

*Exhibit No.:*  
*Issues:* *Test Year; Accounting Schedules;  
Payroll; Advertising Expense;  
Promotional Giveaways; Dues and  
Donations; Outside Services; Legal  
Fees; Rate Case Expense; Travel and  
Lodging Expense; Rent Expense;  
Extraordinary Items*  
*Witness:* *Sean T. DeVore*  
*Sponsoring Party:* *MoPSC Staff*  
*Type of Exhibit:* *Direct Testimony*  
*Case No.:* *IR-2004-0272*  
*Date Testimony Prepared:* *March 11, 2004*

**MISSOURI PUBLIC SERVICE COMMISSION**

**UTILITY SERVICES DIVISION**

**DIRECT TESTIMONY**

**OF**

**SEAN T. DEVORE**

**FIDELITY TELEPHONE COMPANY**

**CASE NO. IR-2004-0272**

*Jefferson City, Missouri  
March 2004*

TONI M. CHARLTON  
NOTARY PUBLIC STATE OF MISSOURI  
COUNTY OF COLE  
My Commission Expires December 28, 2004

**TABLE OF CONTENTS**  
**OF DIRECT TESTIMONY**

**SEAN T. DEVORE**

**FIDELITY TELEPHONE COMPANY**

**CASE NO. IR-2004-0272**

TEST YEAR .....	3
ACCOUNTING SCHEDULES .....	5
PAYROLL .....	6
ADVERTISING EXPENSE .....	9
PROMOTIONAL GIVEAWAYS .....	13
DUES AND DONATIONS .....	14
OUTSIDE SERVICES.....	15
LEGAL FEES .....	17
RATE CASE EXPENSE .....	17
TRAVEL AND LODGING EXPENSE.....	17
RENT EXPENSE.....	18
EXTRAORDINARY ITEMS .....	18

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 0
- 1
- 2
- 3

2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

4  
5  
6  
7  
8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

5  
6  
7  
8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

6  
7  
8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

7  
8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

8  
9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

9  
0  
1  
2  
3  
4  
5  
6  
7  
8  
9  
0  
1  
2  
3

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13

- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 0
- 1
- 2
- 3

5  
6  
7  
8  
9  
10  
11  
12  
13

6  
7  
8  
9  
10  
11  
12  
13

8  
9  
0  
1  
2  
3

9  
20  
21  
22  
23

23

1           A.     Yes, in conjunction with other members of the Staff. I specifically examined  
2 the Company's workpapers and testimony, the Company's response to Staff data requests,  
3 various invoices, and portions of the Company's general ledger.

4           Q.     Please identify your areas of responsibility in Case No. IR-2004-0272.

5           A.     My principal areas of responsibility are test year and update period, payroll,  
6 payroll related benefits, advertising, dues and donations, and miscellaneous expenses.

7           Q.     What knowledge, skill, experience, training or education do you have in these  
8 matters?

9           A.     While attending college, I took various accounting classes, including auditing.  
10 Since joining the Commission, I have attended technical training sessions sponsored by the  
11 Commission. Through the review of workpapers and other information in the current and  
12 previous rate cases, as well as researching the Commission's orders, I have acquired  
13 knowledge of my assigned issues related to this Company and other telephone companies.  
14 Furthermore, I have received and continue to receive training and guidance from the  
15 experienced senior auditors at the Commission.

16          Q.     What is the purpose of your testimony?

17          A.     The purpose of my direct testimony is to sponsor and explain the accounting  
18 schedules and adjustments listed below.

19                 I am sponsoring the following Accounting Schedules:

20                 Accounting Schedule 9         Income Statement

21                 Accounting Schedule 10        Adjustments to the Income Statement

22                 I am sponsoring the following adjustments:

	<u>Staff Adjustment Number</u>	<u>Adjustment Area</u>
1		
2	S-16.1, S-17.1, S-21.1	Payroll and Related Benefits
3	S-22.2, S-26.6, S-28.2	
4	S-29.3, S-30.8, S-16.2	
5	S-17.2, S-21.2, S-22.3	
6	S-26.7, S-28.3, S-29.4	
7	S-30.9	
8	S-30.10	Overtime Payroll
9	S-26.9	Marketing Payroll
10	S-16.3, S-17.3, S-21.3	Bonuses
11	S-22.4, S-26.8, S-28.4	
12	S-29.5 and S-30.11	
13	S-26.1	Advertising
14	S-26.2	Promotional Giveaways
15	S-26.3, S-30.2 and S-30.3	Dues, Donations and Misc. Items
16	S-26.5 and S-30.6	Outside Services
17	S-30.7	Legal Fees
18	S-30.12	Rate Case Expense
19	S-22.1, S-28.1, S-29.1	Travel and Lodging Expense
20	S-30.4, S-29.2, S-30.5	
21	and S-26.4	
22	S-16.4	Rent Expense
23	S-29.6 and S-30.13	Extraordinary Items

24 **TEST YEAR**

25 Q. What test year is the Staff using in this case?

1           A.     As directed by the Commission in its Suspension Order And Notice dated  
2 February 25, 2004, the 12-months ending August 31, 2003, was used as the test year in this  
3 case, updated for known and measurable changes through January 31, 2004.

4           Q.     Please describe the test year and how it is used.

5           A.     The test year is a 12-month period, which serves as the starting point for  
6 review and analysis of the utility's operations to determine the reasonableness and  
7 appropriateness of the rate filing. The test year forms the basis for any adjustments necessary  
8 to remove abnormalities that have occurred during the period and to reflect any increase or  
9 decrease to the utility's accounts. Adjustments are made to the test year level of revenues,  
10 expenses and investments to establish an appropriate relationship upon which to establish  
11 rates. A comparison between the rates produced by this relationship and the recommended  
12 rate of return is compared to the existing rates to determine if any additional revenues are  
13 necessary. If the utility's earnings are deficient, rates need to be increased. In some cases,  
14 existing rates generate earnings in excess of authorized levels, which may indicate the need  
15 for rate reductions. The test year is the vehicle used to evaluate and determine the proper  
16 relationship between revenue, expense and investment. This relationship is essential to  
17 determine the appropriate level of earnings for the utility.

18          Q.     Why did the Staff agree to a test year of the 12-months ended August 31, 2003,  
19 updated for known and measurable changes through January 31, 2004?

20          A.     The August 31, 2003, test year represents the latest complete information basis  
21 available to Staff for its audit. The test year is updated for known and measurable changes to  
22 allow the test year to remain current through the update period for changes in material items.  
23 Such items could include changes in the capital structure, pay increases and customer growth.

1 Test year amounts are adjusted to enable the parties to make rate recommendations on the  
2 basis of the most recent auditable information available.

3 Q. Does the Staff propose any type of true-up proceedings for this case?

4 A. No.

5 **ACCOUNTING SCHEDULES**

6 Q. Please describe Accounting Schedule 9, Income Statement.

7 A. Accounting Schedule 9, Income Statement, contains the Staff's adjusted  
8 Missouri jurisdictional revenues and expenses for the test year ended August 31, 2003,  
9 updated for known and measurable changes through January 31, 2004. Listed in column "C"  
10 is the account balances as recorded in the Company's ledgers, by the account numbers and  
11 titles listed in columns "A" and "B", respectively, for the test year ended August 31, 2003.  
12 The Staff's income statement adjustments (detailed in Accounting Schedule 10 – Adjustments  
13 to Income Statement) are listed in column "D". Utilizing the allocation factor in column "E",  
14 and the amounts shown in "C" and "D", Staff calculated the jurisdictional portion shown in  
15 column "H". Column "F" lists the jurisdictional adjustments Staff is proposing.

16 Q. Please explain the Accounting Schedule 10, Adjustments to Income Statement.

17 A. Accounting Schedule 10, Adjustments to Income Statement, contains a listing  
18 of the specific adjustments that the Staff has made to the unadjusted test year income  
19 statement to derive the Staff's adjusted net income. A brief explanation for each adjustment  
20 and the name of the Staff witness sponsoring the adjustment are listed on Accounting  
21 Schedule 10.



1     **PAYROLL**

2           Q.     Please explain adjustments S-16.1, S-17.1, S-21.1, S-22.2, S-26.6, S-28.2,  
3     S-29.3, S-30.8, S-16.2, S-17.2, S-21.2, S-22.3, S-26.7, S-28.3, S-29.4 and S-30.9.

4           A.     These adjustments represent the Staff's individual payroll annualizations to the  
5     various expense functions (i.e., plant specific operations, plant nonspecific operations,  
6     customer operations and corporate operations).

7           Q.     What are the different components of Staff's payroll annualization?

8           A.     The annualization considers the labor component for all of Fidelity  
9     Communication's employees. Fidelity Communications is Fidelity Telephone's holding  
10    Company. In addition, Staff included the annualization of all payroll taxes, retirement plans,  
11    and health care expenses.

12          Q.     Please explain the methodology you employed to determine annualized  
13    payroll.

14          A.     The Company's payroll is based on the total payroll of Fidelity  
15    Communications. The Staff began by annualizing labor to reflect the July 1, 2003. wage rate  
16    increase and the January 1, 2004, wage rate increase. In effect, the labor annualization  
17    restates test year labor expense as if the July 2003 and January 2004 wage rate increases were  
18    in effect during the entire test year. The total labor for each employee was allocated based on  
19    factors that reflect only telephone operations. The annualized labor was then factored up  
20    using the Company's benefit loading factor to produce the total annualized payroll.

21          Q.     Why were these salary rates used to calculate the payroll annualization?

22          A.     These levels represent the most current indicators of ongoing payroll expense.  
23    This is consistent with the ratemaking principle of maintaining the proper relationship of  
24    revenues, expenses and investment at a point in time.

1 Q. What is included in Company's benefit loading factor?

2 A. Company's benefit loading factor takes into account Federal Insurance  
3 Contributions Act taxes (FICA), Unemployment taxes, 401(k) plan, health insurance  
4 premiums and claims and workman's compensation.

5 Q. Please explain adjustment S-30.10.

6 A. This adjustment reflects the Staff's annualized overtime payroll. In recent  
7 years, the amount of overtime has fluctuated. Therefore, Staff is using a five-year average  
8 approach in order to normalize overtime. The fluctuation of the amount of overtime is caused  
9 by internal and external factors affecting the operations of a company. Some examples of  
10 these factors include changing operating systems, expanding service territory, storms that  
11 cause damage to utility property and even employee levels. This five-year average more  
12 accurately reflects the ongoing level of overtime.

13 Q. Please explain adjustment S-26.9.

14 A. Adjustment S-26.9 removes a portion of the salaries of the director of sales, the  
15 marketing administrator and the senior product manager. Based on a review of their job  
16 descriptions, it appears these individuals spend a significant amount of their time analyzing,  
17 promoting and monitoring products and services that are not regulated by the Commission.  
18 Since these employees performed the work relating to the advertising disallowances,  
19 discussed later in my direct testimony, Staff has disallowed a portion of these employees'  
20 salaries based on the percentage of advertising disallowed.

21 Q. Please explain adjustments S-16.3, S-17.3, S-21.3, S-22.4, S-26.8, S-28.4,  
22 S-29.5 and S-30.11.

1           A.       Theses adjustments eliminate the bonuses given to employees at the end of the  
2 fiscal year 2002. In response to Staff Data Request (DR) 24.1 the Company provided the  
3 criteria used to determine the bonuses for all regular employees. This criteria was based on a  
4 target number of customers who signed-up for various services. The bonuses given to the  
5 officers of the Company were not based on any set criteria. Additionally, DR 24.1 states that  
6 the new Incentive Bonus Plan was a pilot project for 2003 and that its continuation is within  
7 the discretion of management.

8           Although there were established objectives in the determination of the regular  
9 employees' bonuses, only a small number of employees have any influence over the  
10 attainment of these objectives. Since the officers' bonuses are not based on any established  
11 criteria, the employees do not know what objectives they must achieve to attain an award. The  
12 Staff believes that an appropriate incentive plan should provide objectives that relate  
13 specifically to employees' duties, rather than broad company goals over which an employee  
14 has little or no control. Awardees must ascertain what they must individually achieve in order  
15 to receive incentive compensation?

16           Q.       What other concerns does the Staff have regarding Fidelity's incentive plan?

17           A.       Since the incentive plan was a pilot arrangement and can be discontinued at  
18 any time, it is not representative of a continuing expense that should be included in ongoing  
19 rates. Also, the Staff believes the officers' bonuses do not represent a reasonable expense.  
20 The amount of these bonuses represent from 4% to 16% of an officer's base salary. These  
21 officers already enjoy a high level of compensation, which provides an incentive to perform  
22 and maintain the health of the Company. Finally, Fidelity has experienced declining profits

1 and is asking ratepayers for a significant increase in rates. The Staff does not believe it is  
2 reasonable to also ask ratepayers to also fund significant discretionary bonuses.

3 Q. How did Staff determine the portion of annualized payroll to be charged to  
4 operations and maintenance (O&M) expense?

5 A. Staff multiplied total annualized payroll by O&M expense factors to derive the  
6 total annualized O&M payroll. Total annualized company O&M payroll was distributed to  
7 expense functions based upon the actual distribution of test year payroll.

8 Q. How were the O&M factors determined?

9 A. The Staff based its O&M factors on the 12-month period ending December 31,  
10 2003. During the year, a portion of payroll and other expenses are distributed to various  
11 expense and construction accounts. Some of these distributions are only performed on a fiscal  
12 year basis. Therefore, the Staff developed its O&M factor based on the Company's fiscal  
13 year, rather than the test year.

14 Q. What are the results of the Staff's O&M factor calculations?

15 A. The Staff's calculation produced an O&M expense factor of 94.45 percent.  
16 This factor was used in the Staff's calculation of annualized payroll. Since the overtime  
17 calculations were based on only expense dollars and no amount of bonus was capitalized, the  
18 O&M factor was not applied to these adjustments.

19 **ADVERTISING EXPENSE**

20 Q. Please explain adjustment S-26.1.

21 A. Adjustment S-26.1 disallows certain advertising costs incurred by the  
22 Company.

23 Q. Please describe the past treatment of advertising expenses by the Commission.

1           A.     As part of Re: Kansas City Power and Light Company, 28 Mo. P.S.C. (N.S.)  
2     228 (1986) (KCPL), the Commission adopted an approach which classifies advertisements  
3     into five categories and provides separate rate treatment for each category. The five  
4     categories of advertisements adopted by the Commission for purposes of this approach are:

- 5                 1. General -           informational advertising that is useful in the  
6   provision of adequate service;
- 7                 2. Safety -           advertising which conveys the ways to use the  
8   Company's service safely and to avoid accidents;
- 9                 3. Promotional -     advertising used to encourage or to promote the  
10    use of the particular commodity the utility is  
11    selling;
- 12                4. Institutional -    advertising used to improve the Company's  
13    public image; and
- 14                5. Political -        advertising which is associated with political  
15    issues.

16     The Commission adopted these categories of advertisements because it believed that a  
17     utility's rates should include the reasonable and necessary cost of general and safety  
18     advertisements, should disallow the cost of institutional or political advertisements and should  
19     include the cost of promotional advertisements only to the extent that the utility can provide  
20     cost-justification for the advertisement (Ibid., pp. 269-271).

21           Q.     What standard did the Staff use to evaluate the Company's advertising expense  
22     in this case and to develop the adjustments?

