

New & Improved

3 Rivers DSL High Speed Internet

Up to 1Mb download speed where available!

No activation fee (\$29.95 value) when self-installed!

Free SecureIT Plus Internet Security Software Package!

Only \$49.95/month

Call a 3 Rivers Customer Service representative 1-800-796-4567 or visit www.3rivers.net for details.

2006-2007 South Directory Corrections

The new 3 Rivers Communications 2006-2007 South Telephone Directory has been mailed to all of our Southern subscribers and should be in your mailbox. Big Sky residents can pick up their directories at the Post Office. If you have not received a copy, please give us a call.

3 Rivers makes every effort to assure our customers will be in the white pages. Occasionally we miss some people, so please let us know if this happened to you.

Please note the following (changes are bold):

Chandler, Dean – 995-7455

Grey, Perry E – 995-2427

Valley Protective Service –

682-3024 & 682-3395 yellow pages under Security Guard & Patrol Service, **Ennis**

Grey Bull Taxidermy – in the yellow pages, under Taxidermists - **683-9599**

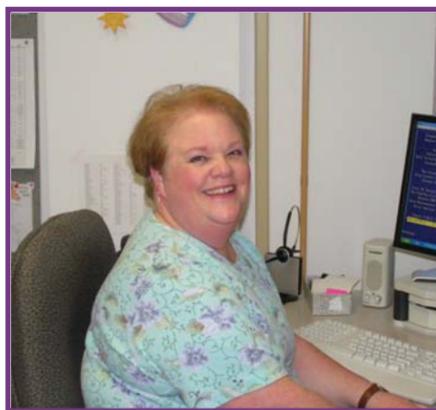
Please remove the following listing:

Harrison School, delete Special Services 685-3356

Please clip these numbers out and include them with your new directory. If we have overlooked anyone else, please contact us so we can include your phone number in the next newsletter. Again, we apologize for these errors. ■

Did you know?

Pre-recorded telemarketing calls are illegal in Montana. If you receive a call like this, you should listen long enough to find out who it is from, gather any information you can (such as a telephone number or company name) and call the Montana State Consumer Fraud Division at 1-406-444-4311. ■



Patty

Montana Homefront Contributors Acknowledgment

We'd like to acknowledge and thank the following individuals who contributed to the Montana Homefront this issue:

Callie Moss, Susan Wilson, Don Serido, Janice Torgerson, Jodi Wootan, Debbie Forseth, Lori Haynes

3 RIVERS INFORMATION

Service Information

3 Rivers Communications Divisions

3 Rivers Telephone, Internet and Long Distance

Fairfield: 406.467.2535 or 800.796.4567

Great Falls: 406.216.2535

Conrad: 406.271.2535 Shelby: 406.424.8535

Payments: P.O. Box 489, Fairfield, MT 59436-0489

Correspondence: P.O. Box 429, Fairfield, MT 59436

3 Rivers DBS - Satellite TV/Internet Services

406.467.2535 or 800.796.4567

P.O. Box 159, Fairfield, MT 59436-0159

Website: www.3rivers.net

E-mail: 3rt@3rivers.net

On-line Billing: <https://ebill.3rivers.net>

Board of Trustees

• Darren D. Moser, General Manager, 467.2535

• Harry R. Barnes, Browning, 338.3440

• Russell DeRemer, Big Sky, 995.3656

• William Dringle, Ennis/Harrison, 682.7489

• Brian D. McCollom, Choteau/Pendroy/Dupuyer, Valier, 466.2443

• Keith Good, Carter/Highwood/Great Falls, 734.5371

• Howard Johnson, Brady/Conrad/Power

East Conrad/Valier/Shelby, 627.2121

• Michael Johnson, Fairfield/Augusta/Ft. Shaw/Helena, 467.2350

• Mary Hill, Raynesford/Geyser/Neihart/Belt/Stockett, 738.4220

• Loren Tucker, Melrose/Sheridan/Twin Bridges/Lima/Virgina City, 843.5566



Montana homefront

3 RIVERS COMMUNICATIONS NEWSLETTER

JANUARY / FEBRUARY 2007

Meet 3 Rivers' Customer Service Representatives

"If you love what you do you'll never work a day in your life."

