

## HAPPY RETIREMENT LINDA!

**W**e were very pleased for Linda when she announced her retirement from the co-operative effective July 31<sup>st</sup>, 2006. Linda has worked at Morningson Communications Co-operative Limited for over 20 years, and has been the voice for all of our announcements. We will certainly miss her accumulated wisdom. Linda started as part time, and became full time October 1, 1987. Previously Linda worked at the Bank of Nova Scotia in Milverton.

Linda started as an Office Assistant, operating the Quintrex billing system and looked after customer service. She gradually took over more and more of the accounting functions, becoming the Operations Officer in 2001 and since January of 2004 she has been our Accounting Officer.

Linda will use her spare time for volunteer work, to garden, golf, and to create culinary delights for her husband Mark.

Best wishes from the staff and Directors in your retirement.

## 10 DIGIT DIALING

### Are you remembering to dial 10-digits?

As many of you have already encountered, 10 digit dialing has started. In the latter part of June, callers who dialed 7 digits heard an intercept message reminding them to dial 10 digits before placing the call. Please note, that starting **October 14** any call dialed as 7 digits **WILL NOT** be accepted and you will need to redial your call as 10 digits.



## TELEPHONE SOLUTIONS

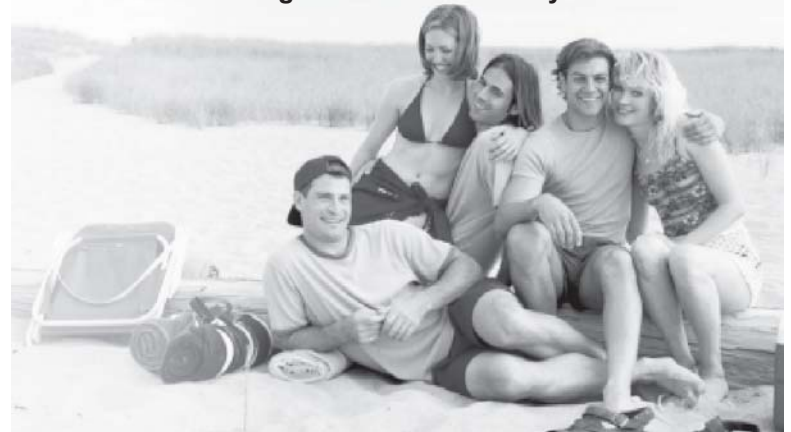
Morningson Communications offers a number of calling features that easily keeps you in touch.

- Voice Mail
- Last Call Return
- Call Busy
- Name and Number Display
- Call Waiting
- Distinctive Ring

Call 595-8331 to order a new calling feature.

You enjoy your time with friends this summer...

And Morningson will take care of your calls!



## CO-OP NEWS

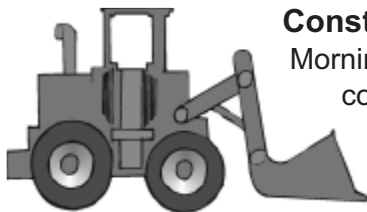
Want to know more about the benefits of being a member of Mornington Communications Co-operative? Stop by the office and ask for the "Co-operative Membership" brochure or view it online at [www.mornington.ca](http://www.mornington.ca).



The Directors and staff at Mornington Communications would like to welcome Laura Hallahan as the new Accounting Officer. Laura is a CGA and brings to Mornington a wealth of accounting knowledge. We are pleased that Laura is a part of our team. Next time you are in the office, please be sure to welcome her!



Mornington Communications has recently joined ON Coop, the Ontario Co-operative Association. The association is a primary resource and common voice for the development and enhancement of co-operatives and credit unions. We are excited to be associated with this organization and look forward to passing on any benefits this association may have to offer. Visit them online at [www.ontario.coop](http://www.ontario.coop).



### Construction season is here!

Mornington Communications has been busy this spring & summer with its plans for fibre construction to Newton, Carthage and Hesson. Construction is progressing and soon, Mornington Communications will be able to offer improved High speed services to the residences of these areas along with any new data services that may develop in the future. Watch upcoming newsletters for further details!

### Annual Customer Appreciation Bar-b-que!

Mornington's Annual BBQ will be held on Thursday September 14, 2006 from 11 am to 2pm at our office located at 16 Mill Street East in Milverton. All members of the Co-operative are welcome!



### Did you know....

that last year at our annual Customer Appreciation BBQ Mornington Communications served:

480 hamburgers  
144 hotdogs  
480 ice cream bars  
30 lbs of fried onions for the burgers & dogs!



Congratulations to Woody and Tara on the birth of their first child, a boy born on July 11, 2006!