23           A.     The Staff utilized the standards as initially established in the KCPL case, and  
24     utilized in subsequent cases, to determine the test year level of allowable advertising expense  
25     for the general, safety, institutional, promotional and political categories of advertising. The  
26     Staff proposes to disallow advertisements that are institutional, promotional, unrelated to the  
27     telephone industry or ask for charitable donations. The Staff allowed all general and safety-

1 related advertisements to the extent that they were related to the telephone industry and  
2 beneficial to Missouri ratepayers.

3 Q. How did you apply the standard established in the KCPL case to your  
4 examination of advertising expense in this case?

5 A. I categorized all of the Company's advertisements on an ad-by-ad basis using  
6 the KCPL standard to determine the amount allowed or disallowed. I began by reviewing  
7 each advertisement to determine which of the following primary messages the advertisement  
8 was designed to communicate:

- 9 1. The promotion of a service or product (Promotional);
- 10 2. The dissemination of information necessary to obtain safe and  
11 adequate electric service (General and Safety);
- 12 3. The promotion of the Company image (Institutional); or
- 13 4. The endorsement of a political candidate or any political  
14 message (Political).

15 Once I determined the primary message, I classified the advertisement accordingly.  
16 Schedule 2, attached to this testimony, includes copies of the Company's largest  
17 advertisements for the test year, as provided in the response to Staff Data Request No. 16.

18 Q. How did the Staff develop its advertising adjustments?

19 A. Based on its categorization, the Staff disallowed the expense associated with  
20 advertisements that it classified as institutional, general ads unrelated to the telephone  
21 industry or Missouri ratepayers, as well as other miscellaneous expenses included in the  
22 advertising accounts by the Company. Staff also disallowed the expense associated with

1 advertisements that it classified as promotional to the extent the cost was not justified by the  
2 Company. This cost justification is discussed later in my testimony.

3 Q. What media does the Company utilize to place its advertisements?

4 A. The Company uses the following media:

- 5 1. Radio
- 6 2. Television
- 7 3. Print (Newspapers)
- 8 4. Other Print

9 Q. Describe the institutional advertisements that the Staff disallowed.

10 A. The Staff disallowed \$23,264 related to the following advertisements classified  
11 as institutional in nature: Halloween, Christmas and New Year's ads, sponsorships such as  
12 golf, balloon races, truck shows, and sports teams, all county fair advertising and expenses,  
13 Sullivan Eagles Fan ad, and booster ads in the school newspaper, as well as many other  
14 smaller ads. These advertisements are institutional in content and provide no information or  
15 benefit to Fidelity's customers, related to telephone service. The ads are designed to build the  
16 company's image and are not necessary for the provision of safe and adequate service.

17 Q. Please describe the promotional advertisements that the Staff disallowed.

18 A. The Staff disallowed \$16,950 related to the following advertisements classified  
19 as promotional in nature; 3 month free ads, Can You Be Reached ads, Captain's Chair ads,  
20 Compare and Save, Convenience Package, Free Backpack, Free Caller ID, Get The Gang  
21 Together, Individual Voicemail, Monthly News, Smart Features, DSL as well as other small  
22 advertisements. DSL is not regulated by the state of Missouri and therefore all associated ads  
23 were disallowed.

24 Q. Has the Company provided any documentation in this case regarding the  
25 cost/benefit analysis of promotional advertising?

1           A.     Yes. Company did provide an analysis tracking the subscriptions to each  
2 service the company offered. Based on this analysis, Staff did allow a portion of promotional  
3 advertising.

4           Q.     Did the Staff adjust test year expense for any political advertising?

5           A.     The Company placed no political advertisements during the test year.

6           Q.     Did Staff make any other adjustments for Advertising?

7           A.     Yes. During Staff's analysis of the Advertising account, the Staff found a  
8 number of items that did not belong in Advertising such as dues, supplies, and items  
9 purchased for employees' personal use. Staff disallowed the percentage of supplies that were  
10 not telephone related or for the employees' personal use.

11    **PROMOTIONAL GIVEAWAYS**

12          Q.     Please describe adjustment S-26.2.

13          A.     This adjustment decreases expenses for promotional giveaway items  
14 distributed during the test year.

15          Q.     Please describe the items that the Company offers as promotional giveaways.

16          A.     The Company distributed many types of items (e.g., pens, pencils, lawn chairs,  
17 shirts, etc.) during the test year. Some of the items display the Fidelity Communications logo.  
18 The Staff believes that the cost of promotional giveaways provides no direct benefit to the  
19 ratepayer and, therefore, should be not be included in rates. Additionally, the Commission  
20 has previously disallowed the cost of giveaway items that were similar in nature in several  
21 rate cases, including Missouri Cities Water Company, et al. Case No. WR-92-207.



**DUES AND DONATIONS**

Q. Please explain adjustments S-26.3, S-30.2 and S-30.3.

A. Staff adjustments S-26.3, S-30.2 and S-30.3 disallow various dues, donations and miscellaneous items expensed by the Company during the test year. In the past it has been the Commission's position to disallow dues and donations that: (1) provided no direct, quantifiable benefit to the ratepayer, (2) were not necessary in providing safe and adequate service to the ratepayer, and (3) represented an involuntary contribution on the part of the ratepayer to an organization. The Staff contends that although the Company's management may choose to make these types of expenditures, the cost should be borne by the shareholder, not the ratepayer.

The total amount of all the items examined in the Staff's analysis for dues and donations was \$107,183. The Staff is proposing a disallowance of \$89,552 for dues and donations. The Staff categorized these disallowances into the following topics:

<u>Topic</u>	<u>Description</u>	<u>Disallowance Amount</u>
1	Dues	\$6,255
2	Donations and Contributions	\$26,548
3	Misc. Other Items	\$56,749

Q. In regards to Topic 1, dues, please explain the items that were disallowed.

A. This adjustment decreases test year expenses relating to various dues the Company has included in its cost of service. These expenses include dues such as Knights of Columbus dues and country club dues. These dues have been excluded because they are not necessary for the provision of safe and adequate service and, thus, do not provide any direct benefit to ratepayers.

Q. Do you have any specific comments about this issue?

1           A.     Dues for memberships in local chambers of commerce were allowed because  
2 such memberships generally benefit the Company and its customers, through the Company's  
3 participation in the local communities it serves. The Commission has historically allowed in  
4 rates one chamber of commerce membership in each of the Missouri communities that a  
5 utility serves.

6           Q.     In regards to Topic 2, donations and contributions, please explain the items  
7 that were disallowed.

8           A.     This adjustment decreases test year expenses relating to various donations the  
9 Company has included in its cost of service. These expenses include donations to various  
10 sporting and community events, charities and scholarship funds. Such donations have been  
11 excluded because they are not necessary for the provision of safe and adequate service, and  
12 thus do not have any direct benefit to ratepayers. Allowing the Company to recover these  
13 expenses through rates causes the ratepayer to involuntarily contribute to these organizations.

14          Q.     In regards to Topic 3, Miscellaneous Other items, please explain the items that  
15 were disallowed.

16          A.     This adjustment eliminates miscellaneous expenses incurred during the test  
17 year. These expenses included such things as the Company Christmas party, donuts, flowers  
18 and parade candy. Such expenses have been excluded because they are not necessary for the  
19 provision of safe and adequate service, and thus do not have any direct benefit to ratepayers.

20       **OUTSIDE SERVICES**

21          Q.     Please explain adjustments S-26.5 and S-30.6.

22          A.     These adjustments relate to services provided to Fidelity Telephone Company  
23 by outside contractors. The Staff reviewed outside services posted to accounts 6721 through

1 6725 during the test year. Staff proposes to disallow fees charged for Human Resource  
2 consulting as this is a non-reoccurring expense and should not be included in the ongoing cost  
3 of service.

4 The Company incurred charges for newsletter consulting. The Company indicated  
5 that the newsletter consulting is not an ongoing expense and therefore it should be disallowed.

6 The Company incurred expenses for marketing consulting. Staff disallowed this  
7 expense because the contract and job description for this consultant deals primarily with the  
8 sales of the Company's products that are not regulated by the Missouri Commission.

9 The Company has fees billed by a lobbying firm. Staff is proposing the disallowance  
10 of lobbying expenses in rates.

11 Q. What position has the Commission taken in the past with regard to lobbying  
12 expenses?

13 A. In several past cases presented to the Commission, the Commission has  
14 historically disallowed the costs associated with lobbying. Specifically in case 18,180 In the  
15 matter of Missouri Public Service Company, Kansas City, Missouri, 20 Mo.P.S.C. (N.S.) 68,  
16 105 (1975) and Case No. ER-83-49, In the matter of Kansas City Power & Light Company,  
17 26 Mo.P.S.C. (N.S.) 104, 116 (1983), the Commission has stated the beneficiaries of lobbying  
18 activities are usually the stockholders of the company involved in lobbying. The Commission  
19 has also stated that the stockholders of a company involved in lobbying should be the ones to  
20 assume responsibility for these expenses unless the company offers substantial evidence for  
21 their inclusion in rates. Also, it is very difficult, if not impossible, to say for certain how  
22 effective a lobbyist's actions may be, and thus the expenses related to lobbying cannot  
23 absolutely be shown to provide any benefit.

1     **LEGAL FEES**

2             Q.     Please explain adjustment S-30.7.

3             A.     This adjustment was made to eliminate legal expenses incurred while handling  
4 issues not regulated by the Missouri Public Service Commission, items that were  
5 nonrecurring, and lobbying.

6     **RATE CASE EXPENSE**

7             Q.     Please describe adjustment S-30.12.

8             A.     This adjustment normalizes rate case expense over a five-year period.

9             Q.     How was rate case expense adjusted for Case No. IR-2004-0272?

10            A.     The total amount of rate case expense incurred by Fidelity Telephone  
11 Company through December 31, 2003, is being allowed at this time. Any additional cost that  
12 is reasonably incurred for rate case expense will be considered for inclusion later in the case.  
13 Some rate case costs, such as consulting fees, employee travel expenditures and legal  
14 representation, are directly associated with the length of the case through the prehearing and  
15 hearing process. The Staff will work with the Company to establish an ongoing normalized  
16 level of rate case expense for inclusion in rates.

17     **TRAVEL AND LODGING EXPENSE**

18            Q.     Please explain Income State Adjustments S-22.1, S-28.1, S-29.1, S-30.4,  
19 S-29.2, S-30.5 and S-26.4.

20            A.     Adjustments S-22.1 through S-30.4 eliminate the non-telephone portion of the  
21 vehicle allowances given to select individuals in lieu of a company car.

1 Adjustments S-29.2 and S-30.5 eliminate the vehicle allowance given to two  
2 individuals. These two individuals have company cars and Staff does not believe they should  
3 be allowed both a company car and a vehicle allowance.

4 Adjustment S-26.4 eliminates all travel expenditures associated with the Company's  
5 marketing consultant. Staff believes all related expenses should be disallowed as Staff is  
6 disallowing the consulting fees charged by this consultant.

7 **RENT EXPENSE**

8 Q. Please explain Income Statement adjustment S-16.4.

9 A. Adjustment S-16.4 annualizes rent expense through the update period ending  
10 January 31, 2004. This adjustment is based on the expiration of leases in effect during the test  
11 year and an annualization of leases that became effective during the test year and update  
12 period.

13 **EXTRAORDINARY ITEMS**

14 Q. Please explain Adjustment S-29.6.

15 A. Adjustment S-29.6 removes extraordinary income received on the cash payout  
16 of a life insurance policy held on the life of one of the Company's Board of Directors.  
17 Following the death of the individual, the Company was paid a sum of \$248,856. Company  
18 had \$212,488 invested in the policy. The difference of \$36,368 was booked as a reduction to  
19 test year expense. Therefore, test year expense was increased to eliminate this one-time  
20 reduction.

21 Q. Please explain Adjustment S-30.13.

1           A.     Adjustment S-30.13 removes an extraordinary gain resulting from the forfeited  
2 deferred compensation of a terminated employee. This gain was booked as a reduction to test  
3 year expense. Therefore, test year expense was increased to eliminate this one-time reduction.

4           Q.     Are there any revenue adjustments to the Income Statement?

5           A.     Yes. Please see the direct testimony of Staff Witness Amanda C. McMellen  
6 for a detailed description of the revenue adjustments to the Income Statement.

7           Q.     Does this conclude your direct testimony?

8           A.     Yes, it does.

**CASE PROCEEDING PARTICIPATION**

**SEAN T. DEVORE**

PARTICIPATION		TESTIMONY
COMPANY	CASE NO.	ISSUES
Empire District Electric	ER-2002-0424	<u>Direct</u> – Advertising, Promotional Giveaways, Dues and Donations, PSC Assessment, Rate Case Expense, Postage Expense, Customer Deposits, Materials and Supplies, Prepayments, Customer Advances
Ameren UE	GR-2003-0517	<u>Direct</u> – Plant in Service, Depreciation Reserve, Depreciation Expense, Other Rate Base, Cash Working Capital, Property Taxes, Dues and Donations

and the movies beckon like golden-ladder. Screenwriters and heap private eyes cling to the lower rungs. Blondes shimmer, mooners croon, corruption lurks in every mansion.

In this sharp witted, stylish and fast paced musical comedy, "City of Angels" interweaves two plots,

**You**  
**&H Sales of Berger**

at the  
 r.  
 idders.  
 ed.



## LUNCH MENU

**Franklin County R-II**

Monday, September 2  
 NO SCHOOL  
 Labor Day Holiday

Tuesday, September 3  
 Chicken nugget's, green beans, fruit, cookie, milk.

Wednesday, September 4  
 Cheeseburger/bun, tater tots, fruit, cake, milk.

Thursday, September 5  
 Crispito, salad/crackers, fruit, pudding, milk.

Friday, September 6  
 Hot dog/bun, corn, fruit, jello, milk.

**New Haven School District**

Monday, September 2  
 NO SCHOOL  
 Labor Day Holiday

Tuesday, September 3  
 Corn dog, green beans, fruit, rice krispy treat, milk.

Wednesday, September 4  
 BBQ Hamburger, bun, corn, fruit crisp, milk.

Thursday, September 5  
 Spaghetti, hot roll, green beans, fruit, milk.

Friday, September 6  
 Chicken patti, bun, pasta salad, fruit, cookie, milk.

# STOP!

**Don't let school start without DSL High-Speed Internet Service for your kids.**

DSL Internet Service is a fast, always-on connection.

- Speeds up to 35 times faster than dial-up
- Allows you to talk on the phone and be on-line at the same time
- Constant connection, no disconnects or interruptions
- Price compares to dial-up internet and a second phone line

Call Fidelity today to connect **FAST!**



103 Front Street,  
 New Haven, MO

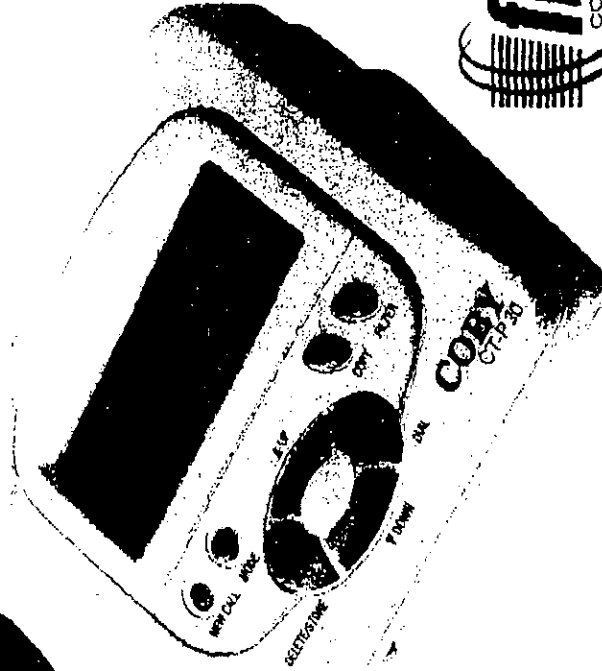
**573-237-2175**  
**800-392-8070**

ALL DSL ACCOUNTS INCLUDE: One main e-mail address + five additional accounts, Toll-free Internet help desk 24-hours a day, seven days a week, 10 Mbps personal web space and UNLIMITED INTERNET ACCESS



# FREE Caller ID

**FREE**  
Callers ID  
Installation  
30 days  
no charge



from  
**fidelity**  
COMMUNICATIONS

*Bill Smart*

# *Give Caller ID a try for 30 Days -* **FREE**

You'll enjoy the convenience of knowing who's calling so much you'll keep it forever. Fidelity is giving you 30 days of Caller ID with Name and Number FREE plus a FREE Caller ID box and FREE Installation. That's a minimum savings of \$26 for your first month.

