

The Local Connection



Fall 2007
Volume 6
Issue 4

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Talk Free!

Truly Free stuff does not come along very often, so when it does it is hard to know if it is for real. Our "Talk Free!" promotion is a *for real deal!*

From October through November, you can get a \$10 credit per month for 3 months applied toward your telephone bill, just by signing up for a product you likely need anyway.

Subscribe to Basic Cable, a Premium Channel or High Speed Internet to get the \$10 per month credit. Customer must use Marne Elk Horn phone and long distance service in order to receive this discount.

During the fall, cable TV is an obvious choice for many reasons, like: football, great movies, new fall TV line up, and so much more. Now, with 61 channels of outstanding programming, our

cable TV product offers you so many benefits, regardless of the type of programming you like most.

High Speed Internet will change your experience with the Internet forever. You'll wonder how you got along without it. Give it a try and you'll understand the true power of the Internet.

Talk Free! even has something for you if you're already a cable TV and High Speed Internet customer. Add the entertainment benefits of a Premium Channel from Showtime, HBO, HBO Plus or Cinemax and you'll save even more! Sign up for multiple services and receive up to \$30 per month in free long distance calling!

Call or stop by to learn all the details or to sign up and start saving!

Customer Service Corner

- Remember METC for gift giving ideas. Give the gift of technology, High Speed Internet, the latest cellular phones and accessories, landline phones for your home or office or a gift certificate to let them choose!



Proudly serving the communities of Elk Horn, Marne, Brayton, Kimballton, Exira, Audubon & Atlantic



Phone • High Speed Internet • Cable Television • Cellular • Dial-up Internet

Telephone companies support local economies

A recent survey by the Iowa Telecommunications Association found that 98% of their members made cash donations to local organizations; 86% participated in community events and sponsorships, and 77% had employees that participate on local boards or committees.

Respondents report spending \$9,331,875 in economic development activities in the past two years on a wide variety of projects ranging from supporting the local library, child care, public safety, schools and other community projects.



Changing your own 'Internet' oil

There are a few tricks that go with using a new product and high speed Internet is no exception. Just like a car needs gas, an oil change and coolant, your computer and Internet connection need some special care.

Regardless of your set up, you can follow the "from the wall out" rule. If your connection slows down or stops working, shut down all computers connected to your network (wired or wireless), then unplug the power to any routers you may have connected to your DSL modem. Finally, unplug the power to your DSL modem and count to 30.

Then, start "from the wall out" and begin restoring power; plug the power back in to your DSL modem and your router and let them 'restart'. After their lights have returned to 'normal', which usually takes about 60 seconds, you may restart your computer.



1
Turn on DSL Modem

2
Turn on Network/Wireless Router

3
Turn on Computers

This process will correct many Internet connection issues and the order that this is done is important to restoring the connection. Even a small power flicker, can affect how the modem, router and computer 'talk' with each other and this process helps them reconnect. So, the next time you have an Internet connection issue, give this method a try before calling Tech Support - you might just be able to change your own oil, in a manner of speaking.

New privacy rules will soon be in effect

Marne Elk Horn will soon be implementing rules regarding customer privacy due to new regulations by the Federal Communications Commission (FCC).

As part of the new FCC rules regarding Customer Proprietary Network Information (CPNI), phone companies must now positively

identify a customer before providing account information.

These changes will be implemented in December. As we develop our processes, we will keep you informed of changes that will affect you. We appreciate your cooperation in keeping account information secure.



In observance of the holidays, our offices will be closed
 Thanksgiving - Thursday, November 22 • Christmas - Closing at Noon on Christmas Eve
 & Closed on Tuesday, December 25 • New Years - Tuesday, January 1

Good service to customers is key to our success

Gary Larsen is in our Board Spotlight this month. Gary has been on the Marne Elk Horn Board for 12 years.

He was asked to run and thought it would be an interesting job so he accepted the nomination and was elected in February of 1995. Gary has held a treasurer's position but, at this time, does not hold an office.

