

1956-2011

Dial Tones

June 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, Timberon and Queen.

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Editor

Deborah Hickox



Dell Telephone Cooperative Customers Notice:

Dell Telephone is still experiencing the Long Distance Incoming Call Issues. We are continually working with other Rural Cooperatives and performing tests in the hopes of resolving this problem. In an effort to continue to provide the best quality service we can to our customers at Dell Telephone Cooperative, Inc. we are following many issues happening throughout the industry. You may be familiar with some of the issues with the long distance networks last year and continuing in to this year. This is the problem of long call set ups and extremely poor voice quality once calls are set up.

According to a NECA presentation over 85% of companies surveyed are experiencing this issue some with as many as 20 complaints from subscribers per day. Obviously it is a major issue in the industry right now. The root cause appears to be Least Cost Routing on IP networks. The standards for IP voice routing are simply not very mature as far as technology standards go. What makes the situation even worse is that there is virtually no way to avoid it.

We have encouraged the calling party to file a trouble ticket with the originating carrier. Dell Telephone along with other companies has been diligently working on these issues for all of our service customers. We will continue to watch this issue and we are taking what actions are necessary to minimize the impact on our customers.

Dell Telephone completed a survey on trouble reports received from our customers. In trying to keep you informed, we are posting (*information listed below*) the following to hopefully help you understand what we are up against.

We appreciate your patience in this matter and your loyal service.



NECA, NTCA, OPASTCO and WTA (the Associations) continue their efforts to assist with ongoing call termination issues. These issues include, but are not limited to:

1. The calling party hears ringing but the called party hears nothing;
2. The called party hears ringing but hears only dead air when they answer;
3. Unusually long call set-up times, sometimes as long as 50 seconds;
4. Garbled, one way or otherwise poor quality voice on completed calls;
5. Inability to receive Faxes;
6. Missing or altered Caller ID.

In February, the Associations issued an initial survey to their members to gauge the overall scope of the problem. From these surveys they learned that complaints have been received by at least 176 companies in 35 states, some at an alarming rate.

In March 2011, the Associations met with the FCC's Pricing Policy Division and Enforcement Bureau to discuss the "epidemic" problem. During that meeting the FCC staff expressed a strong interest in understanding this issue better, and requested more information on the carriers or providers who are originating these calls, a description of efforts by the intended terminating carrier to resolve the issue and the results of those efforts.

Any DTC members experiencing these types of issues, are encouraged to report them immediately to the Cooperative.

Continuing Education Scholarship Applications Available!



Applications for Continuing Education Scholarships are now available at the Dell Telephone Business Office, located at 610 South Main in Dell City. These scholarships are for academically successful students in their 2nd year of college and beyond. Completed applications are due by 12:00 noon on Monday July 25, 2011 and winners will be notified on or before August 10th. Applicants must meet all eligibility criteria set forth by the Scholarship Committee.

Congratulations Graduates!

Dell Telephone Wishes the Best of Luck to all Graduates in our serving area!



Please remember that Dell Telephone will be Closed Memorial Day, May 30th



Independence Day Celebrations

July 2, 2011

Fireworks Show 9:00

P.M.

Beside the City Park—
Dell City, Texas



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.

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.



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

NEW LISTINGS—MAY 2011

Carol Grebing	964-2647
Brandon Araki	964-2682
Ramon Lopez	964-2967
Robert Hatten	987-2254
Marvin & Sally Hester	987-2344
Owen P Williams	987-2378
Arrelia (Mae) Morris	987-2508
Bob & Kay Boling	987-2615
Mary Beatty	987-2757

Safety Monitor

Take Care of yourself (and your skin) in the sun

Summer means warm weather and sunshine. As enjoyable as that may be, sunshine means increased risk of skin damage due to overexposure.

Protect yourself from harmful rays this summer with this common-sense advice:

- **Choose your times.** When possible, limit your exposure to the sun between 10 a.m. and 4 p.m., when the sun's rays are strongest.
- **Dress appropriately.** Wear loose, light clothing covering your body as much as possible, along with a broad-brimmed hat to protect your face and neck.
- **Check your medications.** Antibiotics and other medications can increase your sensitivity to sunlight. Talk to your doctor about how best to take care of yourself on bright days.
- **Drink lots of water.** Avoid overheating by staying hydrated during hot weather.
- **Use sunscreen liberally.** Your best line of defense is a broad-spectrum sunscreen that blocks both UVA and UVB rays. Reapply every four hours, or more often if you go swimming or sweat a lot.
- **Examine yourself.** Regularly check your body and skin for any strange or irregular growths that might be caused by sun exposure.

June 2011

Mark Your Calendar

June 5	National Cancer Survivors Day
June 14	Flag Day
June 19	Father's Day

"USDA is an equal opportunity provider, employer and lender". To File a complaint of discrimination, write USDA, Director, Office of Civil Rights 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice), (202) 692-0279 (Fax).