

March 2020

Cooperative **Connection**

QUALITY CONNECTIONS TODAY, TOMORROW, AND ALWAYS

Do-Not-Call Registry

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Photo Contest 2020

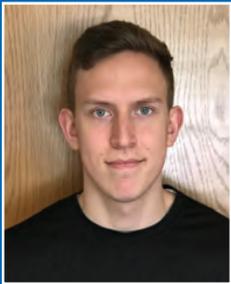
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Photo by: Kori Coddington

Marquette **ADAMS**
Telephone Cooperative, Inc.

WELCOME TO THE TEAM!

Marquette-Adams is the area leader in communications and support, not only because of our outstanding suite of telecommunications services, but also because we have built a team of professionals who are capable of serving our customers with the highest level of quality and care. In January we strengthened our team even further by adding two new full-time employees to our technical staff.



Noah Williams recently earned a bachelor's degree in Digital Media Communications from Spring Arbor University in Michigan and began his tenure with Marquette-Adams as an intern. It quickly became apparent that his knowledge

and work ethic would translate very well into a more permanent role at Marquette-Adams. Noah officially kicked off his career as Network Technician in January and has hit the ground running. Noah, who grew up in the Oxford area, is excited to join the Marquette-Adams team, and is happy to be working in his hometown. When he's not at work, Noah is an avid reader and enjoys going camping and hiking with his wife and dog.

Next to join the team was Ben Andres, who will be taking on the role of Install/Repair Technician. Ben, like Noah, also began his career at the Cooperative as an intern, learning from experienced staff and gaining hands-on experience in many different areas. Currently, he is working towards earning a degree in Broadband through Wisconsin Indianhead Technical College. Ben also grew up in this area and is excited to be staying close to home. A few of his favorite hobbies include riding dirt bikes, working on trucks, and spending quality time with his friends and girlfriend.



We are all very excited to have Noah and Ben on board and look forward to their contributions and ideas as we look to the future.

Out in the Community: 2020 Events

Marquette-Adams Telephone Cooperative proudly participates in many parades and local events in the communities we serve. Below is a list of the events in which we will be taking part throughout the coming months. We hope to see you all there!

Saturday, April 25:

Adams County Kids Day at
Adams-Friendship High School

Monday, May 25:

Oxford Memorial Day Parade

Saturday, June 13

Westfield Dairylicious Days Parade

If you are organizing a parade or event that you would like Marquette-Adams to participate in, please contact our Events Coordinator, Brenda McCue at (608)586-7025 or bmccue@maadtelco.com

EASTER COLORING CONTEST

Marquette-Adams Telephone Cooperative will again host a coloring contest at our office in Oxford for children, ages 3-10. There are several pictures to choose from, so stop in and grab some entries for the children in your family. All submissions will be displayed in the office for our customers to enjoy. Entries must be submitted no later than Wednesday, April 8, 2020. Remember, we are judging on creativity, not perfection, so have fun with the contest and show us your creative skills. The winners of the contest will receive a special Easter prize and have their photo displayed in our E-newsletter. Please include name and phone number of the child's guardian on your submission. GOOD LUCK!

Parental Controls

Marquette-Adams offers our television subscribers the option to set parental controls on their television. By default, when television services are installed in your home, the parental controls are set to OFF. It is up to the subscriber to activate this function if they so choose. Parental controls allow the users to customize their television viewing options to fit their needs. When parental controls are activated, you can rest assured that your children will not be able to access inappropriate content while watching television.

To customize your parental controls:

1. Press the MENU button on your remote.
2. Navigate to SETTINGS, press OK.
3. Navigate to PARENTAL, press OK.
4. Choose the options you would like to customize (Change PIN, Edit Locked, Set Ratings, Time Restrictions, Cancel Override and Options), Press OK.
5. Your ratings PIN is '0000' by default.

Note: With parental controls OFF, adults can watch their programs without having to enter a PIN.

For more information about parental controls, please call us at (608)586-4111.



