



ONE VOICE Changes Format

Welcome to our new 2009 Newsletter One Voice. Beginning with this issue, we'll be sending you the cooperative news six times each year in your monthly billing statement. Our goal in changing the format and timing is to ensure that the information you receive is timely. Also, by sending you the newsletter in

our bill, we'll be saving money on separate postage. As always, we welcome your comments and feedback on the newsletter and know you'll enjoy reading the cooperative news in each issue. Thanks again for your patronage. ❖

Words from our Cooperative General Manager Brad Welp:

As we all struggle with the economic recession it is very important to remember that the Cooperative is here to provide services to the members which keep our rural area competitive with the more urban areas in the country. We work hard to keep our costs low while providing the quality service that is expected by our owners. The Board and staff have worked very hard to make sure that our members have services such as broadband and video that are very important in today's economy. In a constantly changing industry, the expected requirements for telecommunications services in the future will continue to put pressure on the cooperative.

The Heidrich Road project planned for this spring was originally designed as a combination of fiber optic and copper cables to serve the area; we are pleased to announce that the cooperative will now complete this area as a total fiber to the home system.

We are also evaluating all of the Cooperative areas and will start a new long term plan to deploy fiber to each home and business. This is a significant investment and important step in meeting the demand for new technologies and requirements of our members. We will finish connecting subscribers to the "all fiber" network in the eastern part of the Village of LaValle this year.

As always, the construction crew will continue routine maintenance, new service installs, and minor upgrades.

With respect to our digital video service, look for added content to the Cooperative's Local Channel 2. The long term vision for Local Channel 2 is to offer community service content, local programming content and advertising time for businesses. Stay tuned for more information on this in coming issues. Call our office for information on how your organization or business may be able to use Local Channel 2 for public service announcements or advertising.

We continued to improve our video service and now offer a package of High Definition channels. More channels will be added in the near future including Madison local stations and some of your other favorite channels. If you have an HD television, this is truly the way to get full enjoyment from this new technology. ❖

ANNUAL MEETING

Annual meetings are a place for member owners to find out what's happening at their cooperative. The LaValle Telephone Cooperative meeting was held on Thursday, March 26th at the Summit House. President of the Board, Richard Sheahan presided over the meeting. The 2008 financial report was given by Accountant Greg Rockweiler and election of directors whose terms were up in 2009 followed.

Results of the election were: Richard Sheahan re-elected for District 2, Rodney Henke re-elected for District 4 and Jim Klang re-elected for District 7.

Brad Welp, General Manager since April 1, 2008, introduced the employees and reported on activities at the Cooperative during 2008 and upcoming activities for 2009. The meeting concluded with drawings for door prizes and a lunch served by the Summit House.

LaValle Board of Directors

Richard Sheahan	Wonewoc	President
Paul Bodendein	LaValle	Vice-President
Rodney Henke	LaValle	Secretary/Treasurer
Jim Klang	Cazenovia	Director
Donald Douglas	LaValle	Director
Vincent Duren	Cazenovia	Director
Robert Roloff	LaValle	Director
Sarah Wheeler	Mauston	Director
Tim Novy	Wonewoc	Director

Cooperative's Broadband Services Give BAPI Global Reach

Ritch and Vickie Stevenson grew up amongst the picturesque hills and sculpted valleys of the Kickapoo River in Gays Mills. Kickapooeons are known for developing a lifelong love of the land, so it probably came as no surprise when the couple returned to the region calling it home once again.

Besides bringing their family, they also brought the family business. Building Automation Products (BAPI) now occupies a sizeable chunk of real estate north of the village in the Applewood Business Park. BAPI's headquarters is both an attractive office building and a manufacturing facility with 70 hardworking employees. The business designs, manufactures, and assembles products for the heating, air conditioning, and ventilation industry.

While BAPI products are now sold worldwide; it was a different story back in 1993 when the fledgling business was incorporated. At that time the world headquarters consisted of two small offices, a mechanical room, and a two car garage. "It must have been a whopping 300 to 400 square feet altogether," Ritch says of his company's humble beginnings. That stands in stark contrast to the 26,000 square foot BAPI facility of today. Construction began in 1999 and was completed in January 2000.

Richland-Grant Telephone Cooperative extended fiber optic facilities into BAPI last summer to provide cutting edge services. Stevenson says the new fiber facilities keep his business on the forefront of technology and competitive in the global marketplace. "The high speed internet introduces many opportunities for us like remote employees and video conferencing. Side benefits include getting rid of the desktop appliance," he said noting that just staying in touch has become easier.

BAPI's Information Technology Specialist, Jason Smith, says the new fiber line has worked very well. "We see almost no downtime plus

improved performance on the quality of incoming and outgoing phone calls." In addition to digital phone lines and special high speed Internet connections, the fiber also allows customer access to BAPI's web store. There, customers can request an online account, ask technical questions, or initialize a real-time text chat with one of the customer service representatives; all from an internet browser.

BAPI's global presence requires Ritch to make annual visits to the Middle East, Asia and Europe to give presentations on the company's product line. The first part of the presentation is about where Gays Mills, WI is located. The concept of state-of-the-art products coming from the rural upper Midwest raises more than a few eyebrows. "People really enjoy that part of the presentation," Stevenson says.

For the future, Stevenson says wireless technology will play an increasingly important role in the HVAC industry. "BAPI is a partner to the industry in this effort and we expect to remain at the forefront of this technology." ❖

Channel Changes and Additions

- The CW Madison – was added as Channel 11.
www.madisonscw.com
- RTN (Retro Television Network) – was added as Channel 28.
www.myretrotv.com

PUBLIC BROADCASTING STATIONS

- WHLA was changed to Channel 21.
The Wisconsin Channel was added as Channel 22.
Create and Wisconsin PBS Kids was added as Channel 23.
www.wpt2.org/schedule.cfm
- WQEG (LaCrosse) moved to Channel 923. kqegt.com



SPAM: Stay away from my inbox!

Offered FREE with all Internet plans (dial-up & high speed), our new Junk Mail Manager filters your incoming and outgoing emails for SPAM and virus carrying messages. It is not intended to be complete virus protection, but will definitely help avoid unwanted emails.

To get started, go to the Junk Mail Manager log-in box found at www.mwt.net. Enter your MWT email address & password.

Quarantined messages are listed for you to "delete" or "deliver." You can control the strength of your filter under the Controls option, add or remove blocked or allowed senders by clicking on those options, and sign up for a reminder email under the Summaries option so you don't miss an important email. Check "Trash" if you think you deleted an email in error.

We hope you will take advantage of this FREE service provided by the cooperative. ❖