Patty, a Customer Service Representative at 3 Rivers, would agree with that philosophy. She has arrived at the 3 Rivers office for the past six years and never considered her time there as work.

A typical day for her is anything but routine. Consider this call she received:

"Hello, this is Patty how may I help you?"

"I'm invited to a party," a man told her.

"That's nice," Patty replied.

"But I don't know where it is. Or who called and asked me," he responded.

"Hmm..." said Patty, "that is a problem."

"I know they said cake and ice cream, but I'm hard of hearing and couldn't make out the name. I'm sure I know them 'cause I have their phone number here."

"Oh—then I think I can help you."

And Patty did just that. She took the number the elderly man provided her and did some research. Once she had a name she called and asked the person that answered if he knew her confused customer. Not only did he know him but he was the man's nephew and in fact had invited him for a birthday party. It all ended well for that family and for Patty. Once again she had spent her day helping others as opposed to just "working".

Each CSR at 3 Rivers has a similar story to tell about the people they meet through their job. "We don't just take information, we take a personal interest," summed up Mishelle McInerney, CSR Supervisor.



From Left to Right: 3 Rivers Office Manager, Sandi Oveson and Customer Service Supervisors, Peggy Poor, Vicky Miller & Mishelle McInerney

"We receive over 23,000 phone calls each month," noted Vicky Miller, a Customer Service Supervisor. Her staff handles all incoming calls and routes them to the appropriate department; she's also responsible for the employees who work at the front desk, in the accounts receivable department, the compiling of the telephone directory, the coordination of 911 services, and tracking and disbursing of capital credits. But as varied as the duties are for each job one thing they have in common "is providing good customer service by listening to the customer and matching them with the technology they are seeking," Vicky said.

Just as there is no one pat answer for every call there is no one pat response by every CSR. But as Office Manager Sandi Oveson points out, "Our job is to listen and build a relationship with each customer. There is more to providing

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Upcoming Events

Do you have an event you would like to include in the 3 Rivers Upcoming events column?

The event must be a community sponsored event and be open to all community members. Space permitting, we will run the name of your event, the date, time and location.

If you have questions or event information please send to: susan.wilson@3rivers.coop 3 Rivers will be at:

- Great Falls January 18, 19, 20
MAGIE, 4 Seasons Arena
- Bozeman January 26, 27, 28
Bozeman Home Show
Gallatin County Fairgrounds

Come see us!

...continued from front "Meet 3 Rivers CSRs"

phone service than flipping a switch, just as there is more to customer service than answering the phone."

Customer service representative Christina takes in 20 or so calls per day and she realizes that she is the person standing between what the customer wants and what the customer will get. She doesn't just take phone orders to be processed but rather starts "by listening and making sure the customer's needs are met and that we can follow through on the promises we make. I take the responsibility that the order is sent to the right people and I realize that if I'm not efficient the customer won't get the services they want."

Peggy Poor, CSR Supervisor, points out that "consistency and communication are the most important skills in our job. When we take a new order we must listen to the customers to make sure we are giving them the technology that they need." She went on to add, "The CSR will follow this order through the process. It will go to facility records to be provisioned, then to an outside technician for implementation, sometimes engineering will get involved if it's a brand new location and if it's a DSL internet connection the network department will be involved. With so many different departments working on one order it's essential that the CSR stay on top of it."

In real estate they say it's all about location, location, location; in customer service it's all about listening, listening, listening. Ann, a customer service representative for 17 years, describes her day as a detective. Ann said, "I find out what people want their phone to do for them, then I ask how they use their internet, and I research to find the best possible service for their needs." This isn't work; this is caring about our customers. ■



Christina



Ann

3 Rivers Gives You More Bang For Your Buck!

3 Rivers has recently launched its new and improved DSL High Speed Internet service, while maintaining the same cost to you. In addition to now offering download speeds of up to 1Mb download (where available), when you install our DSL on your computer yourself we will waive the \$29.95 activation fee. But perhaps the biggest news is that 3 Rivers is providing SecureIT Plus Internet security software at no cost for one computer per DSL subscriber. Compare that to other commercially available products that can cost \$40 or more!