## **It's as easy as 1 - 2 - 3.**

1. Stop by any Fidelity business office:

52 N. Clark Street, Sullivan

103 Front Street, New Haven

1304 Hwy. 72 East, Rolla

14 W. Fourth Street, Gerald

112 N. Second Street, Owensville

2. Pick up your FREE Caller ID box.

3. Connect the Caller ID box to your phone.

***THAT'S IT! Your Caller ID with Name and Number is ready.***



# FIDELITY HAS THE TOOLS TO HELP YOU KEEP IN TOUCH . . .

- . . . Local Telephone Service
- . . . Long Distance Service
- . . . Cingular Wireless Plans
- . . . High-Speed Internet Access
- . . . Digital Cable Television



**(573)468-8081**

52 N. Clark St., Sullivan, MO

Office Hours By Appointment

*Optimizing Health &  
Performance Through Chiropractic!*



**HILL CHIROPRACTIC**

William L. Hill, D.C.  
Five South Church Street  
Sullivan, Missouri 63080  
Telephone: (573) 860-4455

"Chiropractor for Children and Adults"



**MARGARET'S  
COUNTRY CURL**

Sullivan, MO 63080



**American  
Auto Supply**



**FARMERS' COOPERATIVE ASSOCIATION**

11 WEST MAIN — SULLIVAN, MISSOURI 63080  
573-486-6122

FEED \* SEED \* FERTILIZER \* FARM SUPPLIES \* GAS

Kelly

GOC

**MERAMEC TIRE CENT**



635 East Springfield  
Sullivan, MO 63080

573/468-8400

Monday - Friday 8-6

Saturday 8-5

SEAFOOD PLACE THE GREAT



C

112

10:45

first place Kona, see  
Melias and third place

## **FARM MACHINERY & EQUIPMENT INMENT SALE**

**September 29, 2002 - 9:30 a.m.**

**Tractors & Farm Machinery**

From New Haven, Mo. take Hwy. 100 9 miles to New Haven. Take Hwy. C 8 miles  
to Hwy. C 4 miles north to farm. Roads will be marked (Port Hudson Area)

Host: Helling Farm & Guest Consignors  
**573-484-4183**

## **Mr. Wilson's Shop**

**Sharpening Service**  
(all types of saws, lawn mower  
blades, scissors, etc.)

**Small Engines**  
(tune-up and repair)

Hwy 19, 1 mi. S. of Swiss

**573-486-0703**

**Tuesday - Saturday 8 to 5**

# **Can you be reached in an Emergency?**

**Call Forwarding** from Fidelity  
makes it easy for you to receive  
important calls.

Make sure the school nurse can reach you  
the first time she calls. Use Call forwarding  
to reroute calls from your home to your  
cellular phone or work phone.

Fidelity offers a number of Call Forwarding features. Whether you only want a  
few phone numbers forwarded or all of your calls forwarded, there is a Call  
Forwarding feature to meet your needs.

- ✓ Call Forwarding ✓ Call Forwarding - Busy ✓ Call Forwarding - No Answer
- ✓ Call Forward with Remote Activation ✓ Remote Call Forwarding
- ✓ Selective Call Forwarding



103 Front Street  
New Haven, MO

**Call 573-237-2175  
or 800-392-8070**



## Smart Ideas Begin with SmartFeatures

Detach and Return this Form Today.

*Please install the following  
SmartFeatures on my phone:*

VoiceMail	4.00
*Caller ID with Number Delivery	3.75
*Caller ID with Name/Number Delivery	6.00
Automatic Callback	2.50
Automatic Redial	2.50
Enhanced Home Intercom	2.00
Speed Call (8 numbers)	2.00
Speed Call (30 numbers)	2.50
Call Waiting	2.75
Three-Way Calling	2.00
Multi-Distinctive Ring	
One DRN	3.00
Two DRN	5.00
Three DRN	7.00
Call Forwarding	2.00
Call Forwarding – Busy Line	0.75
Call Forwarding – Don't Answer	0.75
Remote Call Forwarding	10.00
Call Forwarding with Remote Activation	3.00
Selective Call Forwarding	2.50
Selective Call Acceptance	2.50
Selective Call Rejection	2.50
Selective Distinctive Alert	2.50

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

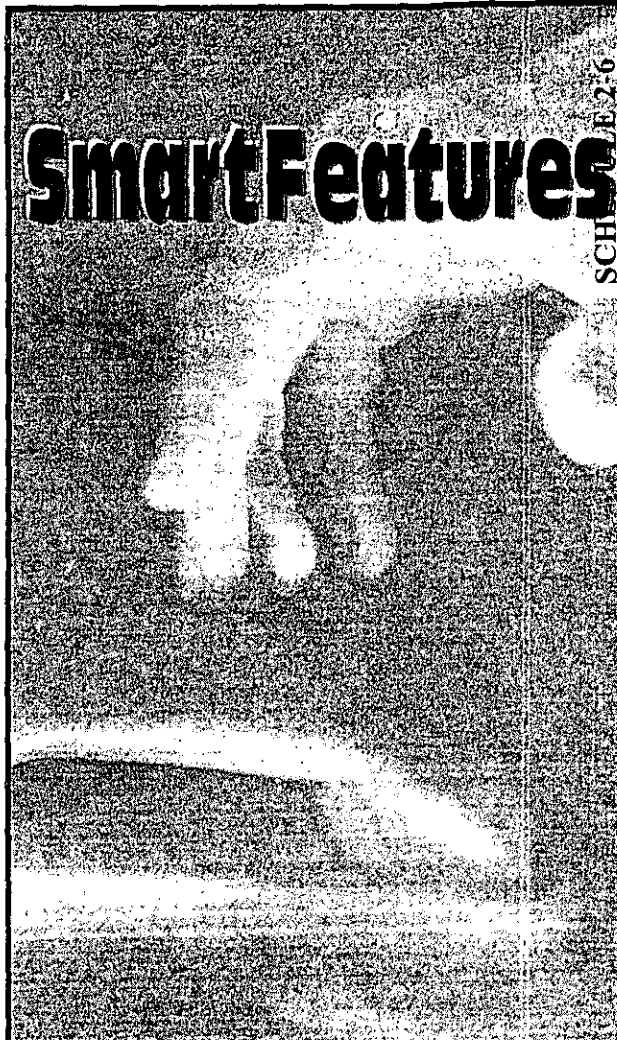
CITY/STATE/ZIP: \_\_\_\_\_

TELEPHONE NUMBER(S): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

A \$5.00 installation fee applies to each SmartFeature.  
\*Caller ID box required for service



# 573-468-8081

## 1-800-392-8070

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)



# SmartFeatures

*Fidelity Communications has the telephone tools to make your phone work for you. SmartFeatures put you in control.*

## SmartFeatures

### **VoiceMail**

Know that your telephone will always be answered, even when you are on the line.

### **Caller ID**

View the name and/or number of incoming callers and decide whether or not to answer the phone.

### **Automatic Callback**

Return your last incoming call whether you answered it or not.

### **Automatic Redial**

Redial the number of the last outgoing call. If the line is busy, a special ring will alert you when the line becomes available.

### **Enhanced Home Intercom**

Special ringing patterns allow you to identify an internal call.

### **Speed Dial**

Assign a one or two digit code to frequently called numbers.

### **Call Waiting**

A beep on your phone alerts you of an incoming call while you are on the phone.

### **Three-Way Calling**

Have a conference call with two other parties at different numbers.

### **Multi-Distinctive Ring**

Set individual ringing patterns to indicate who the call is for.

### **Call Forwarding**

Redirect all incoming calls to another telephone number.

#### *Other Call Forwarding Options:*

Call Forwarding – Busy Line

Call Forwarding – Don't Answer

Call Forwarding with Remote Activation

Remote Call Forwarding

### **Selective Call Acceptance**

Receive only calls from callers with whom you'd like to talk.

### **Selective Call Forwarding**

Forward only certain calls to a designated number

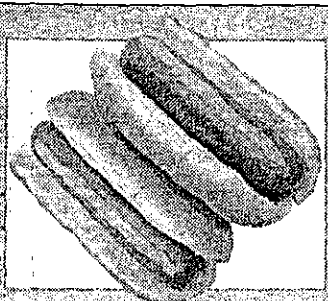
### **Selective Call Rejection**

Answer certain calls with a recorded message stating you are unavailable.

### **Selective Distinctive Alert**

Distinctive ringing pattern alerts you when certain people are calling.

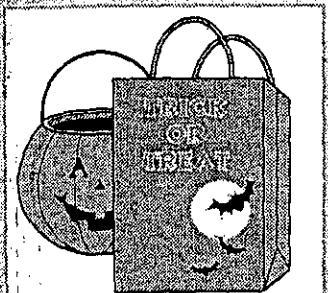
*SmartFeature Packages are also available. Ask a Fidelity representative about discounts associated with the ECONOMY PACKAGE, FAMILY PACKAGE and ULTIMATE PACKAGE.*



### Customer appreciation lunch, Thurs. at Fidelity

Enjoy a free lunch of hot dogs, chips and cold soda this Thursday, Oct. 17 at Fidelity's business office at 103 Front Street in New Haven.

Food will be served from 11:00 a.m. until 2:00 p.m.



## Fidelity offers Free Caller ID during Oct

FREE – that's a word not used very often these days. However, Fidelity Communications is proud to use it in connection with a new Caller ID campaign. During the month of October, customers that do not currently subscribe to Caller ID may sign up for one FREE month of Caller ID plus a FREE Caller ID box and FREE installation.

Fidelity now offers Caller ID with Nationwide Name and Number delivery. Nationwide Name and Number allows phone numbers – local as well as long distance – and callers' names to be viewed on a separate Caller ID display. Fidelity is also providing a Caller ID box FREE during the month of October.

This promotion provides customers with more than \$25 in savings. But hurry, because the special offer ends October 30, 2002. To receive your FREE month of Caller ID and pick up your FREE display box, stop by any of the Fidelity business offices in Sullivan, Owensville, New Haven, Gerald, or Rolla.

## DSL and cable modem – speed and convenience

It's finally arrived – a way to talk on the phone and surf the Web at the same time! Fidelity Communications offers two high-speed Internet services, DSL and Cable Modem, which do not require dialing-in to a modem pool. They are both steady, "always-on" connections directly to Fidelity's Internet. Therefore, disconnections and busy signals normally associated with telephone lines are now a thing of the past!

DSL connects to the Internet using a high frequency on a

with dial-up Internet take mere seconds with DSL. The DSL Bronze package begins at 384 kbps.

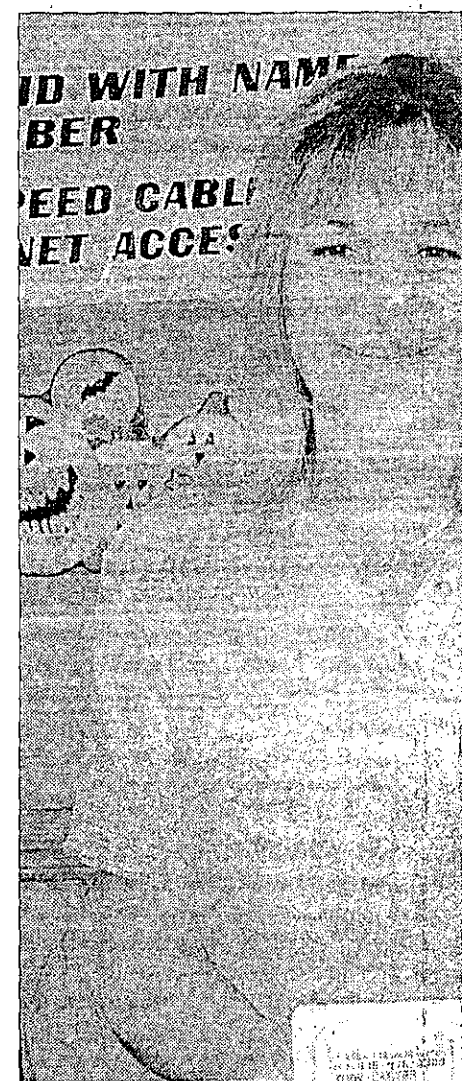
Bronze, 384 kbps ..	\$44.95
Silver, 512 kbps ....	\$59.95
Gold, 768 kbs .....	\$74.95
Platinum, 1 Mbps ..	\$89.95

All DSL packages include free installation for a limited time. DSL Modems may be leased from Fidelity for an additional five dollars per month or purchased either from Fidelity or a computer store

instead of the telephone line. There are still no busy signals and no disconnections. You can stay on the Internet as long as you want.

There's just one difference with a Cable Modem – we've increased the speed for the same price! Cable Modem's Bronze package starts at \$44.95 per month.

Bronze, 512 Kbps ..	\$44.95
Silver, 768 Kbps ...	\$59.95
Gold, 1 Mbps .....	\$74.95
Platinum, 1.5 Mbps	\$89.95





line for distance from the Office and verify that data travel through it. Cable Modem works in the same way as DSL. However, the direct connection via the existing TV cable

television service area. You also need an Ethernet card installed in your computer.

So trade in your dial-up! Once you've experienced the speed of DSL or a Cable Modem from Fidelity, the Internet will never be the same!

## FREE Caller ID Box

Candace Robertson displays one of the FREE caller ID boxes given to all new Caller ID customers during the month of October. Any Fidelity customer not currently subscribing to Caller ID may sign up for one FREE month of Caller ID plus a FREE Caller ID box and FREE installation.

In the last six months, over 300 service calls were made to Fidelity by customers who did not carry Inside Wire Maintenance and needed repair to their inside wiring. In these cases, the customer was required to pay for parts and labor associated with the repair. Sometimes these problems can become expensive. For a mere \$3.50 per month, these customers could have had the problem fixed at no extra cost.

Inside Wire Maintenance consists of:

- Identification of the inside telephone wiring by trained Fidelity personnel.

- A complete examination of the service problem.

- Any repairs required to the inside wire. This includes the wire provided for all Fidelity services, such as interior wire, category 5 wire, and coaxial cable, up to and including the jack.

Inside Wire Maintenance is available to all telephone lines other than those associated with telephone systems, such as PBX or key systems. In those cases, if the telephone system was installed by Fidelity, a separate service contract can be set up with the business.

