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Customer Service Corner

FREE Computer Classes

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

- **Intro to Computers**
Thursday, September 11
Panora Public Library
- **Q&A Session**
Thursday, October 9
Guthrie Center Public Library
- **Digital Pictures**
Thursday, November 13
Panora Public Library

Register by calling 755-2424. Class size is limited. Class schedule may be found at www.panoratelco.com.

Protect Your Electronics

Protect your computer modems and other valuable electronics by using an adequate surge protector with a phone port.

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

Volume 7

Issue 3

September 2008

Learn *for* Life



It's Back to School time, but we figured why should the kids get to have all the fun. Learning is a lifelong pursuit and now there are more options than ever to keep you learning for a lifetime.

Regardless of your age, learning evolves along with your interests. Maybe you want to know more about a hobby or a home improvement project. Possibly you want to become an expert on American history or fulfill your lifelong desire to learn to fly an airplane. Or, maybe your kids just need your help with their homework.

Whatever you want to learn, there is a book, a class, a program or a teacher ready to teach you.

And, best of all, your options to learn have expanded and the costs to learn, in many cases, have gone way down over the past 10 years.

Without question, the Internet is a great tool to use for education. It can be a research library, an on-line classroom or an impromptu homework assistant.

Cable TV also offers volumes of knowledge to aid your learning on channels like: The History Channel, Discovery, The Learning Channel, Iowa Public Television, and many others.

Add to this the classes at churches, community colleges & libraries and you can continue to Learn for Life.

High Speed Internet

2 Months

for

\$19⁹⁵/month



SecureIT Plus

Automated, guaranteed virus & spyware computer protection

2 Months for

\$2⁹⁵/month
(Regular price \$9.95/month)

Basic Digital Cable TV

2 Months

for

\$25/month

Learn for Life promotion valid from August 1 through October 31, 2008. Call or see website for full details.



Retransmission Consent affects our customers

Often, a change in our business doesn't have any affect on you. However, something called 'Retransmission Consent' will impact customers who receive cable TV & satellite services.

It used to be that broadcast channels, like KCCI, Fox, WHO and WOI would ask that we carry their signal on our cable system.

It was a jointly beneficial arrangement. Our customers received the local channels on the cable system, and the broadcaster's programming and

advertisers received a wider audience – often because we were boosting their signal when we placed it on the system.

Now, certain broadcasters require that we sign a Retransmission Consent agreement AND pay them per customer to carry their signal on our system.

This is just another case of programming costs spinning out of control. We continue to work to keep our prices low, but these new costs will likely cause all providers to raise the price of pay TV service at some point in the future.

BUSINESS SPOTLIGHT Panorama Gardens

"We always know we can count on Panora Telco.

They've really helped us grow."

Dave Olson, Owner Panorama Gardens

Panorama Gardens has rich tradition & history in Panora

Panorama Gardens has deep roots in the Panora community, in more ways than one. The business was purchased in 1956 by Dave Olson's parents from the owner of Panora Greenhouse and was originally part of the famous Rose Hill Nursery. Dave and his wife, Eileen, bought the business in 1978.

Panorama Gardens is considered a flora-cultural business which means some of their items are grown locally and some are shipped in. In the past, most of the items were grown locally. Now, the opposite is true.

Because of technology, cheap labor and a better climate in places like South America, more and more items are shipped in. Still, about 10% of the items sold are grown in the greenhouse.

A big part of Panorama Gardens business is 'wire' orders. FTD, an international floral delivery company, was a pioneer in the ordering business.

Panorama Gardens has been an FTD member since the 1960s.

"Back then," Dave stated, "we had to have reliable telephone service that was able to take orders 24/7. We really depended on Panora Telco then and we still do today." Now, customer orders are placed (wired) and supplies & plants are purchased over the Internet with a Panora Telco high speed DSL connection. Customers can also email the Olsons.

Wire orders consist of approximately 20% of their business and 30% is from the greenhouse, but the majority (50%) comes from floral designs, done mostly by Eileen.

"She has quite a reputation," said Dave. "Much like you want a certain hairstylist, people call specifically to speak to Eileen about their floral needs. She really does a great job and has a wonderful client base."

When asked about their relationship and the reliability of Panora Telco, Dave stated, "We've always relied on the phone company to assist our business. When I go to floral shows, people always marvel at what we pay for our services and the value we receive. Whenever we have questions or a problem, we always know we can count on Panora Telco. They've really helped us grow."



Dave & Eileen Olson at Panorama Gardens

National Coop Month - a time to recognize benefits

October is National Cooperative Month, a time to recognize the many contributions that cooperatives and their members make to this nation's economy.

I realize that it is September and not October, but we don't have a newsletter next month and this is an important - often unrecognized benefit to many customers.

Each year, cooperatives generate more than \$100 billion in economic activity and bring people together to provide a wide variety of goods and services including telecommunications, health

care, groceries, crops, electricity and financial products.

As a cooperative, Panora Telco is dedicated to benefiting our membership. We do this through technological upgrades to our infrastructure, expansion of our telecommunications services, and the

return of capital credits to members.

