



Need Peace Of Mind? *Surveillance System Now Available*

OCTOBER SPECIAL



Looking for added security for your business or your home?

Get a camera surveillance system from Randolph Telephone. Monitor your employees or keep an eye on your babysitter with the touch of a button. You can view what the camera(s) sees from any high-speed Internet connection. Protect your personal and business investments when you install a camera surveillance system from Randolph Telephone.

We offer many different styles of

cameras ranging from the standard recognizable camera to outdoor weather-proof cameras. Cameras are also night-vision sensitive, motion sensitive, black and white, or color.

Our systems can be as simple as one camera or as complex as a network of 16 cameras. **Receive a FREE estimate from one of our certified technicians when you call in October.**

Place the things that matter most in the hands of a company you know and trust. Call 622-7900 for details. □

Don't Let Your Holiday Fun Be Interrupted

Caller ID Can Keep Track Of Your Calls

Whether it's a phone call from a family member or just enjoying your favorite holiday movie with your children, Randolph Telephone will be there . . . to keep you connected, to help you make memories.

And we want to keep you connected with the best service we can offer. That's why we are giving you a way to track calls and spend time with your family without being



interrupted during the upcoming holiday season.

Try Randolph Telephone's Caller

ID service in November and **receive a Caller ID box FREE.**

The caller-ID box stores up to 80 names and numbers, indicates voicemail messages waiting*, and displays call waiting caller name & number.* One free box per account.

* Must have Randolph Telephone voicemail or call waiting for these features. □

NOVEMBER SPECIAL

Raffle Ticket Sales Kick Off '07 Relay Effort

Randolph Telephone is kicking off its campaign to raise money for Relay for Life, a team event to fight cancer, by selling \$1 50/50 raffle tickets.

Randolph County holds one of the largest and most successful local Relays in the nation. The 2007 event will be held May 18-19 at South Asheboro Middle School.

We will draw the cash prize winner at that event. You do not have to be present to win the cash prize. Last year's winner won more than \$700.

Tickets are already on sale at our Asheboro, Farmer and Liberty Customer Care Centers and from any Randolph Telephone employee. □

We're Open Friday After Thanksgiving!

Come shop with us on the biggest shopping day of the year
— Friday, Nov. 24 —

Buy a **GIFT CARD** that can be used toward any of our services or products.

Give the gift of communication to your friends and family.

A gift anyone will love!

CUSTOMER CARE CENTERS

Office Name Change Better Reflects Our Focus On Customer Service

In a renewed commitment to our customers, Randolph Telephone has renamed its business offices "Customer Care Centers." The name change went into effect Aug. 1.

Our customer service representatives are now customer care consultants to better reflect the important role they play in assisting our customers with all of their communication needs. As a part of this initiative, we are also beginning a follow-up program when you've added a new product or reported a trouble. If we don't reach you, you may expect to see a note card from us.

Feel free to call us any time with feedback on our services or products you'd like us to offer. ☐



A new office name, but the same terrific service!

10 Good Reasons For Going 'Landline'

When you hear someone refer to a "landline phone," they're talking about the wired, traditional telephone service found in homes and businesses.

While wireless and VoIP phones have become increasingly popular, there are some very good reasons why a landline phone is a vital connection. In fact, a reliable connection to 911 could mean a life-saving response in an emergency.

Here are 10 more good reasons to stayed wired:

❖ **Reliability.** Randolph Telephone has built redundancy into its network to provide you with more reliable service. This redundancy plan makes allowances to protect against unforeseen service interruptions such as lightning storms.

❖ **Cost.** With Randolph Telephone, you always have unlimited local usage for every call you make or receive. This applies regardless of the time of day and no overages apply. Please refer to the front of your phone directory for more details on your local calling area.

❖ **Dependable Quality.** Landline phone service offers the highest quality voice transmissions. No need to hunt for a good enough

cell signal.

❖ **Independent.** A corded landline phone will continue working even during a power outage.

❖ **Privacy.** You can be assured of privacy when calling from your corded landline phone. Eavesdroppers using simple devices, such as scanners or even other cell phones, cannot intercept landline calls.

❖ **Broadband Internet Service.** Many consumers are now enjoying DSL.

In order to enjoy this fast, state-of-the art connection, you must have a landline connection.

❖ **Enhanced Features.** Today's phone systems are designed to enhance landline connection features. A landline connection makes common features such as call transfer and call forwarding possible.

❖ **Voice Mail.** A landline phone can provide you with access to features such
(continued on page 3)

3 More Cities Are FREE CALLS For Liberty & Staley Area Customers

Did you know that you can now call more places for **FREE**?

With your unlimited local service from RTC, you can now call **RANDLEMAN, HIGH POINT and THOMASVILLE** for **FREE**.