When asked what stands out in his mind about the company,

Gary stated, "The management of Marne Elk Horn is and has always been great. Our staff does a wonderful job serving our customers."

He further stated that he feels that METC provides good service to our customers and, overall, the company cares about the customers, staff and our communities.

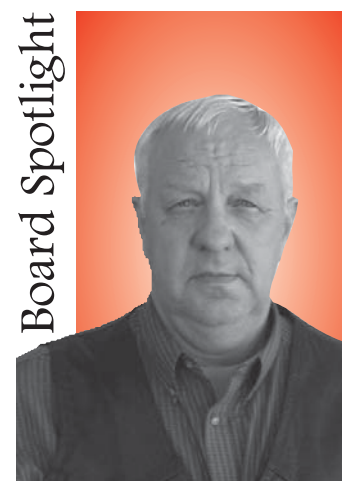
"We have done a lot of great projects in our communities

and it is important for us to be involved with them."

Gary and his wife, Donna, live on a farm in rural Elk Horn. Gary raises corn, beans and alfalfa and Donna has a dog grooming business. They are the parents of three grown children, Troy, Jodi and Jesse. They have one grandson, Atticus, and one 'on the way'.

Thanks, Gary for your years of service on the METC Board!

Board Spotlight



Gary Larsen
Board Member

What's Ahead

Janell Hansen
General Manager



You, Information Privacy and the FCC!

Effective in December, the FCC has implemented new rules to help us further protect the privacy of information contained in your telephone account.

If your account is listed only in your name, you may want to consider adding the name of your spouse or roommate, if appropriate. To find out who is currently listed on your account, please see the addressee on your latest statement, stop by our office, or call us at 764-6161.



efforts to protect your account information, by completing and returning the letter mentioned earlier.

If you did not receive the letter or have additional questions, please contact us to update your account, so everyone that should have access to your account can receive the information they need.

Customer privacy has become an issue in many areas of our lives. Really, privacy is about trust in those you do business with.

I bring it up here because you will be receiving...if you have not already...a letter from us talking about some specific privacy rules that will go into effect in December. We need your help to put them seamlessly into practice.

The new rules allow us to discuss account information only with the person or persons listed on the account.

We must also be able to confirm that the person is who they say they are. Before we access your information, we will ask you a specific question to which you have previously provided us the answer.

If you are a parent or individual that relies on someone else to discuss account changes, payments or anything else with our company, you will need to have that person's name added to your account.

Please help us expand our

Business Spotlight: Landmands Insurance, Kimballton & Audubon

Landmands Insurance is a very busy business offering a wide variety of insurance options and a great deal of insurance knowledge.

The insurance agency has three locations: one on Main Street in Kimballton and one at each of the Landmand's National Bank locations in Kimballton and Audubon.

Mark Petersen and Shirlyn Petersen work out of the Main Street office in Kimballton, Troy Petersen and Lori Mills work at the bank location in Kimballton and Molly Klocke works at the bank location in Audubon. All are licensed agents.

Landmands Insurance is a wholly owned subsidiary of Landmands National Bank and an affiliate of First Insurance Group which also owns several insurance agencies in the Midwest.

Landmands employs 4 full-time and 1 part-time person and has over

95 years combined experience in the insurance business.

They are unique because they are a full-service independent agency that can handle all your insurance needs from life, health, homeowners, auto, crop, farm and commercial. They represent many companies including Allied, IMT, Danish Mutual, Rain & Hail and Farmers Mutual.

Marne Elk Horn provides high speed Internet and telephone service in their Kimballton offices.

Their phone system is setup companywide so if a customer calls; they can be seamlessly directed to the proper person in the proper office.

"Customers get what they need from us in a more efficient manner because of the technology that we use," stated Justin Hankins, IT Specialist with Landmands.

"We are able to connect to each other and our customers."



Left to Right: Mark Petersen, Shirlyn Petersen, Lori Mills (all Licensed Agents) and Troy Petersen, Agency Manager, in front of the office in Kimballton.



