

## 2007-2008 North Directory

The new 3 Rivers 2007-2008 North Telephone Directory has been mailed or delivered to all of our northern subscribers. 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. We apologize to the following subscriber:

**Blackfeet Learning Academy, Browning  
338-4380**

Please clip this number out and include it with your new directory. If we have overlooked anyone else, please contact Janice at 1-800-796-4567 ext 4011 so we can include your phone number in the next newsletter. Again, we apologize for this error. ■

### 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](http://www.3rivers.net)

E-mail: [3rt@3rivers.net](mailto:3rt@3rivers.net)

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

## Board of Trustees

- Steve Krogue, General Manager, 467.2535
- Harry R. Barnes, Browning, 338.3440
- Kirk Dige, Big Sky, 995.4769
- 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

Buy a  
package,  
Save a  
bundle

3 Rivers Communications offers four great packages that save you money over buying features separately.

All packages include basic telephone service.

#### Build Your Own Package \$24.95

5 great features including Premium Voice Mail OR Caller ID on Call Waiting.

#### Privacy Package \$29.95

7 valuable features including Anonymous Call Rejection, Premium Voice Mail AND Caller ID on Call Waiting.

#### 3 Rivers Total Connection Package with 3 Rivers Internet

#### Dial Up \$59.95 • DSL \$79.95

With 6 features including Premium Voice Mail AND Caller ID on Call Waiting, plus 3 Rivers Long Distance @ 6 cents per minute and Postini email spam and virus blocker.

Add 3 Rivers Unlimited Long Distance to Build Your Own or Privacy Packages for just \$22 per month.

Add it to the Total Connection Package for just \$17 per month!  
*Packages available to residential customers only.*



3 Rivers Communications is the premier sponsor of Montana's delegation to the 2007 Special Olympics World Summer Games. Thanks to 3 Rivers' support, Special Olympics Montana sent 4 athletes to Shanghai, China in October to participate in athletic and equestrian events. Pictured are 3 Rivers management and marketing staff along with the Special Olympics Montana team at a press conference which introduced the team. ■



# Montana homefront

3 RIVERS COMMUNICATIONS NEWSLETTER

NOVEMBER / DECEMBER 2007

## Meet 3 Rivers' Outside Plant Department

If there was ever a contest at 3 Rivers to see who has met the most members you might be surprised at the answer. A couple of good guesses would be the manager of the co-op or someone in the customer service department. But unscientific studies show the answer is: the employees in the Outside Plant Department. These are the "phone guys", the people that come to your house to install your new phone or stop by when you're having troubles with your line.

Mike Henning, Facilities Manager, explained the various job duties for most of the staff in this department. "They're Combination Technicians, the front line players," he said. "They are called upon to perform new installs for both phone and Internet, troubleshoot most problems and keep our outside equipment in good order." He went on to add, "Probably the biggest change in the job is that now they also have to have a good electronic background, because we're using different equipment for phone calls and we've also added data service and we're starting fiber to the home."



They really aren't just the "phone guys" anymore; they are technicians performing more intricate tasks than we ever thought. You notice quickly by observing a new install—where it used to take half an hour to 45 minutes to hook up a phone, now the process can take up to two hours when working with fiber. In addition, the technicians carry laptop computers in their trucks to help stay on top of work orders and trouble tickets and also for evaluating internal company maps to make sure they are correct.

Hank is a combination technician and has been in the business for over 52 years with the last eleven at 3 Rivers. Most employees remember life before the Internet and how much their job has changed. But Hank remembers when upgrading from party lines to private lines was the BIG change! He is quick to point out that the one thing that hasn't changed is his personal relationship with the customers. He mentioned that people don't like to call in and complain but they're happy to let you know if there's trouble when they see you over coffee. He did ask that if you are having trouble with your service to let the company know right away. The company doesn't always know that something is wrong until someone calls. Calling in when you have a problem can ensure that situations are addressed in a timely manner.

Steve Fenner, Browning Supervisor, says, "Whenever I meet a customer I remember that, to them, I am the company. I enjoy talking to people and even when someone's upset, if they let me explain the situation to them we can usually find a way to take care of the problem to everyone's satisfaction." Steve explained that the combination technicians never know from one day to the next what they'll be working on. The first thing they do every morning is check for trouble tickets and after that it's always different. Some days they do a new install, some days they are locating cable. Steve's crew in Browning has worked together for over 10 years, and he commented, "We work together to get things done which means better service for our customers, and when we can fix their trouble quickly that makes them happy."

With a service area of over 64,000 square miles it takes dedicated employees who like to drive to make sure your connection is trouble free. 3 Rivers has employees located in several areas, who customers probably think of as the local "phone guys". There are four combination technicians in Browning, eleven working out of Fairfield who cover the area from Augusta to Geyser and Shelby to Fort Shaw, eight employees in the Big Sky area and nine to take care of the area from Harrison to Twin Bridges and Lima. Mike Henning summed it up, "I'm very proud of these guys. They go above and beyond for our customers. They're great ambassadors for the company."

So the next time you see one of these guys, offer to buy them coffee and let them know how things are going. ■

## New GM Named



General Manager of 3 Rivers, Steve Krogue

Steve Krogue has been named the new General Manager of 3 Rivers Telephone Cooperative, Inc., after an extensive search and interview process by the 3 Rivers Board of Trustees. Krogue had been serving as the acting General Manager of the co-op since May of this year, while maintaining his position as Operations Manager for Telephone, Internet and Long Distance.

