center Restaurant

**Any Power Packs
Power Packs
Bundle start at
\$62⁹⁵**

A bundle is a convenient way to get all the products and services you want for one great price.

High Speed Internet or SecureIT Plus

Upgrade from dial-up or sign up for new high speed account. SecureIT Plus automatically protects your computer from unwanted attacks from viruses, worms & spyware.

Digital Cable, Basic Cable, Movie Multiplex or Premium Channel

Sign up for Digital Cable (78 channels), Basic Cable (40 channels), Movie Multiplex (Starz/Encore, Cinemax, HBO, Showtime) or Premium Channel (HBO, Encore or Starz)

Not all products or services available in all areas. Customers who sign up for eligible products during the promotional period will automatically be entered in drawing once for each promotional item. Services must be kept for a minimum of 6 months. Customers may also register by submitting their name, address & phone on 3x5 card with notation for drawing registration to our offices. Drawing will be held on April 2, 2007. Winners will be notified.

Annual Meeting - Monday, March 5 @7:30

Shareholders, please plan to join us for the Panora Communications Cooperative and the Panora Cooperative Cablevision Association Inc. Annual Meetings to be held Monday, March 5th at 7:30 pm in the Panorama High School auditorium. Two directors will be elected at the meeting. Door prizes will be awarded and refreshments will be served in the commons after the meeting. Please make plans to join us.

Do Not Call Registry update

Created in June of 2003, the National Do Not Call Registry has registered thousands of phone numbers in its database. The registry was established by the Federal government in response to complaints received from consumers regarding telemarketer calls.

The registry and its rules are enforced by the Federal Trade Commission (FTC), the Federal Communications Commission (FCC) and the states.

Entering your number(s) is free and simple by going online at www.donotcall.gov or by calling 1-888-382-1222. You may enter one or multiple land line or cellular phone numbers. Registration is valid for five years.

Once your number is registered, it can take up to 3 months before you start to see a difference because telemarketing companies are only required to check the registry and update their lists quarterly.

In January, 2004, the FTC made a new rule that telemarketing companies had to supply Caller ID information when placing calls. They also restrict

call times to be between the hours of 8am and 9pm. In addition, they must promptly identify themselves and their organization and disclose all material information about the goods or services they are offering. They are prohibited from lying about any terms of their offer.

Fines for violations of the FTC's rules can be up to \$11,000 per incident. Customers may file a complaint either at the Do Not Call website or by calling 1-888-382-1222. The name and/ or number of the business who called and the time of call are required.



Do Not Call Registry Exceptions

- Calls on behalf of political organizations, charities and telephone surveyors are still permitted even if your number is registered
- Companies with whom you've done business within the last 18 months may call unless you specifically request that they do not call
- Businesses with whom you've made an inquiry or submitted an application may call within 3 months time unless you specifically request they not call

BUSINESS SPOTLIGHT AhoyToys "The Family Fun Store"

It is hardly playing with toys for a living, but Teresa and Dave Harper have turned something that they believe

in, into a successful business operating out of a Panora Main Street store front.



"I have an early childhood development background, so we like to offer toys that educate and

help children grow," stated Teresa. "We like to provide toys and activities that bring families together - providing an alternative to TV and video games."

The couple opened AhoyToys in August of 2003, with the idea of selling used games, antiques and collectibles. When customers kept asking for more new toys, they decided to expand upon the original concept to reach more potential customers.

"We try to reach out and serve customers in the community and in the region, and customers have responded," commented Teresa. "We have also been effective selling products on-line which allows us to reach an expanded set of customers - across the United States."

Teresa started selling items on ebay in 1998 and continues that today.

"We have an ebay store and sales relationships with toy vendors that allow us to sell our products to a wider audience," Teresa said.

"We could not do what we do without high speed Internet from Panora Telco. We have it here and at home, allowing me to work wherever I want or need to," commented Teresa.

"I would never get this level of service and support in Des Moines. The Panora Telco staff is at my doorstep very quickly if I call. They are so helpful with technical and non technical matters. I could not do this as well without them."

