



# The ETC Spotlight

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## Call ETC's Tech Support for Internet Assistance

ETC's fully staffed tech support is available at no charge to answer all your Internet related questions and help you fix related problems 24 hours a day, 7 days a week. They can assist all of our Internet customers; Dial-up, High Speed, and Fixed Wireless Broadband and are knowledgeable with all operating systems, including Macintosh.

### Some areas ETC's call center can assist you with:

- Software Installation & Configuration - Dial-up, High Speed Internet, and Fixed Wireless Broadband
- Email Setup - Sending, Receiving, Opening Attachments
- Installation & Configuration of the DSL Modem
- Spam and Virus Filter Setup - Postini
- Password Help
- Inability to Connect or Browse - Busy Signals, Sign on Errors, No Dial Tone, etc.

ETC's toll free tech support can be reached at 1-866-343-5035. If they are unable to help you, please call your local business office for further assistance.



## ETC Helps Decatur County Spread the Word About 211 Service

On February 11th, ETC helped Decatur County get the word out about 211 service by hosting a 211 kick off reception at our Greensburg office. The event was coordinated with the help of the Decatur County United Way. 211 service reaches about 52% of Indiana residents and is available in 39 Indiana counties, including Decatur and Ripley county.



Anne Dolan, Director of First Call For Help/2-1-1, with Greensburg Mayor, Frank Manus, at our Greensburg Office.

What is 211? 211 is the national abbreviated dialing code for free access to health and human services information. Calling 211 is free and all information taken is confidential. 211 helps link individuals to local and community-based organizations and government agencies that assist in counseling, employment, health care, support groups, housing, shelter, legal aid, food, clothing, and education.

How does 211 work? Individuals simply dial 211. Telecommunications providers, like ETC, translate the 211 number to the IN211 network which routes the call based on area code, prefix, and time of day to a trained information and referral specialist. The service may not work if you call from a cell phone, payphone, or business phone.

There is no 211 tax or surcharge on your telephone bill, unlike 911 services. 211 is currently privately funded through local United Ways, community foundations, and other donations.

## ETC Now Has Two Wireless Phone Networks to Choose From

ETC can now offer more phone and rate plan options for customers interested in wireless phone service. We now have two networks to choose from. All of our new wireless plans include national minutes, so you can call from anywhere to anywhere coast to coast on ETC's wireless network and pay NO roaming or long distance charges. One and two year contracts available. Receive discounted phone prices on the two year contracts.



**FREE PHONE!**  
2-yr Contract Required

ETC has many wireless phone accessories to choose from. Many of our accessories are universal and fit a variety of phone brands and styles.

## Curiosity Corner Winners

The questions and answers to the January 2005 ETC Spotlight were:

- Q1. Which ETC department was declared Department of the Year at this year's Christmas party?  
B. Maintenance
- Q2. ETC participated in \_\_ local area parades this fall.  
C. 4
- Q3. How many schools will ETC be presenting scholarships to?  
C. 5

There were 163 combined entries from our Sunman, Batesville, and Greensburg offices with winners selected at random. The winners from our Sunman office were Carol Fields and Darrel Kreimer. The winners from our Batesville office were Debbie Lecher and Kay Lynn Obermeyer. The winners from our Greensburg office were Lucille Wallpe and Mark Stier. Each winner receives a fleece ETC stadium blanket.

## Call Before You Dig

It's springtime once again so lots of homeowners are heading outdoors to tackle long awaited projects. New decks, tree planting, fences, landscaping, and sprinkler systems are some of the more common springtime endeavors that involve digging or excavating.

ETC would like to remind each of our customers that when digging a hole in your yard, you could disrupt telephone service, water, cable TV, sewer, electric power, and a number of other underground utility lines.

In an effort to protect our underground facilities, ETC is a member of the Indiana Underground Plant Protection Service program also known as Holey Moley. Before you do any digging or excavating please call 1-800-382-5544 at least 48 hours in advance. **It not only saves you time and money - it's the law!**



Be on the lookout for your new **2005 ETC**

**Regional Directory.** They should be arriving in April. Additional copies will be available at your local business office.



## Coming Soon - Unlimited Long Distance

ETC is working out the details to offer all of its markets an unlimited long distance calling plan soon. For a set price, customers can receive unlimited direct dialed domestic calling and up to five calling features of their choice. Look for a residential plan to emerge first. Some stipulations may apply. Look for more details to follow.

## Welcome Back Jim Daily

Jim Daily, ETC I/R Technician, was called to active duty with the Indiana Army National Guard in Feb. of 2003. Jim served 2 years at Camp Atterbury of Edinburg, IN as a Communications Specialist. On Feb. 25, 2005 Jim was released of duty and returned to work on March 14, 2005.

**Everyone at ETC extends a warm welcome back to Jim!**

## Holidays & Happenings

Sunday, April 3rd, Daylight Savings Time Begins

Sunday, May 8th, Mother's Day

Monday, May 30th, Memorial Day - **OFFICE CLOSED**

Sunday, June 19th, Father's Day

Monday, July 4th, Independence Day - **OFFICE CLOSED**

All ETC offices will be closed on Monday, May 30th and Monday, July 4th. We will resume normal business hours of 8:00 am - 5:00 pm (Eastern Standard Time) the following business day. Trouble may be reported via voice mail.



## Curiosity Corner

- Q1. Which ETC number do you call for health and human services information?  
A. 211                      B. 511                      C. 555
- Q2. ETC now has \_\_ wireless phone networks to choose from.  
A. 1                              B. 2                              C. 1.5
- Q3. ETC will soon be offering a new unlimited plan for which service?  
A. Long Distance    B. Web Design    C. Cable TV

Please write your answers on a small piece of paper. Incomplete entries will be thrown out, so be sure to include your name, address and telephone number.

Mail your entry in with your remittance statement (bill) or mail your answers to ETC at PO Box 145, Sunman, IN 47041. Log onto [www.etczone.com](http://www.etczone.com) to answer the Curiosity Corner questions online. The questions are located under the Community Info icon.

Entries must be received by May 6, 2005. Limited to one entry per household.