

# UniTel Quarterly



3rd Quarter 2007

## Communication Made Simple

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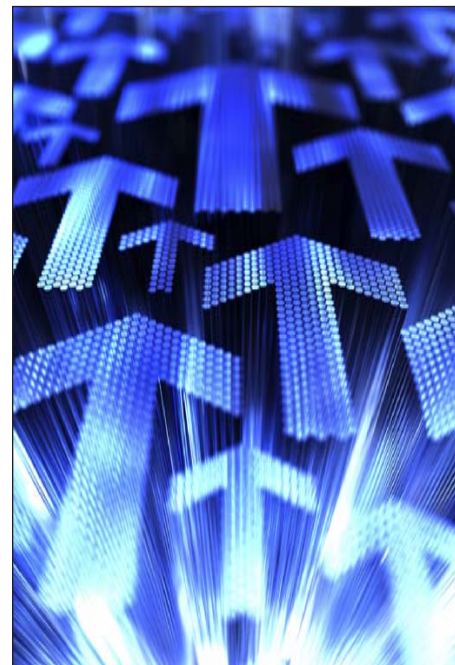
**UNITEL**  
Communication Made Simple

### COMPANY NEWS

## UniTel Reaches 98% Access for Broadband Internet Services

UniTel has reached a new milestone with 98% of its customers now having access to high-speed broadband Internet service throughout its service territory. Back in 2005, Governor Baldacci established a Broadband Access Infrastructure Board that was charged with expanding the availability of broadband services throughout the State. Their objective was to provide broadband availability to 90% of Maine homes and businesses by 2010. UniTel is proud to have already made broadband access available to 98% of its customers. Access to affordable broadband services is important to our customers, and providing quality service is our main objective.

UniTel began deploying broadband Internet services throughout its rural service territory of approximately 300 square miles in 2003. Our intention was to provide customers with a level of technology that would be the envy of many urban areas. UniTel has invested significant dollars in the local telecommunications infrastructure to make high-speed Internet access



available throughout its territory. Over the past few years, we have installed new switch sites, fiber-optic cable and DSL equipment to expand the availability of broadband throughout our service territory. Many areas are now able to get high speed Internet up to 6Mbps.

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## “Grazing for Gold”

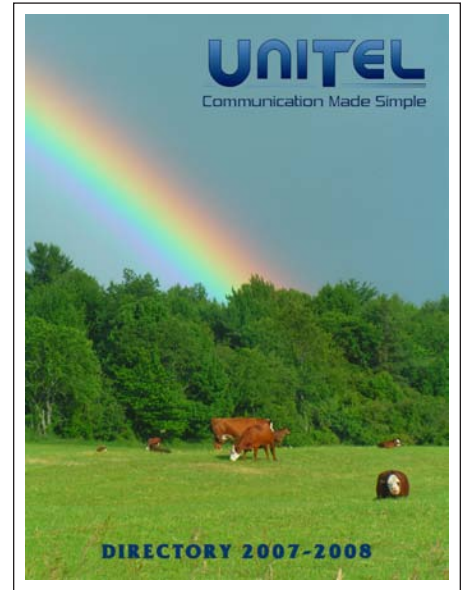
**W**e are pleased to announce the 2007–2008 winner of our annual Directory Cover Contest. Emilee Carlson, a native of Thorndike, photographed the beautiful Maine scene displayed on the cover this year. She chose the title, “Grazing for Gold” and explained that the photo was taken on the first of July; after she and her family followed the rainbow all the way home from Waterville. The vibrant rainbow captured in “Grazing for Gold” was the product of a mid-summer storm passing through that day. With the cows in the foreground, the farm across the street from Emilee’s home made the perfect setting for this year’s winning photo.



Emilee lives in Thorndike with her husband, Christian and their baby girl, Josephine. Photography has become one of her favorite hobbies over the past three years since Christian bought her a new lens for her Minolta digital camera. She now has “tons of pictures” and especially enjoys photographing her daughter and scenes in nature. She currently displays her pictures on the website, flickr.com and she is also entertaining the idea of creating her own website.

Each year, we greatly enjoy seeing the many excellent photo submissions for the Directory Cover Contest. To determine the winner, the photos are first narrowed down to the top three picks, and the winner is then voted on and selected by the employees of UniTel. This year, employees also had fun assisting Emilee with a creative title for her photo. Finally, throughout the month of September, we are proud to display all of the entries in the UniTel Customer Service office.

Emilee was very excited about her picture being chosen for the cover since this was her first time entering the contest. She explained that her father, Clayton Bryant who has faithfully submitted photos every year, teased her about being selected on her first try! Congratulations Emilee and thanks to everyone who participated. ☎



### Congratulations

Second place: Jamie Randall of Thorndike  
Third place: Paula Leavitt of Troy

## Thank you...

to all our customers that visited us during our Customer Appreciation Days throughout September. The following were the lucky winners of our door prizes:

- Julie McKenzie from Albion won a digital camera
- Elaine Therrien from Unity won a cordless phone

*Congratulations from all of us at UniTel. We appreciate your business.*



### Julie Downer, UniTel's Business Account Representative

Business Customers,  
please contact Julie for  
all your business solution  
needs at 948-3959 or  
jdowner@uninet.net.



