

Exploring *the Valley*

Farmers Store
108 N Kansas Ave, Bosworth
534-7719

Decorated with its original fixtures and wooden floor, the Farmers Store takes you back to the early 1900s when it first opened as a dry goods and grocery store in downtown Bosworth. In 1954 Sue Dulaney and her late husband Allen "Lefty" purchased the dry goods portion of the store and opened a small fabrics department. The store had always had a special place in their hearts as Allen began working at the store when he was

just 11 years old. After Allen returned home from the service, he and Sue decided to purchase the store, and to this day Sue is still operating the store. In the 1960s, they decided to expand the fabrics department when the polyester double knit fabric became popular.



The Farmers Store has been a prominent fixture of Bosworth's Main Street since 1904.

Today the store is filled top to bottom with rolls of fabric in every pattern you can imagine. Besides fabrics, the store carries men's work clothes and boots, sewing supplies, hot iron transfers and stamp goods.

At 81 years young, Sue plans to keep working as long as her health keeps up. "I couldn't run the store if weren't for Gloria and Anna Marie," said Sue. Gloria Dubbins and Anna Marie Seba have worked for Sue for over 20 years each. "I couldn't ask for better people to work with. Sue doesn't act like a boss. She's just like one of us," said Anna Marie. Anna Marie takes care of the alterations department and Gloria helps with the general operations of the store. "We really enjoy working together and if you stop by at 3:00 any day of the week, you will more



Owner Sue Dulaney (center) with Anna Marie Seba (left) and Gloria Dubbins (right). Anna Marie and Gloria have worked at the Farmers Store for over 20 years each.

than likely catch us during our tea time," said Gloria. "We have "tea time" every day. It gives us a chance to relax and catch up."

If you're looking for a charming place to visit then you don't want to pass up the Farmers Store. Tell Sue we sent you! The store is open Monday – Saturday from 8:30 am to 5:00 pm.



The store carries fabric, men's work clothes and boots, sewing supplies, hot iron transfers and stamp goods.

 chariton
VALLEY



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Quarterly Magazine for Chariton Valley Customers
Connected

Fall 2011

...with



CONNECTED

Volume 7 Issue 3
Fall 2011

Chariton Valley
Board of Directors

Don Shawn, President
Judy Webster, Vice President
Judy Sampsel, Secretary
Jerry Monnig, Treasurer
William Mayhew
Holly Wooldridge
Gary Scheiderer
Kevin Fischer
Randall Watson

General Manager
James Simon

CONNECTED

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Any comments or suggestions may be sent to the e-mail addresses listed below.

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Customer Service Numbers:
660-695-9930
660-388-9930
660-277-9930



general manager Jim Simon

helped the expansion of Chariton Valley's network to provide modern services to our customers, and help keep local customer rates reasonable.

In the past several issues of "CONNECTED" magazine, at Chariton Valley's annual meeting in September, and on the Chariton Valley web site, we have been working to make you, our members, aware of pending telecommunications reform by the Federal Communications Commission (FCC). In October, with much fanfare, the FCC released its order on universal service fund (USF) and inter-carrier compensation (ICC) reform. The actual written text of the reform measures was not released until late November. The 759 page document outlines FCC's plan to strip USF support from many rural telephone companies, like Chariton Valley, and drive ICC rates to near zero. Inter-carrier compensation is the charges that telephone companies charge each other for use of the others network. Receipt of USF and ICC revenue have

Preliminary evaluation of the order indicates the FCC's action will place more of the costs of providing a modern telecommunications network on you, the end-user customer, by suggesting that local rates be increased. Chariton Valley, along with the rest our industry, is working our way through the lengthy complex document. Many of the requirements of the reform still need clearer definition to fully understand the FCC's intent and financial impact. But, our initial analysis, supported by discussions with various industry consultants, indicates the reform measures will be devastating for some rural telecommunications providers. While not devastating, the reform impact will be severe to all lines of Chariton Valley's businesses, including landline and wireless.

