



Pottawatomie
TELEPHONE CO.

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www.potelco.com

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Customer Satisfaction Survey

Pottawatomie Telephone Company's ultimate goal is to provide you with the best customer service right in your backyard. To do this we would like your feedback on how we are currently doing and how we could improve.

All customers that completely fill out the survey below will be entered into a drawing for a chance to win an iPod shuffle. Two winners will be randomly selected. Also, all customers that complete the survey can receive one promotional item if they bring their completed survey into the office. One promotional item per customer.

Please rate the following aspects of our customer service according to how it measures up to your customer satisfaction expectations?

Business Office

| | | | |
|---|-------|-------|---------|
| 1. Courtesy and friendliness of staff | BELOW | MEETS | EXCEEDS |
| 2. Automated call routing during business hours | BELOW | MEETS | EXCEEDS |
| 3. Ability to reach an employee to handle needs | BELOW | MEETS | EXCEEDS |
| 4. Amount of time it takes to resolve problems | BELOW | MEETS | EXCEEDS |
| 5. Resolution on any billing questions | BELOW | MEETS | EXCEEDS |
| 6. Accuracy of billing | BELOW | MEETS | EXCEEDS |
| 7. Hours of Operation | BELOW | MEETS | EXCEEDS |

Repair and Installation

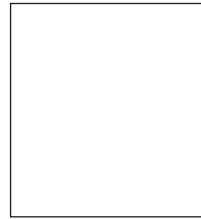
| | | | |
|---|-------|-------|---------|
| 1. Courtesy and friendliness of staff | BELOW | MEETS | EXCEEDS |
| 2. Amount of time it takes to resolve problems | BELOW | MEETS | EXCEEDS |
| 3. Ability to reach an employee to handle needs | BELOW | MEETS | EXCEEDS |
| 4. Amount of time it takes to fix repairs | BELOW | MEETS | EXCEEDS |
| 5. Afterhours Voicemail System | BELOW | MEETS | EXCEEDS |
| 6. Afterhours Responsiveness & Reliability | BELOW | MEETS | EXCEEDS |
| 7. 24 Hour Internet Help Desk | BELOW | MEETS | EXCEEDS |

Overall Satisfaction

| | | | |
|---|------------|--------|-------------|
| 1. How well does PTC meet your expectations? | BELOW | MEETS | EXCEEDS |
| 2. How likely are you to recommend PTC? | NOT LIKELY | LIKELY | VERY LIKELY |
| 3. How likely are you to continue to use PTC? | NOT LIKELY | LIKELY | VERY LIKELY |

Additional Comments: _____

Optional Name: _____ Contact #: _____



DTV Transition Delayed

The nationwide switch to Digital TV broadcasting will be complete on June 12, 2009. Your local TV stations may switch sooner. TV sets that rely on "over-the-air" broadcasting using a set-top antenna, such as rabbit ears or a rooftop antenna, will be effected by the cutoff of analog broadcast. If you are using one of these methods to receive your TV signal, you will need to prepare for this transition. If you subscribe to Digital TV service from Pottawatomie Telephone Company you do not need to do anything. For additional information, visit www.dtv.gov.



Scholarship Winners:
2009 Pottawatomie Telephone Company Scholarships Awarded

The purpose of the Pottawatomie Telephone Company scholarship is to help create opportunities for our youth so that they may further their education. By supporting the leaders of tomorrow, our communities will be stronger.

Pottawatomie Telephone Company is proud to announce the winners of the 2009 Pottawatomie Telephone Company Scholarship.

The scholarship was given to applicants that demonstrated a commitment to academics, leadership, initiative and commitment as well as service to their community. The winners will receive \$500 to help pay for tuition at a two or four year college. Pottawatomie Telephone Company is proud of each recipient and their outstanding accomplishments throughout high school.

Congratulations to the 2009 scholarship winners and all 2009 High School Seniors. Good Luck!



