

Mark Twain Rural Telephone
Company

Mark Twain Communications
Company

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Mark Twain News

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MARK TWAIN

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Mark Twain Offers FastTrack Wireless Networking Modem "No Worries" Lease and Warranty

Mark Twain is now offering a FastTrack wireless networking modem "No Worries" lease and warranty program. For only \$6.00 per month, the "No Worries" program participant is fully protected should their wireless networking modem, provided by Mark Twain, ever need onsite service or replacement. The program requires a signed 12-month contract.

The warranty and on-site service covers normal wear and tear, malfunction, acts of God and repair or replacement of the line cord between the inside wall jack and the modem. In order to receive the coverage, the subscriber must be enrolled in the program prior to the malfunction occurrence. Current FastTrack service subscribers may choose at any time to participate in the Mark Twain "No Worries" Lease and Warranty program simply by filling out and signing the "No Worries" application form.

Mark Twain Scholarship Winner for 2016, Paul Austin Hales

Controller Denise Dames presented a \$500.00 College Scholarship to Marion County High School graduate, Paul Austin Hales. Paul Austin and his parents, Gregory and Catherine Hales, reside near Maywood, MO. He will be attending the University of Missouri at Columbia and majoring in pre-medicine.

The students who applied for this scholarship showed excellence in all areas, including grade point average, honors and awards, community service, and future plans to return to their rural areas after graduation.

Recognizing the disparities between rural and urban access to higher education, Mark Twain wants to help further higher education among rural youth. This college scholarship is intended to offer young people from rural areas an opportunity to receive such an education. Numerous studies reveal that rural students are consistently disadvantaged in post-

secondary aspiration and enrollments when compared to students in urban and suburban areas. Rural Americans are more likely to cite financial difficulties as one of their major impediments to attending college than any other group. It is a goal of Mark Twain to ease such challenges. Mark Twain is interested not only in the statistics on college attendance by rural Americans, but also by the need for those who attend college to take their higher education back to their rural communities.



We Are Your Community Based Telecom Provider

Winner of the 2016 Washington D.C. Youth Tour

Congratulations to the winner of a trip to Washington, D.C. sponsored by the Foundation for Rural Service and Mark Twain Rural Telephone Company. This year's winner is Elizabeth Straus.

Elizabeth is the daughter of Greg & Julie Straus and they reside near Philadelphia, MO. She is a student at Marion County High School.

The tour was Saturday, June 4th through Wednesday, June 8th, 2016. Elizabeth gained a first-hand look at the telecommunications industry and government process while spending four days visiting famous historical sites including the Washington Monument, Lincoln and Jefferson Memorials, the Smithsonian Museums, the National Cathedral, the U.S. Capitol, Arlington National Cemetery, The Korean, Vietnam and World War II Memorials and Mount Vernon.



Rural Call Completion Update

People living in rural areas of the U.S. are not getting equal opportunity to receive calls and complete calls in a quality and timely manner. When calls are completed, it often times has poor call quality. This is a cause for concern, especially for rural calls to emergency and public safety services. Call completion issues include the failure to complete calls as well as significant quality issues with those that do get through. If you are experiencing call completion problems, please contact Mark Twain's office with the details of the call, including the telephone number of the calling party and the time and date of the call. If you know the originating caller whose calls are not going through correctly, have them contact their provider to make a complaint.

The Senate Committee on Commerce approved the Improving Rural Call Quality and Reliability Act of 2016 at the end of June. The bill proposes that the FCC promulgate rules to establish a public registry of intermediate providers and service quality standards for the transmission of covered voice communications by intermediate providers.

The Rural Broadband Association issued the following statement from Chief Executive Officer Shirley Bloomfield applauding the action taken by the Senate Commerce, Science and Transportation Committee to address the ongoing rural call completion epidemic:

"NTCA—The Rural Broadband Association thanks Sen. Amy Klobuchar (D—Minn.) for her sponsorship of the bill, her unwavering support of rural America and dedication to ending the call completion issue that has been plaguing rural communities for years. The advancement of the Improving Rural Call Quality and Reliability Act of 2016 to the full Senate for consideration is another important milestone in seeking a resolution that has been a long time coming. We also appreciate Committee Chairman John Thune's (R—S.D.) continued leadership on this issue that ensured the legislation's path to passage continues.

"The inability of people to receive phone calls greatly weakens the reliability of our telecommunications networks and threatens the safety, commerce and well-being of people not just in rural America but throughout the country. We are optimistic that this legislation can play an important role in putting an end to the issue once and for all and we look forward to continued engagement with Congress and the FCC."
