

# ALLBAND COMMUNICATIONS COOPERATIVE

## COOPERATIVE AND COMMUNITY NEWSLETTER



*Infinity is not impossible!*

### ALLBAND BOARD OF DIRECTORS

PRESIDENT- JOHN REIGLE  
 VICE PRESIDENT- BOB HASTINGS  
 SECRETARY- JERRY MCBRIDE  
 TREASURER- VIVIAN KUS  
 BOARD MEMBER- AL KAERCHER

### ALLBAND MANAGEMENT

GENERAL MANAGER- PAUL HARTMAN  
 OPERATIONS MANAGER- RON SIEGEL

**VOLUME 1, ISSUE 2**  
**SEPTEMBER 2007**

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### Special Points of Interest:

- *Northeast Michigan Verizon & AT&T Customers can now call Allband numbers*
- *First Membership Meeting Scheduled for: September 29, 2007*  
*- Bylaws & Membership Certificates to be distributed by mail prior to the meeting*
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## VERIZON & AT&T CALLING ISSUES RESOLVED IN MICHIGAN



We are pleased to announce that both Verizon and AT&T have verified that their calling problems in Northern Michigan have been resolved. If you are still unable to receive calls from Verizon or AT&T customers in Michigan, please have the individuals who are trying to call you contact Verizon or AT&T at their earliest convenience to open a trouble ticket and report the problem.

If people you know are experiencing calling issues with Verizon or other companies (someone can not call you from lower Michigan for example) such as Nextel, AT&T or Talk America, this is due to lack of connection and/or routing errors on their networks. Unfortunately, there is nothing Allband can do to correct this since it is the other company's responsibility to make the required arrangements to terminate their customer's calls to Allband. The required paperwork to allow these companies to connect with Allband has already been completed by Allband. Since Allband is not a retail customer of these customers, this problem must be resolved by the subscriber who cannot reach you. To correct this, the person who is trying to call you must call their telephone or cell phone provider and request to open a trouble ticket with their technical support group and explain that they cannot reach your phone number. If further assistance is necessary, do not hesitate to contact us at 989-369-9999. We are very appreciative of your continual patience, support and assistance with these matters.

## FIRST ANNUAL MEMBERSHIP MEETING SEPTEMBER 29, 2007

**BYLAWS & MEMBERSHIP CERTIFICATES  
TO BE DISTRIBUTED BY MAIL PRIOR TO THE MEETING**



The Allband Board of Directors has passed a resolution to hold our first annual membership meeting on September 29, 2007. The meeting will be held at the Mitchell Township Community Center in Curran, MI.

As mandated by the Cooperative's bylaws, notice of the meeting will be officially announced by our Secretary 15 days before the meeting. The notice, including the time and place of the meeting will be published in the Alcona County Review, mailed and emailed to our members.

It is very important that all of our members come to the meeting to ensure that a quorum of 10% is obtained for topics that may require a member vote.

Prior to the annual meeting, official membership certificates and a copy of our bylaws will be distributed by mail. Each certificate gives our members one voting right per membership. Having more than service location does not entitle a member to more than one vote.

Please direct any questions or comments about our first annual meeting to Ron Siegel, Operations Manager at 989-369-9870 or email: ron.siegel@allband.org.

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## ALLBAND COMMUNICATIONS COOPERATIVE

### ANOTHER LOOK AT YOUR SERVICE FEATURES...AND IT'S ALL FREE WITH YOUR MONTHLY SERVICE!

#### Advanced Phone Features

Have you ever noticed that most phone companies charge you for each additional service that you subscribe to, such as call waiting and caller ID? Did you know that Allband owns one of the most advanced phone switches on the market and we offer all of the switch's capabilities for FREE? If you haven't had a chance to review our service guide, take a moment to look over the feature services that you get for free with your monthly bill. Have some fun and try them out! Here are some examples:

