



The ETC Spotlight

Volume VI Issue I

January 2006

Robert T. Miles Retires

Robert T. (Bob) Miles announced his retirement as Chairman of the Board of Miles Enterprises effective January 2, 2006. This comes after 30 years of service to Enhanced Telecommunications Corporation (ETC), formerly known as Sunman Telecommunications Corporation (STC). Chad A. Miles will succeed Bob Miles as Chairman of the Board.

As Chairman of the Board, President & Chief Executive Officer (CEO) of ETC, Bob developed and implemented the Corporation's vision, strategic agenda, and business planning, and ensured operations conformed to the Board's direction. Bob, also an active industry figure of OPASTCO (Organization for the Promotion and Advancement of Small Telecommunications Companies), USTA (United States Telecom Association), and ITA (Indiana Telecommunications Association), helped shape rural telecommunications policymaking that supports the needs of rural consumers across the United States. Under Bob's leadership many new and innovative technologies were introduced and delivered to the communities of Dearborn, Ripley, Franklin, and Decatur counties.



Bob has served as Chairman of the Board since 1992 when named President of the Sunman Telephone Company. Bob retired as President & CEO on April 18, 2005, at which time, Chad Miles was named President & CEO of ETC.

Online Bill Payment Enhancements

ETC is excited to announce enhancements in our online billing system. We continuously search for ways to make our services better and more convenient for our customers. You will be able to view your account information, a break down of your charges, and have the option to view a copy of your bill. You may choose to pay all or a portion of your bill keeping in mind that the entire invoice amount should be paid in full by the due date to avoid late fees.



Online bill paying provides you with the flexibility to pay your ETC bill online 24/7. Since your payment is made electronically, you can rest assured that it is secure and credited the date your payment is made. No more stamps or checks to write or driving to our office. Visit our website at www.etczone.com and click on "online bill pay" to use this service.

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Digital IP Video Product Update

ETC's new Digital IP Video product is currently being launched in phases starting in the Greensburg and Sunman markets. Batesville customers will receive this product later this year.

With Digital IP Video it's like bringing the video store and the movie theater into your home. You'll have crystal-clear pictures with compact disc-quality surround sound to create a movie theater-like atmosphere. It's 100% digital quality on ALL channels! Functions coming soon are DVR, HDTV, and VoD.

We are confident that you will be pleased with the new modern look and functionality of Digital IP Video. Contact your local office for channel listings, pricing, and availability.

Curiosity Corner Winners

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

- Q1. How many local restaurants has ETC partnered with to provide customers with high speed Internet access while they dine?
C. 4
- Q2. What are some of the activities that ETC employees do to help support the community?
D. All of the above

There were 130 combined entries from our Sunman, Batesville, and Greensburg offices with winners selected at random. The winners from our Sunman office were Julie Sarringhaus and Gloria Burns. The winners from our Batesville office were Kay Lynn Obermeyer and Ray & Elaine Bergman. The winners from our Greensburg office were Tracy Winters and Arlene Schwering. Each winner receives a set of ETC glassware. Please stop by your local office to claim your prize. Congratulations!

Holidays & Happenings

Monday, Jan. 16th - Martin Luther King Jr. Day

Tuesday, Feb. 14th - Valentine's Day

Monday, Feb. 20th - President's Day

Friday, March 17th - St. Patrick's Day



Service Rate Increases

ETC customers will notice several service rate increases effective January 1, 2006. Not all rate increases will effect all customers.

Batesville & Sunman Cable TV Rates: The Basic Cable TV package plan will be \$28.95, Digital Cable TV package plan will be \$41.95, Premium Digital Cable TV will be \$60.95, and Enhanced Digital Cable TV will be \$71.95.

Batesville Business Telephone Rates: The Basic Business Rate will be \$31.95, the Chamber rate will be \$30.35, and the Non-Profit rate will be \$25.79.

Inside Wire Maintenance: Inside Wire Maintenance will be \$2.95 and will cover both phone & cable TV service.

For more information contact your local business office. All rate increases listed exclude taxes and any applicable fees.

ETC Community Involvement

ETC was proud to participate in and support these community events in the fall and winter of 2005.



Batesville Apple Festival



WRBI Reality Check

Greensburg Chamber Business Expo

Greensburg Holiday Parade



Batesville Holiday Parade

Sunman Holiday Parade



Curiosity Corner

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 with your remittance statement (bill) or to ETC, Attention: Brandy Wessel at PO Box 145, Sunman, IN 47041. Log onto www.etczone.com and click on the Community Info icon to answer online.

- Q1. How many community events did ETC participate in or sponsor this fall and winter?
A. 3 B. 5 C. 6
- Q2. True or False: You can now view a copy of your bill online when you pay online.
A. True B. False
- Q3. Effective January 1, 2006 Inside Wire Maintenance will cost _____ per month and will cover both phone & cable TV service.
A. \$3.25 B. \$4.75 C. \$2.95

Entries must be received by January 31, 2006. Limited to one entry per household.