



TEMPORARY SERVICE LINES

Due to the early arrival of particularly cold weather this season, placements of service cables, or drops, have stopped for the winter. If you plan to get service with PMT before spring, or have problems with existing services, it may require that temporary service lines be placed above ground until it thaws in the spring. PMT does its very best to accommodate all of our customers to the best of our ability, even in inclement weather, but in very rare cases, we are unable to lay even those temporary lines.

If you would like to sign up for PMT service, please contact one of our offices. Our Customer Service Representatives will be glad to assist you with your request. If you are building a new home and have trenches being dug for other services, we may be able to utilize an open trench to help expedite activation. If service activation requires a temporary service line be placed for the winter, our contractor will be sure to have it buried as soon as possible in the spring.

As always, PMT appreciates all of our customers and strives to provide them with the very best in prompt and friendly service.

PMT ANNUAL MEETING

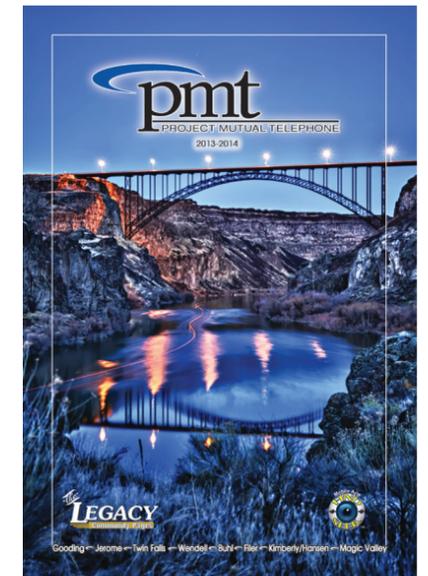
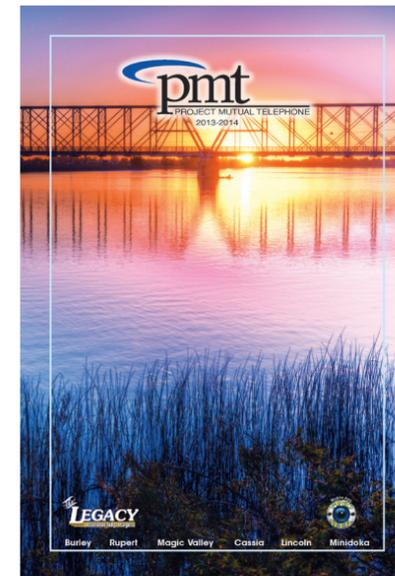
PMT's 2014 Annual Meeting will be on Tuesday, March 25th. A nominating committee has been appointed by the Board of Directors to select a slate of candidates to fill one director position to be held for a three-year term. PMT members can place their vote at any one of the three PMT business offices on March 25th until 5:00 p.m. Absentee ballots are also available by written request.

If you have questions about the meeting, or the voting process, please call or stop by one of our three local offices.



2014 PHONEBOOK WORK

Work has begun on the 2014-2015 PMT phonebooks. If you have changes or corrections to your directory white page information, please call or stop by one of our three offices. Yellow page sales representatives from Legacy Community Pages are in the area now. To contact a Legacy representative for yellow page information, please call **1-866-616-4262**.



PMT FOUNDATION SCHOLARSHIPS

Applications for 2014 PMT Foundation Scholarships are now available at www.pmt.org, or through area high school counselors' offices. Over the past 23 years, the PMT Foundation has awarded over \$102,500 in scholarships to students in our community. It is with great honor that we continue this tradition. The Foundation will award at least three \$2,000 scholarships in 2014. For complete details visit www.pmt.org

We're all about **CHOICES**



Sign up for
broadband before
March 31st, 2014
and receive a free
Roku Box!



CALL OR STOP BY your local PMT office today to take advantage of this limited time offer!

Offer available to new sign-ups and upgrades. Two year contract required. Not all speeds available in all areas. Modem and taxes extra. Offer is available to both residential and business customers.

KIM HANSEN CHEVROLET: "TREATING THE CUSTOMER RIGHT"

The Kim Hansen tradition of "treating the customer right" started long before becoming a second generation GM dealer in 1977. Kim Hansen grew up working in his father's GM dealership in Brigham City, Utah, where he started out reconditioning used cars and changing tires. Through his high school and college years, he worked in nearly every department in the dealership, including the service, parts, and sales departments.

Kim Hansen Chevrolet-Oldsmobile-Buick began when he purchased the Soda Springs, Idaho dealership at the age of 25, making him one of the youngest GM auto franchisees. Seven successful years later, he sold that store and moved to Burley. Following in their father's footsteps, Adam and Luke Hansen are helping their father keep up the tradition of delivering thousands of cars to satisfied customers.



Over the years, Kim Hansen Chevrolet has grown and been faced with challenges. Recently, PMT was able to help the dealership address some of the technological challenges they faced. With the Internet as a powerful sales tool, Kim Hansen Chevrolet relies heavily on their website and other Internet-based applications and streaming media to help them do business all over the country. They needed a solution that would enable their business to see immediate results, with both their Voice over Internet Protocol (VoIP) telephone system, and their Internet bandwidth requirements. Working directly with Adam Hansen, PMT's Network

Operations Center, Information Technology Department and Sales Team put together a solution that not only addressed the dealership's current needs, but also allowed for future expansion and upgrades as their business continues to grow.

With the increased bandwidth that PMT provided, Adam stated that it made doing business not only faster and easier, but more efficient; they love the fact that they are doing business with a long-time local company who values a customer as much as they do. Adam also complimented PMT's technicians for their step-by-step installation process and follow-up to ensure all was working correctly in the days and weeks following the initial cutover to PMT services.

ADAM HANSEN: "EXCELLENT SERVICE FROM A TOP-NOTCH LOCAL COMPANY"

PMT is proud to be working with the Kim Hansen family, where the people still make the difference and treating the customer beyond their expectations continues to be the tradition.

Thank you Kim, Adam and Luke for your trust and confidence in PMT; we look forward to many years of working together as technology changes and challenges arise.

FCC TAKES ACTION TO COMBAT INCOMPLETE RURAL CALLS

For years, people all across rural America, including PMT customers, have been reporting that calls made to them are not getting through, or they are getting calls of poor quality. This issue is known as Rural Call Completion. The problem starts with the carrier used by the customer who initiates the call—not the local telecommunications companies, like PMT. The only way that these issues can be resolved is through the carrier that was used by the initiating caller. Many of the large telecommunications companies route the call the cheapest way

possible, not necessarily the best way, and this has led to the problems mentioned above. This has become a nationwide epidemic, and PMT and other rural telecommunication companies have been filing complaints with the Federal Communications Commission (FCC) and asking them to look into the problem.

The FCC has finally taken action and issued a report and an order to help resolve the problem. This order creates a number of requirements and actions that these large carriers must conform to in order to help the commission better understand what's causing dropped calls across rural America, and holding to account those responsible.

PMT applauds the FCC for finally taking action, and we are hopeful that they and the large carriers will continue to move swiftly in working to resolve the issue.

In the meantime, if you receive an incomplete call here's what you can do:

- Ask for the name of the long distance provider used by the person trying to reach you
- Get the time and date the caller attempted to reach you
- Call PMT and give us the details. We will try to reach the carrier on your behalf to try and resolve the issues
- Go to www.fcc.gov/complaints to file an informal wired telephone service complaint with the FCC against the carrier used by the person trying to call you (not PMT) and encourage the caller to do the same

WWW.PMT.ORG

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436-7151

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878-7151

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