

Prize Winners from Customer Appreciation Day



Thank you for attending NATCO Customer Appreciation Day on October 8. We're glad you were there, and we're glad to be constantly improving the telephone, Internet, and satellite services we provide.

Congratulations to winners in the prize drawings:

- 2 El Chico VIP Cards
 - Travis White, Flippin
 - J.F. Barrow, Flippin
- \$25 NATCO Gift Certificate
 - Sally Barnett, Pyatt
 - Bill Dodson, Flippin
- Digital Picture Frame
 - Thelma Blomquest, Flippin
- iPod Shuffle
 - Rhonda Chevallier, Flippin
- 4 Razorback Tickets
 - Lindsey Wilson, Flippin



Refer a Friend & Get \$50!

It's true! If you are a bundle services subscriber & you refer friends & family to NATCO for our bundle services...
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Fiber to the Home is Here

NATCO's current installation of fiber optic cable in Bull Shoals will take digital services directly to our customers...
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NATCO Tech Offers Customers More Free Wi-Fi

NATCO Tech believes in making our Internet customers happy – and mobile – so we've added more Wi-Fi connection locations...
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Family Owned Since 1951
NATCOTM
Communications Inc.
Expanding Your World

4th Quarter 2009

A New Day at NATCO by Steven Sanders Jr.

NATCO News provides me a forum to communicate with our customers and it's a pleasure to do so.

Being president of NATCO is a new role for me, and I welcome the opportunity. Since 1989, when I started as a construction lineman, I have been aware of the challenge of providing telecommunication services to a rural area.

Today's NATCO holds to its core principles as follows:

- To provide the best and highest quality telephone and telecommunication services
- To use new technology effectively
- To maintain the lowest possible cost of service for the rural customer
- To serve the communities where NATCO customers live through the South Shore grants to advance education, preserve the environment, and develop the area economy.

One thing you can count on, we intend to be the leader in technology, bringing the latest, fastest, most efficient communications to homes and businesses. The latest technology

is one thing we have always invested in and have always stayed on top of.

We were the first to bring digital into the area. Now technology goes in all different directions. What's hot right now might not be next year. But that's the part of it I like best – the challenge of seeing what's coming and how to offer it in a rural area. That's what keeps me motivated and challenged.

Let me hear from you.



Steven Sanders Jr.
NATCO President

Bundle Services & Referrals Really Pay Off!

"I saved more than \$18 a month – or \$217 a year – and Georgia upgraded from dial-up to Tier 1 with the basic bundle package deal. She's in the DSL family now."
- Chuck Simpson

"We're saving about \$12 to \$20 a month with our bundle and we also received a \$50 credit when I referred my sister."
- Brenda Hopper

"For just \$6 a month more, I added nationwide (anytime, anywhere) long distance, and told my friend to go see about it, too."
- Rhonda Hoyle

"I was able to upgrade from dial-up Internet to Tier 1 high-speed, and Chuck got \$50 for referring me."
- Georgia Simpson

"In a year, I'll save \$129 with my new bundle, and Rhonda got \$50 for referring us to NATCO."
- Albert Choate

"I saved between \$10 and \$20 a month by adding NATCO long distance to my phone and Internet. I told several neighbors about it and earned a \$50 credit when a neighbor took my advice."
- Niels Peterson

New Ozark Regional Phone Directory Available

The new Directory cover features NATCO's black, silver, and green color combination and our slogan "Expanding Your World." Indeed the telephone, and now the Internet and all its accompanying digital services, are expanding your world through telecommunications.

Business owners, if you were not included in this convenient book that serves the entire northcentral Arkansas area, call NATCO and be put on our contact list for next year's book.

Sales contact time generally begins in March of the publication year. NATCO is pleased to continue to work with Hanson Directory Service, publisher. This directory will serve you until the fall of 2010.

Valuable additional items in the Directory include: phone services, NATCO contact numbers, community information, statewide and national area codes, statewide ZIP codes, Arkansas hunting seasons, area government offices, and community organizations and phone numbers.



Refer a Friend & Get \$50!

It's true! If you are a bundle services subscriber & you refer friends & family to NATCO for our bundle services (and they sign up) we'll credit your NATCO account \$50!* Unlimited Referral Potential - Start referring today!

Buy a Bundle - SAVE a Bundle!

Residential Service Bundles** (call for availability)	BASIC	BETTER	BEST
Unlimited Anytime, Anywhere Long Distance			✓
Caller ID Name & Number		✓	✓
Voice Mail	✓	✓	✓
Voice Mail With Email Notification			✓
340 Long Distance Minutes***	✓	✓	✓
Reliable Land Line Phone	✓	✓	✓
High-Speed Internet - Faster Tier 2		✓	✓
High-Speed Internet - Tier 1	✓		
Monthly Total if priced individually**	\$60.54	\$87.04	\$500 or more - unlimited savings!
BUNDLE PRICE (per month, plus tax)	\$49.95	\$69.95	\$99.95

Call 1-800-775-6682 today to start saving with Bundled Services!
natconet.com • natcotech.com

*Unlimited Referral Potential: \$50 credit applied to your NATCO bill for each referral.

