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## Customer Service Corner

### Iowa OneCall

Call OneCall at least 48 hours before you dig at 1-800-292-8989 or 811. Not only will it keep you safe, it's the law!

### FREE Computer Classes

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

**Advanced Microsoft Word - Thursday, June 12**  
Guthrie Center Library

**Advanced Microsoft Excel - Thursday, July 10**  
Panora Library

Register by calling 755-2424. Class size is limited. Full 2008 class schedule can be found at [www.panoratelco.com](http://www.panoratelco.com).

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!



# THE TELCO TIMES

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## BUILDING for TOMORROW

At Panora Telco we believe it is our responsibility to do the day-to-day work that makes the communities where we all live stronger.

We do that through participation. Panora Telco and our employees invest both time and money in our schools, community organizations and local economic development efforts to help build a better tomorrow both for ourselves...and you.

Most certainly, our core business is providing superior telecommunications, Internet and cable television services.

We do that by continually investing in outstanding facilities, so that businesses can thrive and residents can benefit today, and long into the future.

With our products and services, we hope to make your life easier and more enjoyable.

**Now through July, if you sign up for SecureIT Plus, our automated Internet Security package, you will receive 3 months FREE.** Benefit from automatically updated virus, spyware and adware software, AND SecureIT Plus will keep your Windows patches up-to-date and your PC running smoothly.

**Or maybe, you want to try Voice Mail or Caller ID or any other calling feature. Try any or all of them now and receive 3 months FREE and we will waive all installation charges.**

Just a few more simple ways we are helping to Build for Tomorrow.

## Escape your Everyday



A donation was given to the Panorama Community Schools based on signups for new services during our successful Escape Your Everyday promotion which ran from February through April.

Shown accepting the donation is (l to r): Panorama Schools' Principal Dean Schnoes and Superintendent John Millhollin from Panora Telco, General Manager Andy Randol.

## Low income lowans may qualify for phone bill assistance

Assistance in paying your telephone 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 percent, 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.

Application forms can be obtained from our office or at the local and county offices of the Department of

Lifeline and Link-up are available to qualifying customers



Human Services, Area Agency on Aging, and the Community Action Program offices of the Department of Human Rights.

Visit us online to find out more at [www.panoratelco.com](http://www.panoratelco.com).

## BUSINESS SPOTLIGHT Diabetic Equipment & Referral Service

*"This is absolutely the best service we've ever had."*

*Marci Guzman*

## Colorado business finds new home in Panora

Lou and Marci Guzman found themselves making several trips from their home in Denver, CO to visit Marci's mother in Manning, Iowa. So, in 2003, they decided to move their business here.

Lou started Diabetic Equipment & Referral Service in 1990. Having diabetes himself since 1979, Lou originally trained and sold monitors but soon decided selling more profitable pumps was the way to go.

Marci & Lou met in Colorado where she was a registered nurse. Marci started working with Lou in 1993.

Diabetes Equipment & Referral works with individuals who have diabetes, providing pumps, testing equipment and other

supplies. They bill the insurance companies and send equipment directly to the customer. Most of their business comes from doctor referrals. Today, they have customers all across the United States.

To their knowledge, they are the only company in Iowa providing this service.

"Insulin pumps provide better control and decrease complications related to diabetes," stated Marci. "In about a year, continuous glucose monitors will start to become more popular. Within that timeframe, the insurance companies will begin covering this beneficial product."

Panora Telco is an integral business partner providing the communications services, including telephone, cellular, a fax/modem line and high speed Internet, that are essential to their business.

Find out more by visiting them at: [www.diabetesequip.com](http://www.diabetesequip.com), or by calling 641-755-4402 or 866-846-8083 (toll free). They can be reached 24 hours a day/7 days a week.

"We are happy to be a Panora Telco customer," stated Marci, "This is absolutely the best service we've ever had."



Lou & Marci Guzman

# We're preparing for your future today

You may have seen that our newest campaign is called "Building for Tomorrow". With this short article I hope to make that a bit more relevant to you.

There is a race to deliver large amounts of bandwidth to customers at both homes and businesses. No one is sure when exactly the race will end, but it has started, we are sure of that fact.

The speeds we are talking about will be more than 40 to 60 times faster than what most high speed customers receive from us today.

So, why is there a need for speed? The main reason is how services will be delivered to you is transitioning. In addition to that, the information and

entertainment that customers want are coming in larger and larger 'packages'. It takes a lot of bandwidth to deliver that information so it can be used.

Change is a continuous process in the telecommunications business. We upgrade electronic equipment as it wears out or becomes obsolete.

The infrastructure that we use to deliver services to you has a limited life span too. The good news is that those facilities last 20

to 30 years, however we have entered into the time when we need to start replacing much of our infrastructure.

Years ago, we could not predict what format the information customers required would take, but we knew we would have to move large amounts of data quickly in order to serve you well.

With the opportunity to replace facilities and the need to move large amounts

**"There is a race to deliver large amounts of bandwidth to customers . . . speeds will be more than 40 to 60 times faster than today"**

## Rural Telecom Forum addresses industry issues

Members of Panora Telco will attend the 3rd Annual Rural Telecom Forum, held in Des Moines, June 2nd.