And the Winners Are...
Bowlegs

- **Lesley Werner** plans to attend Seminole State for two years and then continue on at East Central University to study Elementary Education.
- **Brittany Johnson** plans to attend the University of Oklahoma to study Education.
- Earlsboro
- **Joshua Dyer** plans to attend Oklahoma State University to study Aeronautical Engineering.
- **Kolin Jones** plans to attend Oklahoma State University to study Architecture & Business.
- Sasakwa
- **Hiram Thad Roulston III** plans to attend East Central University to study Engineering.

connections!

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PROMOTIONAL GIVEAWAY

New customers that sign up for a bundle will receive a free 2GB USB Flash Drive while supplies last.




Color and style may vary.

Electronic Billing is Green!

Sign Up for E-bill by August 1, 2009 and receive a free tote bag and a chance to win an Apple iPod Shuffle.

Convenient for you and good for the environment, we now have electronic billing available. You can view your account online and no longer receive a paper statement. Whether you choose to receive your bill online or by paper statement you have the option to pay by check or credit card online. Strict web site security and an account password make your information safe. To sign-up for PTC's E-bill visit our website.

1) Go to www.potelco.com

2) Click on the  Online Bill Pay

3) Complete the registration process. It's just that easy. Should you need help, please feel free to call our office.



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2009 Summer Programs

Shawnee YMCA – SummerQuest

The SummerQuest program runs for seven weeks starting June 1st. Cost is \$55 per week. There is a different activity every day including one field trip per week. Field Trips include: OKC Zoo, Kid Space Park, Omniplex, Little River Zoo, Incredible Pizza, Perfect Swing, and Movies. Pick up your SummerQuest 2009 Information and Enrollment at the YMCA.

Shawnee & Tecumseh Public Libraries

Summer Programs start the beginning of June. Log on to www.justsoyouknow.us to view calendar of events or you can pick up a calendar at the library. Different events are going on every day for children and teens through the end of July.

Seminole Public Library

Summer programs start in June. Pick up your calendar at the library or call 382-4221 for more info.

Seminole State College

Seminole State College offers summer programs based on age and school. Call SSC at 382-9950. The Trojans also offer a baseball camp during the summer. The date has not yet been released but you can call the athletics department to check.

Jasmine Moran Childrens Museum

They don't offer any special summer programs but they are opened all summer long and it's always tons of fun for your children.

Lemon Crème Bars

14 ounce can sweetened condensed milk (not evaporated)

½ cup lemon juice

1 ½ cups flour

1 cup quick cooking rolled oats

1 cup firmly packed brown sugar

1 tsp baking powder

2 cups butter or margarine

Preheat oven to 350 degrees. Grease 13 x 9 pan. (Lightly spoon flour into cup to measure; level off.)

Combine condensed milk and lemon juice; set aside.

In large bowl, combine all remaining ingredients; mix at low speed until crumbly.

Press half of crumb mixture into prepared pan. Spread with lemon mixture. Crumble remaining mixture over all. Bake 25 to 30 minutes until light golden brown. (Bars will be soft.) Chill. Cut into bars. Refrigerate any leftovers. Makes 2 to 3 dozen bars.

Do you have a recipe you are particularly proud of? You may contribute a recipe to our quarterly newsletter by sending an email to contactus@goptc.net

MySpace, Facebook, and Internet Safety

What you need to know for yourself and your children

MySpace and Facebook are two of the most popular online community sites on the Web today. These sites make it easy to express yourself, connect with friends and make new ones, but remember that what you post publicly could embarrass you or expose you to danger. For teens, MySpace and Facebook are popular online hangouts because these sites make it easy for them to express themselves and keep in touch with their friends.

As a parent, please consider the following guidelines to help your children make safe decisions about using online communities.