**Savings for residential service when you sign up for a 12 or 18 month contract.

***340 Long Distance minutes include 240 minutes within 41 mile radius and 100 anytime, anywhere minutes.

Other restrictions may apply. Please call for details or visit www.natconet.com/bundle

Fiber to the Home is Here

NATCO's current installation of fiber optic cable in Bull Shoals will take digital services directly to our customers. Fiber to the home, or FTTH, provides higher bandwidth with Internet service well over 20 times faster than copper-based DSL and cable modems. Yet, FTTH still has plenty of bandwidth left over for other applications in the future, like the potential for video offerings.

Klaasmeyer Construction, our subcontractor, is now burying fiber cable and doing cleanup. Underground installation will protect it from weather and other potential causes of above-ground damage.

NATCO is excited to bring this next generation of communication

technology to customers with Bull Shoals being the location for our initial offering of FTTH in our service area.

When construction work is done, residents in the construction area will receive the newest, fastest package of NATCO Internet for three months at no additional charge.

Its speed will be up to 15 Mb/s download and up to 2 Mb/s upload. It is a value of \$89.95/month.

FTTH provides higher bandwidth with Internet service well over 20 times faster than copper-based DSL and cable modems!

Systems Administrator Attends Training

Russ Woodman, NATCO Systems Administrator, recently attended training at the SANS Institute in Orlando, Florida.



Russ Woodman
Systems Administrator

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.

NATCO featured in Arkansas Best In Business Magazine



NATCO Tech Offers Customers More Free Wi-Fi

NATCO Tech believes in making our Internet customers happy – and mobile – so we've added more Wi-Fi connection locations in the downtown Mountain Home area.

(One is on Main Street near Dairy Queen, and another on Fifth Street near the Ozark Shopping Center.)

If you are a laptop user, positioning yourself close to these locations when you are in downtown Mountain Home will give you more options for connecting to NATCO Tech services.



North Arkansas College Awards Sanders Scholarship

The North Arkansas College Foundation has awarded James Ellis of Omaha the South Shore Foundation's Millie and Ray Sanders Memorial Scholarship. The scholarship honors the founders, both deceased, of Northern Arkansas Telephone Company. South Shore Foundation, NATCO's charitable foundation, established the scholarship with an endowed gift of \$36,000 to the NAC Foundation in 2006, and the first scholarship was announced in 2007.

The scholarship endowment requires recipients to study math, science, or technology or enter the field of teaching for these subjects as they begin their education at North Arkansas College. James is the son of Joe and Kitty Ellis.



Win a South Shore Gift!

Sight-seeing and travel through the South Shore – Bull Shoals Lake – Arkansas is nearly a year-round pursuit. To encourage area travel, NATCO offers souvenir South Shore gifts to readers of the NATCO Tech online E-News and, now, readers of *NATCO News*. Visit southshore.com and look for "Sign Up to Win" at the top-left of the page.



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In Flippin: 453-8800

natconet.com
natcotech.com
southshore.com

Start Receiving NATCO E-News

If you are an Internet user, we invite you to subscribe to the NATCO Technologies E-News, a bimonthly electronic newsletter. It is produced by NATCO Tech for our Internet

customers, but is informative on general Internet issues and practices as well.

If you wish to sign up, email us at custserv@natconet.com

PO Box 209
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U.S. Postage
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Mtn. Home, AR
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How to Reach Us...

Business Office

(in Flippin) 453-8800
(outside Flippin) 1-800-775-6682
Hours 8-5, Monday - Friday

Internet Technical Support

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

NATCO Corporate Office

(in Flippin) 453-8811
(outside Flippin) 1-800-775-6682

Repair Service

(in Flippin) 453-8821
(outside Flippin) 1-800-775-6682

 **dispatch dept.**
We're Here For You!



Dave DeVore



Becky Howard



Wanda Humphries

 **engineering dept.**
We're Here For You!



Douglas Smith



Cathy Callen



Monica Osborn

Tired of Changing Emails? Select an email address that won't change.

~~cox-internet.com~~

~~superiorinter.net~~

~~alltel.net~~

~~centuryinter.net~~

~~centurytel.net~~

NATCO offers 30 local email domains to choose from:

baxtercounty.net
bellefontweb.com
bergmanweb.net
boonecountyweb.com
bransonusa.net
bullshoals.net
calicorock.com
comptonnet.net
cotterweb.com
diamondcity.net

evertonweb.com
flippinweb.com
gassville.com
harrisonweb.com
lakenorfork.com
lakeviewnet.com
leadhill.net
marioncounty.com
midwaynet.com
mymtnhome.com

norfork.net
omahaweb.net
ozarkmountains.com
pyatt.net
southshore.com
summitarkansas.com
valleysprings.net
westerngrove.com
wholedamarea.com
yellvilleweb.com

**If you plan on moving your email account,
make it your last move...
and choose a stable, local provider!**