

Open Lines

March 2008



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Diana Coleman *Vice President*

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A savings
of \$6
per month!

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Bundle price does not include EAS or federal taxes and fees. Certain terms, conditions and restrictions apply. Internet speeds may vary.

March Special Offer - Sign Up For Voice Mail And Get One Month FREE!

Here's an efficient way to manage your phone messages – add Voice Mail to your home or business phone. Voice Mail allows you to access your messages anywhere, anytime.

Put Voice Mail to work for you and discover that a small investment in your phone service will buy you a lot of time for the truly important things in life.

No matter where you are – on the phone or on the go – we'll make sure that you never miss those important calls! 503.845.9868

Order now and receive one month FREE!

One month free Voice Mail offer expires March 31, 2008. Six month commitment required. A \$14.95 savings - One Month Voice Mail and Free Activation.

Holiday Schedule

Our office will be closed on the following date:
May 26 - Memorial Day

Do You Have A Winning Number?

Congratulations to Mike Bradley and James Zaepfel for finding their telephone numbers in the last issue of Open Lines. They had \$12.50 applied to their account. Once again five numbers are interspersed among the articles in this issue. Call or stop by to claim a credit on your next telephone bill. Winners will divide a \$25 credit. Please contact us by March 21 to claim your share.

Sharon Smith Celebrates 25 Years



Sharon Smith, customer service manager recently celebrated 25 years of service with Mt. Angel Telephone.

What was happening at Mt. Angel Telephone in 1982?

“I was hired in 1982 because long time employee Francie Welton

was retiring. My co-workers included Ed Jenck, Art Geier, Ivo & Tecie and Tom Bauman. Back in 1982, computers were a thing of the future. We did all the telephone bills by hand. We had to record all the taxes, toll calls, and local services on each bill by hand. Many hours were spent on the adding machine balancing toll calls and service calls. Twenty years ago, customers did not have a choice in their long distance carriers. Customers received basic telephone service and many people had two-party and four-party lines,” recalls Sharon Smith.

What are the biggest changes you have seen during your career?

“As the years went by, the telephone company outgrew its office space. During the remodeling in 1983, we worked in a portable trailer located in the parking lot. And again as we expanded our office space in 2000, we served our customers in portable work stations.

It is amazing how the telephone industry has changed over the 25 years that I have worked! When I started in 1982, Mt. Angel Telephone had 5 full time employees. Today, with automation, computers, cell phones, internet, etc. the company has grown and the team support is still as strong as ever. Good customer service has been an important aspect of Mt. Angel Telephone. I did not realize how important that was until I moved from Mt. Angel. It is nice to have an office to come to pay a bill, ask questions or see a demonstration on the latest service offerings. I feel fortunate to have worked for Mt. Angel Telephone for the past 25 years and hope to continue until retirement calls.”

Sharon is a member of the Mt. Angel Lions Club and currently serves as the Sight & Hearing Chair. She is active in St. Mary’s Parish serving on the

administrative council, lector, Eucharist minister and wedding coordinator. Sharon also volunteers on a weekly basis at Providence Benedictine Nursing Center.

Sharon and her husband Terry spend as much time as they can with their children and three grandchildren. “Gardening has taken on a new level with little ones wanting to participate! I am hoping to spend some time this summer doing some traveling and improving my skills at golf. I am thankful for having the opportunity to work for a wonderful organization as Mt. Angel Telephone. And also for the friendships that I have made with past and present employees. I have been truly blessed!”

I Was Just Wondering... ?

Sometimes When I Try to Download A Web Page, It Gets “Stuck” - What Causes This Problem?

Keep in mind that the Internet is like a huge highway system with traffic going in a variety of directions all at the same time. Sometimes traffic gets held up at virtual intersections along the way. This “getting stuck” is so common that browser makers have created a button to help out. Next time a web page gets “stuck”, simply click on the “Stop” button and then the “Refresh” button on your browser’s menu bar. *(The “Refresh” button applies to Internet Explorer; use “Reload” if using Firefox or Safari.)*

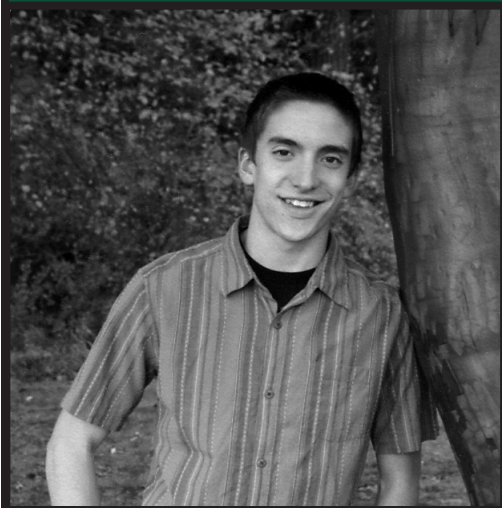
Where Can I Recycle My Phone Books?

Recycling is now easier than ever. Simply place your old telephone book in your curbside recycling container. Thanks to Allied Waste Systems for providing this service. 503.845.2246

How Do I Get Rid Of Those Pesky Telemarketing Calls?

Most telemarketers cannot call your telephone number if it is in the National Do Not Call Registry. You can register your home and wireless numbers for free. The National Do Not Call Registry is managed by the Federal Trade Commission (FTC). For more information go to www.donotcall.gov or call toll free 1.888.382.1222.

JFK High School Student Wins Trip To Washington, D.C.



