

First Edition.

Welcome To The LCTS Prospector!

Welcome to the inaugural edition of our customer newsletter! Here we are, asking for a little of your time and attention to share some important information in our quarterly publication- The Prospector. Along with information sharing, in upcoming issues we will be asking for your opinions and feedback to help us shape and deliver the services you want and need.

Our goal is to help you get the most value from your LCTS services while keeping you informed about new service options. Within each issue, we will share some community news, new service offerings, and have a little fun too. The Prospector will be published four times a year and will be mailed to our LCTS customers and posted on our website, www.lctsys.com.

We are all inundated with marketing messages today. The experts say we are exposed to over 1,800 per day. Here at LCTS, we understand that they can easily become an unwelcome intrusion. We have never been inclined to ask for much of your time before now. (In fact, we have spent the past 87 years providing services that *save* you time.) So we will work to insure The Prospector is a valued resource in your home or office- and not just a paper salesman.

If you have any advice or feedback on the Prospector, we would like to hear from you. We will always be looking for ways to make it more informative and useful.

Prospect Online

If you can't make time to read the printed edition of the Prospector now, you can always find it- along with past issues- online at our recently updated website: www.lctsys.com. The next



time you are online, spend a little time checking out the new TurboNet service bundles and our website updates.

Some Fun Too

We will be having a little fun in The Prospector. We will include some giveaways, anecdotes from local history, local interest stories, bits of Lincoln County trivia and maybe a contest or two.

There is no better time to get started than right now, so how about a little contest?

We are asking our customers to invest a moment to share some input with our brief customer survey, located on the back side of this issue. Your responses will help shape our services going forward, so we feel that this is very important opportunity for you to help us provide the services you want.

Win a year of WireGuard protection

Those residential service customers who respond by filling out our brief survey and returning it to our offices before August 1, 2009 will be entered into a random drawing for our grand prize: **a full year of our new WireGuard inside wiring protection coverage!**

The winner will be drawn randomly from all entries and will be posted in our next issue along with the results of our survey. Go ahead- take a moment to fill out and return the survey. You could be our big winner!

Some Great New LCTS Services

The Prospector gives us the format to present important information about new or improved LCTS services. For example, we now offer a low cost option for protecting all of the inside phone and cable wiring in your home. It is called **WireGuard** service. By now, you should have received our billing announcement for this new service.

For just pennies a day, WireGuard protects you from any damage or wear to your inside phone wiring. This service offers our customers a practical way to eliminate the cost of a service call for inside telephone or internet wiring repairs. If you have any questions, or would like to add WireGuard to your existing LCTS service, please call our customer care representatives at 1-800-340-5131.

New Turbonet Bundles

We always try to save you a few dollars while bringing you the best value for service possible. We are also very excited about our new TurboNet high speed internet rates. For the first time, you can get all the voice and data services you need at a bundled and discounted rate. Take a look at our new bundled service rates at www.lctsys.com.

When you upgrade your service, tell them The Prospector sent you.

Questions or comments?

Please let us know:

email: service@lctsys.com

Rick Stever Retires from LCTS after 30 years of service.

The Lincoln County Telephone System is proud to salute retiree Rick Stever, a respected member of the LCTS installation and repair staff for 30 years. Rick retired on December 31st, 2008. Rick gave LCTS customers three decades of dedicated, quality service, having hired on in May of 1978. He will be missed.

Thank you, Rick.



JULY / SEPTEMBER 2009

AN INFORMATIONAL NEWSLETTER FOR LINCOLN COUNTY TELEPHONE SYSTEM CUSTOMERS

Enter a drawing to win a year of free WireGuard protection!

Please share your opinions- in our first customer survey.

This survey is solely for the purposes of gathering information to improve LCTS customer service. Your opinions will remain private and will not be shared. No solicitations will result because of your response to this survey. Please return this survey with your bill payment or drop it by our business office. Each respondent will be entered into a drawing for one free year of WireGuard wire protection service from the Lincoln County Telephone System.

If you have more to share than the space provided, please include your thoughts on a separate piece of paper. Thank you for your thoughtful responses.

Section I: LCTS Service Delivery

1. Please check the appropriate box to rate any LCTS employee interaction you have experienced in the past 12 months.

- None (if none, please skip to next section)
 Customer Service Rep. (CSR) Technician/Repairman (TR)
 24 hour internet support help desk

2. Did you get the help that you sought from the:

Yes ① ② ③ ④ ⑤ No Yes ① ② ③ ④ ⑤ No
(CSR) (TR)

Yes ① ② ③ ④ ⑤ No
24-hour Help desk

3. Were our employees courteous?

Very ① ② ③ ④ ⑤ Not Very ① ② ③ ④ ⑤ Not
(CSR) (TR)

Very ① ② ③ ④ ⑤ Not
24-hour Help desk

4. On a scale of one to five, please rate your interaction with LCTS CSR and/or TR Personnel.

Very positive ① ② ③ ④ ⑤ Not very positive
(CSR)

Very positive ① ② ③ ④ ⑤ Not very positive
(TR)

Very Positive ① ② ③ ④ ⑤ Not very positive
24-hour Help desk

5. How important is a friendly and personal service experience to you?

Very important ① ② ③ ④ ⑤ Not very important

6. Has your local telephone service been stable and reliable over the past 12 months?

Very reliable ① ② ③ ④ ⑤ Not reliable enough

Please share any comments you wish to share regarding LCTS service delivery:

Section II: LCTS Internet Service

LCTS is examining the feasibility of offering an Internet protocol television service (IPTV) which would bring wide ranging television content over your LCTS TurboNet connection. We want to know how you might feel about this service. Given competitive pricing and content when compared to traditional service providers,

7. Would you consider subscribing to IPTV service from LCTS?

- Yes No

8. If you answered yes to question 7, tell us what factors would most impact your decision to give IPTV a try. Rank numerically, from 1 to 5.

- Content
 Reliability / Service Support
 Price
 Service options (Pay per view / games / events)
 Bundled service discounts

As you may know, LCTS offers high speed Internet access.

9. Are you currently a LCTS TurboNet subscriber?

- Yes No

10. If you are an LCTS TurboNet customer, please rank your level of satisfaction.

Very satisfied ① ② ③ ④ ⑤ Very dissatisfied

If dissatisfied, please tell us why:

11. When you consider Internet access providers, what attributes are most important to you? (Rank by number).

- Reliability / Service Support
 Maximum transfer speed
 Parental filters / security.
 Price
 Bundled service discounts

Section III: LCTS Customer Care

12. Do you visit the LCTS commercial office at least once per year? Yes No

13. Do you visit the LCTS (www.lctsys.com) website?

Never ① ② ③ ④ ⑤ Often

14. Does the website offer content that is of value to you?

Yes ① ② ③ ④ ⑤ No

15. If the LCTS website offered current and relevant community and service information, would you be likely to visit regularly?

Likely ① ② ③ ④ ⑤ Not likely

16. When LCTS wants to share important information with you, which would be the most effective way to do so?

- LCTS Website Prospector Direct contact
 email Bill inserts No contact is requested

Option: Would you like us to contact you regarding the information in this survey? Yes Not necessary.

If yes, please include your name and best time and means of contact. Phone _____ Best time to call. _____