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 'Rule the Air'

Customer Service Corner

Upcoming Computer Classes

Plan to attend an upcoming computer class. All classes start at 7:00pm.

- **Thursday, September 9**
Smart Phones
 Panora Public Library
- **Thursday, October 14**
Q&A
 Guthrie Center Public Library
- **Thursday, November 11**
Fiber TV Training
 Panora Public Library
- Register by calling 755-2424. Class size is limited. Full 2010 schedule can be found on our website.

Want an online bill pay option?

You can select how and when to pay with online billing.

Call our office to get a security code and you will be all set. It is just that easy to see and pay your bill online.



THE TELCO TIMES

Volume 9

Issue 3

September 2010

Elements *of* Communication



New Elements Discovered!

Panora, Iowa – The science community is buzzing with today's announcement of the discovery of five new elements, the first such discovery since 1999 and the only time five new elements have been discovered at one time.

"As with many elements, we knew of their existence, but we needed the science to confirm what we knew had to be available in nature," said Hans Gruber, the German physicist leading the team of researchers. "Many thanks go to Panora Telco for allowing us to use their lab and test their products; that was the key to this discovery."

- **NETTANIUM** - Has an explosively fast reaction to the click of a mouse.
- **ENTERTANIUM & WATCHTANIUM** - Enjoy high doses of these two elements in Fiber TV and Internet bundles.
- **GAMEIUM** - Heavy concentrations of GAMEIUM and NETTANIUM found in High Speed Internet have been known to increase WOOT! levels.
- **TALKTANIUM** - Found in large quantities with Unlimited Local Calling. Has been known to keep humans connected.

Don a lab coat, so to speak, and come discover the Elements that are right for you!

Discover

Fiber Internet

Schedule Your Install Today!

Fiber TV Coming Soon!

TK	COMMUNICATION ELEMENTS
TALKTANIUM	
GM	
GAMEIUM	
ET	
ENTERTANIUM	
WT	
WATCHTANIUM	
NT	
NETTANIUM	

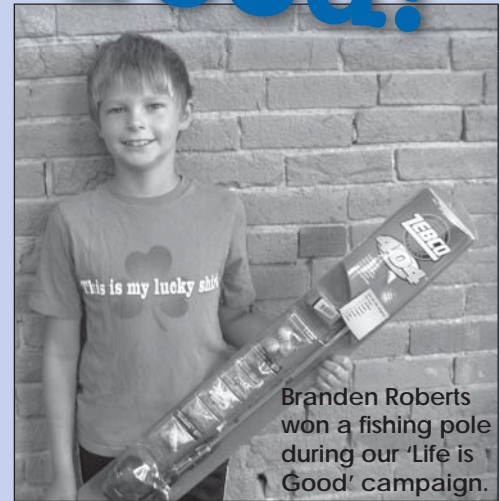
All trails lead to Panorama Days in Aug



We had fun during this year's Panorama Days, riding a 7-passenger 'Party Bike' during the parade.

Steering the bike was Paul Brewster, other riders were Jaime Waddle, Mike Moore, Cheryl Castile, Ron Smith, Joan Millhollin and Pam Klinkefus. Andy Randol & daughter Jamy carried our Panora Telco company banner.

Life is Good!



Branden Roberts won a fishing pole during our 'Life is Good' campaign.

Thanks to everyone who signed up to win drawing items during our 'Life is Good' campaign which ran in May, June & July.

Winners were:

- Fishing Pole - Branden Roberts
- BBQ Set - Ada Miller
- Chair - Dick Pawlowski
- Water Cooler - John Johnson
- Large Cooler - William Anderson

October is Cooperative Month!

Economic Impact.
Touching Lives.
Local Ownership.

Member-owned cooperative businesses touch the lives of virtually all Americans every day. Coops provide almost every product and service imaginable, from the coffee you drink in the morning to the news you watch at night.

And we do it with a difference.

Panora Telco is proud to be a member-owned communications cooperative.

BUSINESS SPOTLIGHT

Eye Care Associates Panora

Eye Care Associates prepares to move to new office in Panora

Eye Care Associates, founded in Perry 60 years ago by Dr. McCauley's father, has five offices in the area: Perry, Jefferson, Stuart, Panora & Guthrie Center.

In addition to Dr. McCauley, Drs. Koch & Stalder, along with their great office staffs, serve patients in each location.

According to Dr. Koch, Eye Care Associates of Panora is preparing to move into a new space at 102 East Main Street. They hope to be all settled by October 1. They will be remodeling the Jefferson office as well.

Dr. Koch stated, their patient oriented and friendly staff is what sets them

apart from other eye care businesses. "Our staff is super friendly, and they really care about customers' well being. And, the doctors are good too," he added with a smile.

"There are always new things happening and products we're researching & providing. Some of them are new transition lenses and newer no line bifocals."

Eye Care Associates utilizes Panora Telco's Internet and phone services. "Our offices are all networked and our scheduling, billing and insurance filing is done online through a company in South Dakota. We have a new system

"We depend on Panora Telco . . . We greatly appreciate all that they do for us and our customers."

Dr. Koch, Eye Care Associates

for electronic medical records that we started using in August."

"We depend on Panora Telco. If our Internet or phone lines are down, it really affects our business. We greatly appreciate all that they do for us and our customers."



L to R: LaDonna Kennedy, Dr. Jim Koch & Caroline Kness

Our people make the difference for you day and night!

