



## AT&T CUSTOMER ACTION REQUIRED!

Within the next 90 days Craw-Kan Telephone will no longer bill for AT&T long distance services. This means that you will begin receiving a separate bill for the long distance portion of your phone bill.

It also means that you will no longer receive capital credit allocations on the long distance portion of your phone bill.

What are your options? Sign up for Craw-Kan Long Distance and keep your capital credits! We offer a plan that is very competitive to the AT&T One Rate<sup>®</sup> 7 cent plan. We also offer flat rate calling plans that make budgeting your phone bill easier by providing large blocks of minutes for a fixed monthly charge. Our long distance plan options are listed below.

If you would like to switch to Craw-Kan Long Distance, please complete the form on back. If you have any questions or if you would like our help in selecting the best long distance plan for your calling pattern, call us at 620-724-8235.

Option 1 - 250 minutes of direct dial, nationwide long distance calls from home for \$25.00 per month (10¢ per minute). Pay just 10¢ a minute on all long distance calls over 250 minutes.

Option 2 - 500 minutes of direct dial, nationwide long distance calls from home for \$42.50 per month (8.5¢ per minute). Pay just 10¢ a minute on all long distance calls over 500 minutes.

Option 3 - 1,000 minutes of direct dial, nationwide long distance calls from home for \$70.00 per month (7¢ per minute). Pay just 7¢ a minute on all long distance calls over 1,000 minutes.

Option 4 - Pay a low 7¢ a minute on all state-to-state and 10¢ a minute on all in-state long distance calls from home for a monthly fee of \$4.95.

## DID YOU KNOW .....

For over 50 years, Craw-Kan Telephone Cooperative has been a leader in bringing the latest in telecommunications technology to our membership. From digital switching in the 1980's to long distance calling options in the 1990's to high speed DSL and CATV today, your board of directors, management and employees are committed to delivering new technologies to you at competitive prices.

A few facts on our recent achievements:

- Over 70% of Craw-Kan members select Craw-Kan long distance over nationwide carriers such as ATT, Sprint and MCI.
- Craw-Kan provides internet service to over 5,500 members with 1,250 of them selecting high speed DSL.
- Providing digital cable TV service to 1,200 customers in 12 exchanges.
- Paid an average of over \$800,000 per year in property taxes.
- Paid an average of over \$3,000,000 per year in capital credits to members.
- Invested an average of over \$6,500,000 per year in telecommunications infrastructure.

This has been accomplished in an ever-increasing competitive environment. We know you have choices about where to spend your telecommunications dollar. By combining the resources of our communities, Craw-Kan can offer services not normally available in small towns. Your company was built with this principle in mind. With your support, we will continue to strive to bring you the technology you deserve for your family and your business.



Workers from Roofing Metal Specialists of Fredonia work on the new roof on the business office placing 100 foot spans of sheet metal. The roof was completed in the middle of February.

## 2004 OUTSIDE PLANT CONTRACT AWARDED

The new 2004 outside plant contract will place underground cable in Hepler, Walnut and Columbus and when this is completed, all Craw-Kan exchanges will be completely underground including the towns. The total number of miles to be buried will be 87 miles, with a majority of fiber optic cable. This new contract, in the amount of \$2,047,247.00, was awarded to MasTec North America located in Shevlin, MN. This contract will be the third year for MasTec as the contractor. MasTec has always done a good job in a timely manner. The contractor is expected to begin operations in April.



The new roof is in place and the business office now has a new dark brown flashing on top.

## CRAW-KAN BUSINESS OFFICE GETS A NEW ROOF

After 23 years, the flat roof on the business office has started to have problems leaking. We contracted with Metal Roofing Specialists out of Fredonia, Ks., to put a sloped flat sheet metal roof on the office structure. With over a 100 foot span, it was quite a job to cover the roof. The new roof is slanted towards the east which is towards the alley. We should not have to worry about leakage anymore inside the business office.

*Don't forget to....*

**CALL BEFORE YOU DIG**

KANSAS 1-800-344-7233

MISSOURI 1-800-344-7483

OKLAHOMA 1-800-362-0318

## PROPERTY TAX

### NO SMALL ITEM FOR CRAW-KAN

That is correct, property tax is a major cost for Craw-Kan and the members. Below are the costs for property tax in each state:

Kansas	\$772,865.19
Missouri	\$98,140.48
Oklahoma	\$4,764.20
<b>Total All Jurisdictions</b>	<b>\$875,769.87</b>

Below is the cost per month for each access line by state:

Kansas	\$4.41/mo
Missouri	\$2.87/mo
Oklahoma	\$2.94/mo

As you can see, the property tax takes a considerable share of your monthly access to pay property taxes.

### PLEASE MAIL IN BILL STUBS WITH YOUR PAYMENT

We would like to remind our members to send in the bill stub with your payment. It helps out a great deal and is much more accurate when the cashiers record your payments.

