

### What's Inside:

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- Customer Service You Deserve
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- Three Scholarships Available From SDATC

And much more...



### Customer Service You Deserve

What sets NVC apart from the competition is our commitment and dedication to provide you with an experience that is second to none. Our desire is to always provide the best quality of service the first time you call. We educate our representatives to form a relationship with you by providing individual service that elevates the transaction from impersonal to the personal. We also know that relationships are formed whether it is caused by an issue or extraordinary service. Loyalty is built through effective communication between you and our proactive representatives and management. What you do not see behind the scenes is our continuous aggressive training, monitoring and coaching of our representatives, including the management team, to ensure uniformity across the company. We here at NVC could never develop such a loyal customer base without your thoughts, opinions and recommendations. We welcome any and all feedback at 725-1000 or via email at [nvc@nvc.net](mailto:nvc@nvc.net).

*Thanks for being an NVC customer!*

### Protect Yourself With SecureIT Plus from NVC

The statistics are alarming. According to Consumer Reports 2005 State of the Net survey of online customers, home Internet users have a 1-in-3 chance of experiencing the negative effects of Internet-delivered issues such as spyware and viruses.

The same report goes on to point out the irony of the situation given that Americans spent \$2.6 billion on computer protection software over the last two years. During that same time period, \$9 billion was spent on computer repairs in order to fix problems caused by viruses and spyware. With all that money spent on protection, why does the problem continue to grow? The majority of consumers rely on free downloads and software in a box solutions. These products require users to install, maintain, and keep them updated. A large majority of these anti-virus programs aren't up-to-date or set up properly.

NVC now has the solution! SecureIT Plus is a fully automated and guaranteed computer protection service. If a customer experiences a computer problem due to an Internet-delivered issue while using SecureIT Plus, we will repair their computer issues at no charge. That is how confident we are that this is the best Internet security service on the market.

While other products address one or two Internet protection issues, SecureIT Plus is a single service that is made up of a suite of technologies that are fully managed and supported to protect your computer. The service includes:

- fully managed virus and spyware protection
- automated Microsoft Windows updates
- an integrated pop-up blocker
- firewall protection
- ongoing hard drive maintenance and optimization for faster computer performance

SecureIT Plus can be self-installed or professionally installed remotely by trained technicians for a fee of \$19.95. Once installed there is no required maintenance or monitoring on the part of the customer. SecureIT Plus is available to NVC Internet customers for only \$4.95/month, with a one-time activation fee of \$5.00.

For more information, call 611 today.

**COMPUTER PROTECTION**  
Stop worrying about Internet security!

2211 8th Ave NE, Suite 1101  
Aberdeen, SD 57401  
605.725.1000

**Refer-A-Friend:**  
If a friend signs up for ANY NVC service, you'll receive a \$25 credit on your next bill.  
Just have your friend mention your name when they sign up & we'll take care of the rest!

### Recent Calling for Cash Winner

Congrats to Dale Hilgemann, our Calling for Cash \$50 winner at a recent Central HS basketball game.



NVC employee Chris Burckhard is shown with Dale. NVC donated \$500 to Aberdeen Central for hosting the event.

### THREE \$1,000 SCHOLARSHIPS AVAILABLE FROM SDATC

The South Dakota Association of Telephone Cooperatives (SDATC) has announced that it will award three \$1,000 SDATC Memorial Scholarships for the 2010 fall semester.

The SDATC Memorial Scholarships are available to students who have completed at least two semesters of course work at an accredited post-secondary school in South Dakota and who are members/customers or whose parent(s) are members/customers of an SDATC member company. The scholarship can be used at any post-secondary educational institution in South Dakota, including public and private universities, technical schools, and community colleges.

*The deadline to apply for the scholarship is May 31, 2009. Applications are available at [www.sdatconline.com](http://www.sdatconline.com), or from any South Dakota post-secondary institution student financial aid office, the SDATC office or any SDATC member company.*

#### NOTICE:

ESPN360.com will be changing to ESPN3.com beginning April 4th.

ESPN3.com is **FREE** for all NVC Internet customers.

### Communications Engineering Academy at MTI

If you are not sure what you would like to do when you finish high school, then The Communications Engineering Academy at MTI program is for you. The Academy is designed to give you a closer look with hands-on experience in the areas of computer systems technology, electronics, software, data cabling, satellite communications, supervisory control and data acquisition, and telecommunications.

For more information please visit their website at <http://www.mitchelltech.edu>.

### NVC at the Home Show

Stop by our booth at the Home Show April 10th & 11th and take our Internet service for a test drive!



Getting the **Network** in your mailbox is great, but why not also get it in your inbox!

Sign up for NVC's monthly enewsletter at [nvc.net](http://nvc.net)

[nvc.net](http://nvc.net)

### NVC cell phones offer unlimited superior local coverage.

From local to long distance - we've got you covered! NVC has constructed over 20 cell towers and sites throughout Aberdeen and the surrounding towns to provide superior local network coverage. NVC has partnered with national firms to offer extended national coverage and this service is available on all phones. Most of the plans include unlimited local area calling and at least 300 minutes of travel time, per month, outside the calling area.

Bundle your cell phone, internet and home services and receive substantial discounts over your regular rates.



NVC local coverage map



#### FREE Cell Phone

Sign up for an NVC Cell Phone Plan & receive a **FREE** cell phone.

(choose from a variety of phones)

Get unlimited superior local coverage and nationwide calling **for only \$49<sup>95</sup>mo**

New customers only. Requires 24-month contract. Early termination fee applies. Limited time offer. Not valid with any other offers or discounts. Other charges may apply. Certain restrictions apply. See store for details. Subject to availability.



**"NVC keeps our family connected."**

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twitter

Stay in touch with NVC, check us out on **Facebook and Twitter!**



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Office Hours: Mon.- Fri. 8am - 6pm  
Redfield: Tues. & Thurs. 10am - 4pm

[nvc.net](http://nvc.net)

theNETWORK