- Talk to your kids about why they use MySpace, Facebook, or any other on-line community site. Ask them how they communicate with others and how they represent themselves on these sites.
- Kids shouldn't lie about how old they are. MySpace members must be 14 years of age or older. Facebook members must be 13 or older. Both sites take extra precautions to protect younger members and are not able to do so if they do not identify themselves as such. Typically these sites will delete users whom they find to be younger than 13, or those misrepresenting their age.
- MySpace is a public space, Facebook profiles are viewed by members as connected friends. Members shouldn't post anything they wouldn't want the world to know (e.g., phone number,

address, IM screen name, or specific whereabouts). Tell your children they should avoid posting anything that would make it easy for a stranger to find them, such as their local hangouts.

- People aren't always who they say they are. Ask your children to be careful about adding strangers to their friends list. It's fun to connect with new friends from all over the world, but members should be cautious when communicating with people they don't know. They should talk to you if they want to meet an online friend in person, and if you think it's safe, any meeting should take place in public and with friends or a trusted adult present.

- Harassment, hate speech, and inappropriate content should be reported. If your kids encounter inappropriate behavior, let them know that they can let you know, or they should report it through the sites' reporting links or the authorities. Always follow these important safety tips when using MySpace, Facebook, or other online communities:

- Never share your password with anyone

- Adjust privacy settings to match your level of comfort, and review them often

More information regarding Internet safety can be found on the following sites:

- OnGuardOnline.gov
- WiredSafety.org
- CommonSense.com
- TRUSTe.org
- ConnectSafely.org
- NetSmartz.org
- WebWiseKids.org
- facebook.com/safety
- mspace.com/safety
- www.potelco.com/internet/acceptable-use-policy/

Get the Convenience of Call Forwarding

If you are expecting an important call on your home or business phone line, but won't be there to answer it, call forwarding is for you. With call forwarding, you can send the call to any other telephone number. Let call forwarding keep you from missing another call. It is so easy and convenient to use: just pick up your phone and wait for the dial tone, then dial the activate code 72#, you will then get a second dial tone which is three short bursts of tone followed by a regular dial tone. Dial the telephone number to which your calls are to be forwarded. That telephone will ring. When the called party answers, advise them of calls being forwarded to their number. Then Hang up. The service is now activated. If the called number is busy or doesn't answer, hang up IMMEDIATELY and repeat the activation steps. When you hear two beeps, followed by a dial tone, the service is in effect. If the second attempt is made after two minutes have passed, it will be treated as a first attempt.

When you no longer need the call forwarding, turning it off is simple. From your home phone line dial the cancel code 73#. After a four second pause, two beeps followed by a dial tone indicate the call forwarding arrangement has been cancelled.

Pottawatomie Telephone has many ways to help with your busy lifestyle. Call forwarding is included as a free feature with all of our bundles. In fact, we have three more forms of call forwarding to choose from. Call our Customer Service Department today.

ATTENTION CUSTOMERS: Copyright Fee Increase Notice

Pottawatomie Telephone Company's Video Signal Provider, Cim-Tel Cable, is required to maintain a statutory license for secondary transmissions of broadcast channels. This license is governed by The Licensing Division of the Copyright Office. Due to an increase in copyright liability, Cim-Tel Cable must increase the copyright fee to \$1.28 per month effective July 1, 2009. We realize that any increase, even a small one, is not popular. Please understand, however, that all copyright fees are passed through to the owners, producers, and providers of the copyrighted video material, as required by law.

Potelco continues to invest in the local infrastructure and is constantly striving to utilize the best providers of quality video programming to your community. If you have any questions, please contact our office at 405-997-5201 or 800-522-3221 or on the web at www.potelco.com. Thank you for your continued patronage.

Intellectual Property Violations

Intellectual property violations include engaging in any activity that infringes or misappropriates the intellectual property rights of others, including copyrights, trademarks, service marks, trade secrets, software piracy, and patents held by individuals, corporations, or other entities. Violations also include engaging in activity that violates privacy, publicity, or other personal rights of others.