The daylong meeting, which will be attended by regulators, legislators and local telecommunications companies, will feature information about Universal Service Reform, Economic Development and how to manage a USF audit.

Universal Service, simply stated, is the federal funding mechanism that allows rural local rates and services to stay competitive with our urban neighbors.

The challenge comes as technology and market forces change the telecom landscape, which in turn, changes the funding mechanism. Regulators are working hard to catch up, but there are no easy answers.

You can stay up to date at [www.keepamericaconnected.org](http://www.keepamericaconnected.org).



of data, we have begun getting fiber optic cable closer to you, and in some cases, right to your home or business. That trend will continue.

We can deliver a lot of information to you over our existing facilities, but as they wear out it makes sense to replace them with a more up-to-date 'model' and that is fiber optic cable.

You see now that one of the ways we are "Building for Tomorrow" is by investing in the infrastructure that we use to serve you.

We also take pride in investing in our schools, local economic development and many other organizations, but that is a topic for another article. Thanks for your business and for your support.

### The new parental controls enhancement includes these tools:

- Internet content filtering
- Internet access controls
- Time management controls
- Monitoring/reporting
- Automatic updates

SecureIT Plus is fully automated computer protection that handles viruses and spyware, pop-up ad blocking, application of critical Microsoft patches, and hard drive maintenance and optimization.

SecureIT Plus with parental controls is available now, and provides valuable protection for your computer and your family. Call or visit our website for more information about how you can keep your family safe!

## Let SecureIT help protect your kids

The Internet can be a great educational resource for kids, but it can also expose them to potentially harmful content such as undesirable websites or chat rooms. In fact, nearly 60% of teens admit to using the Internet unsafely or inappropriately.

How can you protect your kids and manage their online usage? Get

SecureIT Plus, now with a suite of parental controls.



# Scholarships awarded to Panorama High School seniors

Three area seniors were awarded scholarships from Panora Telco or Iowa Network Services (INS).

**Amber Ratcliff** is the recipient of the \$500 Panora Telephone scholarship. Amber is the daughter of Jerry and Robin Ratcliff. She plans to attend DMACC to get her LPN and then transfer to a four year school to become a registered nurse.

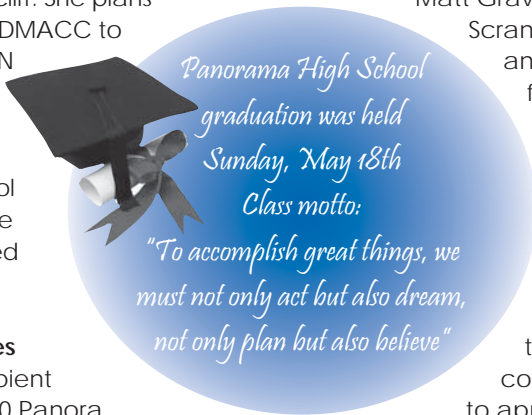
**Brad Hayes** is the recipient of the \$500 Panora Cablevision scholarship. Brad is the son of Rick and Mary Hayes. He is attending UNI this fall to study business management.

**Lindsey Moon** has received a \$1000 scholarship from Iowa Network Services. Lindsey is the daughter of Danny and Tresa Moon. Lindsey

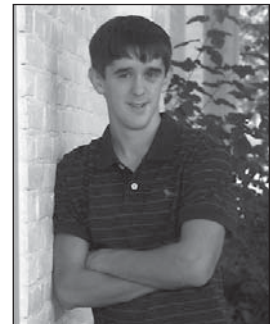
plans to attend the University of Iowa to pursue a journalism degree.

Lindsey was one of four winners of an INS scholarship. Other winners included Jared Taylor from Woden-Crystal Lake-Titonka High School, Matt Graves from Jefferson-Scranton High School and Anna Grimley from Springville High School. Every Iowa high school senior, living in an area served by an independent telephone company, is eligible to apply for these scholarships.

"We are proud of all of our graduating seniors," stated GM Andy Randol, "We are very happy to have an INS scholarship winner within Guthrie County. We wish all area seniors the very best as they graduate this spring."



**Amber Ratcliff**



**Brad Hayes**



**Lindsey Moon**

*Congratulations to all our area graduates from Panora Telco!*

## CELLULAR CORNER TAKING A SUMMER VACATION? DON'T FORGET THE CELL PHONE!

It's nearly summer vacation time and keeping in contact while you're away has never been easier. With a Verizon phone from Panora Telco, you can travel around the nation and still keep in touch with family & friends.

Most people take advantage of our Nationwide Calling plans which gives you calling in all 48 states without roaming charges.

**Unlimited calling** plans are becoming more and more popular, especially with family plans. Additionally, **unlimited texting** is also a very popular feature.

Would you like to upgrade your phone? We offer the most attractive plan in the industry, which allows you to upgrade your phone every 10 months with a 1-year contract. You can get a new phone, just as if you were a new customer, taking advantage of discounts and rebates, but without paying a new activation fee.

Just call or stop by if you have questions about a new or existing plan and we'll be happy to help you!



**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](http://www.panoratelco.com)  
[panora@netins.net](mailto:panora@netins.net)

**After Hours Repair**  
641.755.2424

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- Auto Bank Deduct

*The Service & Technology  
You Deserve!*

