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Customer Service Corner

CPNI Reminder

If you have not provided us with your Customer Proprietary Network Information (CPNI), or are unsure if we have what we need, please stop in or give us a call. This information is required and protects your privacy.

Make Bill Paying Easier

- **Ebilling** - Experience the convenience and simplicity of our online billing system, plus it's FREE! Visit our website to register at www.panoratelco.com.
- **Automatic Bank Payment** Pay your monthly bill automatically. Receive a detailed bill in the mail or check it with ebilling. Saves time, money & postage.

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!



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Escape your Everyday



When you need to get away, there are many options from which to choose. You can plan a trip, read a book, participate in a hobby, watch a movie, plan your garden or just do something outside your ordinary routine.

As winter marches on, the urge to Escape Your Everyday seems to get stronger, so we are here to help in three different ways.

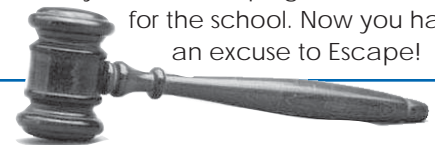
First, by Escaping Your Everyday, you can help further support our community because we will make a \$10 donation to Panorama Community Schools for every qualifying sign up through April 30th.

Second, we have products that can help you Escape Your Everyday: Cable TV for movies and entertainment; Internet for research, communication and entertainment and certainly the telephone to connect you to friends and family.

From now through April, sign up for Digital Cable TV get FREE Installation AND 2 months FREE on your choice of Cinemax, HBO, Showtime or Starz/Encore. In addition, subscribe to high speed Internet and you'll only pay the price of dial-up Internet for the first two months.

Third, our staff is one of the best in our industry. Escape Your Everyday by allowing them to serve you. Collectively they have over 120 years of telecommunications, Internet and cable TV experience. Call on us with your communications related challenge. We are your friend in the communications business.

So, if you need high speed Internet to plan your cruise or if you just want HBO to escape with a movie for a few hours, we are here to help. And remember, you will be helping to earn money for the school. Now you have an excuse to Escape!



Annual Meeting

Monday, March 10 @7:00 pm at Panorama School

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 10th at 7:00 pm in the Panorama High School auditorium. Three 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.

What the Digital TV conversion means to YOU

To understand the February 19, 2009 conversion to digital TV (DTV) broadcasting from analog TV broadcasting, one needs to understand what it is and what it isn't.

It is a conversion in the method that local television stations use to broadcast their signal to customers who receive it on an antenna.

Customers who receive TV from Panora Telco or Panora Cablevision will not need to worry about the conversion. We will handle it for you.



You may keep your current TV until it is worn out or you decide to replace it. If you have our cable service, you don't need to replace your TV because of this conversion.

It is not a requirement that all programming be in high definition (HD) format. HD is an enhanced format of digital TV that will continue to evolve, but this transition does not mean that all programming will be in HD.

The switch to DTV will enable television stations to offer dramatically clearer pictures and better sound quality. In addition, DTV also

Info on the web:

- www.dtvanswers.com – click on 'What is DTV?' and 'Who's affected?'
- For more technical information go to http://en.wikipedia.org/wiki/Digital_television

enables TV stations to provide several channels of television programming at once. This is known as "multicasting."

Some of these additional channels MAY be broadcast in high definition (HD), but that is up to each broadcaster. Broadcasters may also provide more enhanced closed captioning services after the transition.

BUSINESS SPOTLIGHT DICA

DICA finds new home and partner in Panora

DICA is a relatively new and interesting business in Panora, where they employ a staff of five. They also have a Denver, CO office that has a staff of two. Dick and Carolyn Koberg started DICA, a premier manufacturer of outrigger pads, in 1988.

To understand what their product does, one must first understand what an outrigger is. Aerial buckets, cranes and other truck mounted equipment, put down "legs" (outrigger) that support and safely stabilize the equipment during operation.

DICA manufactures the plastic pads or "feet" that prevent the outrigger from slipping or sinking into the ground. You might have even seen these products locally, as DICA recently donated a set for the new fire department's ladder truck. Other local utility companies use DICA Outrigger Pads, too.

To remain the industry leader in their field, DICA uses technology services from Panora Telco, including website design and hosting and computer/network support.

In addition, they use high speed Internet and business phone services, such as voice mail with eForward which allows them to receive their voice mail in an email inbox.

DICA also uses a Virtual Private Network (VPN) between their two offices so files can be shared securely. Their Internet connection supports video conferencing, which allows for "face to face" meetings without leaving their computers.

DICA is comforted in knowing that our experts are close by to help on a moment's notice. We are proud to serve them with all their technology needs.

"We are thrilled to be in Panora and to be a Panora Telco customer.

There are many things we are doing here that wouldn't have been possible in our former location and with our previous communications provider.

The relationship we have with Panora Telco is invaluable."

Dick Koberg, DICA owner



Top: Curtis Thornberry with Panora Telco assists Dick Koberg at the DICA office in Panora.