Chariton Valley, along with hundreds

of other rural telecommunications companies has made investments in our network under the guidelines and mechanisms of USF and ICC. Stripping away this support and compensation mechanisms from companies providing service in high-cost rural areas negatively impacts rural consumers.

So what to do? Our national association, the National Telecommunications Cooperative Association, along with other rural associations, has filed an appeal in federal court. Many other lawsuits are expected. Be assured that Chariton Valley will be engaged, working to protect the interests of its members and customers. We will continue to keep you informed through CONNECTED magazine, on CVTV and on our web site (www.cvalley.net).

Merry Christmas and Happy New Year!

If your phone number appears in (parentheses) in this newsletter, call 395-9636 within 30 days, and a \$10 credit will be applied to your next telephone bill.

Customer Comments from Lynn Mason

Lynn Mason from Ethel has been a Chariton Valley Telephone customer for the past two years. Lynn, originally from northeast of Grinnell, Iowa, made her way to Missouri in the late 1960s to attend Central Christian College in Moberly. That is where she met her husband, Ken, who is currently the pastor at Ethel Christian Church. After college, Lynn and Ken moved to Kansas and then to Wisconsin to pastor different churches. "It's so nice to be back in Missouri, and I really love Ethel. It's quiet and peaceful," said Lynn.

When Lynn and Ken relocated to Ethel, Lynn was concerned about the type of telecommunications services that would be available in "rural" Missouri. "I was so happy that we didn't have to use dial-up internet, and I'm so excited about the fiber optics we'll be able to receive in the near future. It will be nice to have

cable television as it works so much better in severe weather."

Lynn is very active on-line with emailing, Facebook, eBay, study and research, and in the winter, games. "I don't want to think about living without the internet. It was made for me! It's like having a world library right at your fingertips and you don't have to mess with the Dewey decimal system!" Using Chariton Valley's SpeedNet service, Lynn was able to build a website for their church. Feel free to check out their site at www.EthelChristianChurch.org.

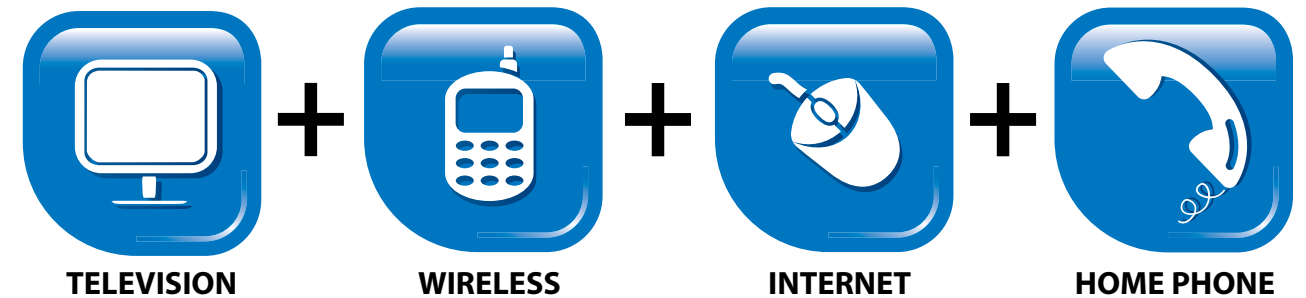
When Lynn isn't volunteering or helping with the church, one of her favorite hobbies is taking pictures (her photo was selected for Chariton Valley's 2011 Annual Report cover) and making stationary cards. "I started making cards when I was corresponding with a prison inmate, and purchasing cards was so



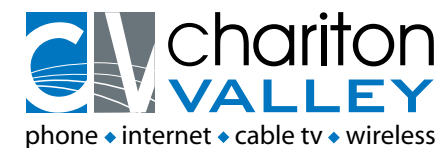
Pictured above: Lynn Mason enjoys the "high-tech" services Chariton Valley is able to provide for her family in Ethel.

expensive." The cards feature pictures of flowers, animals and farm scenes from different towns throughout the midwest. For information about Faircricet's Song Stationary, you can email Lynn at: faircricetsong@yahoo.com. Her slogan is "Stationary that celebrates the beauty around us - the beauty of the ordinary."