It has always been and remains to be our main focus to provide reliable, secure, affordable service to our customers. This is just one more way we are striving to maintain that focus.

The three above mentioned areas are added to the list of towns that were already a free call for our Liberty and Staley customers. Those towns include Asheboro, Greensboro, Ramseur, Coleridge, Kimesville, and Julian.

Randolph Telephone is your local communications provider – connecting the heart of North Carolina to the world. ☐

Identity Theft – What Should You Do?

Identity theft occurs when someone uses your personal information without your permission to commit fraud or other crimes.

While you can't entirely control whether you will become a victim, there are steps you can take to minimize your risk.

If you think your identity has been stolen, here's what to do:

1. Contact the fraud departments of any one of the three consumer reporting companies to place a fraud alert on your credit report. The fraud alert tells creditors to contact you before opening any new accounts or making any changes to your existing accounts. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two. Once you place the fraud alert in your file, you're entitled to order free copies of your credit reports, and, if you ask, only the last four digits of



your Social Security number will appear on your credit reports.

2. Close the accounts that you know or believe have been tampered with or opened fraudulently. Use an ID Theft Affidavit when disputing unauthorized accounts.

3. File a report with your local police or the police in the community where the identity theft took place. Get a

copy of the report to submit to your creditors and others that may require proof of the crime.

4. File your complaint with the Federal Trade Commission (FTC). The FTC maintains a database of identity theft cases used by law enforcement agencies for investigations.

While identity theft is not a new activity, the Internet has provided those intent on engaging in identity theft with an efficient means of capturing privately held personal, financial and sensitive information.

According to the FTC, identity theft was the top fraud-related complaint reported by consumers last year, comprising 42 percent of more than 200,000 consumer fraud complaints that the FTC received. □

You Can Now Pay Conveniently Online

Randolph Telephone launched online billing, eBill Center, Sept. 1, 2006.

Customers can now use the site to pay bills, look at bills (including an archive), review toll traffic – even before it is billed to help you track and manage your calling use, and much more.

**eBill
Online**

eBill Center is a reliable, convenient way to pay your phone bill. Through this new billing method and other new products, Randolph Telephone strive to deliver the most secure, dependable services that make us the best in the communications industry.

To log on to view and pay your bills, visit <https://ebill.rtmc.net> today. Have your most recent billing statement handy to make the set-up process even easier.

Call our customer care center with questions; 336-622-7900. □

RTTI Long Distance – One Bill, Countless Savings!

A reliable long distance solution, with local people and superior service, all conveniently combined on your local phone bill.

RTTI also offers competitive rates on:

- ☞ Calling cards
- ☞ Toll free numbers
- ☞ International calling
- ☞ Operator services

For rates, call (336) 622-7900



Landline Advantages

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as Randolph Telephone's Voice Mail. Through technology in the landline network, when a message is left the system prompts an e-mail containing the voice mail to be delivered to a selected e-mail address as well as to your phone.

❖ **Directory Listings.** You need a landline phone to have your number listed in the telephone directory. Your number will also be automatically included in directory assistance listings.

❖ **No Contract.** You will not need to sign a contract for landline service.

Call us today for a money-saving landline bundle! □



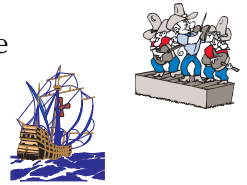
Congressman Coble Says Hello

Congressman Howard Coble and members of his staff visited Randolph Telephone recently to discuss telecommunications issues.

On the Calendar . . .

October

- 6 – Asheboro Fall Festival Parade
- 7-8 – Asheboro Fall Festival
- 9 – Columbus Day
- 21 – Ramseur Fall Festival
- 21 – NASCAR Day - Randleman
- 28 – 21st Annual Hospice Auction
- 28-29 – Boo at the Zoo
- 29 – Daylight Savings Time Ends
- 31 – Halloween



November

- 1 – RTC Closed 12:15-1 p.m.
- 11 – Asheboro Veterans Day Parade
- 18-19 – Seagrove Pottery Festival
- 23 – Thanksgiving Day/RTC Closed
- 24 – RTC **OPEN** Day After Thanksgiving



**Randolph Telephone
Company**

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Office Hours:
8 a.m. - 5 p.m.
Monday - Friday

Visit Us On The Web:
www.rtelco.net

Pre-Sorted Standard
U.S. POSTAGE PAID
Permit #409
Greensboro, NC

Our door is always open to serve you. Should you have any questions about your service, your bill, how we can better serve you, or if you just want to chat, please stop by and see us — we're here to serve you. As they say, "Home is where the heart is" — and our heart is here.