

HUXLEY COMMUNICATIONS

We are your company!



We Are Still the One!

It seems these days we are all overloaded with advertisements and mailings from those big “out-of-town” telecommunications companies promising extremely low prices and more value. The reality of those offers is clearly defined in their fine print. We encourage you to always read over the fine print and you will quickly discover that the introductory “low price” comes only with a signed multi-year commitment and potential early termination fees. Additionally, most of those big, out-of-town companies have hidden fees and introductory teaser rates. Often times they are for a limited time only and almost exclusively for “New Customers Only”. Even more surprising are the “free installation” offers. In one case, free installation only applies if you install the service yourself!

Huxley Communications is still the one provider in your community offering consistently low prices, reliable local support and a level of commitment to the community that is unmatched by our competitors. Our pricing and package discounts are available to any of our customers at any time and there are never any teaser rates and hidden fees. We are so confident you will be satisfied with your service; we see no need for a contract to keep you as our customer. Huxley Communications provides service to more residential customers than any other telecommunications provider in our area and Huxley Communications is the **#1 choice** for local businesses in our area.

In addition to providing excellent service, we pride ourselves on our partnerships with many area community-based, nonprofit organizations. Over the last five years, we have donated over \$50,000 to special events, organizations, and individuals that are involved with the communities we serve. We are a strong supporter of area schools and our employees are active in many volunteer activities and groups.

Next time you get that offer from that big, out-of-town company, please remember we are still the one company that is local, committed, and understood!

HUXLEY HAPPENINGS

August 28, 29, 30

Huxley Prairie Festival

Labor Day, Monday, September 7

Office Closed

Friday, October 2

Customer Appreciation BBQ



CONTACT INFORMATION

Huxley Communications

P.O. Box 36 • Huxley, IA 50124

515-597-2281 or 800-231-4922

www.huxcomm.net

huxtel@huxcomm.net

Free Internet Tech Support

515-597-HELP (4357) • Available 24/7

Report an Outage

515-597-2281

Call Before You Dig

Iowa One Call • 800-292-8989

Bill Hotchkiss

General Manager

Gary Clark

Chief Financial Officer

Connie Patrick

Customer Care Supervisor

Terry Ferguson

Director of Operations

Brant Strumpfer

Plant Manager

SUMMER 2009

It's Your Story! Huxley Chief of Police Depends Upon Huxley Communications

Our duty is to service and protect the citizens of Huxley and Cambridge. It doesn't matter what type of call it may be, my officers are there to do whatever they can for the individual that has called. We have five officers and they are Sergeant Gerry Stoll, 17-year officer; Officer Jason Eaton, 5-year officer; Officer Joe Marchesano, 4-year officer; Officer Nate Albaugh, 3-year officer and Officer Tim Brown, now our part-time officer. The best part of the job is working in a smaller community which allows me to get to know the citizens better.

At home and at work, I have telephone, Internet and cable TV—all provided by Huxcomm. With the local community channel, it helps me, my officers, and family keep up to speed on what's going on around town and in the Ballard area. The Internet helps me at home by keeping in touch with my family by using Huxley Communications' e-mail service. In addition, I sometimes use my high speed connection to talk with friends and family using a webcam.

The biggest benefit of using Huxley Communications for our telecommunications services is that it's LOCAL. I don't



Mark Pote, Chief of Police

have to dial any 1-800 numbers and listen to a recording to "push this button for that" in order to get any service. I can call a local number or stop in the office to get help with a problem any day of the week. With the way times are changing and the economy, it's still nice to know that there are local companies out there that people can get to know and trust.

Mark Pote
Chief of Police, City of Huxley

Tell Your Story

Do you want an opportunity to tell your story? Here is your chance! You can be included in the next version of our newsletter telling your story about how you use Huxley Communications' services in your home or business. This is a free opportunity to promote your business or tell others about yourself. If you are interested, just contact Mike Leeds at 515-597-2281 or by e-mail mike@huxleycommunications.net.

Huxley Communications Helps Out!

We pride ourselves on our commitment to the communities we serve! One of the biggest celebrations held in our area every year is the 4th of July celebration in Slater and we are proud to be an annual supporter of this event. We also recently donated to the Elkhart Volunteer Association to support their annual Hog & Lamb Roast, which was held on July 25 in Elkhart.



Mike Leeds donating to Dr. Ken May of the Slater Community Club.



Mike Leeds donating to Chip Mathis, Fire Chief of Elkhart Volunteer Fire Association.



Count the Advantages of Cable

We know you have options in TV service these days. So why should you choose Cable TV from Huxley Communications over a satellite provider? Because we offer a long list of advantages that benefit both you and your community:

1. Local Channels

You get local news, local weather reports, and community programming without an extra fee. In addition, we offer local channels in high definition at no additional cost.

2. Programming by Request

Huxley Communications develops channel lineups based on requests received from customers so you get the programming you really want. We do not carry “filler” channels irrelevant to our viewing area.

