

## TEAM 2008

### PRESIDENT'S CLUB

Robby Allen  
Susie Handley  
Bob Ingram  
Beverly Meade  
Scott Thompson

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Robbie Allen  
Darlene Burden  
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Alicia Haynes  
Justin Haynes  
John Howard  
Thomas Hyde  
Joan Johnson  
Joe Macias  
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Brian Stalzer  
Charlie Thomas  
Bob Wilson  
Bruce Wood

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Mary Ackley  
Denny Bergstrom  
Terry Gentle  
Roger Hutton  
Ricky Martinez  
David McEndree  
Lauren Sanders  
Bill Stinson  
Jim Whitefield  
Delbert Wilson

## SUN, SAND, AND THE

## TSTCI SPRING MANAGERS' CONFERENCE

The 2008 TSTCI Spring Managers' Conference is just a short time away! Join us June 4-6 at the Radisson Resort on South Padre Island.

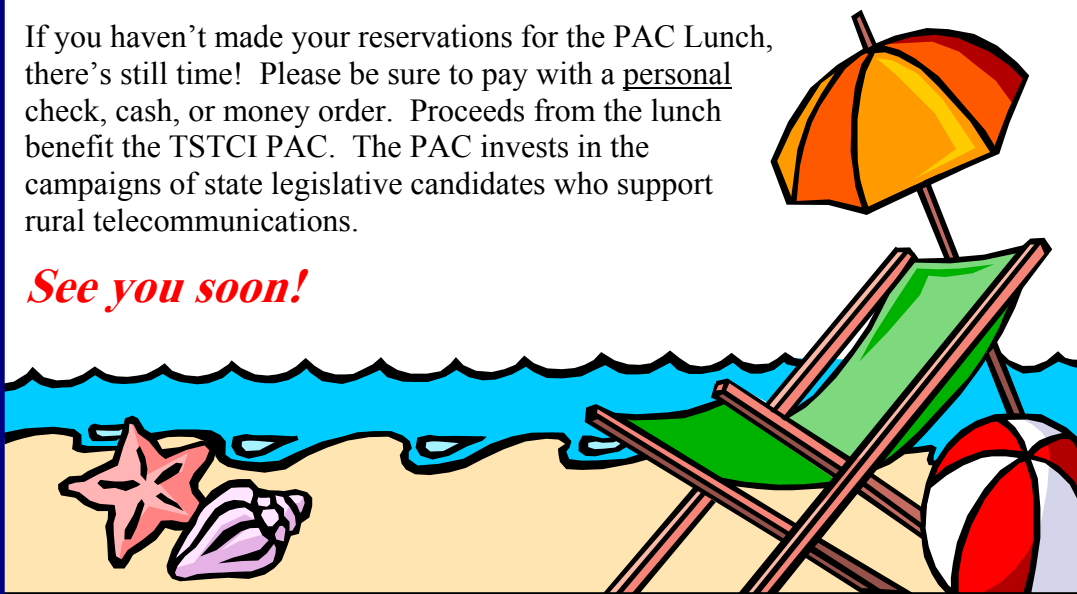
We have a fantastic program scheduled, including keynote speaker Bill Capodagli. With nearly three decades of management consulting and corporate research expertise, Bill Capodagli (pronounced Cap-o-die) co-authored *The Disney Way: Harnessing the Management Secrets of Disney in Your Company*, one of *Fortune Magazine's* "Best Business Books." Bill is currently the most requested speaker on Walt Disney's original success and leadership principles in the U.S.

We'll also hear about federal issues from Curt Stamp, ITTA. Conference favorite, Sheila Gladstone, will address the impact of personnel issues on your company, and Hillary Cherry, CHR Solutions, will teach us about multi-media marketing – a must in our ever-changing telecom environment.

The conference kicks off Wednesday morning with a golf tournament at South Padre Island Golf Club. Catch up with friends at the Welcome Reception Wednesday evening, and beat the heat at the ice cream social Thursday afternoon!

If you haven't made your reservations for the PAC Lunch, there's still time! Please be sure to pay with a personal check, cash, or money order. Proceeds from the lunch benefit the TSTCI PAC. The PAC invests in the campaigns of state legislative candidates who support rural telecommunications.

*See you soon!*



**TEAM 2008****CENTURY CLUB**

Charles Albert  
 James Allen  
 Blake Belcher  
 Jim Tom Cardwell  
 Philip Cox  
 Ray Ellis  
 Alvin Fuhrman  
 Barak Harlan  
 Tim Humpert  
 Stephen Jones  
 Danny Kellar  
 Tonya Kelsey  
 Donald McArthur  
 Vanessa McGalliard  
 Jackie Mitchell  
 Felix Nuniz  
 Shane Parsons  
 Bernidine Raines  
 Amanda Ramsey  
 Don Richards  
 John Sablatura  
 Bonnie Taylor  
 Patrick Tinley  
 Sandy Vandevender  
 Lori Vergin

**IS TSTCI PAC IMPORTANT TO YOU?**

How many times have you heard how important it is to get involved and make an investment to the PAC? Do we really know what the PAC does which allows TSTCI to accomplish its regulatory or legislative goals and objectives?

How many of the following apply to you?

- ✦ I am employed by a telephone company or cooperative that serves a rural area.
- ✦ I am concerned about flawed legislation or over-burdensome regulations negatively affecting rural telephone companies and cooperatives.
- ✦ I believe that the citizens of rural communities should have access to the most up-to-date telecommunications services available.

If you answered yes to just one of the statements above, then the TSTCI PAC is very important to you! All three are connected and if something negatively affects one, the other two are affected as well.