<i>VoiceMail</i>	<i>Remote Access</i>
<i>Caller ID</i>	<i>Call Rejection</i>
<i>Call Waiting</i>	<i>Reminder Calls</i>
<i>3-Way Calling</i>	<i>Call Barring</i>
<i>Call Forwarding</i>	<i>Account Codes</i>
<i>Speed Dialing</i>	<i>Teen Lines</i>
<i>Do Not Disturb</i>	<i>Priority Calls</i>

#### Web Self-Care

Web Self-care gives you the ability to manage most of your telephone calling features by using the Internet to log into our system and change your settings. You can enable/disable features, program phone numbers for relevant features and even change your password. Please refer to your service manual to view which features are available on web self-care. You can log on to web self-care on our website at [www.allband.org](http://www.allband.org).

#### Online Voicemail

Did you know that you can check your voicemails from our website? Go to our website at [www.allband.org](http://www.allband.org) and click on *VoiceMail*. Simply enter your phone number and the normal pin you use when checking your messages and you can listen to your messages right on your computer!

#### Web Portal

Every Internet subscriber has their own Internet portal that they can customize with the weather, stocks, news and much more! Go to our website at [www.allband.org](http://www.allband.org) and click on *Web Portal*. Use the username and password from your email account and start customizing! You can all change your email/web-portal password from this location if needed.

#### Web Hosting

Don't forget that each Internet subscriber has a personal web portal where they can host a web page of their own. Use it for a resumes, business or for fun!

#### Additional Email Accounts

Each Internet subscriber is entitled to up to 5 email addresses. Do you want your own? Then give us a call!

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### FUTURE SERVICES: E-PAY, TELEVISION AND SECURITY

#### Electronic Bill Payment (E-Pay)

Due to the recent demand for online bill-pay services, Allband is evaluating an electronic payment system that will be offered by our billing company. This service will allow you to view your monthly invoice online, make one-time payments or setup recurring monthly payments with your credit card or bank account. This system is highly secure and will be offered free of charge if and when the system is offered to our members.

#### Television

Allband is still evaluating our options and is trying to find a financially feasible solution for our member's television needs. We understand the frustration that has surfaced due to the lack of local programming on your dish subscriptions and we are trying develop a plan to bring premium television to your TV sets. Our original solution proved to be too expensive for the cooperative's current stage of growth and we are seeking alternatives.

#### Security

Property security is always a concern, especially during the long winter months. In response to an increase in demand, Allband is developing a security solution that will provide standard alarming services, video monitoring/recording, and fire and temperature monitoring. We are also working on a solution that would monitor road access gates for traffic. Specific details are not yet available, but we hope to have a solution ready by 2008.

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### NEW MEMBERSHIP DIRECTORIES, YELLOW PAGES, AND DIRECTORY ASSISTANCE

Allband has released an updated membership directory. If you received this newsletter by mail and are a member of the cooperative, a new version should be enclosed. You can also download the directory at [www.allband.org](http://www.allband.org). All coop members who have joined between November 30, 2006 and September 1, 2007 are listed. If you are not in the directory, you have been classified as unlisted. If you are not in the direc-

tory and desire to be, please contact us at 989-369-9999 or email: [info@allband.org](mailto:info@allband.org) and we will include your information in the next update.

Allband is also working with Yellow Book and other Yellow/White Page providers in the area who will distribute their directories to Allband members. The directories will include Allband members in the white page directories and will allow

for advertising in the yellow pages if desired.

Starting September 1, 2007 users of Directory Assistance services such as 411, will be able to obtain the contact information of Allband members who are currently listed in the membership directory. Unlisted members will not be available with 411 directory assistance services.

## ALLBAND HIRES NEW ENGINEERING FIRM - CONSTRUCTION TO COMMENCE IN THE FALL OF 2007

Allband has hired the engineering and consulting services of Kadrmas, Lee and Jackson to assist with the design and construction of the remaining un-served areas in the Robbs Creek Exchange.