#### CRAW-KAN TELEPHONE COOPERATIVE, INC.

Headquarters Girard, Kansas 66743

Board of Directors

Roger Doue, President	Arma
Jay Stewart, Director	McCune
Frank Dunnick, Secretary-Treasurer	Girard
Barry Bedene, Director	Arma
Jim O'Toole, Director	Girard
Terry Kunstel, Director	Arcadia
Ray Hale, Director	Columbus
Wilda Pentola, Director	Farlington
John Kovacic, Director	Girard
Jerry James, General Manager	Arcadia

Business Office

200 North Ozark, Girard, Kansas

Girard, Brazilton, Hepler, Walnut 724-8235

Farlington, McCune, and Cherokee Exchange

Subscribers

All Other Kansas and Missouri

Subscribers 1-800-362-0316

Internet Help Desk Local 724-8838 1-888-362-2316

Repair Service

Girard, Brazilton, Hepler, Walnut 724-8238

Farlington, McCune, and Cherokee Exchange

Subscribers

All Other Kansas and Missouri

Subscribers 1-800-362-0318

#### "THE CRAW-KAN CONNECTION"

A member newsletter published by the Craw-Kan Telephone Cooperative, Inc.

Editor.....Kirk R. Smith, Assistant to the Manager



Shown above is Plant Superintendent David Diskin giving a tour of the Girard Central Office to customer service representatives (CSR) Brenda Fogg, Beverly Choate and Jamie Ausemus. This tour was to give the CSRs a view and understanding of how the central office worked so they would be more informed on how to respond to members' questions. Craw-Kan recently added a new billing software called 'Switch Interface'. This new software allows the CSRs to do various switch activities such as assigning telephone numbers, connecting/disconnecting customers and adding or canceling various services Craw-Kan offers.

### NEW TELEPHONE NUMBER FOR ROAD CONDITIONS IN KANSAS

In Kansas, you can now dial 511 to get current road conditions throughout the state. There is also telephone number information for neighboring states.

### 2004 CRAW-KAN REGIONAL TELEPHONE DIRECTORY

The new 2004 Craw-Kan Directory is now being published and should be delivered in the first part of May 2004. If you need additional directories, please call or come by the business office.

### TIME AND TEMPERATURE

Time and temperature is available in all Craw-Kan Exchanges. Please dial the local telephone number below for your current time and temperature. You do not have to dial 1+.

Amoret	925-9813	Devon	829-9813	Lawton	643-9813
Amsterdam	267-9813	Edna	922-9813	McCune	632-9813
Arcadia	638-9813	Farlington	362-9813	Mulberry	764-9813
Arma	347-9813	Foster	832-9813	Pleasanton	352-9813
Asbury	642-9813	Fulton	857-9813	Prescott	471-9813
Bartlett	226-9813	Galesburg	763-9813	Purcell	525-9813
Brazilton	395-9813	Girard	724-9813	Savonburg	754-9813
Bronson	939-9813	Hallowell	597-9813	Uniontown	756-9813
Cherokee	457-9813	Hepler	368-9813	Walnut	354-9813
Colony	852-9813	Hiattville	547-9813	Weir	396-9813
Columbus	674-9813	Hume	643-9813	W. Mineral	827-9813
Crestline	389-9813				

## CRAW-KAN TELEPHONE EMPLOYEE PROFILES



**BOB GUILFOYLE**  
*COMBINATIONMAN*

**B**ob Guilfoyle has been an employee with Craw-Kan since January 2003. He works as a combination man installing telephones, DSL and Cable TV.

Bob is a native of Ft. Scott, Kansas. He graduated with an associate degree in electronics at the Ft. Scott Junior College. Before he came to Craw-Kan he worked with Southwestern Bell.

Bob currently lives in Ft. Scott with his wife Pam and sons Kaleb, age 4 and Keenan, age 1.



**BRYAN MCCLENDON**  
*UNIX ADMINISTRATOR*

**B**ryan McClendon has been employed with Craw-Kan since May 2002 as the Unix administrator.

Bryan is originally from Fort Scott, and moved with his family to Walnut and Oklahoma City. He went to high school in Pittsburg. He also attended Pittsburg State University for two years majoring in computer science. He then worked as administrator for Parsons Computer in Parsons, KS.

Bryan and his wife live in Girard with their son Bradley, age 6 and their daughter Brittany, age 9.

### DIGITAL SATELLITE SYSTEMS

AVAILABLE IN THE PEGASUS AUTHORIZED AREAS OF CRAWFORD, CHEROKEE, NEOSHO AND LABETTE COUNTIES

**W**e have a great deal for you called the Pegasus Digital One Plan. If you are a new subscriber and qualify, you can get up to two receivers and installation for only \$49.00 with a one year commitment of Total Choice. A credit or debit card is required and maintenance is included.



*Contact Craw-Kan Communication Systems for information or to order a system call 724-8235 or 1-800-362-0316*

### SECURITY SYSTEMS

**O**ur technicians can install a system which will monitor fire, smoke, holdup/panic, intrusion or burglary, water or medical emergency. In less than a minute the alarm is received at our professional monitoring service. We currently monitor a large number of systems. Also available are camera surveillance systems for businesses or residents.



Call us for a quote  
724-8235 or 1-800-362-0316

**CRAW-KAN Communication Systems, Inc.**

118 N. Summit Girard Ks 66743

*A Subsidiary of Craw-Kan Telephone Cooperative, Inc.*

**CLOSED SATURDAY-SUNDAY-HOLIDAYS  
MONDAY-FRIDAY 8:00 A.M.-5:00 P.M.  
OFFICE HOURS**

620-724-8235 • Fax 620-724-4099  
200 N. Ozark • P.O. Box 100 • Girard, KS • 66743

**CRAW-KAN  
TELEPHONE  
COOPERATIVE  
INC.**



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