

## FROM THE MANAGER'S DESK

### MY FRIENDS CAN'T CALL ME, WHAT'S UP?

**Are you missing phone calls from out of town?** That is usually a hard question to answer, since somebody who can't call you can't let you know either. But, eventually the word may get back that your InterBel phone number doesn't work.

In the last few months this reported problem began to surface at InterBel, and it turns out to be a growing concern by many companies throughout the USA. The situation is one which originates from outside our calling area (such as Kalispell, Libby, Seattle, New York....) when a person tries to call an InterBel phone number and it doesn't connect to the home or business being called. In some cases it may ring but the voice connection is so bad you are unable to continue a conversation. In other cases the caller may never hear a ring and will get a ring-no-answer, busy or a recording that says the call could not be completed.

After a lot of testing and troubleshooting on the part of InterBel, we were able to consistently duplicate the problem as we worked with CenturyLink in Kalispell (formerly Century Tel). The problem was directly tied to a "low cost" long distance service subscribed to by some CenturyLink customers (specifically with those using a feature called Least Cost Routing or LCR). When using the LCR service it failed every time, in contrast to using

CenturyLink's premium long distance (without LCR) where it worked every time. InterBel also found the same situation in Libby, using Frontier Communications and changing over to their long distance service without LCR.

#### What do you do if you experience this problem?

**1st** -- Contact InterBel and bring it to our attention. Not only are we tracking the frequency it occurs but we will also look into the trouble to be sure it is not something on our own network.

**2nd** - In order for InterBel to fix the problem we will need the following information: the date and time of the call failure; the calling number and the called number. Without this information there is nothing we can do to help fix the problem. If possible, it would help to have the name of the Telephone Company and long distance service being used to make the call.

#### Why are we seeing this type of problem today?

There are many new long distance players in the market today. Some of which are very low cost or even free and cannot provide a high quality level of service.

See "Can't Call? on backside..."

### CO-OP MONTH

October is National Cooperative month. A time Co-ops take notice for what they bring to their Members and the community where they live.

This month we invite you to stop by the office and help us share the spirit of National Cooperative month. It's become an InterBel tradition to celebrate with some fresh baked treats and a number of prize drawings, so throw your name in the hat for a chance to win.

Thanks for your past and continued support of the Co-op as we look forward to many more good years ahead.



# LIGHT THE FUSE!

→ Broadband DSL always on, always ready...

## Something To Ponder

- Holding onto your anger only gives you tense muscles.

- Joan Lunden

- Things don't change. You change your way of looking, that's all.

- Carlos Casteneda  
Writer

- Above all that you guard, watch over your heart, for out of it are the sources of life.

- Proverbs 4:23

- People prefer to stay with problems they understand rather than look for solutions they're uncomfortable with.

-Unknown

## Can't Call?

Continued from the front page

Many of these providers use the Internet or VoIP (Voice over Internet Protocol) technology to make long distance calls. InterBel has tested VoIP and found it not to be reliable or acceptable for us to offer to our own customers. Some of you may remember the testing we did (just over a year ago) when we had difficulty with faxes, ATM credit card machines and other modem transmissions. Since we cannot control what long distance service is used by customers (both, our own or those outside our service area), we will continue to see these long distance connection problems, from poor voice quality to making no connections at all.

### What is the future?

It appears the future will continue to see growth in the low-cost/low quality, long distance market. It's not just coming from Internet long distance providers like Vonage, Skype and Magic Jack, but all forms of long distance providers who use VoIP and LCR (including major carriers, cell phone providers and prepaid long distance calling cards). These low-cost and free long distance services do serve a purpose for some people and are acceptable in a lot of situations, but along with it will come low quality, missed calls and poor connections. InterBel will continue to react to each trouble as it is reported to us. It is likely, at some point, the FCC will step in with some quality threshold requirements for long distance providers that will prevent the problem.

Randy Wilson - General Manager

## History Corner

### 100 Years Ago

Eureka Journal, October 14, 1910 - A funeral in town and no minister to say a word of comfort to the distressed in the saddest hour of a bereavement. Churches galore and a dearth of ministers. The time is about ripe in Eureka for the people to get together and in some way get a resident minister. There is possibly no similar case in the country anywhere that a town approaching a thousand in population, with three churches, that does not have a single resident minister. If this condition of affairs was for a month or six months it would not be so bad, but when a whole year passes by without a resident minister, with the exception of a few weeks, it is a peculiar condition of affairs.

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## Chat On-line Tech Support



Chat on line tech support is available 24/7 to internet users with InterBel service and can be accessed from InterBel's home page by

clicking on the "Live Tech Support".

The majority of chat "help" problems are with email, adding emails, newsgroups, spam, slow speeds, and ftp/website issues.

This service also allows you to email yourself a transcript (or print) after the chat session is over. Give it a try and see for yourself! You will be glad you did.

**And don't forget about  
our 24 hour help desk**

**889-1500**