

Communicator

"Your Hometown Connection"

Bringing a Tradition of Service and Innovation into the Future

NUMBER 3 DECEMBER 2007

Manager's Corner2
CPN9 Information2
Voice Mail3
New Directory3
Assisting Low Income3
Free Installation4

318 Third Ave. West P.O. Box 228 **Durand, WI 54736**

(715) 672-4204 www.nelson-tel.net



2 year service agreement required. Required to have DSL, telephone and long distance. Equipment provided may vary. Pricing for above with premium package \$59.99. Without premium package \$69.99



Nelson Telephone Premium Package

For just **\$39.99** a month get:

- **Unlimited Local Calling**
- 6 of Our Most Popular Calling Features (Voice Mail, Caller ID, Call Waiting/Caller ID, Call Waiting, Call Forwarding & 3-Way Calling)
- 300 Anytime Nationwide/Long Distance Minutes
- Inside Wire Protection Plan
 - NTLD Calling Card
 - **Toll-Free Number**

Call **Tod**ay! 672-4204



From the MANAGER'S CORNER

by: Christy Berger

"It is because of the continued support . . ." As another year draws to a close Nelson Telephone Cooperative can proudly look back on 2007 with pride and call it a very successful year. It is because of the continued

support from our customers and owners that Nelson Telephone Cooperative continues to do so well year after year.

We have had a busy construction year. This year's construction projects included fiber optic and copper cables as well as the placement of additional electronic equipment cabinets. This additional equipment is an essential part of our upgrading plans which are to have all subscriber residences within a short range of our equipment. This design assures that all customers are provided a maximum range of service offerings.

Additions to our outside plant cables and installation of additional electronic equipment are required to meet our commitment to offer higher broadband speeds as well as digital TV over our telephone cables.

As we look ahead to 2008, we will continue to improve our plant in order to provide you with the most up-to-date communications technology.

In closing, I would like to thank all our customers/ owners for the patronage that you have shown Nelson Telephone Cooperative and also wish you a most "Blessed Christmas and Prosperous New Year".

CPNI CUSTOMER INFORMATION NOTICE

As stated in the October newsletter, Nelson Telephone Cooperative strives to maintain and protect the privacy of its customer's accounts and will soon be adopting new Customer Proprietary Network Information (CPNI) rules as mandated by the Federal Communication Commission (FCC).

CPNI is data that is not publicly available, such as the type of service you subscribe to, the number of phone lines you have and how much you use your services. This federal law is designed to protect you, while allowing Nelson Telephone Cooperative to meet your communication needs.

CPNI rules forbid our giving out any personal customer information or making changes to the account by anyone other than the account holder. The definition of an account holder is based on the following criteria:

- The individual(s) named on the account (specifically named, not just related).
- The individual(s) legally responsible for the account (power of attorney, legal guardian, etc)
- Individual(s) officially authorized by the account holder (individuals who have been authorized in writing by the account holder).

In the near future, when the new FCC guidelines go into effect, a valid picture identification or other accepted identification information will be required for in office requests. Although we may know you personally, we must abide by the verification process set forth by the FCC. Please keep in mind that the new CPNI rules are designed to protect your information.

If you wish to authorize someone to have access to your account, please contact our customer service representatives at 672-4204.

PUBLISHED BY:

NELSON TELEPHONE COOPERATIVE, INC
(An Equal Opportunity Employer)
318 3rd Avenue W • P.O. Box 228 Durand, WI 54736
Phone (715) 672-4204 • Fax (715) 672-4344
E-mail: admin@nelson-tel.net • Shari Werlein, Editor

OFFICERS & DIRECTORS:

Christy A. Berger, General Manager/Executive Vice President James O. Tulip, President • Stanley N. Winsand, Vice President Gary R. Lindstrom, Secretary • Edmund J. Bauer Michael Hayden • Bruce A. Lindstrom • Donald J. Weisenbeck

OFFICE HOURS: Monday-Friday: 8:00 a.m. to 4:30 p.m. • Office closed on Saturday, Sunday & Holidays

Voice Mail

Nelson Telephone recently upgraded to a new "state of the art" Voice Mail System. Voice Mail from Nelson Telephone Cooperative helps you enjoy the most important things in your life knowing you'll always get your phone messages.



There is no expensive or complicated equipment to buy, no worries about something breaking or jamming; and accessing messages remotely is as easy as pushing a button. With Nelson Telephone you are always in touch with the people that are important to you.

Our voice mail guarantees that you won't miss a call -if you are away from home, on the phone, or just don't feel like answering right now.

> **Experience Crystal Clear Clarity** Save Important Messages

BASIC VOICE MAIL FEATURES:

Greeting Length	1 Minute
Message Length	1 Minute
Message Capacity	30 messages
New Message Retention	15 days
Saved Message Retention	15 days

New Feature - Additional Sub Mailboxes \$1.00 each

- * New Features Coming Soon!
- * Free Installation During the Month of December

Nelson Telephone Cooperative ASSISTS LOW INCOME **HOUSEHOLDS WITH** THE LIFELINE/LINKUP PROGRAM

Nelson Telephone Cooperative participates in the Lifeline/Linkup Program for low-income telephone customers. The Lifeline Program keeps phone service affordable by reducing monthly phone charges. The Linkup Program is designed to help households without telephone service to get it and those with phone service to keep it when they move by paying some of the connection fees.

Eligible customers must be in a household that receives benefits from one of the following programs:

- WI Homestead Tax Credit
- Wisconsin Works or W2
- Medical Assistance (MA)
- Low Income Home Energy Assistance
- Temporary Assistance for Needy Families (TANF) **Program**
- Badgercare
- Food Stamps

Please contact Nelson Telephone's business office at 672-4204 if you have any questions or wish to apply for the Lifeline/Linkup Program.



December Brings Your New 2008 Official **West Central WI Regional Directory**

Your **OFFICIAL** telephone directory, the West Central Wisconsin Regional Directory, should arrive at your home/business sometime during the month of December. One directory will be delivered and if you require additional, they can be picked up at your convenience at the Nelson Telephone office in Durand, Gilmanton Post Office or Nelson Post Office.

Please check your listing as soon as your directory arrives. If you find an error, please call the telephone office at 672-4204 so that corrections can be made promptly. Don't know where to put your old telephone directory? Bring it to Nelson Telephone Cooperative during regular business hours and we will recycle it for you.

Bulk Rate U.S. Postage **PAID** Durand, WI Permit #4



FREE FREE FREE FREE FREE for the month of December

Install one of Nelson Telephone's Calling Features during the month of December and we will give it to you FREE OF CHARGE for December. That means we will waive the \$12.50 service charge to hook up the feature and we will also waive the monthly charges for that feature for the Month of December Only! Call early - get the feature(s) of your choice installed before Christmas and get it for free!

Voice Mail

3-Way Calling

Caller ID

Call Forwarding

Call Waiting

Telemarketer Call Screening

Caller ID with Name