



PO Box 209
Flippin, AR 72634-0209

1-800-775-6682
In Flippin: 453-8800

natconet.com
natcotech.com
southshore.com

How to Reach Us...

Business Office
(in Flippin) 453-8800
(outside Flippin) 1-800-775-6682
Hours 8-5, M-F (Lobby closes at 4:30)

Internet Technical Support
(all areas 24/7) 1-888-276-8059

NATCO Corporate Office
(in Flippin) 453-8811
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NATCO Breaks Ground On Bull Shoals Fiber Optic Project

NATCO has broken ground on a multimillion dollar fiber optic project in Bull Shoals, according to Steven G. Sanders Jr., NATCO president and general manager. The contract for this project was awarded to Klaasmeyer Construction of Conway. The project is beginning at the Bull Shoals Central Office and is expected to continue in six stages through Bull Shoals.

The project is known as FTTH, or fiber to the home. The result, Sanders said, will be increased bandwidth to homes in Bull Shoals allowing many new, advanced services, faster broadband Internet service without a modem, and the potential for video offerings. Plans may extend the FTTH project to other towns in the NATCO service area.

Sanders and Resident Engineer Douglas Smith recently told the

Bull Shoals City Council that the project demonstrates NATCO's commitment to continue to offer services and upgrade their facilities. "This is a very expensive project and we are investing millions of dollars," he stated.

NATCO's announcement of the FTTH project follows a \$2 million upgrade in late 2007 and early 2008 which brought fiber to the node (FTTN), closer to the customer premise. In mid-2008, Smith studied optical networks at the University of Wisconsin with other professional engineers.

For further information, anyone in Bull Shoals with questions or concerns about the project may email: construction@natconet.com, call toll free, 800-775-6682, or visit natconet.com, natcotech.com, or southshore.com.

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Six Grads Receive South Shore Academic Scholarships

Six 2009 graduates received one year Academic Scholarships of \$1,000 each...
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Employee Training

Throughout NATCO, employees are staying on top of current technologies by attending seminars and getting hands-on experience taught by industry leading organizations...
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Breaking Ground on Bull Shoals Fiber Optic Project

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Expanding Your World

3rd Quarter 2009

Steven Sanders Jr. A New Generation Of Leadership

Known as one of the most progressive independent telecommunications companies in Arkansas' history, NATCO, a family owned and operated company, was founded fifty-eight years ago.

Earlier this year, the transfer of NATCO leadership passed to the third generation in the same family. Steven Sanders Jr. accepted the position as NATCO President from his father, Dr. Steven G. Sanders Sr. Dr. Sanders remains active in the company as Chairman of the NATCO Board. The late Ray and Millie Sanders, grandparents of Steven Sanders, founded the company in 1951.

Sanders learned the telephone business from the ground up - literally. Sanders started in an entry level position with NATCO in 1989 as a construction lineman and continuing in 1993 as a telephone installer and repairman, then manager of external relations in 1995. Sanders earned a degree in Business Administration and an MBA from Arkansas State University.

Sanders defined his mission to continue and enhance NATCO's core principles of improving technology for the families and businesses served

within the NATCO service area, including: the effective use of new technology; providing the highest quality telephone and telecommunications services; maintaining the lowest possible cost of service for the rural customer; and, serving the communities where NATCO customers live through South Shore grants to advance education, preserve our environment, and develop the area's economy.

In addition to his role as the President of NATCO, Sanders currently serves on the Board of the Arkansas Telecommunications Association as well as on the Small Company Concerns Committee for that organization.

Locally, he serves as a Director on two philanthropic boards: the Twin Lakes Community Foundation and Baxter Regional Hospital Foundation. Steven and his wife, Danielle, reside in Mountain Home with their two children.



Steven Sanders Jr.
NATCO President/General Manager

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in Downtown Mountain Home

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340 Long Distance Minutes***	✓	✓	
Reliable Land Line Phone	✓	✓	✓
High-Speed Internet - Faster Tier 2		✓	✓
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Monthly Total if priced individually**	\$60.54	\$87.04	\$500 or more - unlimited savings!
BUNDLE PRICE	\$49.95	\$69.95	\$99.95

Per month price, plus tax.

