

Randolph Report



Randolph Telephone Membership Corporation

Oct. - Nov.
2006

Need Peace Of Mind? *Surveillance System Now Available*

OCTOBER SPECIAL



Looking for added security for your business or your home?

Get a camera surveillance system from Randolph Telephone. Monitor your employees or keep an eye on your babysitter with the touch of a button. You can view what the camera(s) sees from any high-speed Internet connection. Protect your personal and business investments when you install a camera surveillance system from Randolph Telephone.

We offer many different styles of

cameras ranging from the standard recognizable camera to outdoor weather-proof cameras. Cameras are also night-vision sensitive, motion sensitive, black and white, or color.

Our systems can be as simple as one camera or as complex as a network of 16 cameras. **Receive a FREE estimate from one of our certified technicians when you call in October.**

Place the things that matter most in the hands of a company you know and trust. Call 879-5684 for details. □

Don't Let Your Holiday Fun Be Interrupted

Caller ID Can Keep Track Of Your Calls

Whether it's a phone call from a family member or just enjoying your favorite holiday movie with your children, Randolph Telephone will be there . . . to keep you connected, to help you make memories.

And we want to keep you connected with the best service we can offer. That's why we are giving you a way to track calls and spend time with your family without being



interrupted during the upcoming holiday season.

Try Randolph Telephone's Caller

ID service in November and **receive a Caller ID box FREE.**

The caller-ID box stores up to 80 names and numbers, indicates voicemail messages waiting*, and displays call waiting caller name & number.* One free box per account.

* Must have Randolph Telephone voicemail or call waiting for these features. □

NOVEMBER SPECIAL

Raffle Ticket Sales Kick Off '07 Relay Effort

Randolph Telephone is kicking off its campaign to raise money for Relay for Life, a team event to fight cancer, by selling \$1 50/50 raffle tickets.

Randolph County holds one of the largest and most successful local Relays in the nation. The 2007 event will be held May 18-19 at South Asheboro Middle School.

We will draw the cash prize winner at that event. You do not have to be present to win the cash prize. Last year's winner won more than \$700.

Tickets are already on sale at our Asheboro, Farmer and Liberty Customer Care Centers and from any Randolph Telephone employee. □

We're Open Friday After Thanksgiving!

Come shop with us on the biggest shopping day of the year
— Friday, Nov. 24 —

Buy a **GIFT CARD** that can be used toward any of our services or products.

Give the gift of communication to your friends and family.

A gift anyone will love!

CUSTOMER CARE CENTERS

Office Name Change Better Reflects Our Focus On Customer Service

In a renewed commitment to our customers, Randolph Telephone has renamed its business offices "Customer Care Centers." The name change went into effect Aug. 1.

Our customer service representatives are now customer care consultants to better reflect the important role they play in assisting our customers with all of their communication needs. As a part of this initiative, we are also beginning a follow-up program when you've added a new product or reported a trouble. If we don't reach you, you may expect to see a note card from us.

Feel free to call us any time with feedback on our services or products you'd like us to offer. ☐



A new name, but the same terrific service!



\$250 grand prize winner Wade Asbill (left) with his grandkids and Randolph Telephone's Aaryn Slafky (right).

Record Crowd Attends RTMC's Annual Meeting At SWRMS

GM Steve Cox Reports On Financial Soundness

RTMC held its 48th Annual Meeting at Southwestern Randolph Middle School on Saturday, Aug. 12.

General Manager Steve Cox opened his address to the record crowd by expressing appreciation to the members for their support. He went on to say that the employees, management and board of directors always work hard. Their loyalty makes Randolph Telephone a leader in the communications industry

Cox summarized how the company had been blessed with good employees and a Board of Directors that has made many decisions to improve the financial soundness of Randolph. He reported that the Board had approved a return for 2006 of patronage capital of approximately \$1.8 million. He also added how this would help in the economic development locally.

Cox reminded the members that when you invest in your co-op, you impact the rate of deployment of new services. He added that Randolph is able to deploy new services because of the capital provided by the members' subscription to existing services.

Cox told how Randolph Telephone implemented additional flat rate calling between Coleridge and Liberty earlier this year – meaning no per minute charge for that

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Annual Meeting Prize Winners

\$250 Grand Prize Winner: Wade Asbill

Oldest Male: Alvin McDowell

Oldest Female: Glenna Allred

Youngest Member: Olicia Gatlin

\$50 Survey Drawing: Thelma Sellers

Ages 0-5 - John Deere Pedal Tractor: Ryan
Greene

Ages 6-10 - Bicycles: Lucy Avila and
Brian Silverthorne

Ages 11-14 - Bicycles: Chesley Long and
Justice Dunn

Ages 15-18 - \$25 Wal-Mart Card: - Melissa
Robbins & Damien Purcell



Ryan Greene takes a ride on his new John Deere pedal tractor.