Stop in to see Teresa at 102 East Main Street in Panora.

Owner Teresa Harper is pictured near a store display

Rearview mirror and the windshield

I remember learning in drivers training that a driver needs to pay attention to what is happening behind you, even if you are going forward.

That lesson translates well to business, specifically our cooperative. In driving, observing situations behind you can help avoid possible danger that may approach quickly from behind.

In our cooperative, 'using our mirrors' can help us evaluate products, services and the experience we gained during the recent or distance past. Additionally,

we gain satisfaction from knowing that our efforts affect and assist the lives of so many members. In turn, that keeps us focused on our mission as a company, to serve the communications and entertainment needs of our members.

As we all know with driving, if your attention is too focused on the "past" you are bound to hit something in the "present" with potentially disastrous results. The key is to learn how to

observe the past and learn from it, all the while maintaining your focus on the road that is ahead.

While we are always working to get better in this area, we do consider this ability a strength of the coop.

The communications world is significantly more competitive today than it was five years ago. The core reasons for the changes are technology and regulations. Recognizing this, we have taken several actions.

"THE KEY IS TO LEARN HOW TO OBSERVE THE PAST, AND LEARN FROM IT."

First, we know that a community does not become sustainable, or stay that way, without investment

in community and economic development by local people. We believe in this principle; we act upon it and encourage others to do so as well.

Second, we know that the revenue streams of our coop are changing, so we adjust our product offerings to give our member-customers what they want, while at the same time making



our cooperative more sustainable.

There are three specific examples that we are working on:

- 1) the fiber-to-the-home project that allows us to provide existing customers with more services;
- 2) the wireless high speed Internet project enables us to provide a desired service, to a new set of customers (from outside our traditional area) while bringing in new revenue;
- 3) the search for an economical way to provide HD channels to members, to enhance our cable product.

All three projects keep us looking ahead for ways to help serve you better long into the future.

'Kids' of all ages will love these toys

Do you know anyone who likes gadgets or the latest electronic gizmo? Judging from the retail numbers for techy gadgets, there are plenty of you out there.

Granted, kids are usually considered most family's local 'tech support' for everything from computers to DVD players. However, there are many older 'kids' out there who were the first to have a cordless phone, personal computer, palm pilot, cell phone, or iPod when no one else had ever heard of them.

So what are some gadgets or gizmos out there, or better yet, what new tricks can the old gadgets do now?

"Now you can get a GPS for your car, bike or favorite hunting trip..."

Video podcasts - iTunes has this covered better than anyone, as far as news, sports, training and entertainment. And the best news is

that much of the content is free, at least for now. Current favorite: NBC's Meet the Press with Tim Russert.

Mozilla Firefox web browser - This one is not as new, but many people still think that the only way to view websites is with Microsoft's Internet Explorer. With its extensions and themes - Firefox is by far superior. And it is FREE for you to download now at www.mozilla.com.

TiVo - This is your old VCR with a significant upgrade. You can set this to record one program or many. Also, because it is always recording you can "pause" live TV and pick up the show where you left off to answer the phone or get a snack. The downside is that the

TiVo service has a monthly fee, and may require toll calls.

GPS - it used to be Global Positioning

Systems were a very expensive toy and they did not have all the functionality that the general population needed. Well, those days are gone. Now, you can get a GPS for your car, bike or favorite hunting trip and you get all the maps you need included. In addition, many new cars come standard with GPS equipment.



Claim your Federal Excise Tax Refund

On August 31, 2006, the Internal Revenue Service announced its plan for residential consumers to receive a refund of the Federal Excise Tax that previously applied to long-distance service.

The ruling states that the amount may be refunded for tax on long-distance service charged between February 28, 2003 and August 1, 2006. Rather than require customers to review 41 months' worth of bills during that period, they have come up with a standard amount of refund for residential customers. The amount is based on the total number of exemptions claimed on the 2006 federal income tax return.