Fidelity's Inside Wire Maintenance covers the majority of inside wiring

problems called in to its Service Center. However, it does not cover repairs due to natural disasters such as flood, wind and earthquake; riot and acts of war; fire; total destruction by fire; wiring that does not meet Fidelity's installation practices or technical standards, or wiring that is not in acceptable working condition.

Inside Wire Maintenance is additional insurance for unforeseen bills. There are no installation or set-up fees. To add Inside Wire Maintenance to your account, contact your local Fidelity business office in Gerald, New Haven, Owensville, Rolla, or Sullivan or call 1-800-392-8070.



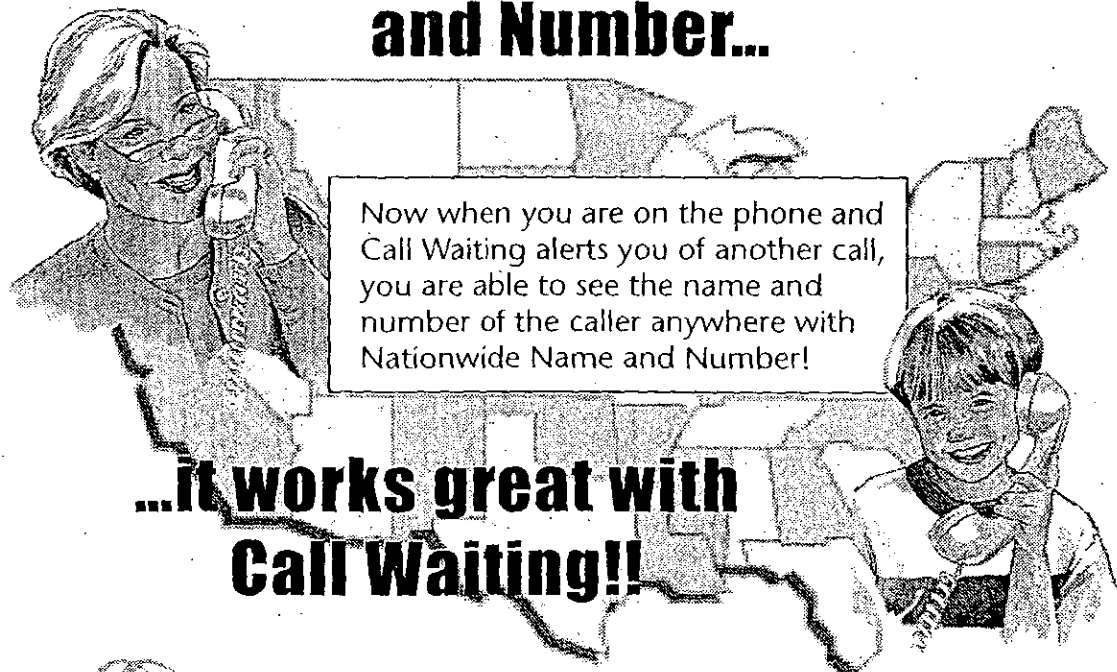
nection.

same time  
ns  
e line

Haven, MO  
2175  
3070

Internet help desk  
DESS

## Get Caller ID with Nationwide Name and Number...



Now when you are on the phone and Call Waiting alerts you of another call, you are able to see the name and number of the caller anywhere with Nationwide Name and Number!

...it works great with  
**Call Waiting!!**



103 Front Street, New Haven, MO  
Call 573-237-2175  
or 800-392-8070

\*Caller ID display unit is required to see the name and number of the caller.



# 2002 - 2003



SCHEDULE 2-10

*These Businesses are Proud to Sponsor The New Haven Shamrocks*



**fidelity**  
COMMUNICATIONS

103 Front Street • New Haven • (573)237-2175

**C.D.E. Inc.** Steven V. Kubiak  
Barbara C. Kubiak


Fabrication of Steel - Aluminum - Copper - Stainless

*Celebrating 20 Years*


104 Eastgate Industrial Drive • New Haven, Mo. 63068  
(573)237-2131 • FAX (573)237-4170

**Kuhlmann's**

9334 Hwy 100

 **573-23**  
**573-23**

24 Hour Service **AAA**



**Edward Jones®**  
Serving Individual Investors Since 1871

8882 Hwy 100  
New Haven, Mo 63068  
**573-237-4834**  
[www.edwardjones.com](http://www.edwardjones.com)

Jim Siles

Member SIPC

**Pratt's Pharmacy**

105 Circle Dr., New Haven

**237-3321**

Fax Service - 5 Cent Copy Service

CARLTON CARDS  
...says it best

*Leader 7*

**Good Luck SHAMROCKS!**

**Boeuf & Berger**  
MUTUAL INSURANCE COMPANY

**FARM • HOME • BUSINESS**

Established 1908

545 Harold H. Meyer Drive • New Haven

573-237-3476

**Seitter's**

 **Value Foods**

101 Circle Drive  
New Haven

**237-2212**

Store Hours:  
Mon. - Sat. 7:30 a.m. - 8:00 p.m.  
Sunday 9:00 a.m. - 6:00 p.m.

**Patients Health Care**

203 West Highway 100  
**573-237-6100**

**SAVE-A-LOT**

**New Haven Lumber**  
*Don't mention*

 **NEW H**



## Stony Hill Hall Stony Hill, MO

Saturday, October 18  
Pork Steak Plates

\$4.75

5-9 P.M.



Swingin' Diamonds

7-11 p.m.

The following personal property of the  
**Elmer & Charlene Blaue Estate**  
will be offered for sale by public Auction on  
**Saturday, October 18, 2003**  
beginning at 10:00 A.M.

The auction will be held at the Blaue residence on Old State Rd. near Gerald, MO. From Gerald go east on Hwy 50 to Hwy C. Take Hwy. C north approx. 3 miles to Old State Rd. Proceed west 1.3 miles on Old State Rd. to auction site. (Roads will be marked day of sale.)

### COLLECTIBLES/HOUSEHOLD

Applebutter Kettle, 15 gallons; Dazey Churns; Approx. 30 Postcards from 1900-1920; Crocks - 15, 10, 6, 4, & 3 gal.; Cookbooks; Papermache Duck Decoy; 78 rpm Records; Leroy Lettering Set; Dining room Set; Reproduction Ice Box; Hand Bell Collection; Music Box Collection; Eggnog Set, Freezers; Cast-iron Box Stove; T-Pal

### MACHINERY/TOOLS/MISC.

1952 Ford 8N Tractor; Manure Spreader JD Disc; Log Splitter (Like new); Ford plow; Bench Grinder; Band Saw; Bench Mount Drill; Toro Riding Mower; Grain Bin, 8x10; Vise Chain Hoist; Chain Saws; Electric Fence

### VEHICLE

1993 Ford F-150 pickup, 6 cyl., cloth seats 5 speed, chrome tool box, approx., 130,000 miles.

Sale Conducted by  
**GROSS AUCTION**  
(573)437-3631 or (573)437-2306

Many more items too numerous to mention.



blowpop guns, and a hay ride (adults not too old to participate!

Cancelled In Case of Rain

17 miles south of Hermann on Hwy. 19,  
then 1 mile on Drake School Road

## NOTICE

Fidelity Telephone Company is a quality telecommunications services provider who provides basic and enhanced services at reasonable rates within its service territory. Basic services are offered at the following rates:

### Monthly Service Charge

Single Party Residential Service	\$7.55
Single Party Business Service	14.25
Federal Subscriber Line Charge-Single Line	6.50
Directory Assistance	

No monthly charge, charges are based on a per call basis, depending on provider.

### Touch-Tone Service

Touch-tone service is provided at no charge as part of the local service.

### Toll Blocking

Available at no charge. Contact your local business office for details.

### Emergency 911 Service

Surcharge for 911 services are assessed according to county government.

Low-income individuals eligible for Lifeline and Link-Up telephone assistance programs may be eligible for discounts through state specified telephone assistance plans.

Basic services are offered to all consumers in the Fidelity Telephone Company service territories at the rates, terms and conditions specified in the Company's tariffs. If you have any questions regarding the Company's services or for further questions regarding our services, please call us at 573-468-8081, or visit one of our business offices at



52 North Clark, Sullivan, MO 14 West 4th, Gerald, MO  
112 North 2nd, Owensville, MO 103 Front, New Haven, MO

Member FDIC Rhineland, MO Hermann, MO New  
573-236-4414 573-486-1444 573-

## VICKIE OELSCHLAE

REAL ESTATE, LLC

573-486-5433

105 E. 4th St. Hermann

email - realtorvickie@ktis.net



### CONGRATULATIONS, STEPHANIE T!

Vickie Oelschlaeger, Broker and team associates congratulate her new status, **BROKER-ASSOCIATE**! Thank you very much for the extra effort and personal sacrifices you made to at the examination and accomplish this goal. We appreciate your clients, customers and our company.

**JUST LISTED!** Brick ranch, large eat in kitchen, end of large living room could be converted to 3rd main floor bedroom; full partly finished basement. Large garage/workshop is just what every man has on the top of his new home want list! 1 Ac. +/-, Montgomery Co., Hermann Schools. \$88,900. #143 MLS #349120

### OPEN H

SUNDAY, OCT  
1 P.M. - 3 P.M.

115 McArthur, New  
MUST SEE IN



### SOLD! SOLD! SOLD! SOLD!

Vickie Oelschlaeger Real Estate, LLC and David Bannister w. Earl Poulsen for allowing us to market his property in Gascona are considering selling your home, farm, acreage, or commercial give David a call. He'll work hard to get you the same SMOOTH CLOSING that he provided for Mr. Poulsen!

Where a Little Extra Effort makes a BIG D



Vickie Oelschlaeger  
Broker, ABR, GR1  
Pager 800-603-1711



Stephanie Thoms  
Broker - Associate  
Cell - 573-659-4388



David Bannister  
Sales Associate  
Res. 573-486-5459

10-12

573-468-2020

**INSURANCE**  
AUTO HOME BUSINESS HEALTH LIFE

Sullivan, MO 63080  
573-860-2052

573-860-4893

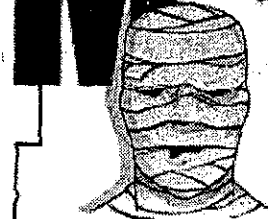
Eat dinner before going  
out to trick-or-treat.



**E**

**Ehrhardt Photo Studio**  
12 W. Main St.  
Sullivan, MO 63080  
573-468-3121

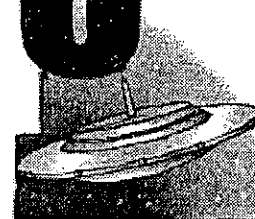
Make sure your shoes fit  
and are tied tightly.



**fideliTY**  
COMMUNICATIONS  
573-468-8081

64 N. Clark St.  
Sullivan, MO

Unfamiliar animals and pets  
should be avoided.



11 W. MAIN ST.  
SULLIVAN, MO 63080  
573-468-6122

SCHEDULE 2-12

Follow all traffic laws  
and signals.



Angela K. Scheer  
New Haven, MO  
573-237-5101  
**FARMERS**

Never enter a  
stranger's home.



Jason L. Britton  
573-468-2899  
**MFI** Meridian Financial, Inc.  
A Colleague Agency for the Clark Region

Visit only houses  
that are lit.



**Designs**  
Linda Benson  
Graphic Designer  
www.linda-designs.com  
573-860-6347  
573-860-6347  
P.O. Box 835  
Sullivan, Missouri  
63080

Go sloooooowww, drivers.  
Be careful all evening if you're  
behind the wheel.



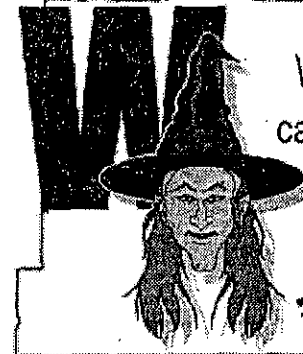
**WATSON'S FLORIST**  
236 MAIN ST.  
SULLIVAN, MO 63080  
573-468-8520

Only eat candy  
after your parents  
have checked it.



**Superior Cleaning & Restoration**  
573-468-5751

Wear a watch you  
can read in the dark.



20 W. Main Street  
Sullivan, MO 63080  
573-468-6312

**Western Auto**  
LOCALLY OWNED, NATIONALLY KNOWN.

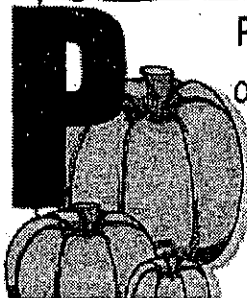
Give out healthy alternatives  
to candy like cheese-crackers,  
raisins or popcorn.



**HEETCO**

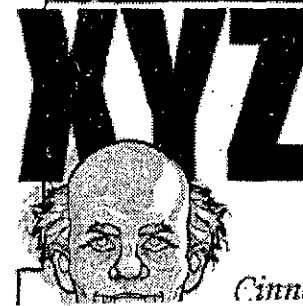
For All Your Brooming Needs

Props such as a sword  
or wand should only be  
flexible toys.



**PRIMEVEST**

Young children  
of any age should  
be accompanied  
by an adult.



*Cinnamon's Photography*

# FIND THE FIDELITY SERVICES

G	L	I	A	M	E	C	I	O	V	WORD SEARCH
E	N	O	H	P	E	L	E	T	L	Cellular
C	M	I	M	F	W	Z	E	S	K	DSL
N	N	K	K	G	H	N	P	M	W	Fidelity
A	W	C	M	R	R	V	F	A	D	Internet
T	Z	V	Z	E	O	M	M	R	P	Long Distance
S	J	D	T	Q	L	W	J	T	L	Networking
I	N	N	K	M	J	W	T	F	J	Safe Surf
D	I	R	N	Z	T	J	D	E	N	SmartFeatures
G	C	Y	Z	T	W	M	R	A	N	Telephone
N	E	F	I	D	E	L	I	T	Y	Voicemail
O	L	Q	K	G	D	T	L	U	C	
L	L	K	T	V	B	F	Y	R	Z	
R	U	K	R	Z	Z	D	K	E	X	
Z	L	N	L	T	K	M	S	S	K	
F	A	N	K	L	Z	W	N	L	D	
L	R	F	R	U	S	E	F	A	S	



437-4184

112 N. 2nd, Owensville

764-2321

14 W. 4th, Gerald



# GET IN TOUCH WITH **CHRISTMAS**

*There's no time like Christmas to reach out to old friends  
and enjoy simple pleasures.*

*We appreciate your calling on us this year. Thanks!*



are on the  
directed to  
a stutter dial  
you know there is a  
waiting. In addition,  
Caller ID boxes or phones  
equipped with Message  
Waiting Indicator lights. If the  
customer has a light on the  
Caller ID box or phone, it will  
glow when there is a message  
in the Voicemail box.

Voicemail is a reliable, easy  
way to retrieve message and to  
confirm that all your messages  
will get through.

#### **Additional Mailboxes**

Fidelity's Voicemail offers pri-  
vate mailboxes for family mem-  
bers and business associates. If  
the home or business only has  
one phone number, several ad-



**FIDELITY'S RACHEL SHOEMAKER** understands that  
taking messages not only is timely, but can also be messy.  
Additional Voicemail boxes help separate messages for  
everyone in the office.

ditional mailboxes may be set  
up.

Callers will receive a general  
message directing them to the  
individual's mailbox. After dial-  
ing a one-digit code, they can  
leave a message for the person  
with whom they wish to speak.

Then, each individual in the  
home or business can access his  
or her personal password-pro-  
tected mailbox. Voicemail may

be activated from any touch  
tone phone.

