

July 2000

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HIGH-SPEED INTERNET ACCESS IS HERE!

Mornington Communications Co-op is now offering High-Speed Internet Access to the residents of Milverton and the immediate surrounding area (up to 6 km). Residents living on the outskirts of Milverton must check to see if they can access this service.

A high-speed connection allows you to:

- Download files approximately 10 times faster than with a normal 56k modem.
- Talk on the phone and surf the Internet on the same phone line at the same time!
- The connection is always on so

there is no dialing and there is never a busy signal.

- No second or special phone line required
- Unlimited Internet Access
- You can take advantage of online video, lightning fast surfing and rapid downloading of large files.
- One email account

We are charging \$49.95/month for residential customers and \$99.95/month for corporate customers.

If you do not have an Ethernet Card installed on your computer, we can arrange for someone to install and set it up for only \$65.00. They will also pick up and install the modem for you. If you already have an Ethernet Card, you can stop by our office and pick up a modem and install it yourself at no charge when you purchase High Speed Internet access.

Call 595-SURF for more information about this new service.

Calling Service

Teen Service

Teen Service allows you to have two telephone numbers with distinctive rings on the same line. This service enables you to answer the calls that are for you and leave the ones that are not. If you are tired of answering the phone for your children, or if an elderly parent is living with you who wants their own phone number, consider ordering teen service. You can also give out the alternate number to a family member or a friend so you will always know when they are calling.

For a low monthly fee of \$1.00 and a one time setup fee of \$20.00, this is an inexpensive alternative to installing another phone line.

To order this service, call the office at 595-8331.

Get a \$5 Credit

From now until the end of July if you sign up for the Pre-Authorized Payment Plan for the first time, you will receive a \$5 credit towards your next phone bill. Not only that, but your name will be entered into a draw for a \$50 credit towards your phone bill.

If you go on holidays this summer, using the Pre-Authorized Payment Plan to pay your phone bill means you don't have to worry about getting your cheque in the mail on time and there are no late charges.

To take advantage of this opportunity, simply complete the form on the back of this newsletter and return it with an unsigned cheque that has been marked void. This will allow our office to deduct the amount of your telephone bill from your account on the 26th (or the 1st business day after), leaving you with one less thing to worry about each month. We will continue to mail your regular monthly statement.

New Corporate Internet Plans

We are now offering 2 corporate Internet access plans instead of just one.

CP 250

\$49.95

- 250 hours of Internet Access
- 10 MB of storage
- 3 email or Wildcard email
- Ftp access for web site maintenance
- Extra Internet hours cost \$0.10 each
- Extra MB of storage cost \$2.00 each
- Additional email accounts cost \$5.95/month each

CP 150

\$39.95

- 150 hours of Internet Access
- 5 MB of storage
- 3 email or Wildcard email
- Ftp access for web site maintenance
- Extra Internet hours cost \$0.10 each
- Extra MB of storage cost \$2.00 each
- Additional email accounts cost \$5.95/month each

Call 595-SURF for more information about these Internet Plans.

TELEPHONE ETIQUETTE

Answering Machines

If you are calling someone, here are some rules of thumb that you should follow if you should happen to get an answering machine on the other end.

Don't immediately hang up. People who have answering machines get frustrated when callers don't leave a message. Hanging up without leaving a message is impolite, especially if it happens frequently to the same person.

Have a short message prepared. It is a good idea to know what you are going to say if you should happen to reach an answering machine on the other end of the line. State who is calling, what time it is, and briefly give reasons on why you are calling. Conclude by giving your phone number and when you can be reached.

Stating when you are available to take their call is very important because it helps eliminate "phone tag". Calling back and forth can be costly if it is long distance to the

person you are calling. "Phone tag" can be frustrating for both people, especially if you are involved in business activities.

From a business perspective, eliminating "phone tag" will save you money, and will result in less missed calls that people are returning. Fewer phone calls can save you a lot of time if you are busy. By giving them the reason for your call, they can prepare an answer for responding to your call.

From a customer's point of view, stating when you can be reached will result in faster service because the business will know when you can be contacted.

Did you know that your call is connected and billable as soon as you hear the click that sounds before an answering machine comes on? If you are calling long distance to someone and you hear the click, you might as well stay on the line and put a message on the machine, after all, you are already paying the charge for the first 30 seconds.

For those of you who have an answering machine, you might want

to consider having a short and clear greeting. If you have a long or annoying greeting, people might hang up in the middle of it and you won't receive their message.

If you are a job seeker, you will definitely want to make the greeting on your answering machine clear and professional sounding. Employers may call your residence in response to a resume, cover letter, interview, or referral. It is important that you make a good impression, so rehearse your greeting and prepare what you want to say. Your greeting should be grammatically correct, brief, and cheerful. You should speak alertly and confidently without stutters or mistakes. Remember, you have only one chance to make a first impression.



...more than just talk
telecommunications since 1919...

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PRE AUTHORIZED PAYMENT PLAN

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Yes I would like to use the Pre-Authorized Payment Plan

Yes I have enclosed an unsigned cheque marked VOID

1. I authorize Mornington Communications Co-operative Limited to charge my chequing account on the due date, with the total amount of my telephone bill.
2. I or Mornington Communications Co-operative Limited, may cancel this authorization at any time.

Date: _____ Signature: _____ Phone #: _____