



Monthly Features

OCTOBER

1/2 OFF Call Control Packages

RTMC offers three (3) **Call Control Feature Packages** that include many of our most popular features, including call waiting, call return and 3-way calling. During October, we invite you to try one of these packages at one-half off the normal monthly rate. (Depending on the package selected, you already save from 13% to 32% off the total monthly rate versus subscribing to the individual features separately). There are also **no installation or service order charges to sign up**. Start enjoying the conveniences and benefits of all these features in one package today by calling 879-5684.

(Normal billing for the package will start 30 days after the trial period unless canceled by the customer.) ■

NOVEMBER

Switch To RTTI & Receive 100 FREE Minutes Of Long Distance

Switch your long distance service to Randolph Telephone Telecommunications, Inc. (RTTI) at **NO CHARGE and get 100 FREE MINUTES*** for signing up!

RTTI offers rates as low as 6 cents per minute for state to state calls. We also offer very attractive rates for in-state calls. Best of all, you get your long distance and local telephone service on one convenient bill with local representatives to serve you. Also, you will receive capital credit allocations on every dollar you spend with your cooperative. Do business with "The Home Team." Call us today at 879-5684 to compare rates with other carriers. We will save you money!

*(The 100 free minutes must be used within 90 days or they will expire.) ■

Rain Fails To Dampen Festive Mood At RTMC's Annual August Meeting

RTMC held its 46th Annual Meeting at Southwestern Randolph Middle School on Saturday, Aug. 14 with over 300 people braving the rain to attend.

General Manager Steve Cox opened his message to the membership with several inspirational quotes that shared one common thread —dedicated people working together to achieve a common goal. Cox said he believes this mindset is what has made Randolph Telephone as technologically and financially strong as it is today.

Cox went on to report that in 2003, RT had assets valued at over \$30 million dollars, and a total of \$1,271.539 in capital credit allocations had been returned to members in 2003 (\$52,436 for "Over 80" Program, \$88,882 for "estate" capital credit refunds, and \$1,130,221 in general capital credit refunds).

Cox was pleased to report that the board of directors approved a refund of \$1.1 million in general refunds in early December, 2004. This amount is above the approximate \$150,000 to be refunded to estates and the "Over 80" club. Including the 2004 capital credit refund, Randolph Telephone Membership Corporation will have refunded \$11,626,307.04 to its members over the years. Cox said this should encourage the membership

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RTMC General Manager Steve Cox addresses the membership.



Above, RTMC President Earlie Brady greets members. Right; GM Steve Cox (l) and board member Wallace Garner (r) chat with member Buren Surratt.



Farmer Office Provides Personalized Customer Service

While many of you have been members of Randolph Telephone Membership Corporation for years, you may not be aware that we have a business office in Farmer that is open Monday through Friday from 9 a.m. until 12 noon.



Farmer office is open 9 a.m. until noon Monday through Friday.



April Cranford

Our Farmer office is conveniently located at 5203 New Hope Road. In addition to the Asheboro office, the Farmer office provides an additional location for members to apply for new service, make changes to an existing account, lease or purchase products, or pay their bills. There is even a night depository for your convenience.

RTMC believes in the personalized, face-to-face service that customer service representative, April Cranford, can offer you at our Farmer office. April says, "Working at this office

has allowed me to become familiar with the members we serve — providing a personal touch that sets Randolph Telephone apart from other phone companies."

Many of our customers prefer to pay their bills in person or to talk to someone face-to-face about products, services or any problems they may be having. April adds, "I enjoy helping our members and making sure they are receiving the most from their telephone service." This is what a cooperative is all about — local service with local people to serve you! ■

RTMC Information Center

- Randolph Telephone will be exhibiting at the 11th Annual Asheboro/Randolph Business Showcase on Thursday, Oct. 14 at the Randolph-Asheboro YMCA from 8:30 a.m. to 5 p.m. Come out and visit us there!