6 Grads Receive South Shore Academic Scholarships

Six 2009 graduates received one year South Shore Foundation Academic Scholarships of \$1,000 each. School administration officials select their school's recipient from applicants based upon academic record.



Hank Beaver
Bruno-Pyatt
North Arkansas College



Daniel Fornes
Bergman
University of Central Ark.



Corey Mitchell
Lead Hill



Shawna Staples
Flippin
University of Central Ark.



Hannah Treece
Yellville-Summit
Harding University



Tricia Winkler
Omaha
NorthWest Arkansas Community College

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Pioneer Propane - A Happy NATCO Customer For 16 Years!

Customer: Rita Johnson, Pioneer Propane in Snow, AR

Local Service: Telephone, Internet and Fax Services

Additional Services Used: Multi-line telephone system with pre-recorded message features.

Use of Services: Our office only has one full time person to answer calls. The pre-recorded messages provide information to customers while they are on hold. It also provides information to customers that call after hours.

Comments: "When we call in with questions on the new messaging services, NATCO's customer service is very helpful and our problems are taken care of immediately. When we had a malfunctioning handset, NATCO's service tech came out right away to exchange it and tested the new one to ensure it was working properly."

Customers, We'd Love To Hear From You!

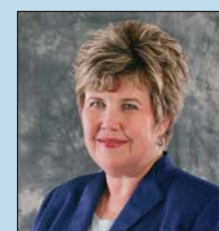
Send us stories about the experiences you've had with NATCO staff or services. Selected stories will receive your choice of an El Chico Café gift card or USB flash drive! Email stories to manager@natconet.com.



Renewed Scholarships

Three students received \$1,000 South Shore Foundation college scholarship renewals for the upcoming 2009-2010 school year: Keisha Crow, Bergman - North Arkansas College; Ben Thompson, Lead Hill - University of Arkansas; Mallory Rorie, Flippin - ASU Beebe.

New Foundation Board Members



Carol Gresham



Curt Bryant



Phyllis Speer

Grants Awarded January - May 2009

- **\$5,000** - Baxter County Library Foundation
- **\$3,000** - Restricted Fund for Programs - Twin Lakes Community Foundation
- **\$3,000** - Outstanding Teacher Awards - \$1,000 each to use as they want: Marilyn Pangle, 3rd grade - Yellville-Summit; Mina Benjamin, Special Education - Yellville-Summit; Mechelle Belanger, Secondary Math - Bruno-Pyatt
- **\$2,898** - Audubon Society
- **\$4,000** - Marion County Youth Leadership Program - classroom education kits
- **\$700** - Boy's State, American Legion Post 340 - for 2 boys each from Lead Hill, Bergman, Omaha
- **\$900** - Girl's State American Legion Auxiliary Post 340 - for 2 girls each from Lead Hill, Bergman, Omaha

Employee Training

NATCO staff members received training to manage the new, all digital voice mail system. Network Services Supervisor Travis Sullivan, along with Network Services Analysts Kirby Davis, Bill Hunt, and David Fortenberry, obtained instruction on the programming of the new voice mail system and all its features via a "webinar." More in-depth training for the technicians was held on-location with the manufacturer, Innovative Systems of Mitchell, South Dakota.

David Fortenberry, Network Services Analyst, attended a four-day training session concerning operation and provisioning of a broadband loop carrier produced by Occam Networks®, Inc.

Instruction and hands-on labs covered the BLC 6000 series blade features and capabilities, configuration of the system for central offices and remote locations, DSL, and video services. Fortenberry also studied use of the multi-service access platform to manage telecom functions like IP services, DSL subscriber access, and active or passive fiber subscriber access, plus setting alarms, scheduler, and downloads.



David Fortenberry
Network Services Analyst

Russ Woodman, Systems Administrator, attended training at the SANS Institute. As the leading organization in computer security training, the SANS Institute is known for providing intensive, immersion training designed to help individuals and companies master the practical steps necessary for defending systems and networks.

Woodman attended a six day in-depth course relating to the secure operation of networks and applications which run in Linux and UNIX environments. More than 90% of NATCO's core server infrastructure is based on Linux.

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