BETTER BUNDLES MORE SAVINGS



Chariton Valley – for all your information, communication and entertainment needs.



VisionNet - Video Service
Wireless Service
SpeedNet - High Speed Internet
Home Phone - Local & Long Distance

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Bucklin Legion post recognizes Chariton Valley

Chariton Valley continues proud tradition of supporting local youth

The American Legion Green Hills Post 57 in Bucklin, Missouri recognized Chariton Valley Telephone for sponsoring a student to Missouri Boys State at the Post's October meeting. Chariton Valley sponsored Austin Mills, son of Gilbert and Belinda Coe of Bucklin. The Post 57 Ladies Auxiliary sponsored Gracyn Hanson to Missouri Girls State and was also recognized for its contributions. Gracyn is the daughter of Todd and Lori Hanson, also of Bucklin. Jim Walker accepted the Post's thanks on behalf of the Chariton Valley and received a hand crafted pen in recognition of the Corporation's generosity. Chariton Valley has a proud tradition of supporting area youth with programs such as the Youth Tour to Washington, D.C., college scholarships, the 9-1-1 Program in elementary schools in addition to sponsoring a student to Missouri Boy's State.



Pictured above (left to right): Wilma Jobson, President Post 57 Ladies Auxiliary; Gracyn Hanson, Girls State Delegate; Jim Walker, Chariton Valley and Austin Mills, Boys State Delegate.

From the Kitchen of Matilda Ross



Send us your favorite recipe along with a photo and you could win a \$10 Chariton Valley gift certificate if your recipe is chosen!

Submit your favorite recipe and a photo of your recipe to recipes@charitonvalley.com or mail them to:
Chariton Valley Telephone
Attn: Martina Miller
PO Box 67
Macon, MO 63552

Chariton Valley would like to thank Matilda Ross from Salisbury for submitting the following recipe!

Instant Pudding Cake

Ingredients:

- 1 pkg. White Cake Mix
- 1 pkg. Instant Chocolate Pudding
- 2 C. Milk
- 2 Eggs
- 1/4 C. Cooking Oil
- 1 C. Chocolate Chips
- 1/2 C. Chopped Pecans (or other nuts)

Directions:

Combine dry cake mix and dry pudding mix. Add eggs, milk and oil. Beat for four minutes. Pour into greased jelly roll pan. Sprinkle with chocolate chips and nuts. Bake in 350 degree oven for 40 minutes. No frosting is required.

Sugar free cake mix and sugar free pudding mix can be used so that anyone with diabetes can safely eat this recipe.

A Salute to our Veterans

Chariton Valley honors employee veterans

November is the month we historically honor our country's military veterans with parades, speeches, the laying of wreaths at monuments and a holiday to commemorate their service and sacrifices. Each parade is a reminder that freedom is not free and each veteran gives silent testament to the axiom that in war there are no unwounded soldiers. Chariton Valley wishes to express its appreciation for all veterans by recognizing employees who have served.



Ryan Johnson - Dir. of Sales & Marketing



Ryan Johnson, director of sales and marketing, served in the United States Marine Corps from July, 1990 to June, 1994. Ryan was trained as a tow gunner at Camp Lejeune, NC, and was deployed with the 24th Marines. He served on a task force that patrolled the U.S./Mexico border near El Paso, TX.



Jim Walker - Director of Corporate Relations



Jim Walker, director of corporate relations, served in the U.S. Army as a military police sergeant. Jim is a veteran of the Vietnam War and a member of the Order of the Silver Rose,

an organization that honors Vietnam veterans who suffer complications from exposure to the chemical defoliant Agent Orange.