The TSTCI PAC's responsibility is to interview the candidates and find the individuals that understand and support rural telecommunications. The PAC then will supply funds for those candidates so they can get their message out to the voters and get elected. You have heard that TSTCI needs 76 votes in the House and 21 votes in the Senate in order to pass good legislation or more importantly kill any bad legislation. TSTCI faces the challenge of having only 43 Representatives and 18 Senators which represent rural districts our companies serve. Therefore, we must expand our reach and educate urban and suburban Legislators on the importance of the rural telecommunications industry in Texas.

Now the question becomes if the PAC is important to you, is it not also important to your employees? If something negative happens to the industry, your company, or to the rural communities or citizens, will that not affect them and their families? Do they not deserve to be told about the PAC and be allowed the opportunity to decide if it is important enough for them to become involved and make their own investment to protect the industry?

The elections will be in November and now is the time our friends need our support.

**THANK YOU!**

Thank you to Scott Hart of South Plains Telephone Cooperative for his generous investment in the TSTCI PAC, and to Santa Rosa Telephone Cooperative for encouraging their members' involvement in the PAC at their annual meeting!

**TEAM 2008****TOGETHER EVERYONE ACCOMPLISHES MORE!**

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**TAYLOR TELEPHONE COOPERATIVE** was a Bronze level sponsor of the TSTCI Marketing Conference. We accidentally left them off the sponsor list in last month's issue of *TSTCI Information*, for which we offer our humble apologies.

### ***Time to Register for the Bookkeepers/Accountants/Commercial Services Conference!***

The conference is set for July 9-11 at the Westin Galleria in Dallas, Texas. Registration packets were sent by email May 15. If you did not receive the information or need assistance with your registration, please contact Martha Shepperd in Dallas at 972-243-8705 or send an email to [martha@tstci.org](mailto:martha@tstci.org).

Hotel reservations can be made by calling 1-888-627-8536. The cut-off date for the TSTCI rate is **June 23**, so be sure to make your reservations soon!

## ***News from Associate Members***

### ***Barry Moore Leaving CHR Solutions for Trinity Church Role in Lubbock; Vince Tyson Assumes Moore's Position***

After nearly 26 years with the company, CHR Solutions announced that Barry Moore will be leaving CHR effective May 16, 2008 in order to take on his new job as executive administrator for Trinity Church in Lubbock.

"Barry has played a vital role in the success of many of our telecom industry clients, plus he's been a friend and mentor to many in Lubbock and across the nation. We at CHR thank him and wish him all the best in his new venture," said Roger Hutton, president of CHR's telecommunications and infrastructure business group.

Taking over Barry's position is Vince Tyson who is being promoted to senior vice president, engineering and systems integration. Vince was re-hired by CHR in January as vice-president, managed engineering services and resides in Lubbock. Prior to his return to CHR, Vince was engineering manager and then chief technical officer for Paul Bunyan Telephone in Bemidji, Minnesota. Before that, Vince worked at Hicks and Ragland in Lubbock where he started as an engineer and left as a regional vice president. Hicks and Ragland merged with Cathey Hutton Associates in 1999 to form CHR Solutions, Inc. Vince will report to Mr. Hutton.

"Vince brings both technology expertise and a fresh customer perspective to his new role which will prove beneficial within CHR and to all our clients," said Mr. Hutton.

#### **About CHR Solutions**

CHR Solutions helps its clients grow revenue, control costs, improve operations, manage risk, and align technology by providing infrastructure managed services, remote infrastructure management, business process outsourcing, and consulting and engineering services. It primarily serves middle-market companies in the telecommunications, financial services and energy industries. CHR Solutions was ranked as the 4th fastest-growing company headquartered in Houston by the *Houston Business Journal* in its 2007 FastTech50 list published November 16, 2007. With a 70-year heritage, CHR Solutions provides local resources with offices in Austin, Dallas, Houston, Lubbock, and Minneapolis, plus global reach and world-class expertise. Visit [www.chrsolutions.com](http://www.chrsolutions.com) for more information.

## HOW CAN I HELP YOU TODAY?

In this day and age of increased competition, customer service is a key component to customer retention. And, as we well know, it is our customers that keep us in business. A happy customer will stay with you; an unhappy customer not only will leave you, but will do their best to take others with them.

A little kindness goes a long way. Cheerfully greet your customers, whether on the telephone or in person. A smile on your face and a smile in your voice help start the conversation on the right foot.

Give your customer your undivided attention. After all, your customer is an important person!

If a customer has an issue and is irate, remain calm and be understanding. If you or your company has made an error, be apologetic and do what you can to resolve their issue. If the issue is not the fault of the company, clearly and politely explain the reason.

Show your gratitude! Always thank your customers for stopping by or calling.

With electronic communication so prominent in our business transactions, there are a few things to keep in mind before hitting the “send” button. First, determine whether the issue can be easily resolved online, or if it would be better to take the time to call. Remember that a smile or tone of voice is not transmitted in an email, so before sending, be sure to read your message for “courteous content” and professionalism. Be sure to double-check your spelling and grammar. Did you remember to thank your customer for their business?

Remember – a happy customer is a loyal customer!

### Upcoming Events

#### May 2008

26 **Memorial Day** (*TSTCI offices closed*)

#### June 2008

4-6 **TSTCI Spring Managers’ Conference – South Padre Island, Texas**

5 Texas PUC Open Meeting

12 FCC Open Meeting

#### July 2008

3 Texas PUC Open Meeting

4 **Independence Day** (*TSTCI offices closed*)

9-11 **TSTCI Bookkeepers/Accountants/Commercial Services Conference**  
– Dallas, Texas