

Connections

NOVEMBER 2018



PANORA TELCO

114 East Main Street
Panora, IA 50216
(641) 755-2424
Online: www.panoratelco.com
Office Hours: M-F 8:00 a.m. - 5:00 p.m.



403 State Street
Guthrie Center, IA 50115
(641) 332-2000
Online: www.guthriecentercom.com
Office Hours: M-F 8:00 a.m. - 5:00 p.m.
but closed 12:00 p.m. - 1:00 p.m. for lunch

Office Closure

Thanksgiving, November 22 & 23, 2018
Christmas, December 25, 2018
New Year's Day, January 1, 2019

Win a \$10 Bill Credit

What is the toll-free number of the Do Not Call Registry?

Answer: _____

Name: _____

Phone: _____

Email: _____

Clip and return by November 30, 2018 to either Panora Telco, 114 East Main Street, Panora, IA 50216 or Guthrie Center Communications, 403 State Street, Guthrie Center, IA 50115.

Congratulations to Tammy Kirtley, the most recent Panora Telco winner; and Carol Weigel, the most recent Guthrie Center Communications bill credit winner.

One winner chosen at random per quarter. Contest open to Panora Telco and GCC customers age 18 and over. Applicants can win once per 12-month period. Other restrictions may apply.

Simplify Your Life With Managed Wi-Fi

You have enough on your plate. Let us handle all things Wi-Fi— from selecting and installing the right Wi-Fi equipment to ongoing maintenance, upgrades, and technical support.



Our new Managed Wi-Fi offers these benefits:

- **Reliable Wi-Fi Coverage Throughout Your Space** - Say goodbye to the frustration of having areas with a poor Wi-Fi signal or no signal at all. With Managed Wi-Fi, you'll have strong, continuous coverage everywhere you want it.
- **Carrier-Grade Router for Better Performance** - Managed Wi-Fi includes the use of a carrier-grade wireless router, which we own, maintain, and upgrade. This means you don't have to buy equipment only to have to replace it when trouble arises or the technology changes. What's more, this router provides a higher level of Wi-Fi performance than the consumer-grade routers available through retail channels.
- **Smartphone App to Manage Access and Security** - Managed Wi-Fi provides a smartphone app so you can easily manage your Wi-Fi network from anywhere and monitor its usage.
- **Local Tech Support** - Should you experience Wi-Fi performance issues, simply contact us for trouble resolution. Most trouble can be resolved remotely. We'll also provide regular system maintenance remotely and will verify system updates and firmware.

Managed Wi-Fi is also a great value. Professional installation is \$89.95 and includes an assessment of your existing wireless network to check for interference and coverage and take signal strength readings. We'll also talk to you to understand where you want Wi-Fi coverage, verify that coverage has been achieved, and connect up to six devices to your Wi-Fi network. The monthly fee for Managed Wi-Fi is just \$9.95.

To learn more about Managed Wi-Fi, call Panora Telco at (641) 755-2424 or Guthrie Center Communications at (641) 332-2000.

Are There Buried Private Lines on Your Property?

You're probably familiar with the requirement to call Iowa One Call at **811** or **800-292-8989** at least 48 business hours in advance of any digging project so underground lines can be located and marked. But did you know Iowa One Call only covers public utility lines for gas, water, telephone, electric, cable TV, and sewer? It does not cover the buried private lines you may have on your property.

Examples of private lines include service extensions from your home to the garage or boat house. These private lines—whether installed by Panora Telco or Guthrie Center Communications, REC, an independent contractor, or you—are your responsibility, and you need to maintain maps of their location to guide future digging projects. A utility such as Panora Telco or Guthrie Center Communications will only have maps for public lines up to the side of a house, and will not be able to locate private lines from a house to other buildings.

If you have any questions about buried private lines, contact the provider that did the installation.



