



## **PLAINS TELEPHONE SERVICE PHILOSOPHY**

Customer service is not a department, but a philosophy highly supported by all our employees. Plains Telephone depends upon each employee to deliver extraordinary customer service. We are committed to excellence in providing quality services and products by listening to our customers and responding to their changing needs, wants, and desires.

## **MISSION STATEMENT**

It shall be the aim of Plains Cooperative Telephone Association, Inc., to provide dependable area-wide telephone service on the cooperative plan and at the lowest cost consistent with sound economy and good management.

## **STAFF**

Plant Manager – Shawn Bellows

Office Manager – Miriam Berry

Senior Service Representative/Billing – Diane Mann

Customer Service Representative/Internet – KC Holtman

Customer Service Representative/Marketing – Christi Herrick

**Accountant** – Nikki Starbuck-Schnelle

Marketing/Administrative Assistant– Judy Ohr

Central Office Technician – Dan Underwood

ISP/Network Coordinator – Steve Lane

Combination Technician/Computer/IT Specialist – Ken Brenner

Combination Technician – Todd Roseberry

Combination Technician – Frank Hernandez