Randy Boyd
I/R Technician

Randy Boyd, install/repair technician, served 4 years in the U.S. Army including assignments at Fort Jackson, SC; Fort Gordon, GA; Fort Ritchie, MD; and 1 year in Seoul, South Korea. Randy's military occupation was working in the telephone central office.



Chris Yllescas - Sales Manager



Chris Yllescas, sales manager, served in the Nebraska Army National Guard from 1997 to 2003. Chris received his training at Fort Knox, KY as a tank crewman and served 9 months in Kuwait. During his time in the Army Chris

competed in military shooting matches throughout the United States and in Puerto Rico.



Steve Basler - Lead C.O.E. Technician



Munitions Maintenance Squadron.

Steve Basler, lead C.O.E. technician, served in the U.S. Air Force from 1987 - 1991. Steve was assigned to Dyess AFB, Abilene, Texas where he was a member of the 96th



Randy Ridgway - Install Technician



Randy Ridgway, install technician, retired from the U.S. Navy after a career that spanned 20 years (January, 1981 - January, 2001). Randy's duty assignments included Okinawa,

Japan and Edzell, Scotland, in addition to numerous locations in the United States. Although he served 20 years in the Navy, Randy was never on a ship!



We salute our employee veterans and veterans everywhere and thank them for their service.

College Scholarship Opportunities

Applications available on-line

Preparing for college is an exciting time in the lives of high school seniors. As your local telecommunications service provider we want to assist students taking that next step in furthering their education by offering several scholarship opportunities.

In conjunction with the Foundation for Rural Service (FRS), a \$2,500 national scholarship opportunity is available to students meeting the eligibility requirements. Chariton Valley's Board of Directors has also approved four local scholarships in the amount of \$500 each.

Applications are available on-

line (cvalley.net/community - Click **Announcements**) or with your guidance counselor.

Completed applications should be sent directly to Chariton Valley Telephone Corporation, **postmarked no later than Friday, February 3, 2012**. Once received, the Sponsor Certification section will be completed at the Chariton Valley Office and then forwarded to the FRS.

In the past 10 years Chariton Valley, with the FRS, has awarded \$32,700 to students in the Chariton Valley area. Last year's \$500 recipients were Allison Liebhart of New Boston, Alexy Grant and Joshua Jimenez of Hale and Wyatt



Hale Guidance Counselor, Becky Dodson, along with two of the five 2011 high school seniors awarded \$500 Chariton Valley Scholarships, Alexy Grant and Joshua Jimenez.

Henke of Salisbury.

Seniors, don't miss out on this scholarship opportunity! Get started today!

FCC to investigate call completion problems

The Federal Communications Commission (FCC) has announced the creation of a task force to investigate the problem of calls that fail to complete. The call completion problem is primarily focused on rural customers, who increasingly experience calls that are delayed or that fail to connect. The problems appear to be occurring in rural areas where long-distance carriers pay charges to complete calls to the local telephone company. The Rural Call Task Force will investigate the cause of the failure in what is apparently a first step toward corrective action by the FCC. In a related move, the Missouri Public Service Commission (MoPSC) has opened an investigation into the extent of the problem in Missouri. The MoPSC has instructed its staff to submit an initial report of its findings by January 6, 2012.

The FCC's decision to act resulted from complaints voiced by representatives of rural telephone companies on problems related to the transmission and completion of calls to customers in rural areas. The issues preventing phone calls from reaching rural areas are becoming chronic and it is believed that without FCC intervention the problems will continue harm rural interests. The FCC has previously ruled that it is an unjust and

unreasonable practice for any carrier to block the completion of a consumer's call.

A survey of more than 200 small rural phone service providers concluded that 80% had experienced problems with calls not being completed to their customers. The survey found that call completion problems increased by over 2,000 percent during a recent twelve month period and identified four types of call termination problems:

- 1) Calls that ring for the calling party, but not at all or on a delayed basis for the called customer of the rural phone company;
- 2) Calling parties who receive incorrect or misleading message interceptions before the call ever reaches the rural phone company;
- 3) Calls that appear to "loop" between routing providers, but never reach the rural carrier; and
- 4) Incorrect caller ID that displays to called parties.

