

1956-2011

Dial Tones

April 2011



Dial Tones is published monthly for members of Dell Telephone Cooperative, Inc., a member-owned cooperative since 1956. Proud to serve Dell City, Desert Haven, Guadalupe Peak, Mile High, Timmeron and Queen.

Volume 17 Edition 4 Board of Directors

Bobby Jones, President
Rob Beard, Vice President
Larry Brewton, Secretary
Bonnie Larreau
Donna Morrell
George Rauch
Bill Wauson
James Chavez

Management

Denny Bergstrom General Manager
Executive Vice President

J.P. Lewis, Plant Manager
Marcy Guillen, Office Manager
Susan Barker, Accounting Manager
Joel Muniz, Operations Plant Manager
Billy Carpenter, Engineering Manager
Grant Spence, Central Office Manager

Dell City Office

610 South Main Street
PO Box 67
Dell City, Texas 79837
(915)964-2352

Timmeron Office

1554 Sacramento Drive
Timmeron, New Mexico 88350

For Trouble, Nights and Holidays Call

611 or 1-800-245-2991
(915) 964-2352

Web Address

www.delltelephone.com

Email Address

dtonc@dellcity.com

Editor

Deborah Hickox



Dell Telephone Cooperatives Activities 2010/2011

Dell Telephone and its subsidiary company Delcom Inc. have had a very demanding twelve months since the 2010 AGM. Numerous projects that were mentioned in the last Presidents report have either been completed or began in earnest. Several other projects, some of significant scope were also worked into what became a very busy year for both companies.

The challenges that Dell Telephone now faces due to significant changes in the way Dell Telephone receives its funding have also had to be met to ensure that Dell Telephone can continue to effectively and efficiently operate in the years to come while still providing its customers with reliable access to the latest communications technology.

The telephone industry is rapidly changing, both in terms of technology, and in the way traditional cooperatives, such as Dell Telephone, operate. We are now seeing a dramatic global shift from the traditional 'POTS' (Plain Old Telephone Service) 'dial tone' service, to services that are completely supported over a broadband network that until a few years ago was only talked about in terms of the Internet. In some countries, governments have decreed that all POTS services will cease within ten years, to be replaced entirely with broadband based services. While this may not happen as quickly here in the USA, the 'need for speed' and the demand from customers to have their broadband world closer connected is driving the future of telecommunications. To not only meet this rapidly changing demand, but also to basically just survive, Dell Telephone has had to quickly and aggressively 'overhaul' its network and its business operations to proactively meet these challenges while still ensuring that the traditional services so familiar to many of our customers remain just as familiar.

Over this last year Dell Telephone has been working on:

Completing the replacement of all the old switching equipment and installing new broadband equipment that will ultimately provide the network to support the shift to broadband based services. A few isolated areas remain but their conversion is scheduled for the coming year.

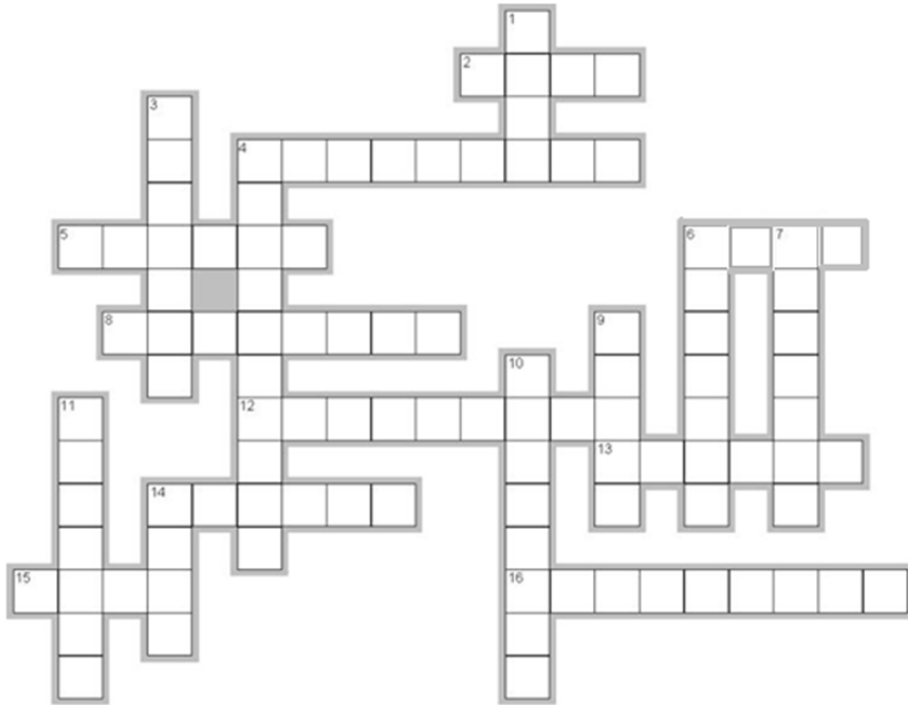
A substantial amount of work has been done burying new fiber to many isolated homes in order to provide fiber to the home services (FTTH). Many subscribers that were either previously served by old copper cables or through a wireless system now have telephone services over fiber. This work continues as Dell Telephone works diligently to upgrade subscriber's services where practical to customers throughout the serving area. This is an ongoing challenge as the many engineering aspects, such as terrain, climate, environmental impact assessments and land right of ways need to be considered.