Bottom: Philip Wernsmann works on the computer system which seamlessly connects DICA's Panora and Denver offices.

Quality staff here to serve coop members

As a coop, we are here to serve you, our members, with the communications services you need. We could not do that without the outstanding people who work for the cooperative.

We are a humble company, mostly because the founders of Panora Telco were solid in their belief that doing the right things and being a strong community partner was the expectation, not the exception. So, humility is sort of part of our company DNA.

“Being a locally owned and operated company allows decisions . . . to be made by people that completely understand the situation.”

Today, the difference is we have competitors at every turn, so it is important for us to show our customers the value and benefit of doing business with us. And there are many benefits to you, your family, your company and our community.

Being a locally owned and operated company allows decisions that affect our customers, our schools and our communities to be made by people that completely understand the situation. In turn that leads to better decisions and better service.

Another benefit of being local is our employees. Their knowledge and experience are outstanding, so obviously we are pleased to have them here everyday to serve you and solve your communications challenges.



They make things happen so well, that you don't have to think about the services you get from us.

Finally, as a company, we view it as our duty to support the communities, organizations and people that make up our regional community. This year we will be promoting many different local organizations and charities that make our community strong. Not only do we support many of them with our money, but we support them with our time as well. We hope you will consider doing the same.

SecureIT offers complete computer security

SecureIT Plus makes it easy to keep your computer secure. It used to be that you bought a computer and you just used it. Now, you need to protect it, and your data, from all sorts of threats from viruses, spyware, adware and the like.

You can choose to try to do it yourself OR you can subscribe to SecureIT Plus. It will do it all for you AND it is fully automated and guaranteed. Subscribe and you'll never have to think about it again.

SecureIT Plus provides:

- Automatic protection and removal of viruses, spyware and adware
- Parental controls with content filtering
- Automated hard drive maintenance and optimization
- Automated installation of tested Microsoft patches
- Firewall protection
- Monthly e-mail reporting
- Free Iowa based technical support

Cable programming costs have climbed to over 60 percent

This is a story that has no immediate solution, but as a cooperative, it is one that needs to be communicated and understood just the same. To offer cable TV, we have to sign agreements with programmers and pay a fee per customer every month in order to have the rights to provide those channels on our system.

The problem is that these costs now account for over 60% of our cable operating revenue and that makes it challenging to upgrade equipment or expand the line-up of channels. In addition, some of the channels that have been free in the past will now require a monthly fee per customer.

Even though it appears that this trend will continue, we will continue to work to provide a great line-up of programming. This is not the first time we have had to be creative on an issue facing our customers. We are confident we will continue to find workable solutions and provide you with the best cable product available.



A high speed connection makes life easier

It's a high-speed world out there. There isn't much on the Internet these days that doesn't require a high speed connection in order to fully experience and appreciate what the web has to offer.

Business moves faster, people keep in touch more with email than ever before and groundbreaking events

are broadcast to the world in a matter of seconds.

Even people who use the Internet for chatting and downloading songs are counting on a high-speed connection for the ultimate in convenience and ease without being dropped in the middle of a download.

A 1MB high speed connection from Panora Telco will

enable you to be online any time, which means no more annoying dial-up wait time. You can count on the reliability and efficiency of Panora Telco's 1MB high speed Internet in your home and office.

If you've never had an Internet connection, start off with the best and get high speed. You'll be happy you did.

1MB High Speed Benefits:

- The fastest downloads
- A smoother running business
- An 'always on' connection
- Quick access to information
- Avoid getting kicked offline due to server overload



Do Not Call Registry gives you a choice

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home.

Register your home or mobile numbers for free at www.donotcall.gov or by calling their toll free number 1-888-382-1222. After registration, unsolicited calls should diminish in about 30 days. All unwanted calls should cease within

90 days because telemarketers are required to check the registry quarterly.

There are exceptions to the types of calls which can be made to you including: calls on behalf of political organizations, charities, surveyors and companies with whom you've done business or made inquiry. For more information, visit www.donotcall.gov.

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
- Ebilling - NEW!
- Walk In
- Drop Box
- Auto Bank Deduct

*The Service & Technology
You Deserve!*



CELLULAR CORNER EVDO NETWORK COMING IN 2008

We're excited to announce our Verizon network will transition to an EVDO network in 2008. So what is EVDO and why is it beneficial?

EVDO stands for Evolution Data Only/Evolution Data Optimized and refers to your data network connection.

EVDO allows VCAST which offers entertainment on the go. Download music, games and videos right on your phone. Gain access to the Internet and over 3 million songs.

Phones that will connect with the EVDO network include ones that have data capabilities. Those include the Blackberry and Blackberry Pearl, among others.

The Blackberry requires a data plan which is now as low as \$29.99. It includes a full QWERTY keyboard and global phone service. The Pearl is a smaller, more compact device.

During the transition, there may be some battery life issues because the phones will oscillate between our network and the neighboring Des Moines EVDO network. Rest assured these issues will be temporary and will lead to higher quality service in the long run.