3. No Dish on Your Roof

With Huxley Communications, there's no ugly satellite dish on your roof and you don't have to worry about costly roof damage. Instead, there's easy, in-home installation and no expensive equipment to buy or repair.

4. Always-clear Signal

Satellite dishes can lose reception during bad weather. So if you don't want to climb

on your roof to remove snow and ice, relax inside with the always-clear signal of Huxley Communications Cable TV.

5. Local Customer Service

When you need help or have questions, you can call or stop by our local office and get personal attention from people working in your community. You won't have to waste time being placed on hold after calling an 800 number.

6. Support of Local Economy

When you choose Huxley Communications Cable TV, you're supporting the local provider and keeping your money right here at home. We are also a local employer and contribute to many local community organizations and events.

7. Money-saving Bundles

You'll enjoy competitively priced packages with Huxley Communications. Plus, you can save even more by bundling your TV with phone and high speed Internet services. You also gain the convenience of receiving just one bill from one company.

For more details or to sign up for Huxley Communications Digital Cable, call 515-597-2281.

Importance of Landlines

Sure, wireless phones offer you convenience, letting you talk from virtually any location. What you may not realize is that they can't provide all the advantages of landline phones. That's why the FCC says, “A combination of landline and wireless phone use may be the right choice for you.”

Landline phone service gives you:

Reliability. You can count on constant connections, since power outages won't affect your landline phone service.

Safety. 911 operators receive your exact location automatically when you call whether you have the capability of speaking or not.

Cost Savings. Enjoy unlimited local calling without having to worry about minutes or extra charges.

Dependable Quality. When was the last time your landline phone dropped an important phone call?

Directory Listings. When you subscribe to landline phone service, your number is listed in the local phone book.

Hometown Connection. When you need help, Huxley Communications is close-by to provide local customer service. Plus, your communications dollars stay here to boost our local economy.

It just makes sense to include landline phone service as a part of your communications mix.

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Do Not Call Registry Rules

The Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) are now sharing responsibility for enforcing the National Do Not Call list. The FCC now requires all telecommunications carriers that provide Local Exchange Service to notify their subscribers of their rights as they relate to the Do Not Call rules. You have the right to give or revoke an objection to receiving telephone solicitations. To register or revoke your registration, please call 1-888-382-1222 (TTY 1-888-290-4236) or visit the Internet at www.donotcall.gov.

The national registry prevents telephone solicitations made for commercial purposes only, and will not prevent telephone solicitations made by a tax-exempt nonprofit organization, for example, for charitable or political purposes. Also, the registry will not prevent calls from companies with

whom you may have an established business relationship. The FCC has defined an established business relationship as one in which the consumer has a “prior or existing relationship” with a company that is formed voluntarily through communications between the company and the consumer on the basis of a purchaser transaction regarding products or services within the eighteen (18) months immediately preceding a telephone solicitation, and which has not been previously terminated by either consumer or the company. Such an established business relationship also exists on the basis of a consumer inquiry regarding a company’s products or services within three (3) months immediately preceding the date of telephone solicitation and which has not been previously terminated by either the consumer or the company.



Are You Getting Our Monthly eNewsletter?

To help our customers stay updated on Internet-related topics, Huxley Communications sends out a free eNewsletter each month. The goal of this eNewsletter is to keep people informed about their Internet connection and to enhance their online experiences. It’s all part of our commitment to provide excellent customer service and value.

Each issue features items including:

- Warnings regarding recent e-mail scams, viruses, and hoaxes as well as how to protect your computer and personal information from these threats.
- Answers to Frequently Asked Questions about browsers and e-mail programs.
- Short tutorials to expand your computer skills and knowledge.
- Featured websites to visit for timely information and fun ideas.
- News about our range of communications products and services.

If you are not currently receiving our eNewsletter, you can subscribe by calling 515-597-2281 or visiting our website at www.huxcomm.net.

Safeguarding Customer Information/CPNI

The FCC has adopted new rules designed to better protect the security and confidentiality of Customer Proprietary Network Information (CPNI). CPNI includes call detail information (including the numbers you call, who calls you, and the length of your calls), certain account information (including the services you subscribe to and the amount of your bill) and other individually identifiable and customer specific information. Under the FCC’s new rules, telephone companies like Huxley Communications are responsible for maintaining the security and confidentiality of CPNI. Failure to comply with the new rules may result in substantial fines or other penalties. The new rules became effective December 8, 2007, and will have a significant impact on our relationship with our customers. Listed below are the biggest changes these new rules will have on our relationship:

- At our retail location, the company can only discuss CPNI with the customer of record or persons designated by the customer of record as authorized to receive information about the account.
- At our retail location, you will be required to show a photo ID when you have questions relating to your account. For certain routine customer service issues, we may be permitted to discuss CPNI if you have all pertinent information with you, such as the bill or call detail information you wish to discuss.
- For telephone inquiries relating to CPNI, we will be required to authenticate you as the customer of record. We have three options: the customer can provide a pre-established password, we can call you back at the telephone number related to your account or we can mail the information to your mailing address or e-mail address of record.