

FMTCommunications

2017-2018 Winter

VoIP VOICE HAS ARRIVED!

What is VoIP? VoIP (Voice Over Internet Protocol) is an alternative to your traditional landline phone. Instead of phone coming through the traditional phone lines, it is a voice line that comes through your Internet connection. You will still use your home phone as you do now, just with these benefits:

LESS EXPENSIVE!

A traditional landline is approximately \$31.00 a month, including taxes and fees.

A VoIP voice line is approximately \$19.00 a month, including taxes and fees.

FREE CALLING FEATURES

With a traditional phone line you can choose from a selection of calling features you pay individually for, from \$3 and up.

With a VoIP voice line, calling features are free!

VoIP is the future of voice communications and Farmers Mutual Telephone Company is proud to be leading the way in residential VoIP. This service is available when you are a FMTC Internet customer.

Would you like to add or upgrade to VoIP voice service? Contact us Monday-Friday from 8am-6pm and let us walk you through the process.

STANDALONE IS A HIT!



This July FMTC rolled out Standalone Internet to our Fruitland and NuAcres customers, featuring high speed Internet with no phone required. When our Fall 2017 FMTCommunications newsletter arrived in the mail featuring the "Standalone Internet Now Available" article on the front, calls started rolling in.

Current Safety Line customers moved their service over to Data Only "Standalone" Internet, which offered them a speed increase with a small decrease in their monthly bill. Our 3Mbps customers tripled their speed, dropped their Safety Lines and still saved about \$3 a month! New customers arrived, excited about Internet only service with no data cap and free installation with a 2-year contract.

Many of our customers have chosen to upgrade from a Safety Line or full landline to a VoIP (Voice Over Internet Protocol) voice line. You use this line just like a regular landline with the ability to receive calls and call out, but with an average \$12 a month savings over a regular landline. Customers also receive free calling features every month with a VoIP voice line.

Do you have friends or family in Fruitland and NuAcres that are not with FMTC yet? If so, tell them about us. Have them mention your name when they sign up for Standalone Internet or VoIP voice and Internet. They will receive a \$25 credit on their account and you will receive a \$25 Visa Gift Card! If you would like more information go to FMTC.com and click on the "Refer A Friend" box under Current Promotions & Events.

Our customers, new and old have made Standalone Internet a hit! Thank you for supporting a local business with local employees that live here and care about their community. We will continue to work to bring you Traditional Values & Technology For The Future.



FROM DAN'S DESK



Dan Greig
General Manager

“CBOL” is an acronym that is pretty much unknown to most of our customers, and even the full wording “Consumer Broadband Only Loop” is not much more explanatory. What it does for our customers though is something that many of you have been asking about for quite some time. With the advent of the Personal

Communications Device also known as the Cellular Telephone, many consumers have migrated to using only that method of communicating. During that same transition period, our customers have come to rely on the high quality and increasingly higher speed internet services offered by Farmers Mutual Telephone Company (FMTC), but because of their increased reliance on cellular telephones many of those customers have asked us if they can have Internet without the landline telephone. Up until recently because of the federal regulatory process that we are subject to, the answer to that question has been that we are unable to sell Internet only/broadband only (CBOL) service. This all changed about mid-year 2017 when the FCC changed direction and actually encouraged CBOL. We now are able to

offer to our residential customers the option of either Internet only, or Internet with voice “over the top”, with the voice riding on the Internet signal in what is called Voice over Internet Protocol or VoIP. The VoIP option retains the ability to call 911 from your landline telephone. Both of these solutions have proven to be very popular with our customers and are keeping our technicians busy making the necessary changes.

Here at Farmers Mutual Telephone Company we continue to explore new technologies and offer the services that you, our customer have been asking for. We are now able to offer Gigabit speed Internet to a larger portion of our customer base, and our Fiber to the Premise construction projects continue to grow, bringing higher speed Internet to more areas. As we grow, we will also continue to expand our offerings to our customers in our neighboring communities, utilizing the towers we have placed in strategic locations to offer wireless high speed Internet to those areas.

Along with these technological service offerings, we are also continuing to train and equip our technical staff to bring you the latest in network assistance with your computer networks, along with Business Telephone systems and network wiring for a complete solution to your communications needs.

New Tech Toys need *FASTER SPEEDS*

Current customers boost your speed at
NO ADDITIONAL COST FOR A MONTH!*

New Customers receive your
first month of Internet
FREE!*

**Offer good through 2/28/18*



MEET FMTC'S CUSTOMER SERVICE TEAM!

Melody Goodman began working with FMTC in early 2015 in Outside Sales. She currently is the Customer Service and Internet Department Manager, and also handles Outside Sales and Marketing. In her spare time, Melody enjoys spending time with her family and reading.

Grant Gross started working for FMTC in 2014 as an Internet Tech and became our Customer Service Supervisor this year. He provides support for the Customer Service and IT Departments. Grant graduated from TVCC in 2015 with his degree in Computer Information Systems and has since worked on furthering his education, earning multiple certifications in computer networking and security. Grant has been married to his high school sweetheart for 6 years. They have 3 dogs, 3 cats, and are hoping to adopt their first child from foster care in 2018.

Debbie VanDeWeerd began working at Farmers Mutual Telephone Company in May of 2014 in the position of Receptionist. In September of 2015, Debbie moved to the position of Customer Service Representative. Customer Service was a new turn in direction for Debbie as her background had been in bookkeeping. If asked, Debbie will answer that customers are her favorite part of working at FMTC.

Trisha McGlothlin began working as Receptionist for FMTC in January of 2017. Soon after she moved to the Customer Service Department, assisting customers with Internet, voice and cellular service. She enjoys spending time with her family and traveling.

Michelle DeLeon has been with our company since April, 2017, offering great customer service as our Receptionist. She enjoys spending time with her son doing activities outside of work.

Pictured from left to right, top row: Melody Goodman, Grant Gross, bottom row: Michelle DeLeon, Trisha McGlothlin
Not pictured: Debbie VanDeWeerd



CONGRATULATIONS TO DAN GREIG



Dan began working at FMTC 40 years ago. He was recently honored for this achievement and milestone at our year end party.

Thank you Dan for your hard work and dedication to Farmers Mutual Telephone Company!



**New Tech Toys need
FASTER SPEEDS**



Enjoy High Speed Internet, FREE Installation & No Data Cap*

*Free installation with a 2-year contract. Contact us for complete details.

SPOTLIGHT ON BUSINESS: LORRIE TRACY WITH PACIFIC UNION FINANCIAL



Lorrie and her family are Idaho natives and they love the friendly community here in Fruitland. Over the past 28 years Lorrie has established a loyal clientele throughout Idaho and Oregon. Part of the reason she says the business has flourished is having a heart for helping the under-served community in the area. She feels a house is made of walls and beams but a home is made of love and dreams and she wants to help her clients experience that through home ownership.

She has been a member of the Farmers Mutual Telephone Company Cooperative for nearly 20 years, choosing FMTC for both home and residential phone and Internet service. As FMTC strives to provide the best in local voice and Internet, Lorrie helps to guide her customers expertly through the home loan process.



Lorrie invites you to stop by The Fruitland Business Center, located at 425 S Whitley Drive, Suite 12 in Fruitland for a free consultation. You can also contact her by calling 208-452-5757 or e-mailing her at lorrie.tracy@loanpacific.com.