#### **Free Installation**

From now until December  
15, 2002, Fidelity will be offer-  
ing free installation on al  
Voicemail services - business  
residential, or additional mail-  
boxes. Stop in any local Fidel-  
ity business office or call 468-  
8081 to sign up for Voicemail  
today.



*Fidelity Communications now provides*

## **Individual Voicemail Boxes**

*for the entire family or office.*

Families and small businesses can now have individual  
Voicemail boxes. No longer will you need to listen to  
all the messages in order to find out if one is for you.  
By setting up individual Voicemail boxes, your greeting  
will direct callers to leave a message in an individual  
Voicemail box.

**Call or stop by Fidelity today to set up your family  
or office with individual Voicemail boxes.**



103 Front Street, New Haven, MO

**Call 237-2175  
or 800-392-8070**

# 256 kbps High-Speed DSL Internet ONLY \$34.95 per month

DSL allows you to be on the phone and online at the same time.

**NO INTERRUPTIONS! NO DISCONNECTION!**

**JUST A FAST, CONSTANT CONNECTION TO THE INTERNET!**

*There has never been a better time to switch to Fidelity's DSL. The price of 256 kbps DSL Internet is less than dial-up Internet and an additional phone line. Plus sign up soon and receive:*

**FREE Installation**

**FREE DSL Modem Lease**

**FREE Ethernet Card & Ethernet Card Installation**

Call Penny McGowan at Fidelity Communications to begin your ride with 256 kbps High-Speed DSL.

**573-468-8081 or 800-392-8070**

**penny@fidnet.com**



Free Installation, Free DSL Modem Lease, and Free Ethernet Card & Ethernet Card Installation are only available for a limited time.

## Fidelity now protects e-mail users from junk e-mail or spam

Have you been a victim of unwanted e-mails from companies or individuals promising you everything from low mortgages to thousands of dollars? If so, you've been hit with spam.

Fidelity is proud to announce a line of attack to help rid your inbox of this spam. A new junk e-mail and spam filtering service is being provided in partnership with the Postini Corporation to its fidonet and fidmail e-mail subscribers.

What is Spam? "Spam" usually refers to the act of sending unsolicited commercial e-mail (UCE), or junk e-mail. According to various spam web sites and the official SPAM (Spam Action Mailbox) website [www.spam.com](http://www.spam.com), use of the term was initially adopted as a result of a Monty Python skit. In the sketch, a restaurant

serves all its food with lots of SPAM, and the waitress repeats the word several times in describing how much SPAM is in the items. As she does this, a group of Vikings in the corner start a song with a chorus of "SPAM, SPAM, SPAM..." increasing in volume, drowning her out. Therefore, the analogy applies because UCE "drowns out" normal discourse on the Internet.

Fidelity's Solution to Avoid Spam: Using Fidelity's e-mail service, customers now have a way to filter out the majority of this unwanted junk e-mail. The Postini program sifts through customers' e-mail, looking for suspicious junk e-mails and other spam.

E-mails that are considered junk or spam are not actually "deleted" from the customer's e-mail box; they are directed

to the fidonet homepage. Customers can then access their "Junk E-Mail Message Center" through the "Account Tools" tab and set up their spam filters.

The Message Center is where all potential junk e-mail is held. According to the frequently asked questions (FAQ) section of the Postini website, spam filters allow the customer to set a lenient-to-aggressive setting for filtering suspicious e-mail. While the lenient setting may let more spam through, it also minimizes the chance of legitimate e-mails being sent to the Message Center. However, the aggressive setting catches more spam at the risk of redirecting normal e-mail to the Message Center. If e-mail users can find a setting somewhere in between, "Postini can be set so that less than 1% of valid e-mail is falsely identified as suspicious," according to [www.postini.com/services/fac.html](http://www.postini.com/services/fac.html).

Customers may add e-mail addresses to the Approved Senders list so they will bypass the junk e-mail filters. They can also add e-mail addresses to the Block Senders list so those messages will automatically be sent to the Message Center. In addition, the spam filters may be turned off completely if customers decide they don't want their messages intercepted.

There are only a few things customers need to remember about the Message Center and spam filters. Although Postini does send a regular report to the customer's e-mail address regarding activity in their Message Center, they must check it within 14 days to make sure any new e-mails delivered there are not

automatically deleted without being seen.

It's also important to note that some spam will still get through to customer's inboxes. When this happens, the customer can simply forward it to [spam@postini.com](mailto:spam@postini.com). This allows Postini to reference it in their junk e-mail database for the future. If the spam received is a repeat offender, the customer can also go to the Message Center and add the address to their Blocked Sender list.

If you have any questions on how to use the Message Center, you can check out the Postini website at [www.postini.com](http://www.postini.com).

You can also contact a Helpdesk technician online at [helpdesk@fidonet.com](mailto:helpdesk@fidonet.com), or by phone at 866-6060, 24 hours a day, seven days a week.

## Fidelity's voicemail, more than just an answering machine

The days of needing an answering machine are numbered thanks to Fidelity's Voicemail. Voicemail is a continuous answering service that provides more features than a typical answering machine.

There is no physical machine in your home or business, which means no tapes. Voicemail is maintained through the Fidelity Telephone switch. It answers calls whether you are on the phone, away from home or out of the office, when you are receiving another call, and even when the electricity goes out.

Instead of callers receiving a busy signal when you are on the phone, they will be directed to Voicemail. Then, a stutter dial tone will let you know there is a message waiting. In addition, some Caller ID boxes or phones are equipped with Message Waiting Indicator lights. If the customer has a light on the Caller ID box or phone, it will glow when there is a message in the Voicemail box.

Voicemail is a reliable, easy way to retrieve message and to confirm that all your messages will get through.

**Additional Mailboxes**  
Fidelity's Voicemail offers private mailboxes for family members and business associates. If the home or business only has one phone number, several ad-



FIDELITY'S RACHAEL SHOEMACHER understands that taking messages not only timely, it can also be messy. Additional Voicemail boxes helps separate messages for everyone in the office.

ditional mailboxes may be set up.

Callers will receive a general message directing them to the individual's mailbox. After dialing a one-digit code, they can leave a message for the person with whom they wish to speak.

Then, each individual in the home or business can access his or her personal password-protected mailbox. Voicemail may

be activated from any touch-tone phone.

**Free Installation**  
From now until December 15, 2002, Fidelity will be offering free installation on all Voicemail services - business, residential, or additional mailboxes. Stop in any local Fidelity business office or call 468-8081 to sign up for Voicemail today.

### Holiday Relief...

### Free, Three Months of Dial-Up Internet

Fidelity Communications is now offering three months of dial-up Internet service free for all new Fidelity Internet customers. Make no payment for three months just for signing up for Fidelity's Internet service between December 1, 2002 and February 28, 2003. Fidelity's dial-up Internet access provides many free services:

- FREE E-mail Virus Protection
- FREE Spam or Junk E-Mail Filtering
- Ten Megabytes of FREE Space for Web Pages
- Six FREE E-Mail Addresses
- Toll-FREE, 24-Hour Help

In addition to the many services offered with the unlimited Internet service, all Fidelity

modems are V.90 56K. This secures a fast, steady connection to the Internet. Fidelity technicians also monitor connections to maintain a low customer-to-modem ratio of seven-to-one.

To connect with Fidelity's Internet service and receive your first three months free, contact your local Fidelity business office or call 468-8081.

### Don't worry about your long distance rates...

...or the your long distance provider. Fidelity, a long distance telephone company for over 60 years, offers competitive long distance rates and helpful people to answer your questions.

- 14¢/minute - anytime, anywhere in the United States
- No Monthly Fee • No Minimum Usage



112 N. Second St., Owensville, and  
14 West Fourth St., Gerald  
Call 573-437-4184 or  
800-392-8070



Fidelity Communications now provides

## Individual Voicemail Boxes

for the entire family or office.

Families and small businesses can now have individual Voicemail boxes. No longer will you need to listen to all the messages in order to find out if one is for you. By setting up individual Voicemail boxes, your greeting will direct callers to leave a message in an individual Voicemail box.

Call or stop by Fidelity today to set up your family or office with individual Voicemail boxes.



112 N. Second St., Owensville,  
and 14 West Fourth St., Gerald  
Call 573-437-4184  
or 800-392-8070

## Our Holiday Gift to You! 3 Months FREE!!

- Fidelity's Unlimited Internet Access with Six FREE E-mail Addresses
- FREE Antivirus E-mail Protection
- 24-Hour Toll-Free Internet Help
- FREE Spam or Junk E-mail Filtering

The normal cost is \$19.95 per month, but sign up before February 1, 2003, and receive 3 months FREE

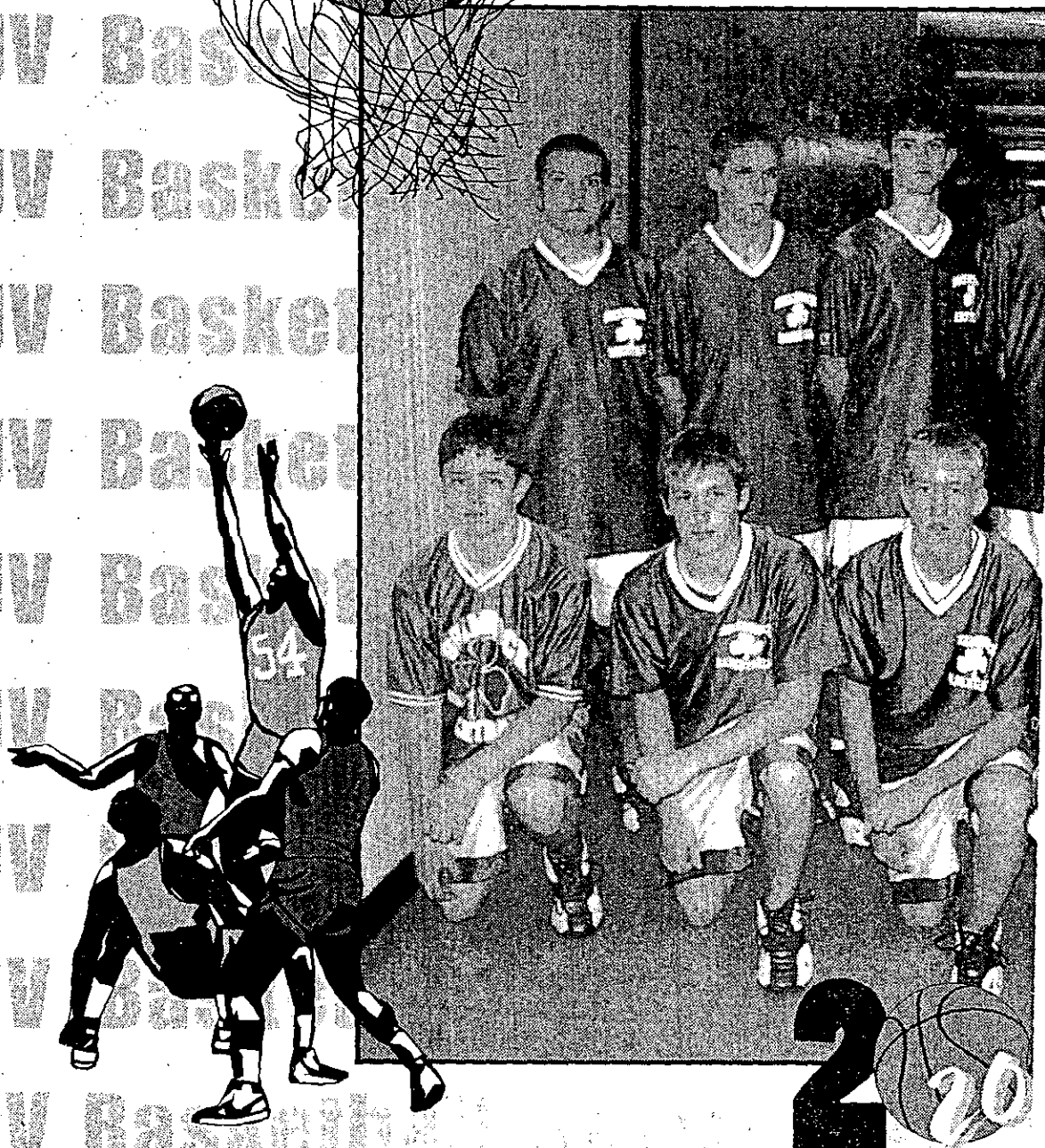


112 N. Second St., Owensville,  
and 14 West Fourth St., Gerald  
Call 573-437-4184 or  
800-392-8070

\*Offer available for new customers signing a one-year contract. Termination will result in billing for used Internet use.



# BASKET



These Businesses are Proud to S



103 Front Street • New Haven • (573)237-2175

C.D.E. I

Fabrication of Steel - Alu

Celebrati

104 Eastgate Industrial B. SCHEDULE 2-18  
(573)237-2131 -

**FROM OUR FAMILY TO YOURS**

WE WISH YOU A *Merry Christmas* AND A HAPPY NEW YEAR



**Rolla Business Office**

Back row from left: Brigitte Fields, Karen Grutle, Krystal Hay, Tobey Ellebracht and Jamie Vice. Seated from left: Wendy Karr and Erin Bet. Missing: Stacey Counts and Lori Parry.



**Customer Service Representatives**

Back row from left: Rita Ruebsam, Candice Robertson, Devin Winters, Terry Meyer, Chris Larimore, Denise Bohl and Beck Ownby. Middle row from left: Janet Kincaid, Debbie Parks, Patrice Jo Richardson and Krista Dany. Front from left: Rachel Shoemaker, Doris Jesse, Jennifer Biermann, Janet Mueller and Jessica Elspeman.



**Staff Services**

Back row from left: Monica Wideman, Jodi Fieser and Christine Strup. Seated from left: Kelly Nichols and Pam Staek.



**Accounting**

Back row from left: Theresa Houser, Kris Strauser, Jeff Wieskopf and Judy Carey. Seated from left: Dorothy Schmuke, Tina Ryan and Mae Grant.



**Engineering**

Back row from left: Riche Witte, Mark Head and Dan Smith. Seated from left: Jerry Creek and Mike Kocinski. Missing: Roy Bandy, Ted Teeter and Ricky Brandy.



**Engineering**

Back row from left: Lee Counts, Gale Schmidt and Tom Halbrook. Seated from left: George Stratman and Roger Halmick. Missing: Dennis Redhage.



**Miscellaneous**

Back row from left: Brian Brendel, Michael Gorzk and Jerry Wilson. Middle row from left: Baine Halmick, Keith King and Sue Hinson. Front row from left: Russell Summers, Karl Kindel and David Gotsis. Missing: Aron Huksey, Pam Clark, Brian Fieser, Kerle Lehmann and Chris Westrick.



**Service Center**

Back row from left: Marcle Nichols, Jeri Starr and Linda Hartzel. Seated from left: Lon Adams and Leprme Graue. Missing: Terry Coppedge.

# fidelity

COMMUNICATIONS  
MONTHLY NEWS

OWENSVILLE, MO. 65066 ♦ WEDNESDAY, DEC. 18, 2002 ♦ VOLUME 1, NUMBER 3 ♦ 1 PAGE

**FROM OUR FAMILY TO YOURS**  
WE WISH YOU A *Merry Christmas* AND A HAPPY NEW YEAR



#### Network Operations

Back row from left: Lance Williamson, Brady Vassalio, Braden Hyllon and Henry Harris.  
Seated from left: Tracy Carollo, Jason Bell and Robert Dicus.



