

New Listings

The following numbers have been assigned since the last newsletter was published. Please add them to your directory.

ALMENA

Chaplin, Shawn 357-3097
 Severson, Robert & Roxanne 357-3187
 Wohlk, Betty 357-3757

BARRON

Indianhead Home Services 537-3866
 Koehn, Kelvin 637-5786
 Sullivan, Steve 637-0075

CAMERON

All City Insulation And Weatherization 458-0068
 Auvin, Sandra 458-0080
 Solie, Douglas & Jennifer 458-0073
 Warring, Timothy 458-0077

CHETEK

Deserto, Frank & Kelly 924-2955
 Driggs, Michael & Jessica 925-1021
 Hughes, Betty 925-1042
 Ketteyman, Dave 925-1055
 Lohse, Bill & Sue 925-2038

CUMBERLAND

Sebens, Rick & Jessi 822-8814

DALLAS

Lammers, J & A 837-1080
 Suttin, Sara 837-1062

LADYSMITH

Lehman, Brad 532-5417
 Rusk County Fair Commission 532-2639

RICE LAKE

Consign Online 736-7355
 Main Street Sign Co. 234-7057
 Mljenek, James 234-2767
 Toy's Scrap & Salvage Corp 736-8697
 Washkun, Adam 434-0012

SAND CREEK

Poitra, Debbie 658-1044
 Taylor, Jason & Patricia 658-1036
 Whitacre, Ryan & Crystal 658-1038

COMMUNIQUE

FEBRUARY 2009

COMMUNICATING SOLUTIONS. IT'S WHAT WE DO.

New Rice Lake Store to Open March 1

CTC Telcom's new Rice Lake customer care and retail service location located at 2701 West Avenue (next to Wal-Mart) is expected to be open for business March 1, 2009.

The new full-service location, designed to be your one-stop communications center, will provide customers with an improved overall customer experience, inside and out. This convenient location will provide better parking, larger display areas (including a cellular and a digital video area) and expanded service hours. Our knowledgeable Sales Associates will be ready to meet all your telecommunications needs at this new office location. Order processing, payment services, and all products and services will be available, including CTC cellular service.

This new service store further demonstrates CTC's commitment to providing area consumers with state-of-the-art products and services at convenient local office locations.



401 SOUTH 1ST STREET
 P.O. BOX 664
 CAMERON, WI 54822
 CAMERON TELEPHONE: 715.458.5400
 CAMERON FAX: 715.458.2112



Digital Television Broadcasting Change After February 17, 2009, a television receiver with only an analog broadcast tuner will require a converter box to receive full power over-the-air broadcasts with an antenna because of the Nation's transition to digital broadcasting. Analog-only TVs should continue to work with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products.

CTC Cable TV subscribers need not do anything; your TV will work as it always has.

Information about the Digital TV transition is available from www.DTV.gov and from www.dtv2009.gov or 1-888-DTV-2009 for information about subsidized coupons for digital-to-analog converter boxes.

MISSION STATEMENT Chibardun Telephone Cooperative, Inc. will provide quality "state-of-the-art" communications-related services and products at the lowest possible cost with the highest commitment to service in a manner that is mutually beneficial to Chibardun Telephone, our employees, members and communities.

Annual Meeting Scheduled

The Annual Meeting for members of Chibardun Telephone Cooperative will be held the evening of **Wednesday, April 8, 2009** in Dallas. Members who have active telephone numbers beginning with 357, 458, 837, 455, 949, or 658 are invited to attend. Doors will open at 5:00 pm with the meal beginning at 5:00 pm. The Annual Meeting will begin at 6:00 pm.

Chibardun Telephone Cooperative members in attendance, who have registered prior to the start of the meeting and are present, will be eligible to win a variety of door prizes and the grand prize. Members who register after the meeting has been called to order will not qualify for prizes or drawings. Non-members are not eligible to register for prizes, cast votes or receive registration gifts.

Registration gifts and patronage checks will only be available to members who register prior to the meeting. Registration gifts and patronage checks will not be distributed once the meeting has been called to order. Patronage checks not picked up at the meeting will be mailed.

District Meetings to Be Held

The District Meetings of the members of the Cameron (458) and Almena (357) exchanges will be held on Thursday, February 19, 2009. The Cameron meeting will be held at 9:00 am in the Training Room in the Cameron office. The Almena meeting will be held at 11:00 am at the Almena Village Hall.

The purpose of the District Meetings is to select a Director candidate to represent the District on the Cooperative's election ballot. The position of Director from the Cameron and Almena exchanges will be elected at Chibardun's Annual Meeting held on the evening of **Wednesday, April 8, 2009**

Chibardun Telephone and CTC Telcom Scholarships Available

Again this spring, Chibardun Telephone and CTC Telcom will be awarding \$5,000 in scholarship monies to area students. Chibardun Telephone will award five scholarships in the amount of \$500 each with another five scholarships in the same amount being awarded by CTC Telcom.

To be considered for a scholarship, the following criteria must be met:

Chibardun Program - Candidate must be a high school senior graduating in 2009. The parent(s), foster parent(s), or guardian(s) of the student must reside in Chibardun Telephone Cooperative's serving area (Almena, Cameron, Dallas, Prairie Farm, Ridgeland, or Sand Creek telephone exchanges) and subscribe to Chibardun Telephone Cooperative telephone service (357, 458, 837, 455, 949, or 658 prefix).

