

# one voice

KEEPING YOU CONNECTED

## Always Call Before You Dig

Calling to have underground utilities located before you dig isn't just a recommendation—it's the law. LaValle Telephone reminds you to also contact Diggers Hotline for simple projects like planting a tree or shrubs, installing a deck, or putting up a new fence. You may avoid the service interruptions or physical injury that could happen if you hit electrical, gas, cable, television, or other service lines. There could be fines and repair costs. Just call the national hotline number (811) a few days prior to your project.



Thank you in advance for your cooperation.

### Contact Us

108 W. Main Street • PO Box 28  
LaValle, WI 53941  
985-7201

### Customer Service & Repair

611 or 985-7201

### 24/7 Help Desk

985-HELP (4357)

### E-mail Us Visit Us Online

ltc@mwt.net www.ltc.coop

### Office Hours

Monday – Friday 8:00am to 4:30pm

### Holiday Closure

#### Thursday, July 4

for Independence Day

#### Monday, September 2

for Labor Day

## Cool Down Your Busy Summer Schedule with These Convenient Services

### Voice Mail with Email Notification

We appreciate this feature so much that we wanted every Voice Mail customer to have it available. Call the office with your chosen email address. Once the feature is pointed to your email address, you will receive an email from [vmail@yourvoicemail.com](mailto:vmail@yourvoicemail.com) when someone leaves you a message. Open the email and click on the message to hear it or forward the message to the person it was intended for.



### ACH

For an easy way to make sure your bill gets paid on time, sign up for Automated Clearing House (ACH) payments. We'll have you sign a form telling us if you want your payment deducted from checking, savings, a credit card, or a debit card. You still get a bill to review and on the 20th of each month we make sure your payment is made. Call the office at 611 to get a form. *Sign up by July 31, 2013, and get a onetime \$5.00 bill credit.*

### E-bill

Cut back on papers in the mail with E-bill. Simply set up an online account by clicking on the link at the bottom of our webpage, [www.ltc.coop](http://www.ltc.coop). Your bill is automatically emailed to you each month. *Get a \$5.00 bill credit if you call the office before July 31, 2013, and have us add the "paperless" option to your E-bill account.*

## Think, Shop, and Buy Local!

### Think:

- Your local businesses give back more to the community.
- More of your dollars stay in the community.
- More jobs stay in the community.

### Shop:

- You can find most of what you need locally.
- You develop relationships locally.
- You can find affordable prices in our community.

### Buy:

- For every \$1 spent at local businesses, 45¢ is reinvested locally. Non-local purchases keep, at most, 15¢ in your local community.
- Local businesses value, respect, and appreciate your patronage.
- More tax dollars go to schools and roads in your community



Join the local movement! Take the pledge to show your support: "I pledge to THINK first of my local economy, SHOP first at my local businesses, and BUY first from local companies who give back so much, in so many ways, to my community."



## Graduating Seniors Benefit from Annual Scholarship Programs

LaValle Telephone Cooperative proudly gives back to the community by awarding scholarships to deserving high school seniors who plan to pursue secondary education at technical schools and universities. Four graduates will each receive \$500 scholarships on behalf of LaValle Telephone: **Emma Jacobson** from Wonewoc-Center High School, **Chelsee Carrig** and **Alyson Evans** both from Reedsburg Area High School and **Jessica Bauer** of Weston High School.

In addition to the above scholarship award, **Chelsee Carrig**, daughter of our member's Charlie and Jackie Carrig, is one of 33 scholarship winners chosen from 70 applications received by the Wisconsin State Telecommunications Foundation (WSTF). This scholarship is for \$1,500 and receiving this scholarship is a huge reward for Chelsee's scholastic record.

Congratulations and best wishes to all of our local graduates!



**Emma Jacobson**  
Wonewoc-Center  
High School



**Chelsee Carrig**  
Reedsburg Area  
High School



**Alyson Evans**  
Reedsburg Area  
High School



**Jessica Bauer**  
Weston  
High School

## Long Distance Call Completion Issues Continue

Unless you have experienced the problem yourself, you may not be aware of the issues with rural call completion. The issues, among others, are dropped calls, poor quality calls, incorrect Caller ID, or calls that never get completed to your location. Rural call completion is a national problem that has been going on for some time, with the Federal Communication Commission trying to address this problem that impacts households, businesses, and public safety.

Providers in the telecommunications industry, such as LaValle Telephone Cooperative, strive to provide good quality service, but a problem called "least cost routing" threatens that quality service, because incoming calls to our customers are not handled as they should be by other long distance providers.

Note in the graph below, how long distance calls leave a location only to be caught in an infinite loop, while unscrupulous long distance providers try to find the cheapest route to take a call from point A to point B. Some long distance companies even use other long distance providers to carry the call. In the meantime, the person trying to call you THINKS you are not home because you don't answer or the quality of the call might be so poor that you can't talk anyway. Obviously, small businesses suffer when the issues happen to them.

*Providers in the telecommunications industry, such as LaValle Telephone Cooperative, strive to provide good quality service, but a problem called "least cost routing" threatens that quality service.*

If these problems happen to you, contact LaValle Telephone Cooperative, or encourage the person who is trying to call you to report it to THEIR long distance carrier. They will need to report the time, the date, and where they were trying to call. This information can also be reported directly to the FCC.