## Support Your Local Food Pantry

The 13th Annual Empty Bowls Dinner, hosted by Unity College and local partners (including UniTel) will be held on Thursday, December 6th from 5:00-7:00 p.m. at the Unity Centre for the Performing Arts, 42 Depot Street, Unity. Guests are served a simple meal of soup and bread, and are encouraged to keep the bowl as a constant reminder of hunger in our community and around the world. All bowls are handmade by local potters and Unity College students. All proceeds from this event benefit the Volunteer Regional Food Pantry that serves 11 towns in Waldo County. Hope to see you there. ☎



## UniTel Teams Up to Help Support Local Causes

UniTel's Team



**Above:** UniTel was a participant and sponsor at the 2007 Unity Barn Raisers Golf Classic held in September. **(Left to right):** Wil Leighton, Dale Shaw, Harold Shaw and Larry Sters.

Back to School



**Above Right:** UniTel employees pitched in to support the Unity branch of Bangor Savings Bank's campaign to help local youth in need with their back to school supplies. Thank you Lynn Brochu, Customer Service Rep, for coordinating UniTel's participation in this worthy cause.

Halloween Fun



**Right:** UniTel is partnering with Unity Barn Raisers and Unity College's Unity Experience Class to offer local children a Halloween Spooktacular on Saturday, October 27 at the Unity Community Center.

## The National Do-Not-Call Registry and Your Rights

Please be advised that the “Do Not Call Registries” may only have a shelf life of five years. Therefore, some customers who have put their phone numbers on the national “Do Not Call Registries” may have to re-register to continue to avoid unwanted phone calls from telemarketers. You may register for the national do-not-call list by calling 1-888-382-1222 or at the internet web address [www.donotcall.gov](http://www.donotcall.gov). For TTY access, call 1-866-290-4236.

All telephone subscribers have available to them the opportunity to register their phone number(s) on the national do-not-call list to avoid receiving commercial telephone solicitations. If you choose to do so, you are exercising your right to object to receiving such solicitations. You also have the right to revoke such an objection at any time. The national registry will preclude telephone solicitations made for commercial purposes only, and will not preclude telephone solicitations made by tax-exempt non-profit organizations soliciting, for example, for charitable or political purposes. The registry will also not prevent calls from companies with whom you have established a business relationship.

If you or your organization engage in telephone solicitations, please be advised that you may be subject to federal do-not-call rules set forth in 47 C.F.R. § 64.1200, containing the FCC’s do-not-call rules and governing restrictions on telemarketing and telephone solicitations, and 16 C.F.R. Part 310, containing the Federal Trade Commission’s (FTC) do-not-call rules and governing abusive telemarketing practices. ☎

## Customer Proprietary Network Information (CPNI)

On June 8, 2007, the Federal Communications Commission issued an order to enhance current Customer Proprietary Network Information (CPNI) rules, primarily to tighten security on consumers’ call detail records. These steps are being taken to prevent instances of “pretexting”. Pretexting occurs when someone not authorized to see or discuss your CPNI pretends to be you in order to obtain access to your information. This is sometimes done as part of an attempt to steal your identify or to find out something about you that is private. Call detail records include any information that pertains to the transmission of specific telephone calls including, for outbound calls, the number called, and the time, location, or duration of any call and; for inbound calls, the number from which the call was placed, and the time, location or duration of the call.

Among the changes to the CPNI rules, which take effect December 8, 2007, the FCC offered four approved methods of issuing call detail records to consumers. UniTel will be working over the next two months to implement these methods. As we do so, we hope customers understand that we will be enhancing security procedures to protect you from unscrupulous acts. ☎

## “Free” Fall Film Series

Including films from the 30th Annual International Wildlife Film Festival

October through December  
Thursdays at 7:30 p.m.

Unity Centre for the Performing Arts  
Depot Street, Unity

Sponsored by UniTel & Unity College

For a listing of films, please log on to [www.unitymaine.org](http://www.unitymaine.org) or call 948-7469.



## Broadband Internet Services

*(Continued from front page.)*

Our commitment for the past 105 years has been to bring high quality telecommunications services to our customers. We have built our reputation on offering state of the art technology, and a dedication to ensuring our customer needs are met. The integrity of our network is our top priority. Never have we experienced an equipment malfunction that caused an outage, such as was recently experienced by a cable provider in the Bangor area when approximately 10,000 customers were without telephone and Internet services for three days. We pride ourselves on offering the best and most reliable technology for our customers.

UniTel is a local company that offers 24/7 technical support and “live” customer service representatives. We are dedicated to ensuring our customers have access to affordable broadband service, which we believe is an important component of the economic development of our area. We are excited to continue our mission of offering world-class service for all of our customers. ☎