- Randolph Telephone will be at the Ramseur Fall Festival on Oct. 16 with our restored 1937 Ford truck. Come out and join us and enjoy a day of fun-filled festivities.

Be sure to watch your mailbox in early December for your capital credits refund checks.

- New 2005 RTMC Telephone Directories will be delivered in December.



Election Day is Tuesday, Nov. 2

On the Calendar . . .

October

Cooperative Month - Refreshments at office week of Oct. 11

11 - Columbus Day

31 - Daylight Savings Time Ends

(Don't forget to set your clocks BACK 1 hour when you retire on Saturday night.)

31 - Halloween - Watch out for our little trick-or-treaters.



November

2 - Election Day (Exercise Your Right To Vote!)

11 - Veterans Day - Remember the veterans who sacrificed to protect our freedom!

25 - Thanksgiving Day - Randolph Telephone's business offices will be closed Nov. 25 & 26.



National Co-Op Month

A cooperative is owned by the people who use it — its members. Purchasing telecommunications services and products from your cooperative not only benefits you, the member, but it also benefits your local community.

Randolph Telephone Membership Corporation is your cooperative, and we are here to give you the best customer service and telecommunication services available.

We will be serving refreshments the week of Oct. 11 at our business office at 3733 Old Cox Road. Please stop by and say hello! ■



Features Available On 'Per Use' Basis

Features Automatic Recall (Call Return), Automatic Callback (Repeat Dialing) and Three-Way Calling are now available on a "per use" basis for only 75 cents each time you use one of them.

Automatic Recall allows you to return the last number that called you. This is a handy feature if you missed the call and will save you having to redial the whole number. **Automatic Callback** keeps trying to connect to a busy line for up to half an hour. This feature lets your phone do the redialing until the busy line is available. **Three-Way Calling** lets you set up a conference call with three people, which will save you time by not having to make two separate calls. See the telephone features section in the front of your telephone directory for more instructions on how to use these features.

If you do not wish to have the capability to use these features, please call our business office at 336-879-5684 to have them blocked at no charge. If you currently subscribe to any of these features on an unlimited monthly basis, your service will not change and you will not be charged an additional per use fee whenever you use them. ■



Above, RTMC staff members sign up members for the one-day-only specials. Right; Special guest Deputy Barney Fife (David Browning) nabs another "jay-walker."



Annual Meeting Report

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to buy telecommunications services and products from their cooperative, so they can enjoy the benefits returned in the form of capital credit monies.

Cox also told the membership that their cooperative provides state-of-the-art telecommunication services by "continuously deploying remote switches to improve your service and make broadband services available." Cox explained that RT has grown from seven switching centers in the early 1980s to 40 today, with plans to install two more by the end of the year. Cox was proud to announce that "Randolph Telephone was the first telecommunications company to receive the Nortel 505.11 level software, and is currently the only company that has it installed in its switching centers."

Randolph Telephone celebrated its 50th anniversary on Thursday, May 13, 2004, and Cox reminisced about the grand celebration with over 700 people in attendance. The large crowd was entertained by Elvis and enjoyed a barbecue lunch and homemade ice cream.

A 50-year milestone is remarkable, but it will be even more remarkable to see where another 50 years will take us. RTMC continues to pledge to you, our members, that it will remain steadfast in honoring its mission statement of "identifying the needs of our members/subscribers and the communities we serve through personal communication with them, and we will focus our resources and energies on meeting those needs in the most technologically advanced and economical way possible." ■

Annual Meeting Prize Winners

0-5	Cory Bartholomew	Pedal Tractor
6-10 boy	Clark Bartee	Bicycle
6-10 girl	Farrah Prewitt	Bicycle
11-14 boy	DeAndre Isley	Bicycle
11-14 girl	Michelle Lambert	Bicycle
15-18 boy	Jason Hall	\$25 Wal-Mart Card
15-18 girl	Danielle Purcell	\$25 Wal-Mart Card

Oldest Male: Alvin McDowell
 Oldest Female: Candace Street Simmons
 Survey Winner (\$50): Darlene Fox
 Grand Prize Winners (\$100) each:
 Mamie Hare & Betty Hammer



Cory Bartholomew rides his new pedal tractor.