#### Radio - KTUI

Back row from left: Bob Cosgrove, Miranda Harris, George Jones and Sam Scott. Seated from left: John Rice, Wilma Scott and Steve Jesse. Missing: Don DeBrecht and Perry Allen.



#### Service Center

Back row from left: Mandy Thurmond, Jessica Pondrom, Kalyn Center and Carolyn Weirich. Seated from left: Lori Adams and Lynne Graue. Missing: Terry Coppedge.



#### Regulatory Department

From left: Melinda Lahmann and Pat Baker.



#### Administrative Department

Back row from left: Joyce Elsperman, Lynette Williams, and Harnett Kwast. Seated from left: Stacy Dahms and Lisa Archer. Missing: Jeanna Voss.



#### Natural Gas

From left: Paul Schuler, Caleb Halmick and Kevin Thoms. Missing: Randy Campbell.



#### Maintenance

From left: Randy Bobbitt, Jim Turner and Dave Dawson.



#### Technicians

From left: Dale Griffith, Kevin Miller and Joe Murray.

Advertiser: FIDELITY INTERNET

MO 63080

Co-op: HISCHOOL

-5101

Length: 30 12/03/2002 thru 12/20/2002

FIDELITY COMMUNICATIONS HAS BEEN IN THE TELEPHONE INDUSTRY FOR MORE THAN 60 YEARS WITH ITS RELIABILITY AND HIGH QUALITY SERVICE. AREA RESIDENTS HAVE COME TO TRUST THE FIDELITY NAME AND ITS REPRESENTATIVES. IF YOU ARE LOOKING FOR A LONG DISTANCE COMPANY YOU CAN TRUST, TURN TO FIDELITY. OUR COMPANY IS STRONG AND STEADY. FIDELITY COMMUNICATIONS, 468-8081 - PROUD TO BE PROVIDING OUR NEIGHBORS WITH QUALITY COMMUNICATION SERVICES.

STATION DOCUMENTATION STATEMENT APPROVED BY THE CO-OPERATIVE ADVERTISING COMMITTEE OF THE ASSOCIATION OF NATIONAL ADVERTISERS

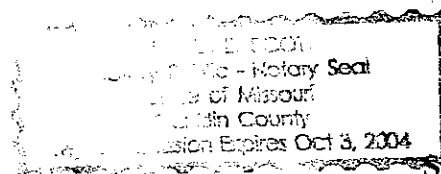
This announcement was broadcast 9 times, as entered in the station's program log. The times this announcement was broadcast were billed to this station's client on our invoice number 02-12-140 dated 12/31/2002 at his earned rate of:

10.00 each for	9 announcements, for a total of	90.00
For a total of	9 announcements and a total of	90.00

STATE OF MISSOURI  
COUNTY OF FRANKLIN

  
Signature of station official

Notarize Above  
Subscribed before me on 2nd Jan 2003  
Shirley E. Scott  
Notary Public



SCHEDULE 2-21



Please fill out this form and return it to your local Fidelity business office or call a Fidelity representative to experience the Internet at speeds of which you've only dreamed!

- ☐ 256 kbps \$34.95 (Includes 1 IP Address)
- ☐ 512 kbps \$44.95 (Includes 1 IP Address)
- ☐ 768 kbps \$59.95 (Includes 2 IP Addresses)
- ☐ 1 Mbps \$74.95 (Includes 2 IP Addresses)
- ☐ 1.5 Mbps \$89.95 (Includes 3 IP Addresses)

- ☐ **YES**, I would like to lease a DSL modem for an additional \$5.00 per month.

(DSL modems can be leased or purchased from Fidelity Communications.)

Username: \_\_\_\_\_  
(Current Fidelity Internet Customers)

Signature: \_\_\_\_\_

Please indicate phone number on which you'd like DSL to be located:

A customer service representative will contact you to schedule a time for installation.

- ☐ I do not currently have phone service or Internet access from Fidelity, but would like a customer service representative to call me.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

(A phone number where you can be reached Monday through Friday, 8:00 a.m. to 5:00 p.m.)

**1-800-392-8070**

Service not available in all areas.



# DSL



**573-468-8081**

**1-800-392-8070**

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)



# DSL

**It's FAST!**

**It's a CONSTANT CONNECTION!**

**It's HERE!**

Digital Subscriber Line (DSL),  
from Fidelity Communications!

With DSL from Fidelity, you get a high-speed Internet connection with fast, reliable access to the Internet--up to 35 times faster than dial-up!

- ✓ Pictures, web pages and e-mails download up to 35 times faster than dial-up.
- ✓ A direct connection rids you of additional phone lines and busy signals.
- ✓ The "always-on" connection frees you of unexpected disconnections.

DSL is a dedicated connection using your current copper telephone line. While DSL connects via your telephone line, it does not require you to dial-in--leaving your phone line open for calls. Therefore, with DSL you are able to talk on the phone and surf the Internet at the same time!

With a dedicated link, DSL provides an "always-on" connection--allowing you to surf the Internet as long as you like with no disconnections or interruptions.

DSL also comes with a dial-up account, which gives you access to the Internet when you're away from your main computer. All Internet accounts include:

- One main e-mail account, plus five additional e-mail accounts
- Toll-free Internet helpdesk, 24-hours a day, seven days a week
- Ten MB of storage for personal web space
- Unlimited Internet access
- Nationwide access

Just take a look at the download differences. With the blistering speed of DSL, you can be listening to music clips, watching movie trailers, and surfing the Internet in less than half the time it would take with a dial-up connection.

Download File	28.8 kbps Modem	512 kbps DSL Modem
1.5 Mbps	6 min. 56 sec.	25 sec.
10 Mbps	46 min. 16 sec.	2 min. 44 sec.

## What speed do you need?

Fidelity has created Internet access packages to meet the needs of most personal and business customers.

Download Speed	Computers	Monthly Rate	Optional Modem Lease	Installation
256 kbps	1	\$34.95	\$5	\$50
512 kbps	1	\$44.95	\$5	\$50
768 kbps	2	\$59.95	\$5	\$50
1 Mbps	2	\$74.95	\$5	\$50
1.5 Mbps	3	\$89.95	\$5	\$50

**FIDELITY'S DSL GIVES YOU THE SPEED YOU NEED!**



President  
Pay  
Leonard  
Bloom  
440  
436-761



For All Your Communication Needs

**Local & Long Distance  
Telephone Service**

**Business Communication  
Solutions**

**Digital Cable Television**

**Unlimited Dial-Up &  
High-Speed Internet Access**

**Cingular Wireless Agent**

**Radio - KTUI AM/FM**

**Natural Gas**

52 North Clark Street, Sullivan  
(573) 468-8081

112 N. Second St., Owensville	(573) 437-4184
103 Front St., New Haven	(573) 237-3175
14 W. Fourth St., Gerald	(573) 764-2321
1304 Hwy. 72 E., Rolla	(573) 426-5000



Open:  
Mon.-Thurs 9-5:30  
FRIDAY 9-8:00  
SAT. 9-4:00

FREE  
DELIVERY

WA  
RE  
WOM

Meetin

SCHEDULE 2-24

## **COMPARE AND SAVE!!**

**You now have a choice for LOCAL TELEPHONE SERVICE!**

Fidelity Communications is available in your area. As a sales representative for Fidelity, I'd like to compare your current bill with Fidelity.

Fidelity offers discount packages for:  
**LOCAL AND LONG DISTANCE TELEPHONE SERVICES**  
**HIGH-SPEED CABLE MODEM INTERNET ACCESS**  
**CABLE TELEVISION**

Let's sit down and compare. I would like to make arrangements to meet with you to discuss Fidelity's services.



**PENNY MCGOWAN**  
Fidelity Sales Representative  
1301A Hwy. 72 E, Rolla, Missouri  
**573-426-3377**  
Cell Phone: 573-308-7001





*We are Sullivan Eagles Fans!*



Telephone  
Internet  
Cable TV  
Radio  
Natural Gas

52 North Clark Street Sullivan, Missouri

**468-8081**

**KTUI**  
**100.9 FM**

**FIDELITY**  
**CABLE**  
**CHANNEL 6**

*Covering Sullivan Eagles Action All Year*



*ATH: Teresa McKinney*

# **fidelity**

COMMUNICATIONS  
MONTHLY NEWS

SULLIVAN, MO. 65401 ♦ WEDNESDAY, JANUARY 8, 2002 ♦ VOLUME 1, NUMBER 5 ♦ 1 PAGE

## **fats Off TO THE NEW YEAR**



### **Executive Department**

Back Row: Jim Cunningham, John Colbert, Dave Boier. Front Row: Kathy Runwa, Paula Dicus, Mike Davis. Missing: John Davis, John Bell.



### **Marketing and Sales**

Back Row: Robert Trottmann, Laura Baker, Don Knight, Krystal Kentzel, Craig Montgomery. Front Row: Penny McGowan, Theresa McKinney, Rachel Steinkiste. Missing: Wayne Beckemeyer.



### **Warehouse**

Back row from left: John DeBroeck, Alan Braun, Randy Baker, Jeff Lappe. Front row from left: Jerry Dawson, Kathy Corson.



### **Rolla Sales and Marketing**

Back row from left: Bob Tucker, Dennis Chapman, John Paul. Seated from left: Melody Glick, Katy Knuckles, Penny.



### **Housekeeping**

Back row from left: Beverly Bach, Marie Summers, Cheryl Hunter. Seated from left: Kim Hope, Brandi Center.



### **Rolla Technicians**

Back row from left: Rusty Hayes, James Englehart, Greg Flint, Dave Rogers, Mark Diehl, Toney Harootunian. Front: Kim Lewis, Dylan Hoffman, Scott Asberry, Rick Lisenbe.



### **Construction**

From left: Justin Stroup, Rick Lahmann, Chad Johnston, Ed Love, Joe Bel, Dennis Noile, Roger Johanning.



### **Systems Plus Technicians**

From left: Dennis Gilbert, Mike Bryan, Scott Adams, Mitch Stroup, Gary Peterson.



### **Sullivan Technicians**

From left: Bob Stegeman, Rich Abel, Walt Kendrick, Curt Richards. Missing: Ray L. Schatz, Ronnie Wehmeyer.

ay wish to  
 your h opy  
 H ne!  
 Du Ku Inn

Holiday Wish




**ridolity**

64 North Clark  
 Sullivan, MO 63080

strauser drugs

**SCHEDULE 2-29**


**fidelity**  
 COMMUNICATIONS

Fidelity Proudly Supports  
 the Area FFA Chapter

<b>Sullivan</b>	<b>Gerald</b>	<b>Owensville</b>	<b>New Haven</b>
52 North Clark	14 W. Fourth St.	112 N. Second St.	103 Front St.
Sullivan, MO. 63080	Gerald, MO. 63037	Owensville, MO. 65086	New Haven, MO. 63068
Phone: 573-468-8081	Phone: 573-784-2321	Phone: 573-437-4184	Phone: 573-237-2175

Please call with approval  
 or changes  
 Weekly Trader  
 573-341-5400  
 1-800-543-8271

Theresa,  
 Here's your FFA ad. Please look it  
 over and give us a call.

Thanks  
 Pat

OK!

# Get the Gang together!

*Fidelity introduces SIX-WAY CALLING.  
With Six-Way Calling, you and up to five friends can  
talk at the same time!*

*Talk, talk, talk, talk, talk...*

*Create your own conference call by adding two,  
three, four or five people to a conversation,  
without the aid of an operator.*

*Contact Fidelity to add  
SIX-WAY CALLING  
today!*



112 N. Second St.,  
Owensville,  
14 West Fourth St.,  
Gerald

**Call 437-4184 or 764-2321**

# **fidelity**

COMMUNICATIONS

## MONTHLY NEWS

SULLIVAN, MO. 63080 ♦ TUESDAY, MARCH 18, 2003 ♦ VOLUME 1, NUMBER 7 ♦ 1 PAGE

## Get Your Long Distance Locally from Fidelity

As a consumer, you are flooded nearly every day with offers from long distance companies. They send you mail, advertise on buses and billboards, and pay famous celebrities millions of dollars to plug their services on television. But after all the excitement and propaganda, what are you really getting? In many cases, the answer is hidden charges and a maze of automated attendants when you call in for service.

With Fidelity Long Distance, you receive the same services and features provided by large, multinational com-

panies with all the advantages that come from keeping it local. Advantages such as local customer service and one bill for all of your services are benefits that other companies simply can't offer.

Fidelity has provided local telephone service to this community for over 60 years. During this time, we have become acquainted with our subscribers not just as account numbers, but also as friends and neighbors. In many cases, our customer service representatives relate on the same level because

they are customers as well.

Because our employees are familiar with Fidelity customers and care about them as individuals, they will take the time necessary to help determine if the long distance calling plans we offer meet their needs. In addition, once you sign up for service, you will be able to reach a customer service representative by calling a local number or coming into the local business office. Fidelity customer service representatives can answer any questions or assist with any difficulties you may have without

having to transfer you several times.

When you sign up for long distance, all charges will appear on your local telephone bill. This makes it easy to keep track of your total monthly telephone use and allows you to write out one check for all of your communications services.

By subscribing to Fidelity's long distance, you will also be supporting your local community. Fidelity provides financial contributions to this community each year in support of local schools, assistance programs, and

neighborhood improvement projects.

Fidelity is pleased to be able to offer long distance to our subscribers. If you value local customer service, supporting your local community, and would like to learn more about the calling plans offered, please call a customer service representative at the following local numbers:

573-764-2321 (Gerald),  
573-237-2175 (New Haven),  
573-437-4184 (Owensville),  
573-426-5000 (Rolla), and  
573-468-8081 (Sullivan).

## Fidelity Offers Six-Way Calling

Getting together with family, friends, and business associates is often hard. Fidelity SmartFeatures makes it a little easier with Three-Way Calling and Six-Way Calling. These calling features allow more than two people in different areas to hold a conversation on the phone.

Three-Way and Six-Way Calling can be used in businesses or homes. Small

five additional callers can be added.

By dialing a simple access code, callers are added to the conversation. Callers can be added or deleted at any time during the conversation. However, when the initiating caller hangs up, all callers are disconnected. The initiating caller is responsible for all toll charges.

Three-Way Calling and Six-Way Calling are avail-

## Fiber Optic Loop to Improve Service

Currently, Fidelity Communications is completing a fiber optic cable ring that will improve service by reducing outages caused by equipment failures and cut lines.

Fidelity construction crews are presently working on a new line that runs from Owensville through Oak Hill and Japan back to Sullivan. This will create a true fiber optic ring. Total length of the project is 113,000 feet or a little over 21 miles.

Existing lines ran from Sullivan to Spring Bluff, Gerald, New Haven and back to Owensville.

"The main reason for the project is to complete the fiber

both directions and nothing will be isolated. This will allow us to keep more customers in service."

Fidelity crews were at work last week on Highway 185, near the Sullivan Middle School, running the fiber optic cable through conduit installed earlier. Stratman expects the loop to be completed in the next few weeks.

The new fiber optic cable will also connect remote switching sites along the route. This provides more bandwidth for enhanced services, such as high-speed DSL Internet service.

Fidelity crews are also working with city crews in the Sullivan



conference calling capabilities can now use either of these SmartFeatures to connect clients together. Three-Way Calling allows two additional callers to be added. But with Six-Way Calling, two, three, four or

five in an Fidelity telephone service areas. To find out more about these SmartFeatures, contact the local Fidelity business offices in Sullivan, Owensville, Rolla, New Haven, and Gerald or call 1-800-392-8070.

