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Customer Service Corner

Welcome Cody

We are pleased to welcome Cody Robison to our staff on a part-time basis. Cody joins us from Iowa Telecom/Windstream. He is a familiar face at a new place!

Fiber TV Training Class

Plan to attend our next Fiber TV Training Class on **Tuesday, March 29** at the Panora Community Center, beginning at 7:00pm.

Learn More About . . .

- Set top box features
- Buttons on your remote control
- How to record/watch with your DVR
- Review channel line-up, including expanded high definition (HD) choices

Call us at 755-2424 to register. Information provided is for customers who are going to get or currently have Fiber TV.

Upcoming Classes

Check our website for upcoming FREE computer training classes.



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DIRECT YOUR CONNECTIONS

Our new Fiber TV, featuring the Triple Bundles, put you in control. You get to call all the shots and select a bundle with the products and services that are right for you and your family.

When you 'bundle up' you'll get faster Internet and outstanding TV choices that include lots of HD channels. If you upgrade to a DVR, you can record what you want... and watch it when it fits your schedule.

So, take ACTION today and Direct Your Connections!

Featuring Fiber TV!

Starring . . .

Triple Play Bundles

which include Fiber Internet, Fiber Voice & Fiber TV, plus Many Extras Starting at

\$117⁹⁵/month

or Pick Fiber TV alone

Choose Premier, Select or Simple Fiber TV

Fiber TV Benefits:

- Simple to Use Program Recording (DVR)
- Preview What's on Every Channel (Onscreen Program Guide)
- 31 New High Definition Channels
- New Features - Caller ID on TV, Click to Call, etc.



What is an Internet ready device and how can it help me?

"Internet-ready." Many devices (TVs, DVD players & game systems) can be connected to the Internet, and with that opens another set of options. In short, this blurs the line about what you can do on what device.

One important note, just because you can connect to the Internet with your device doesn't mean you can browse the web or do email on your device – at least not yet.

"The end game is to let you engage your media wherever you want to do so."

Currently, your device is reliant on small applications (sometimes called widgets or apps) to do common functions like YouTube, Pandora or Picasa web albums.

For the sake of this story, let's assume everyone is a novice when it comes to Internet ready devices (like TVs, DVD players and game systems).

It used to be that one watched TV on their TV, played games on their game system with friends on the couch and watched movies from DVDs on your DVD player.

You can still do all that, but now you can do more, if your device is

Many devices also allow you to rent movies via Netflix or Amazon. And most game systems allow you to play your games against others connected via the Internet.

Remember, these devices are not computers, they just run very small 'apps' that allow specific functionality. Enter the iPad and the iPod Touch. These two devices are essentially computers, intended to access the

Internet and use 'apps' to work or play. But, they have very small screens, unlike your TV.

The end game is to let you engage your media wherever you want to do so. Your Internet and TV connections can bring you a lot more than they used to. Ask us about it. There is so much to explore in this area if you want to do so.

Call 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 or 811** at least 48 business hours in advance, so underground services can be located and marked.

If damages occur and Iowa One Call was not notified, you may be liable for related charges. The service is free and available 24 hours a day/7 days a week. Call before you dig. You'll be glad you did.

BUSINESS SPOTLIGHT Fitness ProPlus, LLC Lake Panorama, Panora

"The fiber to our home was a very big deal to us because of our work"

Don Alliss, Owner, Fitness ProPlus

Family & business make new home in Panora

Don & Amy Alliss and their 4 boys, ages 2-20, were looking for a great place to live when they choose to move to Panora in July.

"Being from Perry originally, we always liked Panora and Lake Panorama," stated Don. "So when it came time to decide where we wanted to hang our hat, so to speak, Panora made sense for work and family."

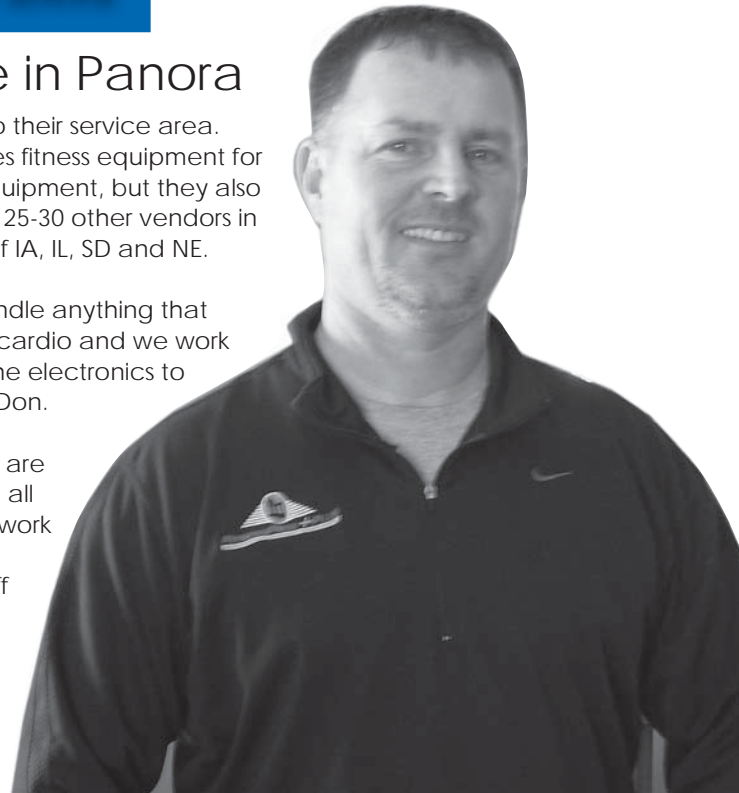
"The fiber to our home was a very big deal to us because of our work. That was a key factor for us and I suspect for many others. It is great because of all the parts ordering and education info we get from the Internet."