Low-income Iowans May Qualify for Communications Assistance

Financial assistance is available through Lifeline to help eligible Iowans afford and maintain basic telephone service or broadband internet access service. Lifeline participation enables Iowans to stay connected to jobs, family, community resources, and government and emergency services.

In 2016, the Federal Communications Commission made many changes to the Lifeline program and added broadband internet access service to the list of subsidized services.

Lifeline provides a monthly bill credit of \$9.25 on either one telephone service (home or wireless) or one internet service (home or mobile) per qualified household. If a customer has multiple services, only one credit may be given.

The rules for demonstrating eligibility for Lifeline have also changed. Households may continue to verify eligibility through proof of participation in Medicaid, the Supplemental Nutrition Assistance Program (SNAP or food stamps), Supplemental Security Income Program (SSI), Federal Public Housing Assistance Program, or Veterans Pension or Survivors Pension benefits. Consumers may also qualify if they can provide proof of income below 135 percent of the federal poverty level.

Participation in the Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families Program, or the National School Lunch Program will no longer be accepted as proof of eligibility.

To find out more, call Panora Telco at (641) 755-2424 or Guthrie Center Communications at (641) 332-2000. You can also download an application on our websites. Re-certification forms for Lifeline are sent to participants annually and must be returned within 30 days.

Details on the Do Not Call Registry

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

Register your home or mobile phone 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.

Keep in mind there are exceptions to the Do Not Call rules. You may still receive calls from political organizations, charities, surveyors, and companies with which you've done business or submitted an inquiry or application.

Shift Your Shopping to Local Independent Businesses

Shift Your Shopping is a program of the American Independent Business Alliance. It encourages individuals and businesses to “shift” more of their holiday shopping—as well as holiday entertaining and dining—to local independent businesses. Its mission is to “build a tradition that strengthens local economies, expands local employment, nurtures a sense of community, and provides a more relaxed, fun, and rewarding holiday shopping experience.”

Part of this program is Small Business Saturday, the Saturday after Thanksgiving, which began in 2010. A more recent addition is Plaid Friday, a pro-local antidote to the chain-centered Black Friday on the day after Thanksgiving. Plaid Friday is meant to represent the weaving of individual threads of small businesses together to create a strong fabric that celebrates the diversity and creativity of independent businesses.



A shift to more local purchases represents a significant contribution to the local economy. For example, local independent stores help employ more people than just those on the sales floor. These businesses are also more likely to bank with local banks, hire local service providers, and buy products from other local businesses compared to absentee-owned businesses.

Purchasing from remote online retailers such as Amazon provides virtually no local economic benefit. The American Independent Business Alliance calculates only one percent of the cost of an online purchase will go back your community. On average, more than three times as much of each dollar spent at a local independent business recirculates in our local economy compared to a dollar spent at chain stores.

While we don't have to swear off all shopping online or at chain stores, it makes sense for all of us to look for ways to integrate our values into our purchasing decisions. If we shift more of our shopping to local independent businesses, it will have a positive impact on our local economies and help maintain or build local jobs.

Panora Telco and Guthrie Center Communications encourage you to Shift Your Shopping during this holiday season. By doing so, you'll not only be buying gifts for family and friends, you'll also be giving a gift to our community.

Buy Gifts at Our Solutions Center and Tech the Halls

The holidays typically bring crowded shopping malls, undesirable parking options, and little help to find the gifts we need. So skip the aggravation of a trip to Des Moines this season and visit our Solutions Center in Panora instead.

We offer convenient, local shopping for a wide variety of tech gifts to delight virtually anyone on your gift list. Choose from computers, tablets, televisions, streaming devices, routers, security cameras, and smart home equipment.

At our Solutions Center, you'll also:

- Have the opportunity to try it before you buy it.
- Understand product features before you make a purchase.
- Receive free delivery on qualifying products.
- Get support after the sale.
- Support a business that reinvests in your local community.