A lot of work has also been done on the various network backbones or fiber 'rings'. Various rings are being established throughout our network and between neighboring telephone companies. These rings will provide the necessary capacity required to allow Dell Telephone to provide redundant or back-up networks to ensure continuous service and to seek out new revenues as the source of the cooperatives' traditional revenues start to be reduced. New state-of-the-art fiber equipment is being installed that will significantly increase the capacity of these new and existing networks and allow Dell telephone to link up with neighboring companies in New Mexico and Texas also using this same equipment. The new fiber rings will also allow the company to fulfill its commitment to the Region 18 project mentioned last year. This project is now rapidly picking up speed with Dell Telephone taking one of, if not being, the major role player in this massive undertaking.

Despite the time and resource commitments that these projects involve, Dell Telephone has also strived to ensure that 'business as usual' activities have not been compromised. New testing and maintenance equipment has been purchased and installed to maintain customers' equipment with all staff being trained on these and all of the new associated technology.

The last year was a very busy year for Dell Telephone and Delcom, but both companies remain steadfastly committed to provide the best possible service to all existing and any future customers as we look towards another very busy year.

Bobby Jones, President



DTCrossword #4

Across

- 2. See 1 Down
- 4. Works with wood, or a local resident
- 5. Lovely time of year that puts a bounce in your step
- 6. Common name for a man abbreviated
- 8. Now playing at your local park
- 12. Know simply as 'Fax'
- 13. See 14 Across
- 14. Also 13 Across: Road in Queens
- 15. See 1 Down
- 16. Pump Service

Down

- 1. Also 2 and 15 Across: Take a break here on 62/180
- 3. DTC Board Director
- 4. Kiehne Ranch
- 6. Fertilizing crops from above
- 7. Competes with AT&T
- 9. Also 11 Across: Most still know it as Desert Haven
- 10. Street in Dell City
- 11. See 9 Down
- 14. Calling Feature service that adds another number to your line

Test your local and not so local knowledge to solve this crossword. Drop off or mail or scan and email your completed crossword to DTC office no later than **April 25, 2011**. All entries go in a draw to win \$50.00 credit on your phone account. Answers and draw results in next month's Dial Tones. Please include your name and phone number with your returned crossword. **GOOD LUCK!!!!**

Numbers in the News

Which country is online most? It may surprise you

Your teenager—or your grandmother—may seem to be on the Internet 24 hours a day, but overall, Americans aren't the biggest Internet users. According to one study reported by Reuters, 68 percent of Canadians are regular Web surfers, making Canada the country with the highest proportion of Internet visitors. Canada is trailed by France and Britain (62 percent each), Germany (60 percent), and then by the United States, where only 36 percent go online on a regular basis.

Our neighbors to the north spend an average of 42 hours a month online, up from 40 hours in 2009. They look at an average of 147 videos a month. Approximately 51 percent of Canadians have Facebook accounts. The study offered no explanation for the preponderance of Canadians inhabiting cyberspace.

Know where your identity is?

Americans worry about identity theft, with good reason. About 5 percent of us—11.7 million people—age 16 or older have been victims of identity theft over the last two years, most often through unauthorized use of a credit card.

The good news, if any: Only about 25 percent of those victims lost any money, and half of them lost only \$200. But the average out-of-pocket loss was \$1,870; identity theft cost a total of about \$17 billion in the United States, according to the Bureau of Justice Statistics.

—First Draft◊April 2011

March 2011 NEW LISTINGS

Katricia Elaine Wilson	988-2595
Hudspeth County Sheriff's Office	988-2598
Lorena Galvan	964-2231
Dell Norco Cattle Ranch	964-2659
Bertha G. Quinones	988-2590
William & Sheila Stangret	987-2487
Robert W. Garcia	987-2501
Mack Shreve	987-2663

April 2011

Mark Your Calendar

April 1	April Fools' Day
April 22	Good Friday
April 24	Easter Sunday