PTC complies with the Digital Millennium Copyright Act ("DMCA") we are required by law to remove or block access to customer content upon receipt of a proper notice of copyright infringement. It is also PTC's policy to terminate the privileges of subscribers who commit repeat violations of copyright laws.

Utilization of services to copy material from third parties (including text, graphics, music, videos, or other copyrightable material) without proper authorization is prohibited. Downloading some movies, music, video games, and books is illegal and considered copyright infringement even though they are available out on the web. For information on blocking peer to peer connections on your computer to safe guard you from copyright infringement see our web site at www.potelco.com/internet/acceptable-use-policy/. You can also view the other great tools and information PTC has for you.

Unlimited Long Distance is Here!

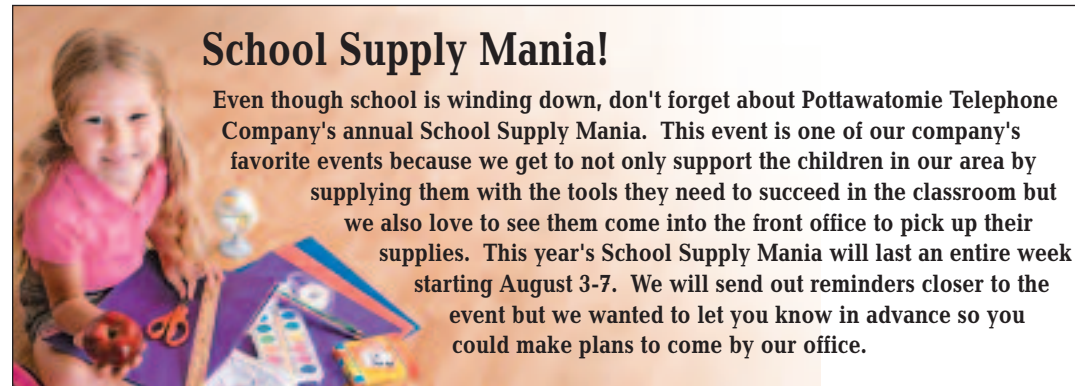
Now you can add Unlimited Long Distance to your Pottawatomie Telephone line or Pottawatomie bundle for an additional \$25 per month. The unlimited long distance plan covers calls in the continental USA only. International calls are priced separately. Get our long distance today and stop worrying about counting minutes or running out of battery. Call our office for details.

Please note, our unlimited long distance is for voice calls only and cannot be used for data services. There is a \$100 penalty if it is used for data services. If you think this may be an issue please verify that you're not using a fax machine on your line and if you have dial up service you are dialing into a local number. Call our office for more information.

Programming Note:
The Toon Disney channel recently changed their name to Disney XD.

School Supply Mania!

Even though school is winding down, don't forget about Pottawatomie Telephone Company's annual School Supply Mania. This event is one of our company's favorite events because we get to not only support the children in our area by supplying them with the tools they need to succeed in the classroom but we also love to see them come into the front office to pick up their supplies. This year's School Supply Mania will last an entire week starting August 3-7. We will send out reminders closer to the event but we wanted to let you know in advance so you could make plans to come by our office.



Relay for Life Sets New Record

Tecumseh's Relay for Life raised more than \$65,000 for the American Cancer Society. This amount shattered their goal of \$56,000. Pottawatomie Telephone Company's team contribute more than \$3,400 to that total in just our first time to participate in the event held at Tecumseh High School on May 8th. The event was held on Friday evening beginning at 7 pm and ending Saturday morning at 7 am. Our hats are off to all the great people that organized this event. We look forward to participating again next year. Our team of employees did an outstanding job collecting just over \$3,400 in less than one month.



The American Cancer Society is a nationwide charitable organization. With a community-base throughout Oklahoma the voluntary health organization is dedicated to eliminating cancer as a major health problem by preventing cancer and saving lives through research, education, advocacy, and service. If you would like to get involved in the American Cancer Society Relay for Life you may visit www.relayforlife.org. Together we can defeat cancer.

