

General Manager's  
Corner

Lifeline/Linkup Program



Open House Winners

Verizon Wireless  
Authorized Retailer

Rep. Chris Danou Visit



Telephone Trivia  
Contest

# IT'S SNOWING SAVINGS!

**Nelson Telephone is offering  
free installation of any of its  
calling features during the  
month of December.  
This is a savings of \$12.50!**

**Call today and get the  
feature(s) of your choice  
installed before Christmas!**

- ❄ Call Waiting
- ❄ Caller ID
- ❄ 3-Way Calling
- ❄ Call Forwarding
- ❄ Call Waiting with Caller ID
- ❄ Telemarketing Call Screening
- ❄ Caller ID with Name
- ❄ Voice Mail

**Call Today! 672-4204**

## HOLIDAY BUSINESS OFFICE HOURS

Nelson Telephone Cooperative's  
Business Office Hours in observance  
of the Christmas and New Year Holiday:



Thursday, December 24, 2009 .....Closed All Day  
Friday, December 25, 2009 .....Closed All Day  
Friday, January 1, 2010 .....Closed All Day

Although the office will not be open for business, any  
equipment or service related difficulties can be  
reported to our Repair Service at 715-672-4204. 1

## NELSON TELEPHONE COOPERATIVE

318 3rd Ave W • PO Box 228  
Durand, WI 54736

Christy Berger .....General Manager

### Board of Directors

James Tulip .....President  
Stanley Winsand .....Vice President  
Gary Lindstrom .....Secretary/Treasurer  
Edmund Bauer .....Director  
Michael Hayden .....Director  
Bruce Lindstrom.....Director  
Donald Weisenbeck.....Director

### OFFICE INFORMATION

Hours: Monday – Friday  
8:00 a.m. – 4:30 p.m.

Phone: 715-672-4204

Fax: 715-672-4344

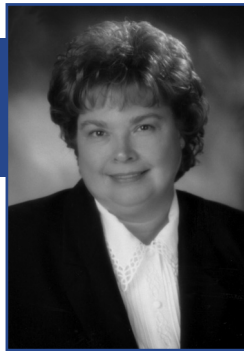
E-mail: [admin@nelson-tel.net](mailto:admin@nelson-tel.net)

Website: [www.nelson-tel.net](http://www.nelson-tel.net)

### INTERNET SUPPORT HELP DESK

1-800-326-4168

Hours: Monday- Saturday  
10:00 a.m. – 10:00 p.m.



## GENERAL MANAGER'S CORNER

Christy Berger

*Nelson Telephone Cooperative's commitment to our businesses, schools, and residential customers has been a priority since 1948. NTC continues to*

*reinvest in the communities we serve and strives to provide products and services that improve our local quality of life. We currently have broadband Internet access available to 100% of our customers.*

*From a statewide perspective, a July 2009 Federal Communications Commission's report "High-Speed Services for Internet Access" shows Wisconsin exceeds at broadband investment and availability: 82% of local telephone company customers in Wisconsin can order broadband Internet service from their local telephone company - higher than either Indiana or Michigan. 99% of the Zip Codes in Wisconsin have three or more providers of broadband Internet service - better than Illinois, Iowa, and Minnesota and higher than the national average.*

*Most critical to the businesses, schools, and residents of our local communities of Durand, Nelson, Arkansaw, and Gilmanton is the fact that Nelson Telephone Cooperative is far ahead of the state and national curve for broadband investment and availability - and we will continue to make investments to improve our product offerings.*

*Rural telephone companies are serving the businesses, schools, and residents of communities across Wisconsin. These rural communities, all served by member companies of the Wisconsin State Telecommunications Association, are home to some of the most advanced telecommunications offerings in Wisconsin and in the nation, with very high broadband Internet availability and many other advanced telecommunications services.*

**Nelson Telephone Cooperative is far ahead of the state and national curve for broadband investment and availability.**

## 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 (Schedule H)
- Supplemental Security Income (SSI)
- Wisconsin Works (W2)
- Food Stamps
- Medical Assistance (MA)
- Low Income Home Energy
- Badger Care
- Assistance Program (LIHEAP)

**Please contact Nelson Telephone's business office at 715-672-4204 if you have any questions or wish to apply for the Lifeline/Linkup Program.**

## OCTOBER CO-OP MONTH OPEN HOUSE WINNERS



Nelson Telephone held an Open House on Oct. 8, 2009 in celebration of October Coop Month.