The call termination problems appear to be the result of actions by long distance providers using a procedure known as least cost routing (LCR). LCR providers are characterized as offering lower-cost service but may not always properly route calls which results in poor quality and lost connections.

Although isolated incidents of calls not being completed do occur, the repeated and sustained nature of the call completion problem indicates they are intentionally caused by providers who do not want to pay access charges. Rural phone companies have historically relied on access charges as a significant source of revenue. In order to avoid paying terminating access charges some unscrupulous LCR providers make sure calls cannot be completed to rural areas.

The FCC's Task Force will investigate issues that include:

- The extent of the call completion problem in rural areas;
- The causes of the problem, including whether carriers are violating the law by blocking or restricting calls to other carriers; and
- Actions that can be taken by the FCC to address the problem.

Jim Simon, Chariton Valley's general manager, commented that, "Not only do these problems frustrate customers, but they also pose a significant risk to public safety and harm the rural economy. Chariton Valley will work with the FCC and MoPSC in search of a solution that benefits rural consumers."

Wooldridge joins Shawn and Webster on Board

Chariton Valley board reorganizes

Holly Wooldridge, a teacher in the Westran R-1 School District, was elected to a seat on Chariton Valley's Board of Directors along with incumbents Don Shawn and Judy Webster. Shawn, who was



Holly Wooldridge of Huntsville was recently elected to Chariton Valley's board.

appointed to fill an unexpired term on the Board in 2003, was re-elected to a third term. Webster was easily re-elected to a second term and along with Wooldridge will represent the Southeast Area.

Holly Wooldridge has resided in the Chariton Valley service area for 36 years. She teaches Spanish at Westran High School and is a member of the Huntsville City Council. Holly served as a regional representative for the Foreign Language Association of Missouri in 2007 – 2008. She holds memberships in the Foreign Language



Ann Lenzini casts her vote at the 2011 Annual Meeting.

Association of Missouri, Missouri State Teachers Association and Westran CEA. She is a graduate of Salisbury High School and a former resident of Bynumville.

Judy Webster has lived in the Chariton Valley service area for 52 years; she is married to Jimmy and they have three children and seven grandchildren. Judy is a homemaker and



Judy Webster of Clifton Hill was re-elected for a second term on Chariton Valley's board.

has served on the Little Dixie Regional Libraries board. She is a member of the Clifton Hill Methodist Church, Missouri Pioneers MSDAR and other civic organizations. During her first term on Chariton Valley's Board Judy served on the Scholarship Committee, as Chairperson of the Human Resources/Annual Meeting Committee, and was elected Vice-President of the Board in 2010.

Don Shawn of Bucklin has resided in the Chariton Valley service area for more than 35 years. He is married to Patricia and they have one child and two grandchildren. Don retired after 46 years in the



Don Shawn from Bucklin was re-elected for a third term on Chariton Valley's board.

yearbook division of Herff Jones Company, with 40 of those years being in management positions. He served on the Bucklin School Board for 24 years and held the positions of vice-president and president. Don has been a member of Chariton Valley's Board since 2003 and has served on the Finance Committee; Human Resources/Annual Meeting Committee; and Legislation, Bylaws & Policy Manual Committee. He served as Chariton Valley's Vice-President for four years and was elected President of Chariton Valley's Board of Directors in 2010.

Board Undergoes Reorganization. Following the 2011 Annual Meeting of Shareholders, Chariton Valley's Board of Directors met in executive session and elected the following officers for 2011 – 2012: Don Shawn, President; Judy Webster, Vice-President; Jerry Monnig, Treasurer and Judy Sampsel, Secretary.