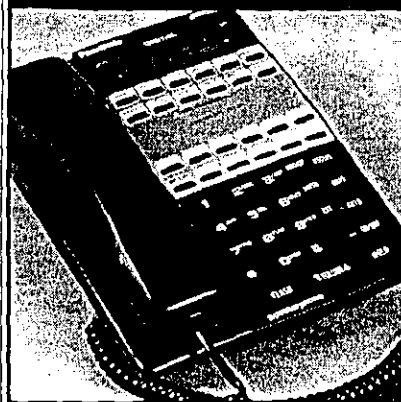
area, laying conduit for telephone, data and cable TV lines. The lines will serve commercial lots behind Wal-Mart and a new commercial building on Progress Drive, across from the police station.

"If the fiber optic cable within the ring is cut, we can switch in

**FIDELITY CONSTRUCTION** crewman Charlie Crombie pulls fiber optic cable through conduit on Hwy. 185 as part of a fiber optic loop project now entering its final stage.



## Business Phone System Outdated?



Fidelity's business communications services have aggressive communication plans for small and large businesses. We provide clear connections, economical & time saving solutions and reliable, high quality products

**BUSINESS TELEPHONE SYSTEMS • FACSIMILE MACHINES  
• NETWORKING SERVICES • VOICEMAIL SYSTEMS  
• HIGH-SPEED DATA & VOICE CONNECTIONS**

Let a Fidelity sales representative create a business communication plan for your company!



52 N. Clark Street,  
Sullivan, MO

Call 573-468-8081  
or 800-392-8070

## Get the Gang together!

Fidelity introduces **SIX-WAY CALLING**.  
With Six-Way Calling, you and up to five friends can talk at the same time!

Talk, talk, talk, talk, talk...

Create your own conference call by adding two, three, four or five people to a conversation, without the aid of an operator.

Contact Fidelity to add  
**SIX-WAY CALLING**  
today!



52 N. Clark Street,  
Sullivan, MO

Call 573-468-8081 or 800-392-8070

## Plain and Simple! FIDELITY LONG DISTANCE



Your life is complicated enough. Fidelity can help with one easy-to-understand statement for long distance, local phone service and Internet service.

No complicated rates or high-pressure sales tactics.

Quality, reliable service from the same company that provides your local telephone service.

One price: 14¢ per minute, anytime, anywhere in the U.S.

**NO** hidden fees.

**NO** monthly minimums.

**NO** high pressure sales.

Contact your local Fidelity customer service representative.



52 N. Clark Street,  
Sullivan, MO

Call 573-468-8081  
or 800-392-8070



## Do You Have A Talker in the Family?

If you currently have high-speed Internet, a second phone line may seem unnecessary. However, a talkative family member may keep your one phone line constantly busy. Fidelity can install additional lines anywhere within your home to give callers an extra chance to get through.

Does your thirteen-year-old daughter spend the majority of her time on the phone? Can you always reach your family when needed? Don't you hate calling for an extended period of time just to get a busy signal?

An additional phone line costs approximately \$17 per month without any long distance charges. Plus, if you have Inside Wire Maintenance on your first phone line, the second phone line is covered at no additional cost.

Wouldn't it be nice to have that second line for the most talkative member of your family? No more answering calls that are not for you. Say goodbye to the busy signals you receive when trying to call.

If getting your calls is important, then an additional phone line is worth it. Contact your local Fidelity representative for more information.

## High-Speed

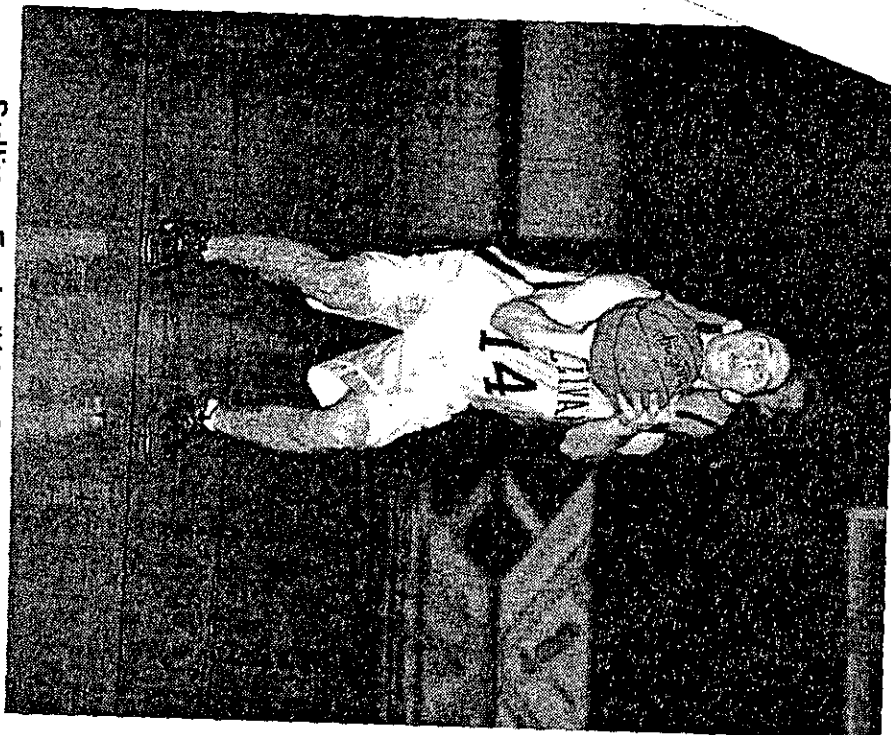
Transmit digital mail with Fidelity DSL or Cable Modem service and your camera! For a limited time, Fidelity is offering a digital camera with DSL (384 kb Modem 512 kb/sec).

Subscribe to a service before June 1 and Fidelity will give you a digital camera, FR any the first three months for \$25 a month. The total of over \$150.

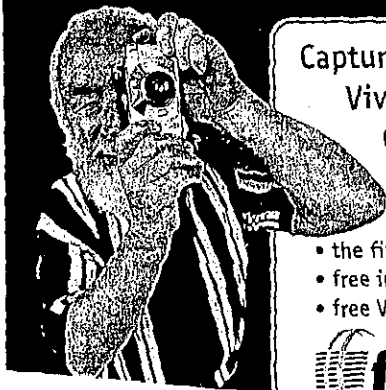
The Internet is a way to transfer pictures, email, etc. Before high



Sullivan Eagle #14 - Mark Houser  
Guard - 5'9" Senior



# Light



Capture All The Action With A FREE Vivicam Digital Camera From Fidelity Communications.

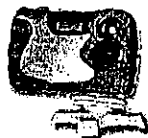
Sign-up for the Bronze high-speed DSL or Cable Modem Internet service before June 1, 2003 and receive:

- the first 3 months for only \$25 per month (\$60 value)
- free installation (\$50 value)
- free Vivicam Digital Camera (\$50 value)



52 N. Clark Street,  
Sullivan, MO

Call 573-468-8081  
or 800-392-8070



SULLIVAN, MO. 63080 ♦ TUESDAY, APRIL 22, 2003 ♦ VOLUME 1, NUMBER 8 ♦ 1 PAGE

If getting your calls is important, then an additional phone line is worth it. Contact your local Fidelity representative for more information.

Fidelity Communications recently donated \$100 and three one-month local internet service certificates to Owensville High School's Project Graduation. Here, Craig Montgomery, left, Fidelity public relations manager, presents the check and certificates to Charles Penberthy, Gasconade County R-2 superintendent.



**CALL YOUR LOCAL FIDELITY OFFICE TODAY!**

# **fidelity**

COMMUNICATIONS  
MONTHLY NEWS

SULLIVAN, MO. 63080 ♦ TUESDAY, MAY 20, 2003 ♦ VOLUME 1, NUMBER 9 ♦ 1 PAGE

## ***Fidelity Keeps Service Going During Stormy Weather***

The heavy winds and storms, which knocked out the electricity in many areas this month, did not interrupt Fidelity telephone or Internet services.

These storms would have normally left customers without telephone and Internet services. But with the recent addition of several digital loop carrier cabinets from Advanced Fiber Communications (AFC) throughout the Fidelity service area, there was continuous service for most Fidelity customers. A few customers were without service, but due to the strength of the storms the number of reports to Fidelity were minimal.

Fidelity adds AFC cabinets in locations that are approximately 15,000 feet from customers in rural areas. This helps Fidelity better utilize its current plant. It

gives Fidelity the ability to extend high-speed DSL Internet service to customers who otherwise are outside the range of Fidelity's Central Office. The equipment in the AFC cabinets also allows any trouble with telephone or high-speed Internet service to be contained within the area.

"At first, I was skeptical about the new technology Fidelity was investing in," states Rick Lahmann, Fidelity crewman. "But after this storm, I'm a true believer in these AFC cabinets. They really work."

While the AFC cabinets run off electricity, they have a six-hour battery back-up system to handle any electrical outages.

The recent storms left many homes and businesses without electric for over six-hours.

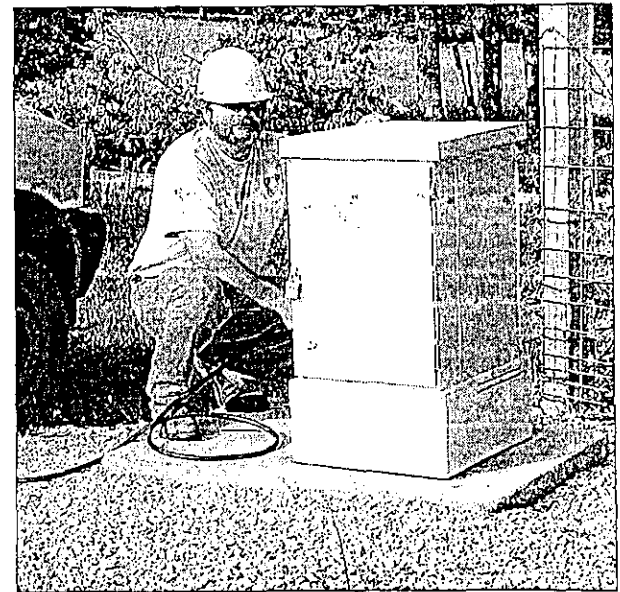
Some homes were out for days. Fidelity crewmen were called out and worked around the clock to set generators and keep their telephone and Internet running throughout the outages.

"I'm proud of all the people that pitched in to keep Fidelity working," states Mike Davis, Fidelity Communications senior vice-president. "Many departments put in countless hours to provide continuous service to our customers. We can bring the latest technology to the communities we serve, but it's the pride and attitude of our

employees that makes Fidelity."

Fidelity Communications Company is the holding company for 13 subsidiary companies: Fidelity Telephone Company, Fidelity Long Distance, Fidelity Networks, Fidelity Cablevision, Fidelity Systems Plus, Fidelity Broadcasting, Fidelity Natural Gas, Fidelity Energy, Fidelity Communications International, Cellutel, and Fidelity Communication Services I, II, and III. Fidelity Communications Company is privately owned by the John T. Davis family and employs over 200 people.

**THOUGH MANY HOMES** were without electricity during the storms, Fidelity worked around the clock to keep phone and Internet service working. Rick Lahmann, Fidelity crewman, continues to refuel generators to AFC cabinets that provide dial-tone and high-speed Internet services.



## **Fidelity Expands Services to Business Complex**



Fidelity Communications is currently expanding its natural gas, telephone and Internet services west of Sullivan. With the addition of a new commercial area near Hwy WW outside Sullivan's city limits, Fidelity will

Natural Gas Supervisor. "We are confident that natural gas is the best energy source for this commercial area; that's why we are investing in four-inch natural gas line for these new businesses."

subscriber Line (DSL), Integrated Services Digital Network (ISDN), and T1 services will be accessible. Multiple upload and download speeds will help each business determine which service they need. A Fidelity representative will be able to assist

remote Call Forwarding. As a local company, we understand the needs of our communities and work to provide the best quality service possible."

At this time, a new movie theatre, Cinema 6, is planning to build in this area. Natural



Fidelity construction crew works with the City of Sullivan to bring utilities to new business complex near Hwy WW in Sullivan. Eddie Love, Fidelity crewman, is putting in a four-inch natural gas pipe.

gas, local and long distance telephone service, and dial-up and high-speed Internet access.

Fidelity Natural Gas will place four-inch pipe throughout the commercial property. This four-inch pipe will be able to handle the large volume of natural gas that businesses will require. One-inch pipe usually serves most residential areas. "Natural gas is a competitively priced energy source for large and small businesses and homes," states Paul Schuler, Fidelity

for telephone and Internet service will give businesses the opportunity to receive the most advanced high-speed voice communication services. Local and long distance telephone services, plus digital business systems, Voicemail, Caller ID, Call Forwarding, other SmartFeatures, and Centrex services will be available for all businesses in the area.

Fidelity will also provide a number of solutions for high-speed data transfer. Digital Sub-

scriptions and services are already built to this location. The City of Sullivan and Fidelity are working together to bring all utilities to the remaining lots.

Fidelity is growing as fast as the communities it serves," states Don Knight, Fidelity Product Manager. "We researched and invested in the latest communication technology to provide our customers the same services offered in metropolitan areas. Though we are located in rural Missouri, our customers demand services such as DSL, Caller ID with Name, and Re-

communications services to Sullivan, Rolla, Owensville, New Haven, and Gerald, Missouri. To find out the services available in your areas, contact a local Fidelity business office or go to [www.fidelitycommunications.com](http://www.fidelitycommunications.com).

## Unidentified Call Rejection Blocks Unwanted Calls

Put an end to "Blocked" or "Private Number" phone calls! Fidelity offers Unidentified Call Rejection to stop calls that cannot be identified by Caller ID.

Sometimes callers choose to block their names and numbers from appearing on a Caller ID display screen. These callers can be prank callers, telemarketers, etc. If you're tired of these types of calls, Fidelity can add Unidentified Call Rejection to your phone line. This will stop those calls before they even reach your home.

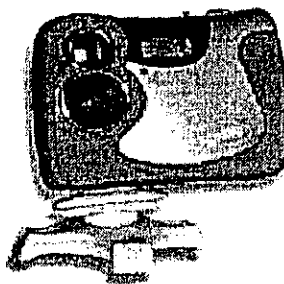
Customers subscribing to Unidentified Call Rejection will only receive calls for which the identity of the calling party is available. If the callers have service through a phone company that does not have Caller ID capabilities, the call will be labeled "Unavailable" and will be allowed to ring.

To find out more about Unidentified Call Rejection,

# Lights, Camera, Action!

Capture All The Action With A **FREE** Vivicam Digital Camera From Fidelity Communications.

