



PIERCE
TELECOMMUNICATIONS
INCORPORATED

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**Pierce
Telephone Co., Inc.
Information**

Office Hours:
Monday - Friday
8:00 a.m. - 5:00 p.m.

- Local Service Provider
- Long Distance Service
 - Phone Systems
- Network & Inside Wiring
 - Dial-Up & High Speed Internet
- Certified Computer Repair

**SPECIAL
POINTS OF
INTEREST:**

Health Fair-7:30 a.m.
Sat.—March 6th

Happy Spring!!
Remember to “spring
ahead” on March 14th
by setting your clocks
ahead one hour.

March 20th, 2010
Spring Begins!

We will be closed on
Monday, May 31st in
Observance of
Memorial Day.

CUSTOMER COMMUNICATIONS

THE LOCAL CHOICE—THE BETTER CHOICE

MARCH 1, 2010

Pierce Telephone Now a Dell Computer Partner

Pierce Telephone Co., Inc. is excited to let you know that we are now a Dell Computer Partner which means that you can now order your Dell Computers with our help. We will also keep desktops, laptops and Mini’s on hand.



We’ve also recently added a public access computer for your use.

Stop in, check out the Dell Computers, check your email, or do some research. The computer is available for your use.

NEW NEBRASKA 531 AREA CODE WILL SHARE THE SAME GEOGRAPHIC REGION AS THE EXISTING 402 AREA CODE

The new 531 area code has been approved and will serve the same area as the current 402 area code. This is called an Area Code Overlay. Because of the addition, all customers within the 402/531 region will need to dial the correct area code followed by the 7-digit telephone number when dialing any local call. However, long distance calls will remain the same. Callers need to dial 1+ area code + 7-digit telephone number.

Effective **June 26, 2010**, a permissive dialing period will begin and you should use the new dialing procedure whenever you place local calls from the 402 Area Code. If you forget, your call will still be completed.

Beginning **February 26, 2011**, the mandatory dialing period begins and you **must** use the new dialing procedure for all local calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will provide instructions on how to redial your call.

NEBRASKA TELEPHONE ASSISTANCE PROGRAM FOR LOW-INCOME CONSUMERS (NTAP) - LINKUP/LIFELINE

NTAP, formally known as Lifeline and Link-up, assists qualifying individuals with obtaining and keeping telephone services by lowering monthly service and connection rates. The discount will appear as a credit on your monthly telephone statement.

Every person in America should have access to quality affordable telecommunications service. This principle of “Universal Service” has been the goal of the telecommunications industry for decades.

Link Up can save, those eligible, 50% of the initial charge to hook up primary telephone service.

Lifeline applies only to primary local telephone service in your home. An individual is eligible if also participates in Medicare, Food Stamps, Supplemental Security Income, Federal Public Housing Assistance, or Low-Income Home Energy Assistance Program.

To apply, download a form from www.psc.state.ne.us, call 800-526-0017, or mail a request to: NTAP, PO Box 94927, Lincoln, NE 68509-4927. If you have any questions, please contact our office at 402-329-6225.

Storm Season Tips – Keeping you connected

Another stormy season is just around the corner and we at Pierce Telephone would like to remind our customers to be prepared. Power outages and surges can cause problems with both your phones and your computer equipment.

When the electricity fails, if you only have cordless telephones or other phones that plug into the electrical outlet, these phones will QUIT WORKING! Cordless phones are certainly convenient, but Pierce Telephone strongly encourages you to have at least one “line powered telephone” or corded telephone in your home for the safety of you and your loved ones. Feel secure knowing that Pierce Telephone Company will keep you connected - to family and friends - whenever emergencies arise, regardless of whether your power is on.

With those spring and summer storms comes lightning. We want to ensure that you are protected from not only the lightning but also the power surges. Every computer system should be connected to its power source with a quality surge protector, which is a device that protects your computer, monitor, printer, etc., from surges in the electrical current powering your computer. These surges can be caused by not only lightning strikes but also by simple everyday power fluctuations. These electrical shocks can cause damage or even destroy your computer hardware and/or data on the machine.

Pierce Telephone Company does carry a wide range of quality telephones and surge protectors for our customers.



Your Rights on Customer Proprietary Network Information (CPNI)

Pierce Telephone Co., Inc. (PTC) and Pierce Long Distance (PLD) knows the importance of personal privacy to our customers. PTC keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data. Recent changes in federal law concerning telecommunications companies, regulates the use of account information to selectively market specific products and services to specific customers.

This information, legally referred to as Customer Proprietary Network Information (CPNI), includes data such as which long distance carrier you have chosen, what calling features you use and which calling plans, if any, you have subscribed to.

Only PTC & PLD can see or use this information. It is never released to outside companies. You have the right, and we have the duty under federal law, to protect the confidentiality of this information.

No action on your part is necessary unless you wish to restrict PTC & PLD's use of this type of information to contact you for the purpose of tailoring our service offerings to your individual needs. Should you wish to restrict use of your CPNI, please call us at 402-329-6225 or send an e-mail to info@piercetelephone.com. Your request should be sent within 30 days of receipt of this notice. Restricting CPNI may make you ineligible to receive information from PTC about new products and services, packaged offerings, and various promotions.

Whatever you decide will not affect the provision of any services to which you subscribe. Your approval or denial for use of CPNI will remain valid until you tell us otherwise. Again, we only use your account information to market other telecommunication products and services we offer and no action is required on your part unless you wish to restrict use of your CPNI. You will still receive monthly bill inserts, quarterly newsletters, and other publications that are sent to all customers at the same time, so you will be kept up-to-date.

We look forward to being able to serve your telecommunication needs more efficiently with new products and services based on the information we know about your account.

Diggers Hotline of Nebraska Required by Law-Call 811



Pierce Telephone Company wants to remind their customers this spring to remember that a one-call locate is required for any digging that you may be doing. After calling in a locate request, you must wait 48 hours before starting to dig to allow time for all utilities to get to the location.

This service is available 24 hours a day, 7 days a week, and is a free call. Simply call 811 which will connect you with the Nebraska One-Call Notification System. Nebraska law requires everyone who excavates (or otherwise disturbs the surface) to first call the state one-call notification center at least two business days, but not more than 10 days, before the scheduled start of work. Except for emergencies, locate requests made after 6:00 p.m., or on weekends and holidays, will not be sent out until 7:00 a.m. the next business day.

For professional excavators, home owners, and property owners, the call is free, the service is free and the peace of mind is priceless in knowing that you have taken the steps to protect you, your family, and your pocketbook. Everyone, everywhere, every time...**Please, Call Before You Dig!**

Need a New Computer or Computer Help?

Call 402-329-6225 or
Email: info@piercetelephone.com

We're here to assist with any problems or questions you may have! We're the local people you know and trust working for you!