2011 Annual Meeting

Attendance showed increase over 2010 levels

Attendance at Chariton Valley's 2011 Annual Meeting of Shareholders showed a slight increase over 2010 levels and marked the first time in three years that attendance was higher than the previous year. The 2011 event was held on a Thursday evening to avoid conflicts with high school sports schedules and to not



Dale Samp was recognized at the Annual Meeting for his service on Chariton Valley's Board of Directors. Dale represented the Southeast Area for the past nine years.

interfere with the weekend plans of shareholders. The beautiful fall weather provided an opportunity for attendees to linger over their meal and enjoy the company of old and new friends as they awaited the start of the meeting.

Jim Simon, Chariton Valley's general manager, reported on the financial health of the cooperative and addressed the audience on concerns with the equitable distribution of federal subsidies for communications services in rural areas. Simon also announced Chariton Valley's

new business venture with Verizon Wireless and explained how it will benefit Chariton Valley customers by making available the latest in wireless technology.



Jim Simon, general manager, presents the grand prize gift certificate to Linda Sanders of Glasgow.

Dale Samp of rural Cairo, Missouri was recognized for his service on Chariton Valley's Board of Directors. The Corporation's bylaws limit the number of terms a board member may serve to three and Samp, who

represented the Southeast Area, had served his limit of nine years.

The always popular directory photo contest was won by Spring Gaines of Huntsville, Missouri (see related story in this issue) in a very competitive field of excellent photographs. The grand prize of one year's worth of Chariton Valley services was won by Linda Sanders of Glasgow, Missouri. In addition to Ms. Gaines and Ms. Sanders, an additional 28 members won prizes ranging from a \$25 gift certificate to \$100 cash. Chariton Valley thermometers and rain gages were

given to each member present.

The highlight of the evening was the election of three individuals to the Board of Directors. Incumbents Don Shawn and Judy Webster easily won re-election and were joined on the Board by newcomer Holly Wooldridge of Huntsville.

The actual vote counts were:

Northwest Area

Don Shawn	231
Kenneth Griffin	98

Southeast Area

Judy Webster	183
Carol Land	79
Holly Wooldridge	176
Wyatt Seidt	127
Kimberly Gittemeier	52

Officers elected for the coming year are: Don Shawn – President, Judy Webster – Vice-President, Jerry Monig – Treasurer and Judy Sampsel – Secretary.

2011 Annual Meeting Prize Winners	Dean & Brenda Meyer, Salisbury
Grand Prize Winner:	Ryan & Casady Lilly, Salisbury
Linda Sanders, Glasgow	Agnes Kothe, Salisbury
\$25 CVTC Gift Certificates:	Sharon & Theodore Cravens, Salisbury
Marion & Mary Fehling, Salisbury	Rodney & Carla Gladbach, Salisbury
N. Ruth Huss, Salisbury	Eric & Lynn Farnen, Salisbury
Anthony & Mary Lou Marek, Salisbury	Ronald Peavler, New Cambria
Kenny & Robyn McPherson, Cairo	\$50 Cash Prizes:
William Bowen, Huntsville	Walter & Velma Green, Huntsville
Diane Twyman, Salisbury	Calvin Gall, New Cambria
Robert Marek, Keytesville	James Washam, Salisbury
Greg & Beverly Green, Salisbury	Wesley C. Weimer, Salisbury
Stella Flanagan, Salisbury	Stephen & Joan Kacvinsky, Salisbury
Norris Hensley, Bosworth	Donald Cravens, Salisbury
John & Mildred Ruffner, Salisbury	Robert & Wilma Jobson, Bucklin
Cheryl Dixon, Atlanta	\$100 Cash Prize:
James & Valorie Hurt, Salisbury	Rodney & Kathey Harmon, Salisbury
Floyd Kilgore, Bevier	
Roger & Nancy Kaneer, Salisbury	