SecureIT Plus provides:

- Fully automated protection and removal of viruses, spyware and adware
- Automated hard drive maintenance and optimization
- Automated installation of tested Microsoft patches
- Monthly e-mail reporting
- Free professional installation
- Free technical support
- Guaranteed protection

Software for additional computers is available for purchase. Call a 3 Rivers Customer Service Representative or visit www.3rivers.net for more details. ■

3 Rivers
54th Annual Meeting
March 19, 2007

3RTV Update



Are you wondering how your telecommunications cooperative is going to be able to provide you with over 120 channels of high quality digital video and music, including local content, over your existing broadband connection? Well, it starts with a satellite.

3 Rivers continues to work on the new 3RTV service we've been talking about in this space for months. Recently, we moved a 12' diameter satellite dish from its location in the company parking lot, where it was temporarily placed during testing, to a permanent location across the street adjacent to 3 Rivers' warehouse. This dish will receive the aggregated national networks that will be available to 3 Rivers' 3RTV customers. Other channels and local content will be received via different means and will be inserted at the 3 Rivers central office in Fairfield. ■



COMMUNITY INFORMATION AND OPPORTUNITIES



Montana Academic Challenge 2007

For the 10th year in a row 3 Rivers Communications will be sponsoring three teams at the Montana Academic Challenge.

The Challenge is a half-hour quiz show for high school students, with each show featuring two teams of 5 students. These students answer questions drawn from various academic subject areas. The competition runs as a single-elimination tournament, culminating in a state champion.

There are 16 teams competing from the Northern League, 8 teams competing from the Southern League and 8 teams from the Eastern league. Each team will be showcased on local television. The more a team wins the more they will appear on TV!

This year 3 Rivers is sponsoring teams from: Shelby, Conrad and Power schools. In the past we have sponsored teams from: Dutton/Brady, Choteau, Fairfield, Centerville, Highwood, Valier, Belt, Geysler, Simms and Heart Butte.

3 Rivers is proud of our communities; the parents, teachers, and youth who work so hard to achieve academic excellence. We encourage you to watch the Academic Challenge and support your local schools. ■

Scholarship Opportunities for 2007

3 Rivers continues to support the youth in our communities by offering the following scholarships:

Foundation for Rural Service (FRS) Scholarship – \$2,500 – Any high school senior that receives service from 3 Rivers is eligible to apply. Applicant must be accepted by an accredited two- or four-year college, university or vocational-technical school, have at least a C grade point average and express an interest in returning to a rural area after graduation. For additional information, visit www.frs.org. Applications are available from your school counselor, from the FRS website above or by calling 1-800-796-4567, ext. 4132. **IMPORTANT NOTE:** Completed applications must be signed by the 3 Rivers General Manager so they need to be sent to 3 Rivers who will then send to FRS by their deadline. 3 Rivers' deadline is February 15, 2007.

MTA Memorial Scholarship – \$750 – Available to a Montana student entering college as a freshman or enrolled as an undergraduate at an accredited college or university in or out of state. Applications are available from your school counselor or by calling 1-800-796-4567, ext. 4132. Deadline is March 17, 2007.

Banner Scholarship – \$500 – 3 Rivers offers \$500 to each participating school in our serving areas to disburse at their discretion. Please contact your school counselor for more information.

For more information or if you have questions about any of the scholarship opportunities, please contact Jodi W at 1-800-796-4567, ext 4132 or jodiw@3rivers.coop. ■



Community Enhancement Grants

In the past two years 3 Rivers Communications Board of Trustees has awarded over \$30,000 in grants to civic organizations to enhance the well-being of their communities. Nineteen grants have been given out to groups including the Sheridan Main Street Improvement Committee, the Highwood Recreational Development Organization, the Simms Park Committee, the Pondera Arts Council, the Town of Lima and the Browning Community Development Corporation.

For the third year the Board will offer up to \$5000 to community groups to fund individual projects within our serving area. The board will take requests from community groups through a written application process. An organization must demonstrate how their project will benefit the community and outline how the funds will be used. These Community Enhancement Grant applications will be reviewed quarterly by the Board.

If you would like more information about these grants please contact Susan Wilson at 3 Rivers, 1-800-796-4567 ext 4133. ■



Visit www.3rivers.net for up to date pricing and information on all 3 Rivers services.