Per the requirements of USDA Rural Development, the government organization that provided our construction loan, a USDA approved engineering/consulting firm must be used for the design, construction supervision and

inspection of all work completed by our construction contractor. Allband will continue to use the services of our previous company, Mastec, Inc. for the remainder of our build-out in the Robbs Creek Exchange. Based on our current progress, Allband hopes to commence 2007 construction in the Fall and will work until cold weather forces our crews to shut down for the winter. Please note that despite the cold weather, we will be able to

provide service drops if main lines have been installed.

Our primary goal once construction begins will be the installation of main line and service drops that will be necessary to bring service to the individuals who have submitted membership applications and have been patiently waiting for telephone and Internet service. Once this work is complete, we will begin the build-out of the southeast area of the ex-

change closer to Hubbard Lake and other areas that still need service. If you live in one of these areas and or know of individuals and/or businesses that may be interested in Allband services, please contact us at 989-369-9999 or email us at: [info@allband.org](mailto:info@allband.org).

Thank you for your continual patience and we look forward to serving you in the near future!



*A typical installation at a member's premise which includes a battery supply (left) and an optical network terminal (right) which provides services into your home.*

## AVAILABLE SERVICES AND CHARGES WHAT A DEAL!!!

**The following services/products are currently available from Allband:**

- Basic Local Telephone: \$19.90/month
- Seasonal Telephone: \$9.95/month
- Adjacent Exchange Calling: \$0.10/month
- Domestic Long Distance: \$0.099/min
- Unlimited Domestic LD: \$24.99/month
- High-speed Internet: \$30.92/month
- Wireless Router: \$40 or \$50 (one time)

**Taxes and Charges :**

- Interstate End User Access Charge
- 911 Taxes
- State Use Tax
- Federal Excise Tax

All calling features including voicemail, three-way calling, caller ID, call waiting, etc. are free with our Basic Telephone service unless otherwise noted in the Calling Services Overview Guide. Services such as call waiting can be turned-off per the request of the subscriber.

Allband offers the ability to check your email, voicemail and change your calling features via our website at [www.allband.org](http://www.allband.org). This feature is available at no charge for our members.

High-speed Internet (up to 3 Mbps up/down) includes five email accounts, web hosting space, customized web portal and spam/virus protection. Pre-configured wireless routers are available at our cost and allows you to share your Internet connection wirelessly throughout your home.

## BATTERY POWER SUPPLY MODULE REPLACEMENT

Allband is committed to providing dependable communications, especially in the event of an emergency situation where 911 services may be needed.

Allband has discovered a minor technical glitch with the battery power supply units (shown on the right) that have been installed at member service locations.

As you may know, Allband installs batteries at each location to ensure that our mem-

bers have dependable communications in the event of a power failure. Since we are an all-fiber optic company, your line does not stay powered without a battery backup such as traditional copper telephone lines that carry its own power.

Allband has been receiving infrequent alarms at our office that suggest battery failures at some locations. After researching the alarms, we discovered that the batteries were working and charging

properly despite the alarm. After consulting the manufacturer, it was determined that the modules that monitor the batteries needed to be repaired.

To tell if your power supply has been fixed, an upgraded unit will have a label on the front that says "V.009". Please note that there will be no charge to our members and the repairs to the units will be completed by the manufacturer free of charge.



*Battery Power Supply Module that will be replaced*



6491 N M-65, P.O. Box 8, Curran, MI 48728

Phone: 989-369-9999

Toll Free: 866-500-6799

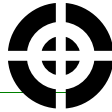
Fax: 989-369-9998

Phone: 989-369-9999

Toll Free: 866-500-6799

Fax: 989-369-9998

## USEFUL PHONE FEATURES FOR THE HUNTING SEASON IT'S THAT TIME AGAIN!



We all know what Fall means...leaves changing, colder weather, and of course hunting! We want to remind you about a few free calling features that you might find useful during the hunting season, especially if your camp has a lot of guests. To activate these features, please refer to your service documentation manual or contact us for assistance. All of these features can also be configured online with web self-care.