Krogue commented that he is "pleased to have the opportunity to guide this great company for the next few years, years that are sure to bring exciting technological advances. 3 Rivers has a great employee team that has always met the telecommunication needs of our members in north central and southwest Montana."

Prior to taking on the duties of General Manager, Krogue had been the Operations Manager at 3 Rivers for six years. Before that he worked at GTE Alaska for eighteen years; twelve as Controller and the final two as General Manager. Steve has a bachelor's degree in Accounting from Brigham Young University and a Master in Business Administration from Drake University. ■

### Montana Homefront Contributors Acknowledgment

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

Susan Wilson, Don Serido, Callie Moss, Janice Torgerson, Kathy Jones

## Important Facts About Your Personal Information—CPNI

The telecommunications business is full of acronyms—CPNI is one of them, one that you will be hearing a lot about in the coming months. CPNI stands for Customer Proprietary Network Information. CPNI is all of the information associated with your telecommunications service, including your calling charges, the optional services you subscribe to, usage data and calling patterns. In short, it is YOUR private information about the services YOU receive from 3 Rivers.

In December, new rules are scheduled to be put in place by the Federal Communications Commission (FCC) governing CPNI. One of these new FCC rules is that 3 Rivers customers will be required to use a password when accessing personal account information, by phone or electronically. These rules are designed to safeguard your information from "pretexters", people who impersonate you in an effort to gain access to your account information—your CPNI. As a 3 Rivers co-op member you need to know about these new rules, your rights, and your options regarding CPNI issues.

3 Rivers will be sending out detailed information on CPNI in the near future, including the the password process and more specific information on how we will work to protect your personal information. ■

## Announcing an Exciting New Venture!

3 Rivers is branching out into consumer electronics by opening a customer service location combined within new a RadioShack dealer store in Browning this fall. This new location offers 3 Rivers customers a place to order services, ask questions and pay their bills through a local 3 Rivers representative. The new 3 Rivers Communications RadioShack store carries the latest in quality consumer electronics, equipment and necessities, as well as seasonal items for the upcoming holidays.

Combining a customer service location with an electronics store is a natural fit for 3 Rivers. We will provide local customers with the opportunity to talk face-to-face with a company representative. At the same time, customers can shop for the newest electronic equipment to enhance the telecommunications services that 3 Rivers provides.

Harry Barnes, 3 Rivers' board member representing the Browning area, said, "The addition of a Customer Service Rep in Browning is part of 3 Rivers' core value of greater and greater service to our member/owners. The addition of a RadioShack franchise is a commitment to the economic development efforts that are ongoing in the Browning area."

3 Rivers has staffed this new enterprise with local Browning residents. The new store is located at 120 East Central. The RadioShack phone number is 338-2345. The local Browning number for 3 Rivers' telephone, Internet and satellite customer service is 338-2535 or you can call 3 Rivers' toll-free number—1-800-796-4567. ■

## NEW EMPLOYEES



Skye  
Retail Sales Associate Lead



Joni  
Retail Sales Associate



Carla  
Retail Sales Associate

## "An Absolutely Wonderful Gift"

On September 20th, 3 Rivers Communications board member Loren Tucker presented a \$3000 donation to the Twin Bridges library. Betty Humbert, the local library director, said, "this is an absolutely wonderful gift." Approximately 25 local residents were on hand at the library for the occasion. Humbert discussed the upcoming plans of adding on to the library. The director explained that they have a long term goal to expand the existing library space into the back of the current building. "This money is going into the fund to reach our goal!" she said.

The money was raised this past summer in the 7th annual 3 Rivers charity golf tournament, which was held in Ennis this year. In previous years, 3 Rivers has raised over \$16,000 for local charities through the golf tournament. Recently, the Ennis Lions Club and the Lima Swimming Pool have benefited. As Loren Tucker presented the check he said he was very pleased to be giving the check to the library, representing a local telecommunications company that cares about its communities and residents. ■

## NORTH COMMUNITY MEETING

Do you have questions about your current telephone service or maybe you want to know what 3 Rivers has planned for the future? Now's your chance to meet the General Manager of 3 Rivers and find out what your local cooperative is working on.

The staff of 3 Rivers will be in Power on Tuesday November 13th to talk to you at an open house community meeting. We will be at the Power School, located at 402 Teton Ave., starting at 7:00pm.

Please join us for an entertaining evening, including a drawing for door prizes, light refreshments and information about upcoming changes in 3 Rivers service.

If you have questions about the meeting or need more information please contact Susan at 1-800-796-4567 ext 4133.

*We look forward to seeing you on November 13<sup>th</sup>!* ■



*Great Weather, Enthusiastic Fans, a Winning Team and Boomer in the Bucket Truck!*

The 2<sup>nd</sup> Annual Co-op Night at the Ball Park turned out to be a wonderful success.

In August, fifteen different cooperatives joined together to demonstrate the power of cooperatives and share information with our members and friends at the White Sox baseball game in Great Falls. 3 Rivers is proud to be celebrating our 54<sup>th</sup> year as a cooperative and we thank our members for your support. ■



Librarian Betty Humbert, Twin Bridges mayor Tom Hyndman, county commissioner Marilyn Ross, library board chairman Reed Morrill and 3 Rivers board member Loren Tucker at the check presentation ceremony.