

# Ayrshire Communicator

## Industry Updates

The Iowa Telecommunications Association held their annual convention and trade show November 8-10 in Des Moines.

The group, consisting of independent telephone companies across Iowa, discussed many current issues related to the telephone industry.

One panel discussion brought in representatives from AT&T, the Office of Consumer Advocacy (OCA) and Bob Holz—General Council for the ITA.

The representative from the OCA voiced his opinion that there are too many rural ILECs (incumbent local exchange carriers) in Iowa, and that ITA members should raise their local rates in order to equalize or even exceed the rates charged by Quest and Iowa Telecom.

We interpreted the OCA's comments to mean they are in favor of raising rates for telephone customers across the state. This view was shocking to many in the audience, since the OCA has often voiced their opinion against raising telephone rates in the past.



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## You're Invited! Ayrshire Holiday Open House

Ayrshire Communications will be hosting Holiday Open Houses during the month of December in appreciation of our customers and to celebrate the Holidays. We have just passed Thanksgiving, and it truly is a season for thankfulness. Ayrshire Communications would not be here today if it were not for the outstanding support of our customers and employees. Heading toward Christmas, we want to keep the spirit of the Holidays alive!

The spirit of the Holidays is not just about family get-togethers and good food. It is also about giving back, in whatever form that may entail. Ayrshire Communications makes it a priority to give to deserving causes throughout the calendar year, but especially during the Holidays. This year, we want to challenge you to do the same. Find a local charity or organization and give of your time, talent, or money. Together, we can help make Northwest Iowa a better place to live!

Please join us for one of our  
Holiday Open Houses:

Whittemore—December 8th  
from 4PM-7PM at Pitchers  
Gillett Grove—December 10th from  
4PM-7PM at Gillett Grove City Hall  
Ayrshire—December 17th from 9AM-6PM  
at the Ayrshire Telephone Office



### Ayrshire 2009 Holiday Specials

Receive a FREE Ayrshire  
Communications Fleece Blanket!

Three ways to qualify:

1. Upgrade from basic CATV to digital package.
  - Even more channels.
  - Choice of Starz/Encore, HBO or Cinemax.
2. Sign up for CATV.
  - More reliable reception than a dish provider.
3. Sign up for new internet service.
  - \*Service not available in all areas.

Register to win a cell phone  
accessory pack!

Two ways to qualify:

1. Sign a new 2 year agreement with i wireless (plan \$39.95 or higher).
2. Drop off an old cell phone for cell phone for soldiers donation.

## Disconnect Policy

1. Customer receives late notice no less than 20 days after bill is mailed.
2. Customer receives service fee if balance is not paid by late notice date. A 1.5% service fee is added to outstanding balance.
3. Customer's service is disabled for non-payment approximately 5 business days after notice is mailed.
4. Equipment charge of \$150-\$500 is applied to bill depending on AFMT owned equipment at customer's location.
5. Reconnect Charges:  
Telephone—Existing service order- \$5, Central Office Connection- \$20  
Total of \$25.  
Broadband Internet—\$25  
CATV - \$35
6. Customer must pay balance due and reconnect fees in order to reconnect. If customer is not an ACH (automatic bank deduct) and signs up, reconnect charges will be waived. New ACH customer only. Current ACH customers will be charged reconnect charges.

## Upcoming Events

- **Whittemore Holiday Open House**

December 8th, from 4PM-7PM at Pitchers.

- **Gillett Grove Holiday Open House**

December 10th, from 4PM-7PM at the Gillett Grove City Hall.

- **Ayrshire Holiday Open House**

December 17th, from 9AM-6PM at the Ayrshire Telephone Office.

- **Ayrshire Office CLOSED**

Our office will be closed Thursday and Friday, December 24th and 25th for Christmas.

- **Ayrshire Office CLOSED**

Our office will be closed Friday, January 1st for New Years Day.



### New Additions to your Telephone Directory

#### Ayrshire:

Patrick & Emilie Higgins	426-4260
Russ & Sue Salton	426-5266
Ron & Carol Wirtz	426-3830



## Your Hometown Telephone Company

1405 Silver Lake Ave.  
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