

1956 - 2010



Dial Tones

April 2010

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, Timberon and Queen.

Volume 16 Edition 4 Board of Directors

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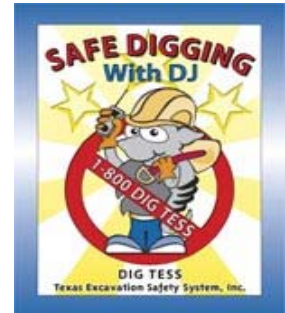
Editor

Deborah Hickox

Call

Before

You Dig!!



It's the Law!

If you are planning a project that involves digging, take the time to call a One-Call System 48 hours in advance. Utility spotters will come to your site and mark any underground lines. After lines have been marked, uncover them by hand before excavating with mechanical equipment or avoid the areas entirely. Dell Telephone marks our lines with orange paint and orange flags. Failure to call before you dig could result in injuries and fines if you strike a line. Repair cost can be \$300 or higher, depending on the size and type of line cut.

ONE CALL CENTERS DIG TESS 1-800-344-8377 NM One-Call 1-800-321-2537







SO WHETHER YOU ARE AN EXCAVATOR. FACILITY OPERATOR OR JUST PLANNING TO DIG... PLEASE DO YOUR PART!

- Call The One Call Center 1-800-344-8377
- Wait the required amount of time.
- Respect the Marks
- Dig with care

When you call, please have the following information available:

- ✓ Municipality—county, city or township
- ✓ Location—street address
- ✓ Nearest intersection of streets or roads
- ✓ Extent of work and type of work
- ✓ Date and start time excavations scheduled to begin
- ✓ Caller's name and address
- ✓ Contractor/contact person and phone number

Even When All Precautions Are Taken, Accidents Can Still Happen. If A Line Is Hit Or Even Scratched, Please Call The Facility Owner Or Operator.

-  Red: Electric
-  Orange: Telephone/telecom
-  Yellow: Gas (or steam heat)
-  Blue: Drinking water
-  Green: Wastewater and sewers
-  Purple: "Grey water" (reclaimed or irrigation water)



What do the colors mean?

You have probably seen the different colored markings used to indicate underground utility lines. Here's what the colors mean.



Dell Telephone Cooperatives Activities

Dell Telephone Cooperative and its subsidiary company Delcom Inc., have over the last 18 months, embarked on many new projects in order to implement new infrastructure and equipment. These projects aim to provide its customers and shareholders with reliable access to the most up to date technology, making sure that Dell Telephone is well positioned to meet the ever changing business demands while ensuring the ability to expand profitability into the future.

These multi-million dollar projects financed through general funds, Federal Stimulus packages or RUS loans and subsidies are major engineering ventures. These are a significant challenge for Dell Telephone's Management Board and employees to accomplish while still ensuring that day to day business activities such as new installations, trouble clearing and ongoing equipment maintenance are completed on time. Some of these major projects have been:

Switch replacement. The 25 year old Nortel switching system has been replaced with dual MetaSwitch soft switches operating in full redundant mode. Not only have these new switches bought almost total reliability to the switching network but they have also allowed DTC to move from a 'traditional' twisted wire loop system to the latest 'SIP (Session Initiated Protocol)' and Ethernet switching technology.

New Broadband Loop Systems. New OCCAM and CALIX broadband loop systems throughout the entire serving area have been installed over the last 18 months. These systems allow both high speed broadband and dial tone over the same transport system. In conjunction with the MetaSwitch, they also provide DTC with a modern platform to deploy all current technologies, including Voice over IP (VoIP) applications, as well as allowing a mechanism for any future initiatives for many years to come.

Burying Fiber. Over 350 miles of fiber optic cables have been buried by DTC over the last 2 years. Terminal equipment such as Turin switching nodes, Optical Network Terminals and powerful (and costly!) lasers have been installed to efficiently use the new fiber. These fiber networks provide high speed circuits between Dell Telephone and other switching partners and, where practical, provide fiber to the home solutions to many of our customers. DTC is also endeavoring to upgrade or replace existing wireless radio networks with fiber, either completely to a subscribers premise, or replacing part of the existing wireless route with a fiber solution. Installing fiber to homes has many engineering considerations, such as the ability to get right-of-way access approval across miles of private or state land, and how easy it is to trench or bore into the ground. There is a lot of rock in Texas!

New Mexico State Ring. In partnership with neighboring companies (ENMR/ Plateau and BACA Valley Telephone), DTC has nearly completed the engineering and implementation of a new protect 'ring' that will ensure a robust, reliable and more expansive broadband network into Dell Telephone. It will also allow DTC to diversify into offering other telecom solutions that are quickly replacing the traditional 'POTS' services.

Redundancy. To avert any disruption to service should any 'disaster' strike (such as the loss of the Mile High switch due to lightning in September 2009 and subsequent entire network outage) DTC is committed to providing alternative switching paths that are automatically available should such an event occur. Basically, full replication of the entire switching network is being completed in order to provide this 'redundancy'.

Broadband Network Expansion. With the expansion of the fiber network through to Pecos, Delcom has been approached to engineer broadband service to the entire Region 18 school district. This area includes towns such as Van Horn, Balmorhea, Toyah, Pyote, Pecos, Monahans, Wink, Kermit, Barstow and Wickett in the far southeast of our region. This has already involved a significant amount of surveying, cost studying and equipment investigation.

These are some of the major projects that Dell Telephone has been involved with over the last year. Other significant activities have included:

- The building of two new switching offices at Pine Springs and Cerro Alto,
- Implementation of a new Mapping and Record keeping system (MapCom M4)
- Purchase and training on new test and installation equipment to maintain the new switching and fiber networks.

Dell Telephone remains committed to provide the best possible service to all existing and any future customers.

NOTICE... Our offices will be closed on Friday April 2, 2010 In observance of **GOOD FRIDAY**

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