Avoid the holiday rush and enjoy low-stress shopping for high-tech gifts. Stop by our Solutions Center at 114 E Main Street. It's open M-F 8:00 a.m. - 5:00 p.m.

Stop by Panora Telco's Holiday Open House

This fun annual event will take place from 9:00-3:00 on December 7 at our Panora Telco office.



Help Us Find These Members

As you know, one of the benefits of being a cooperative member is the opportunity to receive patronage dividends based on our financial performance. We work diligently to keep our records updated to ensure we get dividend checks issued to qualifying members. Unfortunately, we still have members that we've been unable to reach.

Please review the names below. If you appear on the list or you know how to reach someone listed, please call Panora Telco at (641) 755-2424. If your contact information changes, please remember to let us know so we can reach you in the future.

| | | | | | |
|----------------------------|-----------------------|------------------------|----------------------|--------------------------|----------------------|
| Aaron Anderson | Craig Spicher | Gerald Christensen | Jon Branson | Mrs. Pete Mobley | Ron Williams |
| Adam Joens | Cynthia Shook | Gerald Wagner | Jonathan McClung | Mrs. Ralph Curler | Ronald Tope |
| Agnes Hart | D L Wiles | Geronimo Del Angel | Joshua Zimmer | Nadine Albrecht | Ronald Willsher |
| Alan Shook | D Michael Elliott | Gerry Grim, Sr. | Judy Lundy | Napa..Wanda Lindsey | Rosella Sanders |
| Alan Wiskus | Dale Blake | Glen Cadwell | Judy Nelson | Nels Nelsen | Roy Hefley |
| Alfred Busch Heirs | Dan Badding | Gordon Badger | Judy Wills | Norman Nelson | Robert Nelson |
| Allen Torbensen | Darrell Bickel | Grace Baxter Heirs | Julia Wolfe | Norman Richardson | Russ Hawley |
| Andy Nelson | Darrell Edwards | Greg Landry | Julius Hermious | Pamela Beaman | Russell Schutte |
| American Concrete Products | David Anderson | H R French | K K Byars | Panora Retirement Homes | Ruth Miller |
| Ana Delmy De Cruz | David Bassett | Harold Holloway Heirs | Kam Corporation | Panora Specialty Care | Sam Chaloupka |
| Angela Beckwith | David Beaudoin | Harold Smith | Karla Findley | Panora Vet Clinic | Samantha Friend |
| Ann Mitchell Canine | David Dahlquist | Heidi Gullion | Kelly Currie | Panorama Diamond Sports | Sandy Mathison |
| Ann Teeple Allard | David Johnson | Helen Benshoof | Kevin West | Patrick McGriff | Sarah Greene |
| Anna Burkhardt | David Roemer | Helen Wolken | Kim Hawbaker | Patty Hulsing | Saranne Zeigler |
| Arlan Kuehn | Deb Hook | Henrietta Ely | Kim Knueven | Paul Olson | Scott Downing |
| B&M Tavern | Debbie Pote | Hugh Shepard | Krista Farrand | Paul Wagoner Heirs | Sean Lynam |
| Barbara Russell | Debora Loree | Independent Life Style | Kristi Morrison | Peggy Rasch | Searra Lowe |
| Barbara Tsakalis | Dee Landsberger | Innovative Pallet | Kristine Park | R O Lossner | Shakita Bell |
| Basil Dawson | Delbert West Heirs | J Collison | Kurt Hoberg | Racemate, Inc | Sherie Jacobson |
| Basil Glick | Dennis Corrigan | J U Kyle | Kurt Swensen | Ralph Coffman | Sjirley Eldeen |