Spring Gaines

2012 Directory cover photo winner

Spring Gaines of Huntsville submitted the 2012 directory cover photo which was selected in a close vote at Chariton Valley's 2011 Annual Meeting. Spring remembers taking the picture which she titled Fishing at Norman's. "We love to go fishing,



2012 directory cover photo

I had stayed on the bank with our youngest daughter Jewel, who does not like to sit still, while my husband

Danny and oldest daughter Katie went out in the boat. This is north of Huntsville at Norman Thomas' place. His barn and the lake are really neat, and we live close by so we see it throughout the year, but this particular evening, with the sunset and the boat, was particularly great." They caught some bass and crappie while fishing that night and there were plenty of perch biting she recalls.

Spring's first camera was a hand-me-down 110 that she got when she was 5 and she 'was hooked'. Since then she participated in yearbook, took photography in 4H and judged photos at the county fair.

When asked about her photo being selected as the 2012 directory cover photo, she stated, "I'm thrilled, especially since the other photos were so good, and I love the digital camera I got as the prize. She is thankful they



Gaines Family: Danny, Katie, Jewel and Spring

live in the country so she has a lot of beautiful things to take pictures of. "We usually see more deer than people, but we have SpeedNet through Chariton Valley, so in two minutes I can upload pictures I just took and share them with friends and family all over the country. It's the best of both worlds, and really amazing and a pretty good step up from that old 110 I packed all around as a kid," she concluded.

2013 Directory Cover Photo Contest

Send your favorite nature photo or photos with a technology theme to enter Chariton Valley's photo contest. The winning photo will appear on the cover of the 2013 Chariton Valley Telephone Directory. Entering our free photo contest is easy.

Mail entries to:
Photo Contest 2013
ATTN: Donna Bell
Chariton Valley Telephone Corporation
PO Box 67
Macon, MO 63552
Or email:
dbell@charitonvalley.com
Subject line:
Photo Contest 2013

We welcome photos of nature scenes, animals,

children, as well as, photos with a technology theme or perhaps your family enjoying Chariton Valley services. The deadline to submit photos is **June 1, 2012.**

Photo submission is limited to four photos per contest entrant. Questions call 395.9636 or email dbell@charitonvalley.com.



2012 Chariton Valley Directories Coming Soon

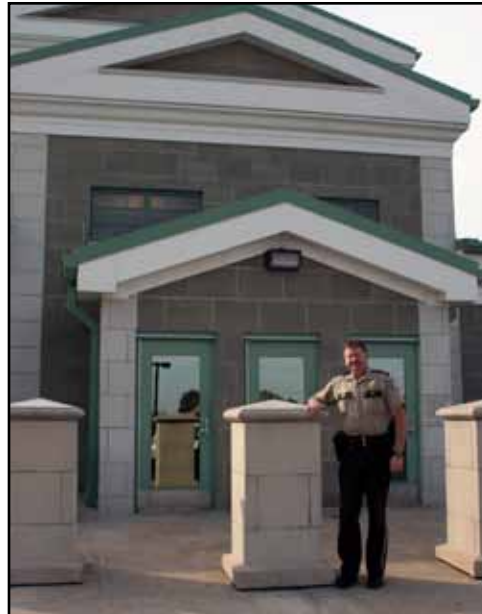
Watch for your new 2012 Chariton Valley Telephone Directory this February. When it arrives take a moment to look over the vast amount of information available to you. In addition to up-to-date listings, you'll find zip codes, area codes, information on features and services and much more. Be sure to check out the artwork submitted by area third graders displayed in the yellow pages.

RECYCLE OLD DIRECTORIES!
Drop off old directories at any Chariton Valley office and we'll recycle them for you.

