

**IMPORTANT CAPITAL CREDIT INFORMATION**

On October 14, 2003 the capital credit refund checks for the remaining 50% of 1995 and 30% of 1996 were mailed out. A total of \$378,543 has been paid out.

As I prepared the checks to be mailed out I find there are a number of them with no addresses. These are people whom we have previously tried to contact by mail and the mail was returned by the post office because of incorrect addresses. I am attaching the list, in exchange order, and asking you to please check it over and see if you know any of these people. If you do, contact them and have them call me so that I may get their money to them.

AVRAM M IUSAN	296	BLANE HANSON	829	SHARLA HAMEL	892
LAVERN A LOFTUS	296	JIM HANSEL	829	DALE POSTELWAIT	892
STACY GRACE	296	LAVERN A LOFTUS	829	CARL D BROCKMAN	892
MARY CRUMPLEY	296	KENNETH CHAPLIN	829	JIMMIE RAY TROTT	892
LENNY J BECKER	296	CLAUDE HATCHER JR	845	NOEL C ROBERTSON	892
CHARLES W BRADY	296	LESLIE ANNE BURGESS	845	BRADLY E & KRISTINA A PARSONS	892
ERICK W PFAFF	296	HEALTH SEARCH INTERNATIONAL	845	HOWARD OPERATING	892
HERMAN & ROBERTA RHODES	296	JAMES CURTIS	845	HELEN KASTERKE	892
ANDREA PECK	296	THE T L C HOUSE	845	COREY OR CHRISTINA SLOSS	892
ERICK ERICKSON	296	TARA HESS	845	SCOTT C DAILEY	892
GUEST COMMUNICATIONS	385	DONOVAN OHAIR	845	DARETTA SUE VANDIVER	892
GARY D GOODMAN	385	IDA BALTHROP	845	TIMOTHY & ANDREA WILLIAMS	892
SHERRI L HORINEK	385	RITA L KELLY	845	DEBORAH CULLY	892
A R SULLIVAN	385	MICHAEL J FOX	845	JOHNNY & BEVERLY CORNELIUS	894
KENNY SANBORN JR	385	SUE RAU	845	HAROLD A DUVALL	894
LAURA DEHART	385	BARBARA FITZSIMMONS	845	VICKI F GRAHAM	962
MILLIE J YATES DICK	434	LISA ARPAD	845	WESTERN GAS RESOURCES INC	962
JORDAN CHALMERS	434	TRAVIS COLEMAN	845	SUSAN FLETCHER	962
JOHN W KING	434	NORMA KILLOUGH	845	MICHAEL R SMITH	962
KENNETH WELCH	434	ROGER OSOWAKI	845	RACHAEL R CARRELL	962
KAREN PORTER	434	JEREMY & JULIE WEBSTER	845	CHAN & SHERYL MCBRIDE	962
LISA J TEAGUE	447	BARRY P WIECHMAN	845	JOAN L CATES	967
JOHN L TEAGUE	447	RENEE POPOVICH	845		
TAMMY AXTON	447	WENDY J PERRY COOK	845		
MITCHELL & PAM DOTY	447	ROY WHITAKER	845		
JEFF MCLEMORE	447	LUCILLE BENTLEY	845		
CHAD & CRISTY GRESSEL	447	DONALD BROWNING	845		
BOBBY OR LINDA JAREL	447	SUSAN PARKS	845		
SHEILA WELLS MALONE	447	CLARENCE C WEBER	845		
RUSELL BROWN	447	W D ELMORE	845		
BRYAN & DAWN MCALISTER	496	MARK HANNAGAN	845		
WALLACE NEAL	496	ROLAND SAWYER	845		
DON & SHARON EPPS	496	PAUL D THOMAS	845		
VIRGIL & TINA SANDERS	496	KERI L HABERER	845		
DANIEL L COX	496	NEIL & SUSAN BOYER	849		
GRAHAM & MYRNA MOFFAT	496	JOHN WEDMAN	849		
ELSIE M MCCULLOUGH	496	JEFF WARDEN	863		
MARY SKAGGS	496	JERRY D GANZER	863		
JAMES & KATHY CLARK	496	ROGER A & EVELYN BAZE	863		
MARK MCSPARRIN	496	GUEST COMMUNICATIONS	892		
MELVIN GRIFFITH	626	CHUCK & GLORIA MATTIX	892		
DARLINE HOFFMAN	626	HAIR CUTS INC	892		
JUDY K HAYS	626	DANIEL OR KATHY FLISRAM	892		
CLARENCE & CATHRYN WELLS	626	MARILYNIS CAFE	892		
JONNA L TIPTON	626	KEVIN PARSONS	892		
S D REHRIG	626	WILLIAM C BOUCHER	892		
AMANDA CRAIQUE	626	PAM ALT	892		
DALLAN & RUTH BROWN	626	NORMA CREED	892		
BULLWAGON WASHOUT	626	BENNY & CARLA MCCOY	892		
DIANA GRAY	694	VIRGINIA M ROSE	892		
DENNIS L CLARK	694	WHEATLAND CONSTR. CO INC	892		
NORTH SIDE CAFE	694	SOUTH HAVEN TEEN CENTER	892		