Don started Fitness Pros Plus in August of '08 when he lived in South Dakota, but they moved the company to Panora in July of '10

to be more central to their service area. The company services fitness equipment for 2nd Wind Exercise Equipment, but they also do warranty work for 25-30 other vendors in the Midwest region of IA, IL, SD and NE.

"We pretty much handle anything that relates to strength & cardio and we work on everything from the electronics to the hardware," said Don.

Don's four field techs are factory certified from all the vendors they do work for. He also has two customer service staff that field calls and dispatch work to the techs in the field.



Network that connects us all may be in jeopardy!

We all want to communicate when and where you want. That can be a voice conversation, an email, a text message or some form of video chat – just to name a few options. What used to be done solely from home can now be done from an iPad, a laptop or a smartphone.

Interestingly, all of these capabilities are still reliant on the network that keeps your home connected. Not the wires that actually come into your home, but rather what those wires are connected to, the broader network of fiber that stretches across town, the county, our state and our world. It is that network that connects us all.

It is that underground network of fiber, which we, or other companies like us, own that carries almost all of the wireless calls, emails to your smartphone, text messages and allows you to access the Internet from your wireless phone. Wireless phones can't function without an underground network to support them.

“Wireless phones can't function without an underground network to support them.”

The National Broadband plan, that I introduced last time, has an impact on all of this because it incorporates changes to the funding model which is how companies like us get paid to transport traffic.

On the surface this is a good thing because changes are needed to adjust for the significant changes in the marketplace. Deeper down is where the problems start to surface.

It becomes apparent that DC regulators want to apply different rules for different areas. They are proposing to change the long held position that all American's should have equivalent services, by giving more populated areas better services than you will be able to get.



If they have their way, our cost recovery system will be changed, which will not allow us to maintain the network that makes it all possible – including wireless services. In addition, we would not be able to bring you expanded Fiber to the Home products.

When you talk with Federal legislators, tell them to make sure the FCC treats less populated areas the same as metro markets. We all deserve the same platform for opportunities.

Spam filtering upgrade provides benefits

We are proud to announce an upgrade to our free spam filtering service. The upgrade was effective in December for all customers, providing enhancements in blocking unwanted emails, improved protection from viruses and easier ways to manage junk mail.

In addition, this new service offers:

- A Weekly Digest listing all blocked spam messages
- The ability to release quarantined email through the Weekly Digest email or an easy to use website

- Enhanced virus filtering
- Reduced filtering of legitimate email
- Better 'whitelist' & 'blacklist' options
- Protection from other risks like malware, viruses and infections

This upgrade was implemented automatically - no action was required for the changes to take effect.

We are confident you will find the new spam filtering effective and easy to use. If you have any questions, do not hesitate to contact our office.



Fiber TV tutorial!

Go to www.panoratelco.com and the top item in the 'What's New' section is Fiber TV support videos. They are an excellent way to learn about the outstanding benefits you'll receive with Fiber TV.

There is an Introduction and then sections about: What's on TV, The Program Guide, Favorites, Controlling Live TV, Recording, Managing your Recordings and Settings & Controls.

Happy learning . . .
Choose Fiber TV today!

Downtown Enhancement Donation

Panora Telco recently made a contribution to the Panora Community Center renovation project. If you are interesting in contributing to the project, contact Jim Sievers or Cheryl Castile. The goal is to raise all the money necessary to refresh the exterior of the community center.

Shown is Jim Sievers, President of the Downtown Enhancement Committee accepting the donation from PT's Andrew Randol.



Congratulations to John Johnson who was the winner of our December newsletter contest.



Annual Meeting

Members, please plan to join us for the Panorama Communications Cooperative and the Panorama Cooperative Cablevision Association Inc. Annual Meetings.

Monday, March 7th

7:00 pm

New Panorama High School Auditorium

Registration begins at 6:30 pm. 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!

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 (Internet)
641.755.TECH (Video)

Online & Email

www.panoratelco.com
panora@netins.net

After Hours Repair

641.755.2424

*The Service & Technology
You Deserve!*



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**.

Where state did the Fitness Pro business startup? _____

Wireless phones need landline networks True False

When is the next Fiber TV training class? _____

When is the Panora Telco Annual Meeting? _____

Name _____

Address _____

Phone _____

Clip and return with your bill, drop off or mail by March 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.

Do Not Call Registry stops unwanted calls

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

callers are required to check the registry quarterly.

Register your home or mobile phone numbers for free at www.donotcall.gov or by calling their toll free number 1-888-382-1222.



**NATIONAL
DO NOT CALL
REGISTRY**

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 with whom you've made inquiry or submitted an application.

After registration, unsolicited calls should diminish in about 30 days. All unwanted calls should cease within 90 days because

For more information, visit the Do Not Call website at www.donotcall.gov.

CELLULAR CORNER

SETTING YOU UP WITH THE BEST 'SMARTPHONE'

Despite all the hype, the iPhone might not be right for you. The fact is there are so many great smartphones on the market, now running the AnDroid operating system, chances are those may serve your needs better.

The Droid X and the Droid Pro, both by Motorola, and the Samsung Fascinate are three perfect examples. All have large touch screens - up to 4 inches on the Fascinate and 4.3 inches for the Droid X. And, all have great screen resolution. You have a choice of

keyboards, both touchscreen and tactical keyboards and the Droid Pro has both. The Fascinate features 'swype' touchscreen keyboard option as well.

The phones have up to an 8 Megapixel camera and tons of apps to serve both business and personal use, including Facebook, Twitter, and Skype Mobile... just to name a few. Email is 'pushed' to the phones as well.

Talk with us about all you want & we'll help you get a phone you'll love!