Justin Hankins, IT Specialist and Molly Klocke, (above)



Licensed Agent, work at the Audubon office.

In the future, Landmands hopes to have internal access to all customer files from any branch location. This is a process they are working on now.

Thanks, Landmands Insurance, for all you do for our communities & our customers!

Visit Us
 4242 Main Street
 PO Box 120
 Elk Horn, IA 51531
 M-F 8:00am–5:00pm

Contact Us
 Phone 712-764-6161
 Fax 712-764-2773
 Email metc@metc.net

On the Web
 www.metc.net

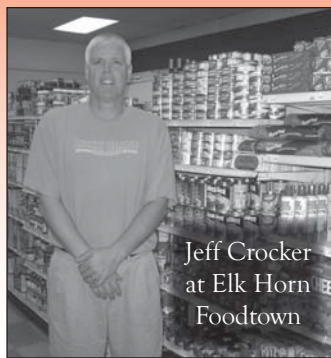
Internet Tech Support
 1-866-764-6161

After Hours Repair
 712-764-6161

Payment Info
 You can submit your payment via

- Mail
- Walk In
- Online Bill Pay
- Drop Box
- Auto Bank Deduct
- MasterCard & Visa

Your local connection to it all

Local grocery store has new local owners

Due to the efforts of many, the grocery store in Elk Horn has been purchased and the new owners, Jeff & Cindy Crocker from Kimballton, have taken over and are serving our communities.

The Crockers purchased the business from Rodger & Beth Rasmussen who, along with the Danish Villages Economic Development Association (DVEDA) and Marne Elk Horn Telephone, worked hard to put this project together in a very short time. Congratulations to the Crockers and thank you for your commitment to Elk Horn and the area communities!

Big 10 Network now available on our basic cable package

We've been excited to offer The Big 10 Network which recently made its debut on our cable TV system.

large metro providers choose not to.

than 600 hours of original programming featuring academic, artistic and other on-campus activities from the eight states included in the Big 10 college conference.

Statistics show that only twenty percent (20%) of the population in the Big 10 Conference region are able to receive the Big 10 Network. Many small providers, like us, are offering this network while



The Big Ten Network has broad appeal regionally and nationally. It will air 350-400 live events along with more

People throughout the Big Ten states and across the country will have a chance to learn more about The Big Ten schools and the roles they play.

See us for all your cellular needs!

Rather than calling Verizon or shopping online, stop in to see us. We partner with Verizon to provide services including:

- New Service
- Adding Lines
- Phones & Accessories
- Changes to Existing Plans
- Equipment Trouble Shooting



Janice Greve (left) is shown assisting cellular customers Kathryn & Linda Hansen.

We provide local, hands-on people to assist with all your cellular needs.

Stop by and see us today!

Customer Service Appreciation Week

Last month, we were happy to celebrate Customer Service Appreciation Week.

In 1992 the United States Congress designated the first week of October as Customer Service Appreciation Week.

We salute all who fill this vital role including our own METC Customer Service Representatives!



Upcoming Events . . .

Nov 1 EHK & Exira Parent/Teacher Conferences
 2 EHK & Exira - No School
 3 Exira HS Musical @7pm
 6 EHK & Exira early dismissal @12:30pm
 9-10 EHK HS Musical
 "Meet Me in St.Louis" @7:30pm
 17 Optimist Family Fun Night
 21 EHK & Exira early dismissal @2:30pm
 22-23 No School
 23-25 JULEFEST

Dec 4 EHK & Exira Teacher Inservice early dismissal @12:30pm
 6 Exira HS Winter Concert @7pm
 10 EHK K-6 Winter Concert @7pm
 13 Exira Elementary Winter Concert @7pm
 21 EHK & Exira early dismissal @2:30pm
 Jan 3 EHK & Exira classes resume
 8 EHK and Exira early dismissal @12:30pm
 21 EHK and Exira - No school