Identity Theft – What Should You Do?

Identity theft occurs when someone uses your personal information without your permission to commit fraud or other crimes.

While you can't entirely control whether you will become a victim, there are steps you can take to minimize your risk.

If you think your identity has been stolen, here's what to do:

- 1.** Contact the fraud departments of any one of the three consumer reporting companies to place a fraud alert on your credit report. The fraud alert tells creditors to contact you before opening any new accounts or making any changes to your existing accounts. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two. Once you place the fraud alert in your file, you're entitled to order free copies of your credit reports, and, if you ask, only the last four digits of



your Social Security number will appear on your credit reports.

- 2.** Close the accounts that you know or believe have been tampered with or opened fraudulently. Use an ID Theft Affidavit when disputing unauthorized accounts.

- 3.** File a report with your local police or the police in the community where the identity theft took place. Get a

copy of the report to submit to your creditors and others that may require proof of the crime.

- 4.** File your complaint with the Federal Trade Commission (FTC). The FTC maintains a database of identity theft cases used by law enforcement agencies for investigations.

While identity theft is not a new activity, the Internet has provided those intent on engaging in identity theft with an efficient means of capturing privately held personal, financial and sensitive information.

According to the FTC, identity theft was the top fraud-related complaint reported by consumers last year, comprising 42 percent of more than 200,000 consumer fraud complaints that the FTC received. □

You Can Now Pay Conveniently Online

Randolph Telephone launched online billing, eBill Center, Sept. 1, 2006.

Customers can now use the site to pay bills, look at bills (including an archive), review toll traffic – even before it is billed to help you track and manage your calling use, and much more.

eBill Center is a reliable, convenient way to pay your phone bill. Through this new billing method and other new products, Randolph Telephone strive to deliver the most secure, dependable services that make us the best in the communications industry.

To log on to view and pay your bills, visit <https://ebill.rtmc.net> today. Have your most recent billing statement handy to make the set-up process even easier.

Call our customer care center with questions; 336-879-5684. □

**eBill
Online**

Annual Meeting Report

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type of call. He announced that Randolph Telephone introduced CustomChoice Packages, which bundle several services into one simple discounted package. He reviewed several new services recently added, including camera surveillance systems, computer networking and repair and DSL Lite.

For the second year, the annual meeting included a customer appreciation hot dog lunch, including homemade ice cream made by a 1937 "hit and miss" tractor engine. Special gifts for each attending member were given out and an entertaining magic show was enjoyed by the children. Close to 100 door prizes were awarded, including a \$250 cash prize.

RTMC's annual meeting is always the second Saturday in August, so please make plans to join us next August. □



GM Steve A. Cox gives his report.



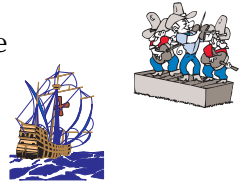
Congressman Coble Says Hello

Congressman Howard Coble and members of his staff visited Randolph Telephone recently to discuss telecommunications issues.

On the Calendar . . .

October

- 6 – Asheboro Fall Festival Parade
- 7-8 – Asheboro Fall Festival
- 9 – Columbus Day
- 21 – Ramseur Fall Festival
- 21 – NASCAR Day - Randleman
- 28 – 21st Annual Hospice Auction
- 28-29 – Boo at the Zoo
- 29 – Daylight Savings Time Ends
- 31 – Halloween



November

- 11 – Asheboro Veterans Day Parade
- 18-19 – Seagrove Pottery Festival
- 23 – Thanksgiving Day/RTMC Closed
- 24 – RTMC **OPEN** Day After Thanksgiving



Randolph Telephone Membership Corporation

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Asheboro, NC 27205

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Fax: (336) 879-2100

Office Hours:
8 a.m. - 5 p.m.
Monday - Friday

Farmer Office
5203 New Hope Road
8:30 a.m. - 11:30 a.m.

Visit Us On The Web:
www.rtmc.net

Pre-Sorted Standard
U.S. POSTAGE PAID
Permit #409
Greensboro, NC

Randolph Telephone Membership Corporation 2005-2006 Board of Directors

Earlie Brady, President; Wayne Brady, Vice-President; Janice Scott,
Secretary/Treasurer; William Joe Allen; W.A. "Bill" Garner;
C. Kent Ridge; Bobby Macon; Becki Rice; Andy Garner.

Steve A. Cox, General Manager

Our door is always open to serve you. Should you have any questions about your service, your bill, how we can better serve you, or if you just want to chat, please stop by and see us — we're here to serve you. As they say, "Home is where the heart is" — and our heart is here.