### Account Codes

An account password is assigned to each phone user, which must be entered before a call is made. Your monthly bill will then show separate charges for each user, allowing you to easily split the bill based on individual usage. This is an easy way to divide long distance usage accurately.

### Call Barring

Allows you to prevent people who use your phone from making certain types of calls, such as: International, Long Distance and Premium Calls.

### Do Not Disturb

Did you come up north to relax? Activate this feature and all incoming calls will receive a message that you are not currently accepting calls. This does not prevent outgoing calls.

### Priority Call

Want to know if a certain person is calling? Use priority call and pre-programmed phone numbers will ring with a unique tone so you know who it is.

### Reminder Calls

Need a way to wake up all the hunters in the camp for a dawn walk to the blind? Program your phone to call you at a certain time, and all your phones will ring...similar to an alarm clock.

## COMMENTS & SUGGESTIONS

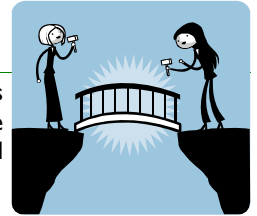
Allband strives to provide the best service that we can. We believe that a Cooperative is about working together and making sure that our members are always satisfied with their services.

As always, we are open to comments and/or suggestions that both reinforce our good efforts or help improve our services and support.

Allband Management can be reached by phone or email at anytime. We would love to hear from you, whether it is a hello, a concern or a basic question about your service.

If you would like to reach us please call 989-369-9999 or email your comments and suggestion to [info@allband.org](mailto:info@allband.org).

## ALLBAND TO JOIN REGIONAL FIBER CONSORTIUM



The Allband Board of Directors has passed a resolution that will allow the Cooperative to join the Alpena Regional Fiber Consortium (ARFC).

On September 6, 2006 the Alpena Regional Fiber Consortium was formed to bring high speed communications network and connectivity to the Alpena region. The mission of the consortium, through a collaborative agreement, is to facilitate a communication network to promote the development of the community and its goals through improved relationships and infrastructures. By the sharing of resources of agencies which include governmental, non-profit, medical, and research, the consortium will establish this foundation to support its goals for inter-organizational communications for the community of Alpena and partners nationwide.

Since Allband is organized as a non-profit corporation we are allowed to join and participate in consortium activities. These activities include applications that will enhance governmental and educational outreach to smaller communities that lack high-speed broadband access as well as allowing organizations to share information.

Allband will be a key facilitator by bridging the broadband divide between the Village of Hillman and Alpena. Organizations such as the Northeast Michigan Community Mental Health Services, Alpena Community College, Alpena K-12, the Alpena Regional Medical Center and Michigan Works! and other non-profit institutions will be able to access the fiber that Allband is donating to the consortium.

For questions regarding the ARFC, please contact Ron Siegel at 989-369-9870 or by email at: [ron.siegel@allband.org](mailto:ron.siegel@allband.org).

## ALLBAND TO PROVIDE GATE LOCKS FOR 24/7 ACCESS



To ensure that our members receive the most efficient support and service, Allband will be contacting members to request the installation of Cooperative owned locks on gates that prevent access to service drops.

Allband provides support 24 hours a day, 7 days a week, throughout the entire year. Your phone line, Internet connection and battery back-up system are monitored with state of the art equipment in our office. In the event that a service or battery system fails at your location, Allband will be notified immediately. In order to promptly correct any service issues, Allband needs 24/7 access to the system on your house or business and will require access if a locked gate prevents entry onto your property. Allband will be ordering durable and weather-proof locks that can only be opened with a key. This lock will be attached to existing locks on your gate to ensure entry when needed. Please contact us at 989-369-9999 if you have questions regarding these locks.