Every year Mornington Communications donates \$10,000.00 towards local groups, plus we support staff members who volunteer time with the various organizations in the community. To date the following organizations have received funds from Mornington Communications:

Milverton 125th Committee  
Knollcrest Lodge  
Big Brothers & Sisters  
Milverton Agriculture Society

## Digging Time is here!



# CALL BEFORE YOU DIG.



Locates are FREE and can save you from a lot of headaches. Call 611 at least 48 hours before you dig.

## NEVER SAY “UM” AGAIN!

## TRICKS FOR VOICE MAIL

Voice mail is an important first impression, but is something that leaves many of us trembling. Voice mail is something that will always be on permanent record...once you leave that message you can't take it back. The following are 6 steps to use voice mail to your advantage:

**Prepare:** Preparation is key to every task. Jot down a line about what you would like to see accomplished with the voice mail message. What is your overall goal? What do you hope to get out of this call? How can you get the most mileage out of this brief moment?

**Gather your ammo:** Pull together any information you need for the call before you dial. This means getting out your schedule, your contact information or anything else you might need to rely on while you are leaving the message. This will save you from fumbling through a stack of papers and stalling with a message full of “ums”.

**Put your message in order:** Organize your message into a well planned sequence of topics in the order of their importance.

**Ask for a specific action:** It is important that you don't leave the other person scratching their head after your call wondering what you wanted. Make your request specific and clear to ensure there is no confusion on the other end.

**Plan to call back again:** Some people leave one voice mail message and think that their work is done. This is a mistake. The reality is that many people do not respond to every message in a timely fashion. Let recipients of your message know that you understand their busy schedules. For example, try to conclude your message by saying “I know you are very busy, so if I do not hear back from you by Wednesday I will call you again.” This eases the other person's guilt when they are not able to call back and gives you an opening to call again.

**Come to a conclusion:** If there is a way to wrap up your business with a voice mail message, take advantage of it. That way, you and your acquaintance can cut down on the time you spend playing telephone tag. Are you calling to setup a meeting? Try this approach: “I will meet you at 3:30 on Thursday at the City Cafe. If I do not hear from you, I will assume that this meeting is confirmed.” This approach can save everyone a lot of time.

**Attitude** is also important when leaving a message. If you are conducting business, make sure that your voice conveys the right image. Smile when you are talking, stand up or get dressed up and do anything else you can to put yourself in the proper frame of mind. Doing so will make you feel more confident and increase your overall voice mail success.

By planning ahead, your voice mail messages will be more effective and if you happen to be able to speak to the person you are calling, your call will be just that much more professional.

Voice mail services are available at Mornington Communications. No extra equipment is required and there is no messing around with recording tapes! Choose between:

**Voice Mail Basic** - When you are unable to answer the telephone, voice mail will let the caller leave a message.

**Voice Mail Enhanced** - When you are unable to answer the call or if your telephone line is busy, voice mail will allow the caller to leave a message.

**Family Voice Mail** - Have up to 4 individual voice mail boxes, each with their own personalized greeting. Now you listen to the messages that are really for you!

**Call 519 595-8331 to subscribe to any of these voice mail services!**

# NEW AT CYG.NET!

## Way to go Team Cyg.Net!

On June 2, 2006 the staff of Cyg.Net Internet Services Inc. along with friends and family put on their running shoes and walked in support of Relay for Life. They all had a great time and together they raised \$900.00 for the Canadian Cancer Society.

Way to go Team!



Relay for Life - Team Cyg.Net Internet

## Get Caught Speeding!



Race down the information highway with DSL High Speed service from Cyg.Net Internet Services! You get lightning fast, secure and reliable internet service from a local company you can depend on. You also get personal customer service, support and advice from our Internet experts.

### Call Now!

Order ANY Speed for just

**\$19.95\***  
PER MONTH FOR 4 MONTHS

Set up and Installation is **FREE!**

\*Residential rate. In month 5 the price reverts back to regular monthly price for the speed you choose. Taxes are not included. One year contract is required. Where service is available, some restrictions may apply.



Go Anywhere,  
Anytime, Online

519 272-0451  
www.cyg.net

## NEW MORNINGTON WEBSITE!



Our website will soon have a new up-to-date look!  
On the website you will find:

- Information on telephone services
- The latest rates for ALTO Long Distance
- Information on security systems
- View your bill online

Send us an email with any questions you may have  
Instructions on setting up your voice mail

how to use any of the calling features available at Mornington Communications.

16 Mill Street East, Milverton, Ontario N0K 1M0

### TELEPHONE OFFICE

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### INTERNET

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