Public safety benefits from technology

Local agencies embrace change

Randolph County Sheriff Mark Nichols has experienced many changes in his more than 25 years in law enforcement. Gone are the days when arrest reports were handwritten or typed



Randolph County Sheriff Mark Nichols outside the Randolph County Justice Center in Huntsville.

on a manual typewriter; the advent of computers and word processing programs have shortened the time it takes for officers to complete their reports and return to patrol duty. The age of information technology has made a profound impact on other aspects of police work as well. Although the iconic two-way radio is still in use, the confidentiality and versatility of cell phones has resulted in

their increased utilization by public safety organizations. According to Sheriff Nichols, cell phones have added a new dimension of security for members of his department. "My deputies frequently patrol alone and having a cell phone in addition to the radio increases our ability to maintain contact with them. Plus, cell phone conversations are much more secure than radio transmissions," observed Sheriff Nichols.

Bucklin City Marshall John Wright depends on his Chariton Valley phone as an indispensable tool in managing the Bucklin Police Department. The Bucklin police number rings to a wireline phone that Marshall Wright forwards to his Chariton Valley wireless phone whenever he leaves the office. The ability to forward calls from the wireline number has made it possible for the city to eliminate the position of dispatcher and the cost of two-way radios. Bucklin citizens in need of police assistance simply call the police number and the call is forwarded to Marshall Wright. The police department's dependence on Chariton Valley services extends to the Internet as well. Marshall Wright noted that he does his police reports,



Bucklin City Marshall John Wright depends on his Chariton Valley phone as an indispensable tool in managing the Bucklin Police Department.

including state and federal reports, online and that he is also able to stay current with his training by taking online courses.

The Salisbury Police Department utilizes Chariton Valley's wireless phone services and Internet in its everyday operations. Chief of Police James Cole commented, "The Salisbury police officers utilize their cell phones more often than they use their portable radios. Communications is a vital role in law enforcement and this method has proven to be more reliable in some aspects." Chief Cole was also impressed by the professionalism of Chariton Valley's employees during those rare occasions (239-4826) when technical services have been needed. "There is a lot of



Chief James Cole of the Salisbury Police Department utilizes Chariton Valley's wireless phone services and Internet in his everyday operations.

comfort in dealing with a reputable local company and friendly staff that our officers know by name," said Chief Cole.

Chariton Valley's wireless service has been updated with the installation of forty-seven towers with two more due to come on line in the near future. The towers, which are strategically placed for maximum coverage, assure the reliability of the system. Sheriff Nichols commented on the dependability of Chariton Valley's wireless system and noted, "My deputies have determined that Chariton Valley phones have ample signal strength both on the highways and in rural areas. I require them to spend a lot of time patrolling back roads and it is vital that communications be maintained."

Chariton Valley switched from two-way radios to wireless phones in its fleet of service trucks several years ago and it is a move Ron Stone, director of plant operations, has not regretted. "Cell phones have improved our dispatch and emergency response times while providing a safety net for our technicians and managers," remarked Stone. In addition to their cell phones, Chariton Valley's technicians are able to maintain contact with the business offices via computer from the central offices located in each exchange. Previously, when a technician completed an assignment it was necessary for him to return to the office to close out the trouble ticket or relay the information to a customer service representative, who would then close out the ticket. Now, technicians have the option of stopping at the

local central office, logging on to the Internet, and not only closing out the trouble ticket but also checking for any new problems before they leave the area. "It has eliminated one step in the process," observed Chris Hayward, outside plant supervisor, "and improved efficiency by reducing travel." Technological improvements soon to be available will permit technicians to access computer records from any location and eliminate the need to return to the local central office.

As Chariton Valley advances toward 4G technology the opportunities for public safety organizations to improve their communications capabilities will be virtually without limit. Cell phones will evolve into powerful devices capable of downloading massive data files including video and mapping along with accurate GPS capabilities. Yesterday's science fiction will become tomorrow's reality and Chariton Valley will be there to provide it for you.



Pictured above: Steve Milam, Chariton Valley Install/Repair Technician, closes out a trouble ticket from the central office in Excello before leaving the area. Previously, when a technician completed an assignment it was necessary for him to return to the office to close out the trouble ticket or relay the information to a customer service representative, who would then close out the ticket.