The standard residential amounts are:

- \$30 for a person filing a return with one exemption
- \$40 for two exemptions
- \$50 for three exemptions
- \$60 for four or more exemptions

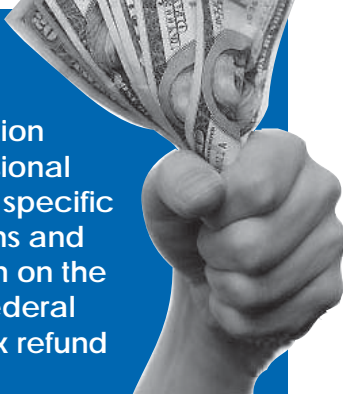
The IRS has not made the standard deduction available to businesses and non-profit organizations. Businesses and non-profits should contact their tax advisor for assistance receiving a Federal Excise Tax refund.

Panora Telco stopped assessing this tax on all long-distance charges as of August 2006.

The IRS's action only applies to the federal excise tax on long-distance service. The IRS continues to assess the tax on local service and therefore the federal excise tax on local service will continue to appear on your bill.

Federal law requires that refunds be issued only by the IRS. Panora Telco cannot issue refunds.

The refund can be based on actual tax. Individuals who decide not to use



Talk with your tax preparation professional regarding specific questions and instruction on the 2006 Federal Excise Tax refund

the standard amount must figure their refund using the actual amount of tax they paid.

Customers who need to figure their refund using the actual amount of tax will need to use their past statements to figure their refund. For more information on this refund, please visit the IRS Web site at www.irs.gov.

Do you know these people?

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

Joanna S Adrian	W D Classen	Mark Foreman	Woody Labar	Jose J Ortiz	James Brian Stroud
Ann J Teeple-Allard	Ron Coleman	Ray Glenn	Gary L Mcgathy	William Osborn	John Talbott
Pamela J Beaman	Allen & Kathie Cope	Victoria Gorgias	Patti Massey	Dale Parker	Barbara Tsakalis
Jerry Borst	Reina E Cruz	Janice Greene	Franny E Medeiros	Emmert J Petersen	Paul Wagoner Heirs
Brett W Bostian	Michelle M Diccicco	Robert F Guenther Jr	Donna Mersman	William R Pettit	Paula McClintock
Ellen M Branch	Nancy Farley	Susan Ireland	Ryan Miller	Scott Roberts	Mrs Harold Wasson
Edward Bresnen	Mike & Elizabeth Henderson	Robert Jackson	W H Moorhouse	Lois Robinson Heirs	Terry Welborn
Don Bruntlett	Mrs Charles Hughes	Dewaiane Jeske	Cathy Morrell	Timothy Rodgers	Marshall Wine
Donald Burns	Lori Firebaugh	Jerald L Johnson	Judy Murphy	Thomas J Royer	William L Woods Sr
Victor G Christensen	Angela O Forseman	Bernard Kenney	Mike Niemann	Chester Ruch	
Maureen Clarke		Lary Konz	Marcia Ocker	Alan Shook	



CELLULAR CORNER A PHONE CHOICE FOR EVERYONE

Something is always new in the cellular phone world and this month is certainly no exception. It seems that there is always a new phone to learn about or new features to discover. Also, finding a calling plan to fit your needs, or those of your family has never been easier.

Both the LG 5300 and the Motorola V325i are very popular camera phones. They also allow users to text message and of course - TALK, which is a benefit that many reviewers often forget to comment upon. Both phones are Bluetooth enabled, so you can check out the selection of Bluetooth headsets that we have in stock. We have other phone choices too, like the LG Chocolate and the Motorola RAZR.

And, what is a phone without a calling and texting plan - and we have choices for both available.

If you need an individual nationwide plan with unlimited text messaging, we can help you. Or, if you need a Family plan to keep tabs on everyone, we can accommodate you there too. Stop by or call our office. We are here to help.



Visit Us
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*The Service & Technology
You Deserve!*