P.O. Box 111  
100 KanOkla Ave.  
Caldwell, Kansas 67022-0111  
[www.kanokla.com](http://www.kanokla.com)  
kota@kanokla.com

*The time for family is here...*

Have you tried KanOkla's High Speed DSL yet? If you haven't, you should! You are always online and there is no waiting! You can have Internet up to 26 times faster than dial-up at affordable prices!



*...let KanOkla connect you this holiday season...*

*...choose one or all of these calling features and make holiday planning a breeze...*

3-Way Calling • Voice Mail • Caller ID Sign Up  
During November and Receive  
**3 Months FREE**  
with FREE Activation

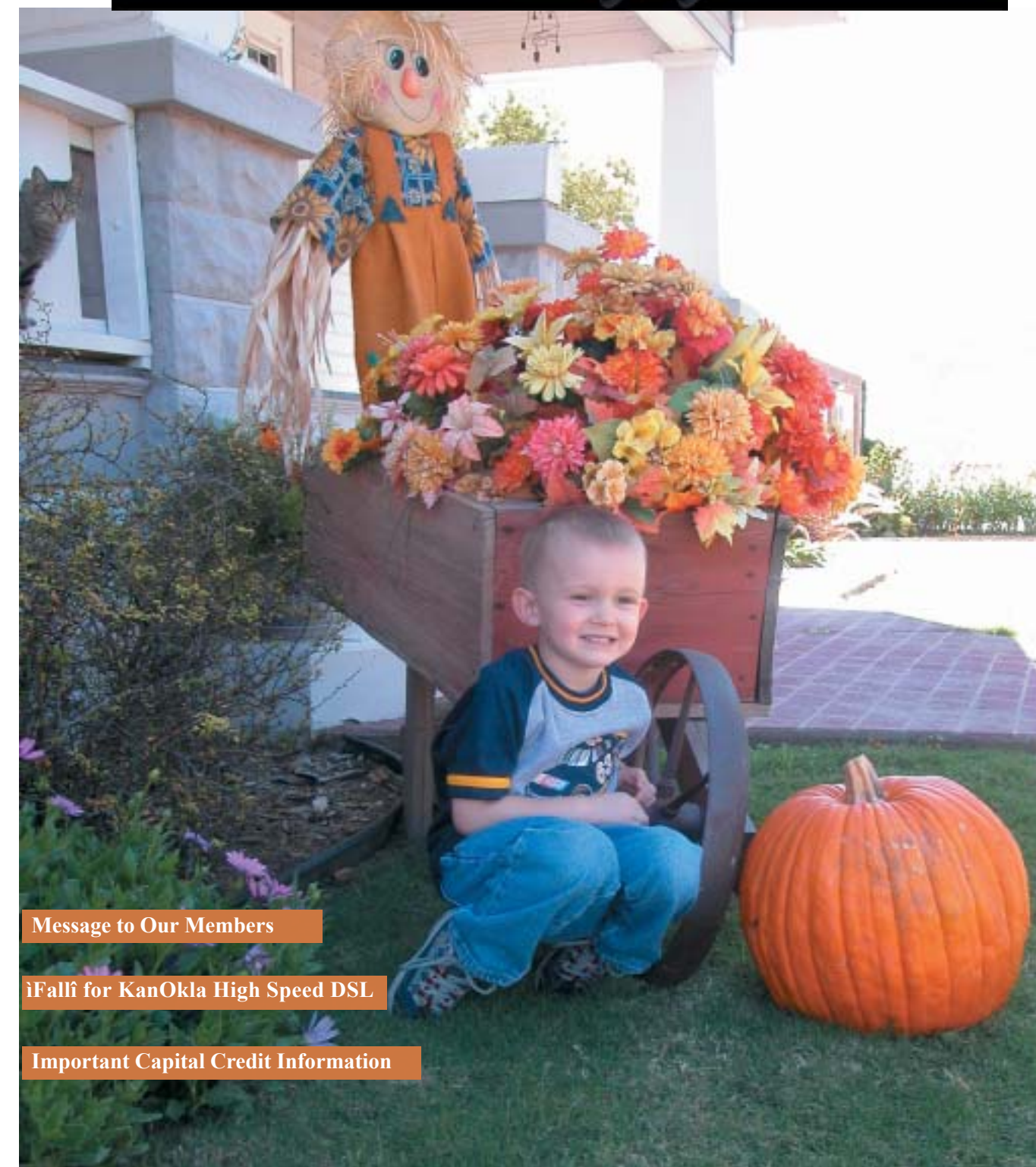
Certain restrictions apply. Call 611 for details.