CTC Telcom Program - Candidate must be a high school senior graduating in 2009. The parent(s), foster parent(s) or guardian(s) of the student must reside in CTC Telcom's serving area (Barron, Chetek, Cumberland, Ladysmith, Rice Lake, Spooner, or Turtle Lake telephone exchanges) and subscribe to CTC Telcom telephone service (537, 637, 924, 925, 822, 532, 234, 736, 434, 236, or 986 CTC Telcom prefix).

Both Scholarship Programs- Scholarships will be awarded to those who meet eligibility requirements and submit winning essays on the topic, "How Has Wireless Capability Changed The Way People Communicate and Work?" Entries must be at least 750 words and may not exceed 1000 words in length.

There is no official form for this scholarship. To be considered, entries consisting of the completed essay, student name, parent or guardian name, address, phone number, attending high school and senior photo must be submitted to one of our office locations or postmarked by Friday, March 20, 2009. Entries sent by mail should be addressed to Wendy Boese, Chibardun Telephone Cooperative, P.O. Box 664, 401 S. 1st Street, Cameron, WI 54822. Questions regarding the scholarship programs should be directed to Wendy Boese, at 715-458-5355 or 1-800-924-3405.

FiBR2U Update

The FiBR2U project is entering the "conversion" stage in the Villages of Dallas and Prairie Farm. Our crews have begun to cut-over customers to the new fiber network.

The last few conversions are happening in the Villages of Cameron and Almena. If you received a conversion notice in the mail and have not been converted yet, please contact our office at 458-5400 for an appointment time that is convenient for you.

Engineering work and physical staking has begun in the Villages of Ridgeland and Sand Creek. Watch for continued activity in those communities as spring approaches.

Does Your Directory Address Need Updating?

The deadline for modifying the address associated with your residential listing in the white pages of the 2009 Indianhead Regional Telephone Directory is approaching. If you would like to update your address, we need to be notified before the end of business on Friday, April 24, 2009.

The address associated with your directory listing is based on information you provided at the time you established service or information you've provided when you've

requested service changes. Many of our long term subscribers have vague addresses in the directory, such as "Dallas" or "Sand Creek." Since some people elect to use the addresses in the directory when preparing graduation announcements or wedding invitations, the vague addresses can pose difficulties for the Post Offices.

Updating the address associated with your listing in the white pages of the telephone directory is free of charge. If you are interested in making an update, please contact our office prior to the April 24th deadline.

New Employee

CTC would like to extend a warm welcome to Sherri Fuchs. Sherri joined the CTC Team on January 5, 2009 as a Sales Associate. Sherri was born in Ladysmith and graduated from LaFollette High School in Madison, WI. Sherri along with her husband and two sons live in Ladysmith.

When Sherri is not attending her sons' many sporting events, she enjoys woodworking crafts and the great outdoors.

Welcome Sherri.



Bill Paying and Non-Payment Disconnects

Chibardun and CTC Telcom bills are mailed out to subscribers so they are received on or about the first of the month. Payment of the bills is due by the 15th of the month. Bills not paid by the 15th of the month are considered delinquent and disconnect notices are prepared and mailed in accordance with the regulations set forth by the Public Service Commission (PSC) of Wisconsin.

We stress the fact that disconnect notices are sent according to PSC regulations because each month we receive calls from customers who are angry that they received a disconnect notice. We are often told that we should know they plan to pay their bill or that payment has just been sent out. Regardless of the customer's own plan for payment or the delay in mail, if payment has not been received by the time disconnect notices are prepared, a disconnect notice will be sent out by mail. This is required of us and we must abide by the requirements.

Each disconnect notice costs Chibardun Telephone or CTC Telcom and our customers extra expense in the form of paper, printing, postage and labor. Once the disconnect notices are mailed, additional costs are incurred in handling calls regarding payment, negotiating deferred payment agreements, printing and sending duplicate copies of bills, etc.

Since expenses are a factor in the establishment of rates, we encourage all of our subscribers to be prompt in the payment of their bills to help us keep monthly rates low. Chibardun Telephone and CTC Telcom offer several different options for payment of your bill. Cash, check, money order, credit card or debit card (Visa or Mastercard), Ready Pay automatic bill payment and night drop boxes can be utilized to keep your account current.

If you do find yourself in a situation where payment of your bill is in jeopardy, we encourage you to contact our office as soon as possible. We will work with you to establish a written deferred payment agreement to avoid disconnection of your service. Please note that a written deferred payment agreement must be in place before the service disconnection time indicated on your disconnect notice to avoid having your service interrupted. We will not accept telephone calls promising payment of your account, so please be sure to allow for mail time (5 to 7 days) or a visit to one of our offices to complete the deferred payment agreement.

We appreciate your cooperation in this matter and thank all of our subscribers who make the extra effort to pay their bills on time.

CTC's Free Computer Class Schedule

Sign up Now! CTC's free computer class schedule has been released. You must be a CTC Net Internet customer to attend the classes. Class sizes are limited and advance registration is required.

April 15 - Intro to the Internet (point & click, copy & paste, save & delete, Internet Explorer 7, how-to-basics)

April 22 - Email (Outlook Express, Webmail, Red Condor)

April 29 - Search Engines & Online Shopping (how-to and basics)

May 6 - Computer Protection (virus, Spyware, firewalls, security, Windows updates)

Classes are lecture only and are held in the CTC Training Center, located north of the main entrance, at the CTC Headquarters building at 401 S. 1st Street, Cameron. Classes are offered on the Wednesdays listed above, beginning April 15th until May 6th, from 2:00 pm to 4:00 pm. Sign up for one or all by calling or visiting our website at www.chibardun.net.