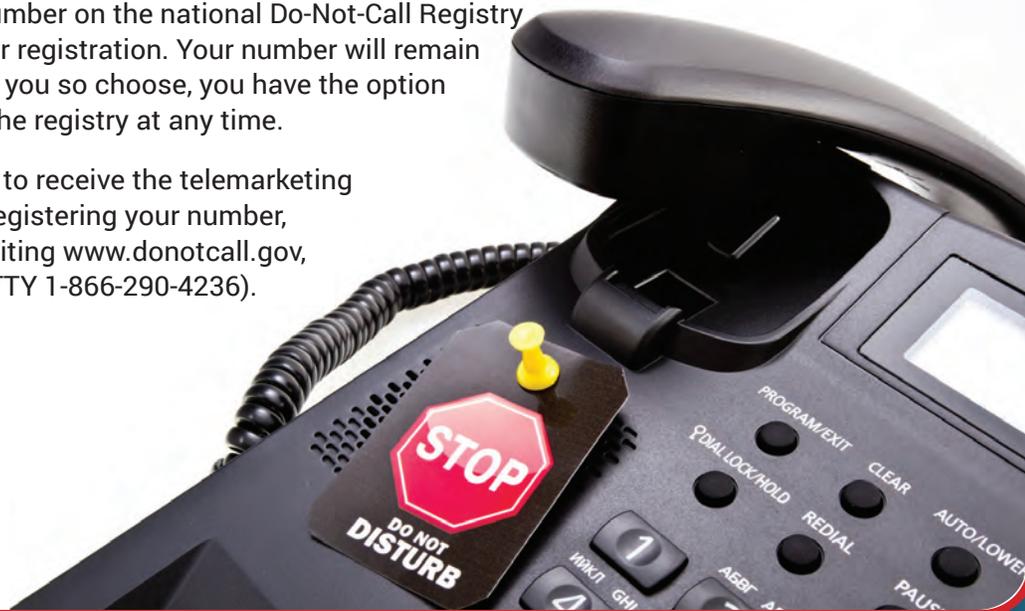
DO-NOT-CALL REGISTRY

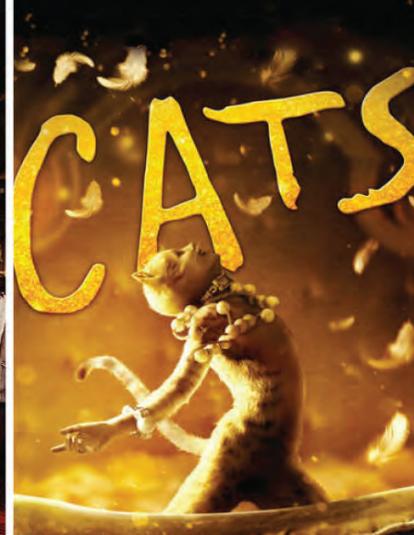
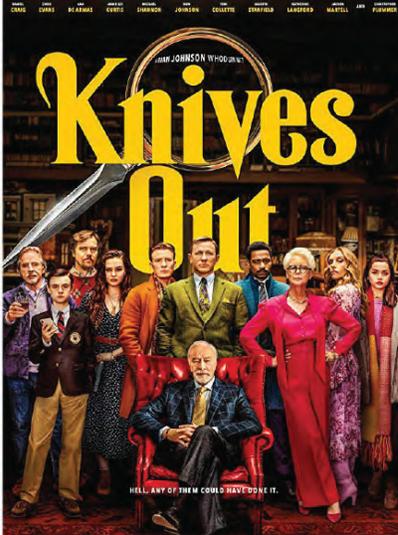
In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. If your number is listed in the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain nonprofit and political organizations, are not allowed to call you.

Consumers may register their residential telephone number, including wireless numbers, at no cost on the national Do-Not-Call Registry at www.donotcall.gov.

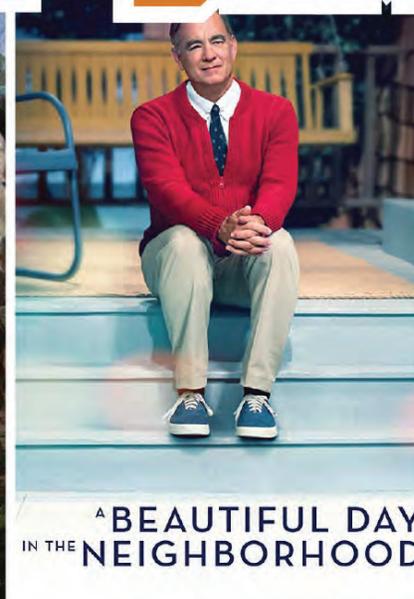
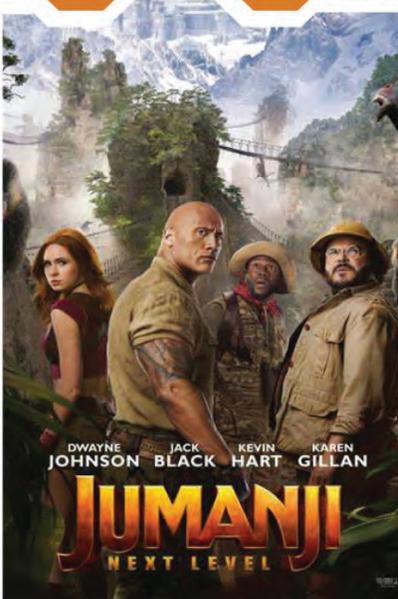
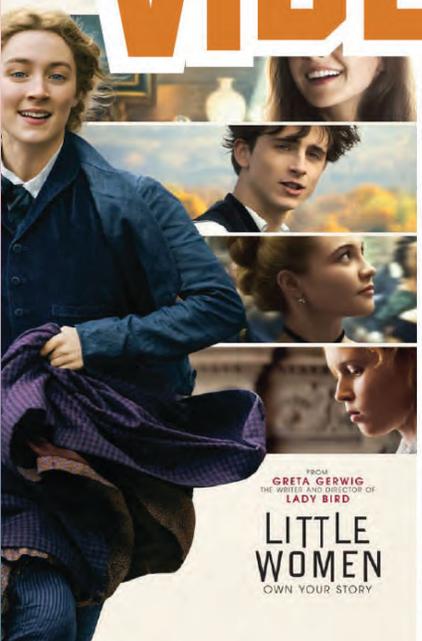
Inclusion of your telephone number on the national Do-Not-Call Registry will go into effect 31 days after registration. Your number will remain on the registry permanently. If you so choose, you have the option to remove your number from the registry at any time.