# Chatter

Volume 31

November 2003

No. 11



Message to Our Members

iFall for KanOkla High Speed DSL

Important Capital Credit Information

**KanOkla**  
 PO Box 111, Caldwell, KS 67022-0111  
 (620-845-5682)

Greg Aldridge CEO/General Manager  
**Board of Directors**  
 Dave Lowe President (Caldwell-Renfrow)  
 Randy Lanie V. President (Manchester-Waldron)  
 Sue Schwerdtfeger Sec./Treas. (Capron-Hardner)  
 Howard Osborne Director (Bluff City-Danville-Freeport)  
 Scott Bannister Director (Corbin-Mayfield)  
 C.R. Tyson Director (South Haven-Geuda Springs)  
 Jerry Johnston Director (Braman)  
 Mark McEachern Director (Jet-Goltry)  
 J.C. Feist Director (Director at Large)

**KanOkla Headquarters and KanOkla Store**  
 7:30 a.m. to 5:30 p.m.  
 Office closed Saturday and Sunday

**Help Desk**  
**Internet Support**  
 Monday-Friday 7:00 a.m.-9:00 p.m. Saturday 8:00 a.m.-5:00 p.m. Sunday Noon-5:00 p.m.

**COMPANY TELEPHONE NUMBERS**  
 (No toll charge within KanOkla service area)  
 Customer Service, Trouble Reporting, and Other Business 620-845-5682  
 Or dial 611 inside the KanOkla Service Area.  
 In emergency Dial Operator

**PHONE CHATTER**  
 A member newsletter published by the KanOkla Telephone Assoc., Inc.

Editor: Pam Schneider  
 Assistant Editor: Kim Reilly

**Message to Our Members**

By the time you receive this Chatter, your KanOkla board of directors and employees will be welcoming patrons to the 2003 Annual Meeting of the Members of your cooperative. This is the time of the year when everyone is invited to share the successes and challenges of the organization. Your cooperative has been very fortunate in having many successes, and this is in large part because of the exceptional employees handling the daily operations of the business. This we can surely brag about: KanOkla has the best employees in the industry! Behind our strong financial condition, KanOkla also made significant progress toward our other three strategic initiatives: exceptional customer service, high-tech services and products, and new business opportunities.

The telecommunications industry continues to be very competitive. At times, the industry seems to be awash in a sea of turbulence with companies entering and exiting the business at an alarming rate. Your coop is making long range plans on a regular basis in an effort to place us in a stable position for the future. An ongoing educational program for the board and employees is a must. We are on the hunt for new technology, new spectrum, and ease of distribution of our products on a daily basis. The nation's Universal Service policy, which helps keep telecommunication services more affordable in rural America, is under extreme criticism. We must be open and willing to make changes that will insure our survival. Although there are times when it is difficult for our patrons to make these changes, we ask for your understanding and patience as these changes take shape.

KanOkla prides itself in making our members lives better by bringing you the best in communications technology, and thus it becomes necessary to do ongoing upgrades to our plant and equipment. By not taking advantage of the new technology, we soon become obsolete. The board and employees hope that our pride in the organization shows and that we have no intention of becoming obsolete.

On October 14, 2003, we mailed capital credit refund checks totaling \$378,543. This represents a payout of the remaining 50% of 1995 and 30% of 1996. This amount, coupled with \$115,465 paid to the estates, made our total patronage refund \$494,008 this fiscal year. Thank you for your continued support by placing your business and trust with KanOkla.

Dave Lowe  
 President, Board of Directors

Greg Aldridge  
 CEO/General Manager

**Survey Winner**

Scott Barnes of Caldwell, KS  
 Congratulations!  
 Scott won a \$25 KanOkla Bucks Gift Certificate.

**We Have a 50 Dollar Winner!**

Martha Cink of Caldwell, KS  
 won the drawing for paying her bill by the 10<sup>th</sup> of the month.  
 She won \$50!

Congratulations Martha!



**KanOkla Long Distance is not only affordable, it is convenient. Great prices and billed right on you regular phone bill. We have four different calling packages and one is right for you.**



**The Whiz**

A frequent topic here at the KanOkla Store is computing speed. We're always hearing questions about speeding up a computer. Sometimes the answer is a physical upgrade of the computer (where the computer needs parts like additional RAM, a bigger hard drive, faster processor, etc. installed and configured) while sometimes your computer's perceived processing speed can be increased by configuring the installed software. This month's column may help with a third way to speed up your computing experience: not by speeding up the computer, but by speeding up the computer operator.

