



MARK TWAIN

## Another FCC Mandated Rate Increase Effective June 1, 2016

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Effective June 1, 2016, Mark Twain Rural Telephone Company basic rates will increase from \$16.00 to \$18.00 per month for residential service and from \$17.25 to \$19.25 for business service. Effective July 1, 2016, the Access Recovery Charge Fee (ARC) will increase from \$2.00 to \$2.50 for residential and single-line business customers.

In 2012, we informed you that the FCC's Order would put substantial reporting requirements on our company. These requirements cost us money not only in our own employee's time, but in money spent for attorneys and consultants to make sure that we comply with all of the complex requirements contained in the FCC's Order. The FCC's order

did require Mark Twain to once again raise your local rates to the required level.

Mark Twain is a member of state and national industry organizations which have been actively lobbying for rural telecommunication providers. The employees and board members have been in contact with state and national government officials to remind them of the challenges in providing service in rural Missouri. Mark Twain will be providing more information in upcoming newsletters about how the FCC decision making will challenge rural America and Mark Twain Rural Telephone Company.

If these changes concern you, we encourage you to contact your Congressman or Senators and ask them for help. Tell them to support an effective Universal Service Fund and to stop the FCC from taking action that increases the rates for broadband and telephone services to rural America.

**Congressman Sam Graves** [graves.house.gov](http://graves.house.gov)  
Washington, DC Office - 202-225-7041  
Missouri Offices - 573-221-3400

**Senator Claire McCaskill** [mccaskill.senate.gov](http://mccaskill.senate.gov)  
Washington, DC Office - 202-224-6154  
Columbia, MO Office - 573-442-7130

**Senator Roy Blunt** [blunt.senate.gov/public/](http://blunt.senate.gov/public/)  
Washington, DC Office - 202-224-5721  
Columbia, MO Office - 573-442-8151



*We appreciate your business and thank you for your continued support of Mark Twain Rural Telephone Company!*

*We Are Your Community Based Telecom Provider*

# Mark Twain's 62nd Annual Meeting Report

Mark Twain Rural Telephone Company's 62nd Annual Meeting was held on April 6th at the Knox County R1 High School with over 225 people in attendance.

Reports presented to the Members by President Joe Delaney and General Manager Jim Lyon indicated that the year 2015 was another successful year financially. During 2015, the cooperative paid out over \$174,000 to its' Members in capital credits.

At the end of 2015, we provided basic telecommunication services in 17 exchanges to 3,722 lines. We continue to establish ourselves as the dominant provider of data and Internet access services in Northeast Missouri. We also continue to expand our ability to provide high speed Internet services using both existing telephone cables to provide DSL services and by using wireless services where cables do not exist. At year end we were providing DSL services to 2,399 subscribers.

Mark Twain now transmits wireless services from 38 locations and provide service to or around the following communities: Edina, Canton, Kirksville, West Quincy, Queen City, Taylor, Monroe City, Hannibal, Palmyra, Glenwood, Shelbyville, Lancaster, Shelbina, Downing, Clarence, Gorin, Millard, Elmer, La Plata, Monticello, Lewistown, Lentner, La Grange, La Belle and Ewing. At the end of 2015, we had 1,594 wireless customers. This is an increase of 13.9% over year end 2014.

We continued to invest in assets and technology to ensure we can meet your needs, both now and in the future. In 2015, we started plans to upgrade our fiber optics and associated electronics in all 17 towns and to upgrade our electronics in the 118 cabinets in the rural areas. We will start in the towns first and then move to the cabinets in the rural areas. This project will cost \$1.8 million. This upgrade will benefit both voice and data customers. Our plan is to restructure our Internet plans during 2016 to provide faster Internet speeds to our customers.

Employees receiving service awards were: Julie Hettinger and Addison Hunziker-5 years. Directors receiving service awards were: Jim Pinson and Gary Gooch-5 years, Roy Hewitt-10 years and Dan Griesbaum-30 years.

Incumbent directors Gary Gooch of Knox City, Joe Moyer of Hurdland and Dan Griesbaum of Maywood were re-elected to the Board of Directors.

The entertainment was provided by the Kirksville High School Jazz Band.

Over \$1,500 in prizes were given away after the meeting. Earl Dromey of the Baring exchange won the Yeti cooler.

The winners of the proxy prizes were: Randy Miller of Durham won a GPS Navigation System and Bill Lawrence of Greentop won a digital camera. The following members were winners of a \$20.00 credit on their May 2016 telephone bill:

Larry Mohr of Wyaconda, Raymond Goodwin of Knox City, Kimberly Stull of Baring, Margaret McEwen of Leonard, Tim Kincaid of Newark, Donna Boling of Philadelphia, Gerald Perry of Novelty, Lawrence Dixson of Hurdland, John Whitlatch of Steffenville, Noble Lee Hawkins of Bethel, Donnie Hamlin of Brashear, and Philip & Miriam Hall of Williamstown,.

Mark your calendars for next year's meeting, April 5, 2017!