

September 2000

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Computer Training Courses Starting Soon!

Could your computer skills use a little improvement? Are you new to computers and would like to take a beginners' course? We offer a variety of computer courses taught by professionals from Blackcreek Technologies.

The classes are taught at our facility in Milverton. There are a maximum of 6 students per class with only one person per computer. Sign up before these classes are filled! Call 595-SURF for more information on the classes being taught.

Basic Internet Introduction

3 classes \$99.00
Mondays - Sep 18, Sep 25, Oct 2
7:00-9:00 pm

Windows 98

3 classes \$99.00
Tuesdays - Sep 19, Sep 26, Oct 3
7:00-9:00 pm

Corel WordPerfect

6 classes \$200.00
Thursdays - Sep 21, Sep 28, Oct 5,
Oct 12, Oct 19, Oct 26,
7:00-9:00 pm

QuickBooks

6 classes \$200.00
Wednesdays - Oct 11, Oct 18, Oct 25,
Nov 1, Nov 8, Nov 15
7:00-9:00 pm

Microsoft Excel 2000

6 classes \$200.00
Mondays - Oct 16, Oct 23, Oct 30,
Nov 6, Nov 13, Nov 20
7:00-9:00 pm

Computer Literacy

9 classes \$250.00
Tuesdays - Oct 17, Oct 24, Oct 31,
Nov 7, Nov 14, Nov 21,
Nov 28, Dec 5, Dec 12
7:00-9:00 pm

Simply Accounting

6 classes \$200.00
Thursdays - Nov 2, Nov 9, Nov 16,
Nov 23, Nov 30, Dec 7
7:00-9:00 pm

Please inquire if you are interested in a course that is not listed.

NEW TELEPHONE BOOKS ARE HERE!

The new Stratford and Area telephone directories have arrived. If you have not received one yet or you require additional copies, stop by the office and pick one up.

USEFUL LINKS

Don't forget to check out our web sites at www.perth.net and www.cyg.net. You can find descriptions and information for many of our products and services. Both sites contain many useful Internet links to local sites, search engines, travel, agricultural, weather and sports information.



Customer Appreciation Day



Join us for a

BBQ

Thursday,
Sep. 21/00

11:00 a.m - 1:00 p.m. at our office

TELEPHONE ETIQUETTE

Calling Others

The following are some general rules that you should follow when you call someone or answer the phone.

It is polite to always identify yourself when you call someone. For example, "Hello, this is Jack. May I please speak with Jill?" If you pick up the phone, you should answer with, 1) "Hi Jack. This is Jill. How are you?" 2) "Speaking" or "Jill speaking" 3) "I'm sorry, but Jill isn't available to take your call. May I take a message?"

If the person you are trying to call is not home and you leave a message, don't forget to leave your telephone number and say what time you can be reached. Stating when you are available to take their call is very important because it helps eliminate "phone tag".

Other Tips

Here are a few other tips for being polite when you are talking on the phone.

- Try to return someone's call within 24 hours if they leave a message for you.
- Speak clearly. Don't mumble.
- Don't cough, sneeze, eat, keyboard, or watch television while talking on the telephone.
- Smile when you talk on the phone. People will notice a more cheerful tone in your voice.
- Try not to call people before 9:00 am or after 10:00 pm unless it is an emergency or you know that the person you are calling won't be asleep.
- If the phone should happen to ring when you have company over, try to keep the call short and promise to call them back later.

- It is okay to hang up on a telephone solicitor if they continue talking after you say, "No thank you."
- When using Call Waiting, remember that your first call is the priority. When you take your second call, keep it short or promise to call them back. Talking to the second caller for a long time with the first caller on hold is impolite.
- If you want to put your call on speakerphone, ask permission from the person you are talking to. If there are other people in the room, tell your listener who will be listening before you put them on speakerphone.

Back-to-School Ideas

Call-Me Cards

Whether it is at school, on a field trip, or on the way home, you never know when your child may need to contact you. Parents, give your child a Call-Me card so they can call home anytime without having to carry money or having to remember a PIN.

A Call-Me card is also a great gift for a University or College student that lives away from home and is on a tight budget. With a Call-Me card, your son or daughter will be able to call you at home while you pay the charges of a long distance call.

Call the office at 595-8331 to order a free Call-Me card or for more information.

Internet Access

If you are a student living away from home in K-W, London, or surrounding areas, you can still access your perth.net login.

For more information on how to access the Internet away from home, call our office at 595-8331.

Calling Features

Call Waiting

If you like to talk long on the phone and you hate missing calls, order Call Waiting.

If someone is trying to call you while you are already on the phone, Call Waiting will alert you with a beep. When this happens, simply use your flash button, link button, or the switch hook to take your other call and the person you are talking to will be put on hold.

Now you don't have to worry about missing calls while you are on the phone.

At \$1.00 per month, Call Waiting is an inexpensive alternative to adding another phone line.

Visual Call Waiting

Visual Call Waiting combines Call Waiting with Name and Number Display and only costs \$7.00 per month.

While you are on the phone, you will be able to see the name and number of each new caller. Now you can interrupt your conversation to take important calls, or if you don't want to interrupt your call, simply write down the name and number of your caller while you are on the phone and call them later. If you have Voice Mail, your caller can leave a message.

In order to use Visual Call Waiting, your telephone has to be equipped with Spontaneous Call Waiting ID. If your telephone does not have this built-in protocol, you can purchase, rent, or rent-to-own one from our office.

To order any of these services or for more information, call 595-8331.