

THE HILL COUNTRY TELEPHONE COOPERATIVE

INCUMBENT DIRECTORS RE-ELECTED

All Bylaw Amendments Pass

Four directors have been re-elected for 3-year terms on the Board of Directors of Hill Country Telephone Cooperative, Inc. (HCTC).

Results of the elections were announced at HCTC's Annual Membership Meeting held in Kerrville on October 6. Attended by approximately 850 persons, members also heard results of the proposed Bylaw amendments which all passed by a wide margin. Directors re-elected to the Board with no opposition were James W. Haynie (District #3 – Mt. Home & Garven Store), Kathy Bohn (District #6A - Comfort & Sisterdale), and Nina Kinney (District #7 - Center Point). T. H. (Rocky) Rocchio (District #9 – Frio Canyon) won by a margin of 260 to 90 votes against opponent Martin Martinez. *(Details of election results can be found on page 3.)*

The evening ended with more than 100 lucky members winning prizes, including gifts donated by John Staurulakis, Inc., GVNW Consulting, Inc., and TRC Engineering Services, Inc.

In an executive session immediately following the meeting, officers re-elected for 2008-2009 were: Randy Bass, President (District #2-Hunt); Kathy Bohn, Vice President (District #6A-Comfort & Sisterdale); and T. H. (Rocky) Rocchio, Secretary-Treasurer (District #9- Frio Canyon).

This is just to say "Thank You" for all your good natured and sincere help in getting my DSL working with your new fiber optic cable. Even though there were some early "glitches" everyone at HCTC was most positive, concerned and helpful.

George Schaller, Ingram Exchange

COOPERATIVES. Committed to our Communities.



PRESIDENT'S MESSAGE

(excerpt from The 2008 Line Review)

We have all heard the familiar phrases, "the more things change, the more they stay the same" and "the only constant is change". Each of these statements, alone, seems reasonable and for most people, probably does not provoke a second thought. However, together they appear to be a contradiction. So, how does either of these statements apply for our telephone cooperative?

In the telecommunications industry change is constant! Advances in technology are occurring at such a rapid pace that manufacturers and suppliers are hard pressed to meet demands. These advances in technology have opened the door of opportunity for more, different and improved services for the consumer. Because of these advances, demands from consumers for services are changing. In order to meet the changing service demands of the customers, telecommunications providers must make changes in infrastructure.

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Recognized at the Annual Membership Meeting for their years of service were (l to r): Jeff Markwordt and Sandi Kennedy (30 years); Kenny Barrett and Gary Komppa (25 years); Lolly Montes de Oca, Bill Warren and Rose Adami (15 years); Jody Thompson (10 years); and Annette Colorossi (5 years).

YES

you can afford

TELEPHONE SERVICE



Don't let tough economic times affect the safety and well-being of your family!

There is assistance to help establish or maintain telephone service.

Lifeline assistance reduces the basic monthly telephone rates (currently \$6.75-\$10.25 per month) by as much as \$7 per month and the monthly federal subscriber line charge of \$6.50 is waived.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount (maximum of \$30) off the one-time installation fee of \$50-\$75.

Toll Limitation Service support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

Assistance is also available if a resident member of your household is a recipient of a qualified program. Refer to www.puc.state.tx.us for further information on low cost assistance programs.

YOUR RIGHTS AS A CUSTOMER

The Substantive Rules, Section 26.31(c), of the Texas Public Utility Commission, requires all telephone companies to inform subscribers of "Your Rights as a Customer". Your rights have been published in the May 2008 Telephone Directory and can be found on pages 36-40. In addition, the Cooperative's Bylaws have been published in the back of the directory for your convenience.

SUS DERECHOS COMO UN CLIENTE

Las reglas substantivas, seccion 26.31(c), del Comision Utilidad Publico de Tejas, require todas las companias de teléfono a informar suscriptores de <Los Derechos Como Un Cliente>. Sus derechos han publicado en la quia telefonica de Mayo 2008 y pueden encontrariros en las paginas 41 a 44. En adicon, Los Reglamentos del Cooperativo se han publicado de atras de la quia para sus conveniencia.

Number in Household	Annual Income -150% of Federal Poverty Level
1	\$15,600
2	\$21,000
3	\$26,400
4	\$31,800
5	\$37,200
6	\$42,600
7	\$48,000
8	\$53,400
Each Add'l	Add \$5,400

President's Message cont.

Consequently 'the only constant is change' seems to be a truism as far as Hill Country Telephone Cooperative, Inc. (HCTC) and the rest of the telecommunications industry is concerned.

With all these changes, what stays the same? Urban and metro areas such as Houston and Dallas, large corporations such as General Motors and Exxon Mobile, and large telecommunications companies such as AT&T and Sprint, all stay BIG! Also, rural areas such as ours remain huge and telecommunications cooperatives that serve them such as HCTC, remain small, in comparison to the big boys. However, HCTC and other small telecommunications cooperatives remain vital links in the security and economic development of our nation. Regardless of the size of the company, "one big constant" is the demand from the consumer for "service".

In order to meet the demands of our customers, HCTC is undergoing major changes in our infrastructure in all service areas of the Cooperative, including placement of over 500 miles of fiber optic cable and installation of new switching equipment. We are also updating the Cooperative's billing system in order to facilitate services such as DSL, Internet, long distance, E-Bill and additional broadband services in the future.

The bottom line, for HCTC, the one great constant, is to continue to offer fast, friendly, courteous, **LOCAL** service to fulfill the needs of our patrons and all customers.