Thank you to everyone who stopped by to tour our facility and learn more about our products and services!

Open House Winners:



*Grand Prize Winner  
Larry Pichler*



*Jenni Patnode*



*George Robinson*



*Vicky Wittig*

## WE ARE NOW AN AUTHORIZED VERIZON WIRELESS RETAILER

- America's largest and most reliable network.
- Being on Verizon Wireless means you get the 3G Network, Friends & Family plus Unlimited Messaging with eligible plan.
- Mobile to Mobile calling within the Verizon Wireless Network and much more.

**Stop buy our store for great offers and  
the newest wireless technology.**



## REPRESENTATIVE CHRIS DANOU



Representative Chris Danou (D-Trempealeau) (second from left) met on Friday, October 23, 2009 with area members of the Wisconsin State Telecommunications Association. The local telephone company managers pictured are (L-R) Cheryl Rue, Tri-County Communications Coop; Christy Berger, Nelson Telephone Cooperative; and Gina Tomlinson, Cochrane Cooperative Telephone Company. Rep. Danou discussed our companies' high level of investment in broadband infrastructure, current and potential legislative proposals, and toured Cochrane Cooperative's Central Office.



Return Service Requested



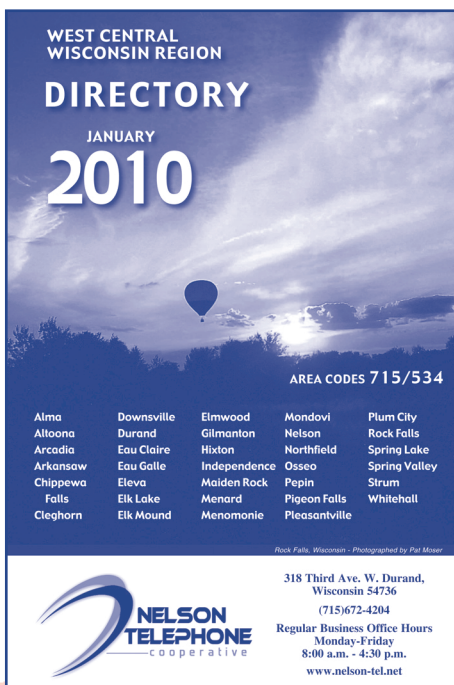
Bulk Rate  
U.S. Postage  
PAID  
Durand, WI  
Permit #4

# TELEPHONE TRIVIA CONTEST



The 2010 West Central Wisconsin Regional Telephone Directory will be delivered to Nelson Telephone subscribers within the next couple of weeks.

Please refer to the 2010 Directory to answer the following trivia questions.



1. What page lists the exchanges that are included in Extended Community Calling for Nelson?
2. What page do you find information on registering with Wisconsin's No Call List?
3. What page has the area code for Maplewood, WI?
4. What page(s) has the Nelson Telephone Bundle information found?
5. What page lists the cost of Caller ID with Name?
6. What page has the zip code for Phlox, WI?
7. What page has Call Answering instructions?
8. What is the telephone number and what page do you find the toll free number for the Poison Center?
9. What page shows the time zone for Santa Fe, New Mexico?
10. What full page explains our local search site [www.localsolution.com](http://www.localsolution.com)?

Return to Nelson Telephone by 4:00 p.m., December 22, 2009 with all the correct answers. A random drawing will take place and 10 winners will receive a \$10.00 credit on their January phone bill.

4 NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_