Mt. Angel Telephone is pleased to announce that Kurt Berning, a student at JFK High School has won an all expense-paid week to Washington, D.C. Only 15 rural students throughout the U.S. were selected to participate in the Leadership through Learning youth program. The Foundation for Rural Education and Development (FRED) and the National Exchange Carrier Association (NECA), recognizing the importance of providing educational opportunities to our future leaders, created the program to elevate awareness about government, civic affairs and telecommunications regulation. FRED is affiliated with Organization for the Promotion and Advancement of Small Telecommunications Companies (OPASTCO).

Kurt Berning will travel to Washington, D.C for the week of March 9 – 15. The students will visit the Library of Congress, the Supreme Court, Capitol Hill and national landmarks. The students will take part in daily workshops, debates and lectures that include topics on international relations, the media, the

judiciary system and lobbying. One workshop will focus specifically on the telecommunications industry. 503.845.7404

Berning joins a select group of high school students based on essay, scholastic standing, community involvement and leadership ability.

As a high school senior, Kurt excels in the classroom with a 4.0 grade point average where he ranks 1st out of 55 students. His leadership includes serving as Student Body President and active in the Future Business Leaders of America. Kurt is a team leader for Habitat for Humanity with their “Teen Build” program and does volunteer work for Mt. Angel Oktoberfest.

“I am very interested in politics and aspire one day to be a Representative or Senator in the U.S. Congress. In my view of the world, everyone has something great to contribute, but you will never know what it is until you talk to them. In my mind, conversations are sometimes more interesting when there are two points of view on the subject.” says Kurt Berning. “I look forward to seeing the heart of our country and witnessing firsthand the functions of the Federal Government. This will be a great chance for me to meet new people and forge friendships, and it will be an experience I will truly never forget for the rest of my life.”

Mt. Angel Telephone is proud to sponsor Kurt Berning for the Leadership Through Learning program.

New Rules To Protect Your Privacy

In November, we mailed you a letter about the new Federal Communications Commission (FCC) rules pertaining to Customer Proprietary Network Information (CPNI) and their impact on your ability to receive call detail information when you call our office.

The new CPNI rules were designed to protect the confidentiality of the information related to your telecommunications services. The FCC is requiring our office to abide by all CPNI rules so we strongly recommend that all customers establish a password that is provided to our office each time call detail records are requested. 503.845.6604

For instance, when you come to our office for account information, you will need to present valid photo ID in order for us to share that information with you, regardless of how long you have been a customer and regardless of how well we know you or other members of your household.

If you choose to inquire about your account over the phone or Internet, we must require use of a password.

The security of your telephone account information is a priority at Mt. Angel Telephone. For more information on the FCC’s new CPNI regulations or to set up a password, please call our office at 503.845.2291.

Telephone Assistance Available To Mt. Angel Residents

The Oregon Telephone Assistance program is available to eligible customers of Mt. Angel Telephone through three programs offered by the Public Utility Commission of Oregon:

1. **Oregon Telephone Assistance Program/Link-Up America (OTAP)**
2. **Telecommunication Devices Access Program (TDAP)**
3. **Oregon Telecommunications Relay Service (OTRS)**

The **Oregon Telephone Assistance Program** helps customers who receive Food Stamps, Supplemental Security Income (SSI), Temporary Aid to Needy Families (TANF), certain State Medical Programs or Medicaid with a monthly credit of \$13.50 on their telephone bill. **Link-Up America** will pay one-half of the line connection charges for new residential telephone service.

The **Oregon Telecommunication Devices Access Program** loans specialized telephone equipment (TTY, CapTel, Amplified Phones) at no cost and with no income restrictions to eligible Oregonians who are deaf, hearing, vision, speech and mobility impaired. **NEW!! The telephone is now on display in our office. Stop by and see if the telephone will meet your needs.**

To obtain application forms or for more information, please visit www.rspf.org or call the Oregon Public Utility Commission toll free at 1.800.848.4442 or 503.373.7171. Application forms are also available at Mt. Angel Telephone, 155 N. Garfield St. in Mt. Angel.

Are You Building Or Remodeling This Year?



Technician Garret Miller shown wiring new West Coast Bank office at Edelweiss Village.

If you are planning to build or remodel your home this year, one of your first calls should be to Mt. Angel Telephone. Our technicians can wire your house for telephone and computer networks to ensure you are able to enjoy the latest technologies. Our technicians are certified for CAT 5 wiring standards. Give us a call at 503.845.2291 to schedule installation.

Annual Report

On an annual basis, Mt. Angel Telephone files a report with the Oregon Public Utility Commission. This filing includes the income statement and balance sheet of the company. This notification and filing are made pursuant to Oregon law. 503.845.4083

Mt. Angel Lions Tulip Sale Raises Money For Scholarships

The Mt. Angel Lions Club is sponsoring their 10th annual Tulip Bouquet Sale. In cooperation with the Wooden Shoe Bulb Company and their annual Tulip Festival, the Lions Club is taking orders for tulip bouquets. The tulip bouquets sell for \$8.00 and are delivered in gift boxes. The funds generated from the sale will be applied toward two \$1,000 college scholarships for John F. Kennedy High School seniors.

Tulip bouquets can be ordered at Mt. Angel Telephone, West Coast Bank, Mt. Angel Developmental Programs, Providence Benedictine Nursing Center, US Bank and from members of the Mt. Angel Lions Club.

Our mission is to provide superior service, which exceeds customer expectations, through an empowered, motivated, customer-focused team of employees.

155 N. Garfield

Mt. Angel Telephone

P.O. Box 200

503.845.2291

Mt. Angel, Oregon 97362



www.mtangel.net



Fax 503.845.6599