

Talk of the Town

SEPTEMBER 2008



SCTelcom—"Not Just Your Regular Old Telephone Company"

SCTelcom is more than just a telephone and high-speed data service provider. But I am not sure everyone is aware of the breadth of services we can provide our customers. To help our customers understand what we can do for them I'll use a recent real world experience to highlight some of our lesser known capabilities.

Recently the SCTelcom team had the privilege of assisting a longstanding business in Medicine Lodge with their telephone and data services needs. Through careful planning and persistent coordination with the customer, SCTelcom successfully started delivering voice and high speed data services

to the business in May.

After some discussions and needs analysis with SCTelcom staff, the business owner recognized the benefits of converting his telecommunications services to SCTelcom. SCTelcom was not only going to deliver the telecom services he needed at a fair price, but we also installed new computers, printers, and business management software to help the owner manage his operation more efficiently.

The owner was very impressed by the way he was treated during the whole process. He said, "SCTelcom's professionalism and attention to detail was equivalent to the way I

like to treat my own customers." He added, "not only was my phone service con-

"SCTelcom's professionalism and attention to detail was equivalent to the way I like to treat my own customers"

version to SCTelcom smooth, with minimal service interruption, the techs went out of their way to avoid disrupting my day-to-

day operation while they installed my phone lines."

Because each customer has his/her own unique and special needs, the SCTelcom customer service team approaches each customer as a unique situation and co-develops with the customer a telecom solution tailored to fit those needs. Using this team oriented needs analysis approach SCTelcom has been able to achieve notable success in the telecommunications marketplace of this region. Also, something our customers may not be aware of is that we can order and deliver quality Dell computers, install network solutions and

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Congratulations to County Fair Livestock Presenters!

Congratulations to the following Barber County and Pratt County fair livestock show participants who are also part of the SCTelcom family!

Barber County Fair

Anya Anderson
Luda Anderson
Scott Angell
Zachary Barker
Sierra Cargill
Emily England
Kendra England
Melanie Fritts
Clay Holcomb
Katie Holcomb
Trenton Jahay

Emily Kimball
Tayla Kimball
Daniel Lambert
Nathan Lambert
Paige Lambert
Patrick Lambert
Celie Landwehr
Emmie Landwehr
Landon Landwehr
Randie Landwehr
Brooklyn Lonker
Torrey Lonker



To SCTelcom, you are all winners!

Madison Marshall
Dylon Molz
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From Page 1...

maintain the network and computers at very affordable prices. This beats waiting on assistance from Alva, Enid, or Wichita. It is, after all, better to have quality and timely support for your network from a company that operates in your own "neck of the woods."

The SCTelcom approach to customer services is:

- 1) Treat each customer's telecom need as a unique situation;
- 2) Team up with the customer to identify and fulfill his/her communications needs for maximum operational efficiency at a reasonable cost;

- 3) Coordinate the project implementation closely with the customer to ensure the quality expectation of the customer.

Some new services that SCTelcom brings to the table are:

- 1) We can create and provide customized Dell computer configurations;
- 2) We perform network wiring,



- installation and maintenance;
- 3) For major accounts we can provide on-going surveillance and maintenance of the customer's telecom services on a 24x7 basis, so that the customer won't have to worry about the status of their telecommunications;
- 4) We can sell and install Internet Protocol (IP) based telecom systems – which are more flexible, cheaper to purchase and easier to install and maintain than traditional telephone systems.

Please feel free to call our customer service representatives at 877-723-6875 if you have any questions about your service needs.

Photo Contest Reminder

Please submit your photos for the 2009 SCTelcom phone book cover competition to any SCTelcom office on or before January 12, 2009. You can also email your entries to lpelzl@sctelcom.com or mail them to:

Photo Contest
PO Box B
Medicine Lodge, KS 67104

Tech Tips— Email Safety

Do not open an email unless you know the person who sent it. Even then it is not always safe to assume that the sender is really the person you know.

Always **scan an attachment** with your anti-virus software **BEFORE** you open it and if possible verify that the person who appears to have sent it, really did send it!

More tips next issue...

County Fair Livestock Presenters...

From Page 1...

- Brooke Murphy
- Mitchell Murphy
- Darcy Ramos-Stewart
- Hattie Spicer
- Hunter Spicer
- Jordan Sterling
- Sara Stevens
- Kristi Summers
- LaNae Wagenbach
- Casey Williams
- Shelby Williams

Pratt County Fair
Abigail Black

- Austin Black
- Victoria Black
- Jarod Deweese
- Jessica Deweese
- Taylor Deweese
- Krystal Eck
- Weston Goyen
- Allyson Henderson
- Trey Langford
- Samantha McGuire
- Brian Moore
- Madison Moore
- Ryan Schepmann
- Adison Smith
- Garret Smith
- Saige Twiner

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* additional charges will apply

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**Know what's below.
Call before you dig.**