| Bernard Sandvig | Dennis Schoup | Jack & Bette Jones | Lance Atkinson | Ralph Still | Skelgas, Inc |
| Beth Lenning | Deric McLaren | Jack & Helen Boyt | Larry MacDonald | Randi Stern | Skip Chapman |
| Betty Fox | Diane Ecklor Hatfield | Jack & Helen Boyt | Laura Harvey | Randy Miller | Sondra Ocker |
| Betty Holzhey | Diane Gantt | Jack Salocker | Leon Peckum | Ray Hatfield | Stan Reynek |
| Beverly Craft | Doanld Bieghler, Sr. | Jack Thorp, Sr. | Linda Anderson | Raymond Hay | Steve Howard |
| Beverly Schultz | Don Bieghler, Jr. | Jacqueline Gay | Lyle Rodd | Renea Krueger | Summy Land, Llc |
| Bob Ruch | Don Brill | James Crosby | Lynne Grove | Ricardo Ramiirez | Susan Ireland |
| Brandon Palmer | Don Davidson | James Repp | M L Harvey | Richard & Susan Menhusen | Susan Sample |
| Brett Adams | Donald Elwood | Janie Hatfield | Madge Sonksen Heirs | Richard Davis | Teddy Hansen |
| Bryan Westphalen | Donald Myers | Jason Beck | Mandi Edwards | Richard Dick | Teresa Livesay |
| Carl Ishmael | Donette Ramsey | Jeffrey David Mau | Marcia Ocker | Richard Fox | Terry Snyder |
| Carl Still | Donna R Burris | Jeffrey Dvorak | Margaret Combs | Richard Hankinson | Terry Welborn |
| Carol Rost | Dorothy Way | Jeffrey Miller | Margaret Foy | Richard Lawless | Thomas L Kinney |
| Carroll Leib | Dorothy Welsch | Jennifer Draves | Mari Love | Richard Perez, Sr. | Thomas Ocker |
| Casey Ebrecht | Doug Beck | Jerome Zortman | Mark Knapp | Rick Groom | Tim Jones |
| Chad Behrens | E A Sandahl | Jerry & Donna Hibbs | Marshall Wine Heirs | Rick Spurgin | Todd Hudspeth |
| Charles Hamilton | Earl Webb | Jerry Binns | Marty Miller | Robert Cortum | Tom & Linda Juckette |
| Charles Moore | Ellisa Soutendijk | Jerry Hochstetler | Mary Lingner | Robert Jackson | Tomasa Guevara J |
| Charles Van Meter | Elwin Creese | Jesse Pitts | Mary Lou Hesse | Robert Manning | Tonya Carlo |
| Charlie Schafer | Eric Morris | Jiajian Wang | MaryAnn Davenport | Robert Morey | Troy Wirt |
| Cheryl Rowen | Eva Williams | Jim Barnett | Matt Bogenrief | Robert Shepard | U Haul Co |
| Chris Williams | Florence Nelson Heirs | Jim Kaufman | Max Johnson | Robert Slack | United Health Care |
| Cindy Countryman | Frank Prideaux, Jr. | Jim Vaneschen | Michael Lickteig | Robert VanPatter | Velta Goodwn |
| Clarence Danielson | Franklin Detoye | Joann Smith | Mike Bommel | Rod Herr | Victor Vanmeer |
| Clarence Peasley, Jr. | Gabrielle Kent | Joanna Adrian | Mike Niemann | Rod Knudsen | Walter Knapp, Jr. |
| Cory Bates | Gary Devilbiss | Joe Erickson | Mildred Heuton | Roger Drown | Wendy Burnett |
| Craig Book | Gary Benny | John Allpress | Milo DePhillips | Roger Lund | William Gander |
| | Gary Brittain | John Campbell | Mindy Kramer | Roger McCarty | Wyman Jensen |
| | Gary Davidson | John Greir | Mona Jarvis | Roger Olhausen | Xist, Inc |
| | Gary Morrow | John Kline | Mrs. Charles Hughes | | Zella Crabbs |
| | George & Gloria Essy | John Talbott | Mrs. Glenn Haler Sr. | | |
| | | Johnny Orr | Mrs. Harry Eastman | | |