I read a report recently that talked about what customers want from companies they do business with. Not surprisingly, "great service," "price," and "choices/selection" top the list. Those make sense to me and they probably make sense to you too.

three elements, consistently delivered, is what customers want to receive.

That is what we deliver at Panora Telco; it is your expectation that we have fair prices and great products.

But, then I thought about what is 'great service' and how does one define a 'price' as being a good one and how much 'choice' is necessary to be enough? Quite obviously, different people have different thresholds for service, price and selection. So, it would seem, the right balance of these

"Our people make the difference for you when they are at work AND when they are on their own time."

It is our expectation that no one can match our people and our service to you.

Competition has grown in the past 10 years, and it has made us better. What

we have that our competitors don't is: our people; who are local experts. Our people make the difference for you when they are at work and when



they are on their own time. Just by being themselves, they contribute to local organizations, churches and civil service groups.

That is in addition to the fact that they are experts in what they do for us and you - during the day, and sometimes the night. It is hard to place a value on that, but to me it is invaluable.



Panora Telco's Andy Carson earns Reserve Deputy status

Andy Carson, a 9 year employee of our company, has earned Reserve Deputy Sheriff status in Guthrie County by completing over 80 hours of coursework and other defense & weapons training.

The program was offered by the Guthrie and Dallas County Sheriff's offices. The goal of the program is to strengthen the two departments by raising the number of well trained volunteers who can assist when more staff is needed.

Randol, Panora Telco's General Manager. "His desire to do this and his perseverance to complete it, shows the type of community minded staff we have. I am very proud of them all."

Five other Guthrie County Reserve Deputies, along with nine Dallas County Reserve Deputies, graduated in June from the program.

Said Guthrie County Sheriff Marty Arganbright, "I'm looking forward to having these reserve deputies on board in the case of emergencies & when extra help is needed. I really appreciate all that they've done to volunteer to protect & serve Guthrie County."

"Andy has worked hard for this, completely on his own time. I have personally congratulated him and hope others will do so as well," said Andrew

Panora Telco's Andy Carson recently graduated from reserve officer training and was made a Guthrie County Reserve Deputy.

Watch the Chicago Cubs on WGN Channel 39

Date	Opponent	Time
Wed, Sept 1	Pirates	1:20 pm
Sun, Sept 5	Mets	1:20 pm
Mon, Sept 6	Astros	1:20 pm
Fri, Sept 10	Brewers	7:10 pm
Sun, Sept 12	Brewers	1:10 pm
Wed, Sept 15	Cardinals (ESPN-Channel 3)	7:15 pm
Sat, Sept 18	Marlins	8:10 pm
Sun, Sept 19	Marlins	12:10 pm
Mon, Sept 27	Padres	9:05 pm
Tues, Sept 28	Padres	9:05 pm
Sat, Oct 2	Astros	6:05 pm

SERVICE OF THE MONTH VOICE MAIL WITH EFORWARD

Voice mail is a mainstay for many people. It is a way to never miss an important message, even if you are unavailable. Another great feature to add to voice mail is eForward.

Basically, eForward allows you to send voice mail messages to an email account. The message shows up in the form of a 'wave' file that can be easily opened and listened to.

Another great way to utilize this service is to connect voice mail with eForward to a cellular data plan. Here's how it works: someone leaves

a voice mail at your home number, eForward sends the voice message to your email account, you check your email account with your cell phone and listen to the message - keeping you in constant contact.

Service Info

- eForward is simple to setup & use
- Plans start at \$5.95/month
- Voice mail with eForward can be setup in conjunction with a cellular data plan. See pg. 4

Contact us today at 755-2424 for questions or to sign up for service.



Thanks for joining us this spring for a Root Beer float!



Thanks to everyone who joined us for our root beer float events. Thanks also to Dave Sherlock, from Iowa Network Services for providing presentations on Social Media.

Monday, May 17
Linden Community Center

Thursday, May 20
Jamaica Community Center

Monday, June 21
Yale Community Center

Thursday June 24
Bagley Fire Station

Congratulations to George Kerr who was the winner of our June 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**.

What did we ride in the Panorama Days Parade? _____

What month did Andy Carson receive GC deputy status? _____

What product can connect home voice mail to a data plan? _____

How many offices does Eye Care Associates have? _____

Name _____

Address _____

Phone _____

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

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

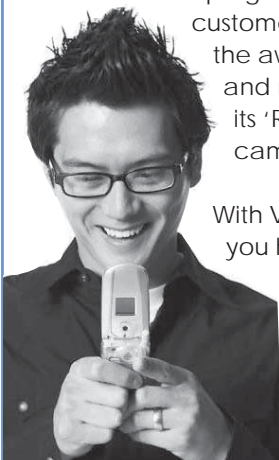
*The Service & Technology
You Deserve!*



CELLULAR CORNER

'RULE THE AIR' WITH A VERIZON PHONE & PLAN

Not only does Verizon offer great phones & plans, it is launching a new program to make customers aware of the awesome service and network, with its 'Rule the Air' campaign.



With Verizon service, you have two way connectivity via voice and data programs that allow you to stay

connected wherever you are. There are now literally thousands of apps and ways to use a phone that were only dreamed of just a few years ago.

"People don't want to just talk," according to Jaime Waddle, Panora Telco's Verizon specialist, "They want to text, Facebook, Foursquare, Flickr, blog and Tweet. Verizon allows them to do all these things, quickly & easily."

Another great advantage is that you can connect your home voice mail to a data plan via our eForward service. See page 3 for more info.