In the event that you continue to receive the telemarketing sales calls or robocalls after registering your number, you can file a complaint by visiting www.donotcall.gov, or by calling 1-888-382-1222(TTY 1-866-290-4236).





VIDEO ON DEMAND



Test Your Knowledge for a Chance to Win a FREE Kindle!

Answer these 5 questions and mail them in with your bill for a chance to win a FREE KINDLE!
Good Luck Everyone!

1. What event will Marquette-Adams be participating in over the Memorial Day weekend?
2. How can you register to get on the Do-Not-Call Registry?
3. What is the deadline for submitting photos in the photo contest?
4. How many full-time veterinarians does the Dells Animal Hospital employ?
5. What do our two new hires have in common? Hint: Where did they intern?

Congratulations to the December newsletter winners: James & Kathleen Boden

Name:

Account Number:

Community in Focus: DELLS ANIMAL HOSPITAL

In our small communities, the success of local business is vital to our economic growth. Without a thriving business marketplace, our livelihoods would suffer. It is important that these businesses be connected to the world at the click of a mouse so they can grow and prosper; sustaining our economy and providing us the best available services. It is with this in mind, that Marquette-Adams Telephone Cooperative is committed to serving our business customers with the best in telephone, internet, and television service at competitive rates and unmatched quality.

One such local business is Dells Animal Hospital, located on Highway 13, north of Wisconsin Dells. Having provided veterinary and preventive care to our area's pets through all stages of life for more than 50 years, the Dells Animal Hospital offers client education, surgical procedures, digital radiography and pharmacy services along with many other services. They provide care for small animals: dogs, cats and everything in between. There are currently 24 full-and part-time employees, including 4 full-time veterinarians.

Dells Animal Hospital's customer communication platforms, which include telephone, fax, e-mail and online appointments, all operate exclusively on Marquette-Adams' reliable voice and broadband fiber network. Our dependable services also provide the business with technological solutions that allow them to manage heavy phone traffic during office hours, making it possible to receive and return messages much more efficiently. Their staff's focus on client understanding and exceptional customer service is among their highest priorities, so having the tools in place that allow the necessary time for telephone discussions with clients has been an invaluable asset to the business. Marquette-Adams' broadband service provides quick access to medical information for clinic personnel and their clients. It is imperative that the veterinary staff have the ability to access medical records and medication history dates at the click of a mouse. This not only helps them in-house but also allows them to more efficiently share important information with clients, as well as other vets or animal hospitals.

According to Meri Morgan, Practice Manager, "We at Dells Animal Hospital are a family and that certainly includes our clients and their pets. We strive to help each client care for their loved pets and consider it an honor and a privilege to ensure they receive the highest level of care and support. We have thoroughly enjoyed our longstanding relationship with our clients and look forward to many more years and meaningful times ahead. We want to thank all our clients for their loyalty and continued patronage."

When asked about the hospital's decision to partner with Marquette-Adams, Meri explained, "We ultimately chose to pursue a working relationship with Marquette-Adams due to not only their outstanding reputation for exceptional service and support, but also for their hometown connections."

It is important that we as a cooperative continue to support thriving local businesses with our reliable, affordable services. Longstanding institutions like the Dells Animal Hospital continue to go above and beyond in their technological and medical advances for their valued clients, and Marquette-Adams is proud to support them every step of the way.

To contact Dells Animal Hospital, call (608)253-7361 or email dellsanimalhospital@yahoo.com, or visit them on the web at www.dellsanimalhospital.net.



PHOTO CONTEST 2020

It's time again for the annual Marquette-Adams photo contest! Not only will we select one winner to display on the cover of our 2020 directory, but we will also choose an additional four entries to feature on the cover of our quarterly newsletter.

The pictures can be of just about anything. If you think it would look good on the cover of our directory or newsletter, send it in. We only require that the photo be taken within our coverage area.

GOOD LUCK!

SUBMIT ENTRIES TO
PSCULLY@MAADTELCO.COM
BY MARCH 30th

HOLIDAY HOURS

Marquette-Adams Telephone Cooperative's office
will be closed on the following dates:

Friday, April 10 — Good Friday

Saturday, April 11 — Easter Holiday

Saturday, May 23 — Memorial Day Holiday

Monday, May 25 — Memorial Day

Our technicians are always available should a service issue arise,
and our 24-hour Technical Support line will remain available during the
holiday hours. To reach Technical Support, call (608)586-5910.

Have a great Spring!



MANAGER AND CEO: Jerry Schneider

NEWSLETTER EDITOR: Brenda McCue

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