'05 Relay For Life Campaign Has Begun

Dinner & Raffle Planned For Feb. 26 At AVS

Randolph Telephone's Relay for Life Team is already starting its 2005 campaign to raise money for the fight against cancer!

Randolph Telephone is kicking off its campaign by selling tickets to its 1st Annual Ribeye Dinner & Reverse Raffle that will take place on Feb. 26, 2005 at 6 p.m. at the AVS Banquet Center. Tickets are currently on sell for \$100 a couple and only 120 couple tickets will be sold.

After a wonderful ribeye dinner with all the trimmings and assorted desserts, we will have a reverse raffle, where the last ticket drawn will win the grand prize of \$2,000. There will also be other drawings throughout the night for great prizes. This would be a great night out for you and your spouse, and a fabulous way to help raise money to fight cancer.

Relay for Life is an event that represents the hope that those lost to cancer will never be forgotten, that those who face cancer will be supported, and that one day, cancer will be eliminated.

Please show your support to this very worthy cause by calling Christie Clark at 879-7967 to purchase tickets. We look forward to seeing you on Feb. 26 for a night of food, fun and lots of money! ■



Some Exchanges Changing Monthly Billing Cycles

Members served in the 241, 381, 461, and 857 telephone exchanges will see a change in their monthly billing cycle beginning with their November, 2004 bill.

The new billing cycle or time period for local service, ELCA or long distance plans will run from the 16th of the month to the 15th of the following month. The past due date will also change from the 25th of the month to the 10th of the month. Disconnect notices will be generated on the 11th of the month. The normal disconnect day will move from the 2nd Tuesday of each month to the 4th Tuesday of each month.

This change in billing cycle will allow RTMC to improve operating efficiency and will provide better customer service to all members. ■

Randolph Telephone

Your "Local Touch-Global Reach" Internet Provider
Serving Your Local Community Since 1954



High-Speed DSL Access

Local Dial-Up Internet
Three Low Cost Usage Plans for Dial-Up Access
UltraSonic High-Speed Option
Free 24/7 Technical Support
12 MB of Personal Web Space
Virtual Domain Hosting
Spam, Virus & Content Filtering
Parental Controls

Call Today at 879-5684 to sign up!



RTMC
3733 Old Cox Rd.
Asheboro, NC 27205
www.rtmc.net

Long Distance Reseller Billing To Change

In the coming months, Randolph Telephone will no longer provide billing services for certain long distance and reseller companies' calls as in the past.

Some of the calls affected include collect, third-party, and 10-10-xxx casual dialed calls. This means that for any billing inquiries you will have to deal with that company directly. You will also be

billed directly by that company for all calls completed by them.

These changes will allow Randolph Telephone to better serve our customers by not having to spend so much time handling inquiries for other companies. Randolph Telephone will continue to provide full billing services for Randolph Telephone Telecommunications, Inc. ■



Registering For Prizes

Karen King and Chad Smith register some youngsters for prizes at RTMC's Annual Meeting held in August at Southwestern Randolph Middle School. For a list of the youth prize winners, see page 3.



Randolph Telephone Membership Corporation

3733 Old Cox Road
Asheboro, NC 27205

(336) 879-5684
Fax: (336) 879-2100

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

Farmer Office
5203 New Hope Road
9 a.m. - Noon

Visit Us On The Web:
www.rtmc.net

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Randolph Telephone Membership Corporation 2003-2004 Board of Directors

Earlie Brady, President; Wayne Brady, Vice-President; Janice Scott, Secretary/Treasurer; Wallace Garner; William Joe Allen; W.A. "Bill" Garner; C. Kent Ridge; Bobby Macon; Becki Rice.

Steve A. Cox, General Manager

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.