Additionally, we take our responsibility for community development seriously. That includes the

investment of time and money in organizations and projects that improve our communities.

"Each year, cooperatives generate more than \$100 billion in economic activity . . ."



Our goal is to work with you, our members, to enhance this community and contribute to our shared prosperity.

In this age of conglomerates and mergers, we are proud to be locally owned and operated. It keeps us close to our customers and enables us to better serve your changing needs. We look forward to pulling together for many years to come. Thank you for your support!

Cool technology, software and websites to check out!

There is a never ending supply of cool, interesting and useful technology on the horizon - sometimes exactly in that order. And with the web, at one's fingertips, it is not hard to learn a bit about each and decide what might be useful to you!

Have you heard about Slingbox?

It is a product from Sling Media (www.slingmedia.com) that allows you to watch all your home television programming on your computer or mobile phone over a high speed Internet connection when you are away from home. The company has a number of different models to meet different needs and accommodate more inputs, but they all work essentially the same way.

First, plug in the Slingbox to your home computer network that has high speed Internet. Then, connect your Cable TV, DVD or media storage device to the Slingbox. Finally, you'll need to install the Sling Viewer software on your laptop or mobile phone.

Quite obviously, the Slingbox is not for everyone. It would seem to be crafted for folks that travel and also are very comfortable using high speed Internet connections in airports, hotels and other public or private places. However, with media becoming more important to many, this might be just the thing you have been looking for.

Have you heard about Shutterfly?

It is a website that allows you to store, share and order prints in various forms from your digital pictures (www.shutterfly.com).

If you have a digital camera, you know the challenge of managing your pictures. Organizing them, storing them, and sharing them, all so you can find them when you want. Shutterfly helps with all that, especially the sharing, but in our view, is not a replacement for home storage and organization.

Many like Shutterfly because

it is easy to order prints or specialty cards for birthdays or holidays. Like the Slingbox, Shutterfly is not for everyone, but you can check it out and decide for yourself.

Have you heard about Disney Toontown?

It is an on-line FREE game for kids ages 6 to 12. It is an interesting place where kids play in a virtual world, complete 'toon tasks' and work together with other on-line players to defeat "Cogs" - virtual robots. Check it out at www.toontown.com.

Other cool sites to checkout:
Google Earth - www.googleearth.com
iTunes - www.itunes.com



Go 'green' with our eBilling solution

Go green with paperless billing from Panora Telco. Our eBilling solution is the perfect solution to help you, and the environment.

This free online service provides the ability to view your bill and make payments any time of the day or night - when it is convenient for you.

To get started, simply register on-line at our website www.panoratelco.com. To 'go green' and discontinue your paper bill, please call our office with your request.

As always, call us at 755-2424 or stop by our office at 114 East Main if you have questions or need assistance.

After you register, you may take advantage of these benefits:

- Ease your mind by setting up email notifications options
- Check payments, account balance and more - right wherever you are
- Solve a bit of the 'counter clutter' problem - only print your bill if you need a hard copy of it
- After signing up - you'll have up to 12 months of your bills available for review, printing, etc.
- Make payments with just a few clicks of your mouse
- Pay one time or setup payments on a recurring basis with a credit card, checking account or savings account
- Notifications can be emailed when a statement is ready for review or when payments are made



We have it!

Turn to the Big 10 Network for the
Iowa vs. Iowa State Game
Saturday, September 13

Big 10 Network

- All the best Big 10 games & events on Channel 46
- Big 10 features, news & information
- Part of our basic cable line-up starting at just \$33.00
- Football season is near and we have the games you're looking for!
- For more Big 10 Network information and full schedules, visit www.big10network.com

Already a customer? Stay tuned in!
Not yet a customer? Give us a call today!

CELLULAR CORNER NEW PUSH TO TALK SERVICE

Push to Talk service from Verizon Wireless allows customers to connect directly, in seconds, with other Verizon Wireless Push to Talk users by simply pressing a button on their push to talk capable handset.

The walkie-talkie feature provides customers with a fast connection to the people they communicate with most and the reliability of Verizon Wireless' nationwide wireless network.

Business customers will find this service especially appealing for managing work groups. Push to Talk customers can set up and manage group-calling lists directly from the Verizon Wireless Push to Talk Contact Management Web site, without a call to customer service.

Icons appear directly on the handset, indicating which users are available to participate in a walkie-talkie call so the customer doesn't waste valuable time attempting to identify which contact is available.

All Verizon Wireless Push to Talk service plans include nationwide calling at no additional charge, and include 3-Way Calling, Call Forwarding, Call Waiting, Caller ID, and Voice Mail with Message Waiting Indicator.

For more information about Push to Talk service, phones and calling plans, stop by our office or give us a call.



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8:00am-5:00pm Mon-Fri

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panora@netins.net

After Hours Repair
641.755.2424

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- eBilling - NEW!
- Walk In
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*The Service & Technology
You Deserve!*