Sign-up for the Bronze high-speed DSL or Cable Modem Internet service before June 1, 2003 and receive:

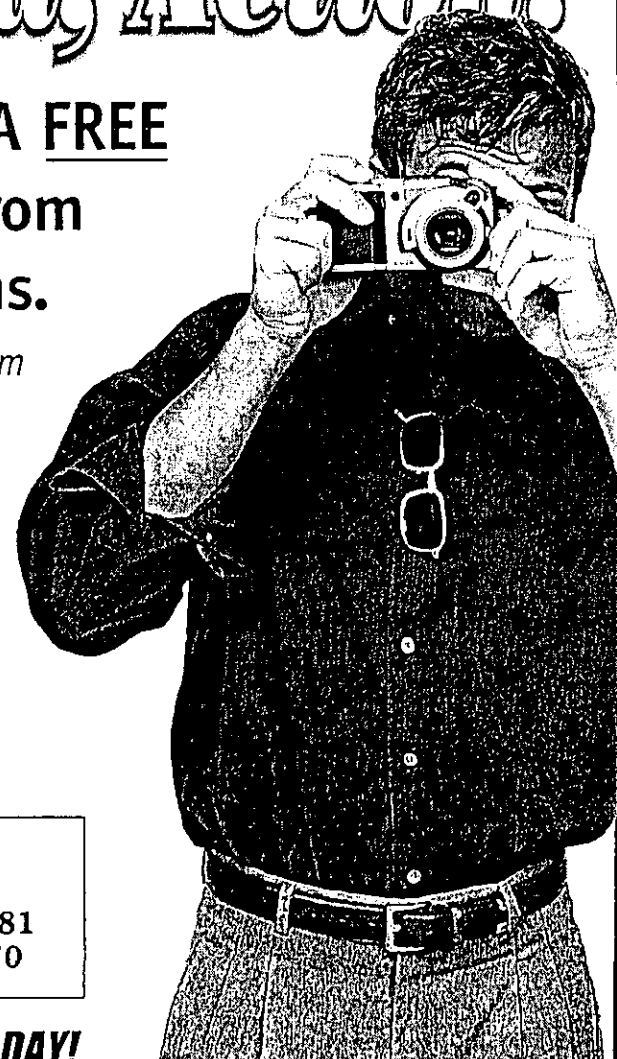


- the first 3 months for only \$25 per month (\$60 value)
- free installation (\$50 value)
- free ViviCam Digital Camera (\$50 value)



52 N. Clark Street,  
Sullivan, MO  
Call 573-468-8081  
or 800-392-8070

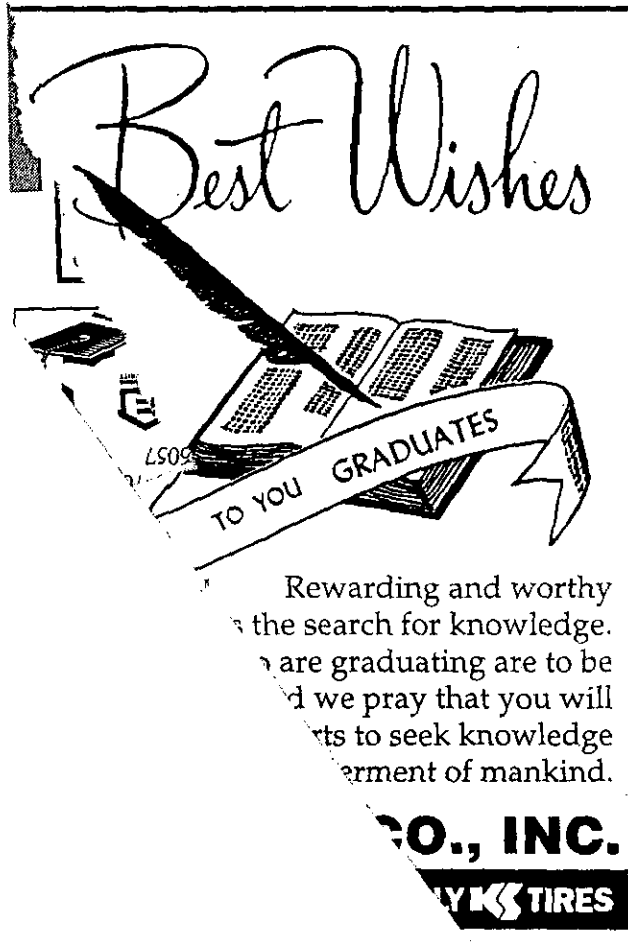
**CALL YOUR LOCAL FIDELITY OFFICE TODAY!**



Gerald Area Chamber of Commerce - \$500  
 Jolene Niederer Memorial Scholarship - \$500  
 Robert Barkey Scholarship - \$100  
 Joey Brown, son of Greg and Sheila Brown of  
 Gerald. Joey plans to attend Southwest Baptist  
 Univeristy in Bolivar.

College.

Bo Decker Memorial Award  
 Seth Parker, son of Sal and Barb Parker of  
 Owensville. Seth plans to attend East Central  
 College.

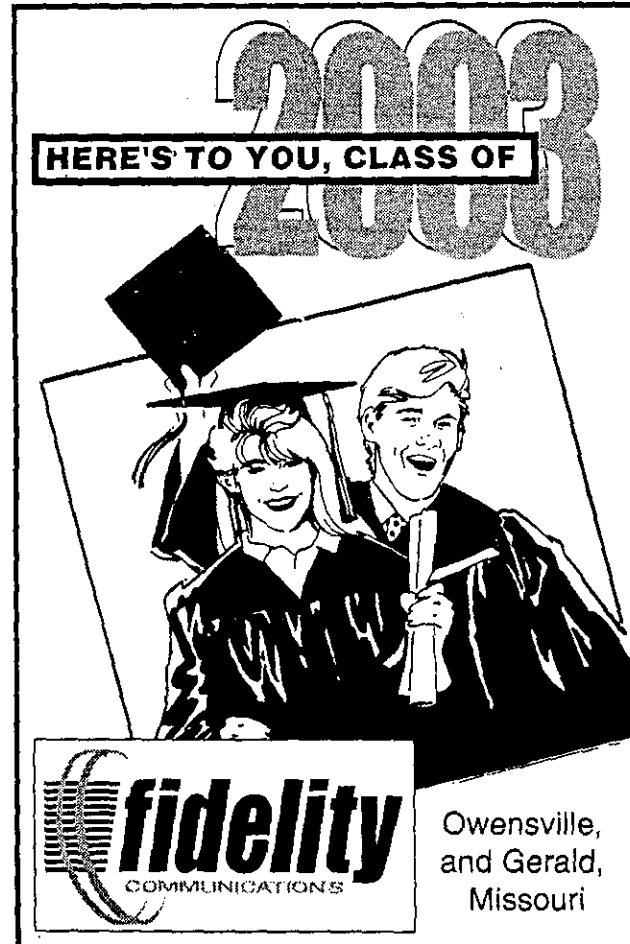


*Best Wishes*

TO YOU GRADUATES

Rewarding and worthy  
 the search for knowledge.  
 are graduating are to be  
 and we pray that you will  
 ts to seek knowledge  
 erment of mankind.

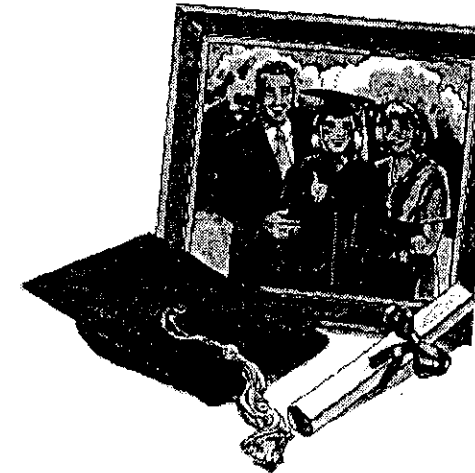
CO., INC.  
 TY K TIRES



2003  
 HERE'S TO YOU, CLASS OF

**fidelity**  
 COMMUNICATIONS

Owensville,  
 and Gerald,  
 Missouri



*We couldn't be prouder o  
 fine achievements. Keep  
 good work in the days a*

**Special Congratulations:**

MISTI BASER  
 SARAH FLAMION  
 VICKI FORTNER  
 AND  
 JESSY HENKE

**J & L Mar**

GERALD, MO • 573-764-



*Wishing the Class of  
2003 continued success  
in the future.*

52 N. Clark Street Sullivan  
(573) 468-8081

[www.fidelitycommunications.com](http://www.fidelitycommunications.com)



5/30/03

## Fidelity Communications Toll-Free Rates Reduced

Fidelity Communications is now offering a new rate for toll-free business numbers. Business customers with a Fidelity toll-free long distance number will see charges reduced from 15 cents per minute to nine cents per minute.

Fidelity's toll-free service offers businesses the ability to maintain close contact with customers. It is a cost-effective method for customer interaction and support before, during, and after the sale. Toll-free service proves a company's commitment to superior customer service.

"At nine cents per minute, Fidelity can not only compete with price, but also provide a higher level of local customer service," states Don Knight, Fidelity Communications' product manager. "We have business offices located throughout the Fidelity long distance service area. Customers can talk with representatives in person at business offices in Sullivan, Owensville, Gerald, New Haven and Rolla or over the phone. Information about Fidelity Long Distance is also available on the internet at [www.fidelitycommunications.com](http://www.fidelitycommunications.com)."

Toll-free phone numbers can be used for business call centers, fax lines, etc. Presently, any phone number beginning with the area code 800, 866, 877, or 888 is a toll-free number. Customers can reach businesses faster and easier from anywhere in the United States with a toll-free number.

Businesses in need of a toll-free number can obtain information at a local Fidelity business office, by calling a local Fidelity phone number, or by calling toll-free at 1-800-392-8070.

Fidelity Communications Company is the holding company for 13 subsidiary companies: Fidelity Telephone Company, Fidelity Long Distance, Fidelity Networks, Fidelity Cablevision, Fidelity Systems Plus, Fidelity Broadcasting, Fidelity Natural Gas, Fidelity Energy, Fidelity Communications International, Cellnet, and Fidelity Communication Services I, II, and III. Fidelity Communications Company is privately owned by the John T. Davis family and employs over 200 people.



FIDELITY SUPPORTS ATHLETIC TEAMS at all levels from college and high school to coordinated adult and youth leagues. Pictured is the Gerald traveling baseball team sponsored by Fidelity.



Fidelity Supports March of Dimes

Fidelity Communications not only donated to the Rolla March of Dimes WalkAmerica event, but employees also participated in fund raising activities to increase donation efforts. Stacy Counts, right, of the Fidelity business office, presents the check to Cheryl Stevens, WalkAmerica 2003 chairperson for the Rolla area.

## Fidelity Contributes to Area Causes and Organizations

Organizations and communities often need assistance through donations to accomplish their goals. Many prominent companies are solicited to help with these goals. Fidelity Communications is one such company that frequently donates to organizations and causes within their service areas.

A committee of four Fidelity

employees meets weekly to review donation requests. Committee members include Kathy Runow, Craig Montgomery, Christine Stroup, and Paula Dicus. This committee considers and processes each request for a donation. Donation requests come in many forms, including money, time, phone bankets, etc.

Among Fidelity's recent do-

inations are: uniforms and sponsorships for youth softball and baseball teams, volunteers and cash for the American Cancer Society Relay for Life, cash for Project Graduation in Sullivan, Cuba, Owensville, and St. Clair, event sponsorship for the Special Olympics, volunteers for March of Dimes, deliveries of Meals on Wheels once per week, and donations

to numerous other local organizations.

Fidelity's service areas include a portion of Crawford, Franklin, Goscorade, Phelps, and Pulaski counties.

To submit a request for a donation, contact Craig Montgomery by phone at 573-468-1294, by fax at 573-468-7986, or by e-mail at [donations@fidelity.com](mailto:donations@fidelity.com).

### Call Waiting Ends Telephone Busy Signals

Stop missing important phone calls when you are on the phone! Get Call Waiting from Fidelity. A simple beep signals another call while you are talking on the telephone. Plus, with the additional SmartFeature, Call ID, the phone number of the incoming call can be seen on a display unit.


When a home with talkative teenagers or a small business

struggles with multiple phone needs, Call Waiting is the answer. Missing calls and busy signals are annoying for both receivers and callers.

Call Waiting alerts you of an incoming call with a beep on the line. Pressing the "flash" or "switchhook" (hang-up) button will answer the incoming call. If Call Waiting is combined with Call ID, you can identify the


call before deciding whether or not to answer the incoming call. You can also switch back and forth between two phone calls by pressing the "flash" or "switchhook" button.

Don't miss any more calls. Fidelity can add Call Waiting to your phone line today. For more information about Call Waiting, contact the local Fidelity business office.



# call before you dig

To avoid cutting utility lines, call **1-800-DIG-RITE** before you do any type of digging. A representative will mark the utility lines whether you are digging holes for fence posts or excavating for a new home. For Your Safety Call **1-800-DIG-RITE** Before You Dig.



103 Front Street,  
New Haven, MO

Call 573-237-2175 or 800-392-8070

# J M


## on the Internet

with Fidelity's High-Speed DSL Internet Service!

**Get Fidelity's 256kpbs DSL for only \$34.95/mo.**

- DSL provides an ALWAYS-ON CONNECTION to the Internet
- DSL connects NINE TIMES FASTER than a dial-up connection
- DSL is more CONVENIENT - no busy signals or disconnections. It is a DIRECT CONNECTION to the Internet.


Plus...with your DSL Internet Account, you have the same benefits as dial-up: Six E-Mail Accounts, Spam Filtering, E-Mail Virus Protection, 10 MB Web Space, 24-Hour Toll-Free Help and, DSL also gives you access to a dial-up connection just in case you need access away from home.



STOP IN OR CALL YOUR LOCAL FIDELITY OFFICE TODAY!

103 Front Street,  
New Haven, MO

Call 573-237-2175  
or 800-392-8070



# TAKE CHARGE TAKE A SEAT AND TAKE IN A CONCERT



It's fair time and Fidelity is giving any customer signing up for Fidelity's favorite three SmartFeatures; Voicemail, Caller ID, and Call Waiting, a

**FREE  
CAPTAIN'S  
CHAIR!**

You are the Captain of your phone with

**CALLER ID,  
CALL WAITING,  
& VOICEMAIL!**

Plus for a limited time, receive  
**FREE INSTALLATION** on Caller ID,  
Call Waiting, and Voicemail.

Hurry in to your local Fidelity business office during the week of the fair, June 23 - 28, or stop by the Fidelity booth at the Meramec Community Fair to add these SmartFeatures to your phone today.

Don't delay! Add all three to your phone and walk away with a Free Fidelity Captain's Chair.



52 N. Clark Street,  
Sullivan, MO  
Call 573-468-8081  
or 800-392-8070

To be eligible for the Free Captain's Chair, you must be a Fidelity Telephone customer and be an authorized holder for the Fidelity telephone account. All three SmartFeatures, Caller ID, Call Waiting, and Voicemail must be added to the telephone. SmartFeatures are billed one month in advance, therefore the first month's bill will be prorated. Offer valid the week of the Meramec Community Fair, June 23-28, only. Other restrictions may apply.



# FREE BACKPACK!

when you connect with Fidelity Communications Company

*You need 'em. Fidelity has 'em!*

**LOCAL TELEPHONE SERVICE  
LONG DISTANCE TELEPHONE SERVICE  
DIAL-UP INTERNET  
HIGH-SPEED CABLE MODEM INTERNET  
DIGITAL CABLE TELEVISION**

**OPEN THIS WEEKEND, JUST FOR YOU:**

**Saturday, August 16th, 9:00 AM - 4:00 PM**

**Sunday, August 17th, 10:00 AM - 2:00 PM**

**Hurry in! Free backpack offer is available to the first 200 customers only!**

**\* Backpack style will vary.**



**1304 HWY 72 EAST  
ROLLA, MISSOURI  
426-5000**

To be eligible for the free backpack, customer must subscribe to more than one Fidelity service. See Fidelity representatives for more details.