INTRODUCING NEW LONG DISTANCE CALLING PLANS

Calling Plans	Monthly Charge	Minutes of Use
Basic Plan	No Monthly Charge plus \$0.10 per minute	unlimited anytime
Value Plan	\$ 6.95 per month plus \$0.07 per minute	unlimited anytime
200 Plan*	\$18.95	200 anytime
300 Plan*	\$26.95	300 anytime
500 Plan*	\$43.95	500 anytime
800 Plan*	\$65.95	800 anytime
1000 Plan*	\$75.95	1000 anytime



HCTC anytime nationwide calling plans include calling to all 50 states and U.S. Territories (Puerto Rico, U. S. Virgin Islands, Northern Mariana Islands-Saipan and Guam)
*Overage rate is \$0.12 per minute

Don't snip that line just yet.....

Top TEN Reasons to Keep Your Landline

10. It's cheaper
9. Always fully charged
8. No hanging your head out the window
(*Can you hear me now?*)
7. No monthly overage charges
6. No family arguments over rollover minutes
5. No extra charges for daytime minutes
(*YES, anytime before 7 pm is FREE*)
4. No roaming charges
3. No mobile to mobile only
2. No crying over spilt milk (*the phone STILL works even if it accidentally falls into your drink*)

AND THE #1 REASON TO KEEP YOUR PHONE:

1. Everyone in your community is in *your* CIRCLE

THE MORAL OF THE STORY:

If your wireless carrier is in your FAV 5,
it's time to switch back to your landline.

E-Bill

View and Pay Your Bill Online!

The option that you have been waiting for is now available. Residential and business customers can now view and pay their HCTC bill online whenever it is convenient. Available 24 hours a day, 7 days a week, the service is fast, easy and secure.

Paying Your Bill Online

Pay directly using E-check (**NEW SERVICE**)
OR your credit card (*Visa, MasterCard or Discover*)

Schedule a one-time or automated payments
Receive an email confirmation of your payment

Viewing Your Bill Online

View current or past bills
Track your payment history
Receive an email notification when your bill is ready to view

Cooperative Holiday Hours

Close noon on December 24

Reopen December 26

Close noon December 31

Open January 2

ELECTION RESULTS

Director Elections

<u>District #3 (Mt. Home & Garver Store)</u>	<u>District #7 (Center Point)</u>
James W. Haynie 91 votes	Nina Kinney 135 votes
<u>District #6A (Comfort & Sisterdale)</u>	<u>District #8 (Fric Canyon)</u>
Kathy Bohn 280 votes	T. H. (Rooky) Roachio 250 votes Martin Martinez 94 votes

Bylaw Amendments

<u>FIRST PROPOSITION</u> <u>Article I, Section 1.1 Eligibility</u>	<u>EIGHTH PROPOSITION</u> <u>Article III, Section 3.7, Voting at Meetings</u>
For 1,087 votes Against 13 votes	For 1,104 votes Against 26 votes
<u>SECOND PROPOSITION</u> <u>Article I, Section 1.2, Membership Certificates</u>	<u>NINTH PROPOSITION</u> <u>Article III, Section 3.9, Proxy</u>
For 1,111 votes Against 21 votes	For 1,039 votes Against 27 votes
<u>THIRD PROPOSITION</u> <u>Article I, Sect 1.4, Organizational Memberships</u>	<u>TENTH PROPOSITION</u> <u>Article IV, Sect 4.15 and 4.16 (New Sections)</u>
For 1,115 votes Against 17 votes	For 1,105 votes Against 28 votes
<u>FOURTH PROPOSITION</u> <u>Article I, Section 1.7, Purchase of Services</u>	<u>ELEVENTH PROPOSITION</u> <u>Article V, Sect 5.3, Notice of Board Meetings</u>
For 1,070 votes Against 26 votes	For 1,103 votes Against 23 votes
<u>FIFTH PROPOSITION</u> <u>Article I, Sect 1.8, Termination of Membership</u>	<u>TWELFTH PROPOSITION</u> <u>Article VI, Section 6.8, General Manager</u>
For 1,087 votes Against 51 votes	For 1,078 votes Against 64 votes
<u>SIXTH PROPOSITION</u> <u>Article II, Sect 2.4, Property Interest of Members</u>	<u>THIRTEENTH PROPOSITION</u> <u>Article VIII, Sect 8.2(b), Membership Capital</u>
For 1,098 votes Against 30 votes	For 1,091 votes Against 33 votes
<u>SEVENTH PROPOSITION</u> <u>Article III, Section 3.7, Voting at Meetings</u>	<u>FOURTEENTH PROPOSITION</u> <u>Article VIII, Sect 8.2 (g), Membership Capital</u>
For 1,105 votes Against 25 votes	For 1,100 votes Against 27 votes

DIRECTORY CLOSING DATES NEARING

Any changes or additions to your listing(s) in the May 2009 Telephone Directory must be made soon. Please contact us prior to the deadline date(s).



CONTACT INFO

830-367-5333

800-292-5457

busofc@hctc.net



DEADLINE DATES

White Pages – January 16, 2009

Yellow Pages – February 6, 2009

*Applicable charges may be applied to your telephone bill.

Season's Greetings



*from your friends at
Hill Country Telephone*

COMING SOON



ONLINE GAMING

WEBSITE
DATES
TIMES

DETAILS TO BE
ANNOUNCED AT A
LATER DATE.

HCTC
WIRELESS
BUSINESS SYSTEMS
HIGH SPEED INTERNET
TELEPHONE SERVICES

**A WHOLE WORLD OF
COMMUNICATIONS**

POST STOP
U.S. POSTAGE
PAID
KERRVILLE, TEXAS
PERMIT NO. 1000

HCTC
Post Office Box 11
Kerrville, Texas 78025