For those of you who have been computing a while, you are probably familiar with phrase shortcuts. A shortcut key is a combination of keys that perform an action when pressed in a particular sequence. Anytime a shortcut key can be used to do a computing task, you save the time that it takes to move your mouse and cursor to find the right command in a sea of options and functions. Here are a few common key combinations that can help:

**Common Windows Shortcuts**

To copy an item: CTRL+C; to paste an item: CTRL+V; to rename a selected item: F2; to search for a file or folder: F3; to display the Start menu: CTRL+ESC; to prevent a CD from automatically playing: press and hold the SHIFT key while inserting the CD; view properties of a selected item: ALT+ENTER.

**Dialog Box Shortcuts**

To move forward through tabs: CTRL+TAB; move backwards through tabs: CTRL+SHIFT+TAB; move forward through options: TAB; move backwards through options: SHIFT+TAB.

**Windows Explorer Shortcuts**

To display the bottom of an active window: END; to display the top of an active window: HOME.

That's all for this month. Remember that if you've got an Internet or computer related question, send it to [whiz@kanokla.com](mailto:whiz@kanokla.com) and you might see your question in next month's article.

**Don't forget to attend KanOkla's Annual Meeting.**  
**November 7, 2003**  
**Caldwell High School Gym**  
**Registration begins at 5:00 p.m.**  
**Dinner 5:00 p.m.-6:45 p.m.**  
**Meeting begins at 7:00 p.m.**  
**Hope to see you there!**

**Fall for KanOkla High Speed DSL  
 New Phone Features Available Soon**

Recently, our inside plant personnel have been working on a number of projects that may be of interest. We have completed installation of Calix C7 OC-48 fiber terminals in all our switching offices, connecting them together with fiber optic cable. These units are unique in the industry in that they combine both high-speed optical transport with a broadband DLC (digital line concentrator) in one box. The Calix C7 is in the switching office and will feed other Calix shelves located in the country to provide more of our rural customers with high speed DSL internet access and a generally higher quality of service, as the cable length between them and our digital network is shortened. KanOkla already has DSL available to a higher percentage of its subscribers than most rural Telcos and we are working on reaching even more.

Also in the works is a new voice mail system. Subscribers with Internet access will have the option to have their voice mail emailed to them so they can listen to them on their computer. They will also be able to manage their voice mail and options from a web site. Other new features in the testing phase are do not disturb with override. When turned on, callers will go to an announcement stating that you are not accepting calls at this time. If you have previously given the caller your override code, they can enter it and the call will complete. We have toll calling restrictions now to block 900 numbers or toll calls unless you enter a pin number. A new option will allow you greater control of what may be dialed. From a web site, you will be able to block or allow various types of calls, even individual numbers, or change your pin number. We are also working on installing a conferencing server to allow groups to set up conference calls. Keep reading these pages for announcements for when these services will be available.

Alan Van Horn - Systems Administrator



**Mystery Photo**

This Dr. Pepper sign is located in KanOkla Country, call and tell us the location and be put into the drawing for a \$25 KanOkla Bucks Certificate. Call 611 in the KanOkla Area or dial 620-845-5682 with the correct answer.  
 Good Luck!



**Landmark Anniversary**

Celebrating a landmark anniversary this month is Doug Boese. He has been at KanOkla for ten years.

Congratulations Doug!

**A Customer asked us to place this in the Chatter:**

We would like to thank Lacy McDonald for excellent customer service we received while on our vacation. We were in Homer, Alaska and needed to call home for a cell number of a cousin in the area. We had trouble placing a call to home, so a call to KanOkla saved the day. Lacy called a relative in South Haven and retrieved the information we needed and called us back. We appreciated her effort and time to help us out so far from home. Thank you, KanOkla!

Phillip Harris  
 South Haven Customer

November 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16	17	18	19	20	21	22 St. Martin's Feather Party 7:30 in St. Martin's School Basement Geuda Springs Chili Feed and Dessert Bingo @ Activity Building 6 pm
23 Danville A Her Society Thanksgiving Dinner from 11-2 at Danville Hall	24	25	26	27 KanOkla Headquarters Closed for Thanksgiving	28 Caldwell Arts & Crafts Shop Open House 9:30-4:30 KanOkla Headquarter closed for Thanksgiving.	29 Caldwell Arts & Crafts Shop Open House 9:30-4:30 Braman Christmas Parade 2 pm and Craft Show 9-4 in Braman Gym
30						

December 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6 Caldwell Home Tours 1-4 tickets @ Cherokee Strip Museum South Haven Craft Fair 9-5 Home Tours 5-8
7	8	9	10	11 KanOkla Open House 10-2 @ KanOkla Headquarters Caldwell Chamber Lighted Parade 6:30 KanOkla Store Open House 5-8	12	13
14	15	16	17	18	19	20

For more details check out the KanOkla's Community Calendar at [www.kanokla.com](http://www.kanokla.com).