

After a long winter, spring is finally upon us. As the weather warms up, we are announcing several new services for our customers.

#### Now Available – Callbeam Telephone Service!

After a long period of testing and evaluation, we are excited to announce Callbeam – VOIP Calling from Vistabeam. VOIP stands for Voice Over Internet Protocol, and lets you make local and long distance telephone calls over your Internet connection. We have been optimizing our network to make sure that voice calls will work well and lining up locations where we can get local numbers. Callbeam service will be available under two plans - \$24.95/month for unlimited local and long distance calling, and \$19.95/month for 1000 minutes of voice calls. All packages include caller-id, voicemail, online account management, call waiting, call forwarding and three way calling – at no extra charge! Local numbers are currently available in Scottsbluff, Laramie, Cheyenne, Lusk and Glendo. We can also port local numbers from Qwest or Embarq in the Scottsbluff and Laramie exchanges. As a special incentive for new VOIP customers, we are offering FREE activation for the first 50 Callbeam subscribers. To sign up for VOIP service or to get more information, please call our office at 308-635-9434 or email us at [info@vistabeam.com](mailto:info@vistabeam.com).

#### New Customer Self-Service Portal

Have you ever wanted to pay your bill online without having to call our office? Now you can, through our Vistabeam Self Service portal. Just point your browser to <http://portal.vistabeam.com/> and login with your email username and password. You will be able to see your current balance, pay with a credit card, add more email addresses, change your email and dialup account passwords and check all of your online settings. We hope that you find this feature useful and will be happy to answer any of your questions about it.

#### 24/7 Tech Support Coming Soon

Vistabeam is in the process of getting a call center setup that will help us to handle after hours and weekend tech support so that we have you covered 24 hours a day, 7 days a week. The new tech support service should be available by March 15<sup>th</sup>. Just listen for the tech support option on the phone menu when calling after hours and that will get you to our new support center. Please let us know how the new tech support system works – we are hoping that it will help us to continue improving our service!

#### Welcome Bruce Leach our New Customer Support Tech

We would like to welcome Bruce Leach to the Vistabeam team. Bruce is a native of Mitchell, Nebraska, a veteran of the US Navy and used to work on fighter jets on the carrier USS Enterprise. Bruce will be helping with telephone customer support and will also be making some occasional service calls. It isn't as exciting as jet planes, but we are glad to have him on board.

#### New Vistabeam Services

We have installed several new access points in the last couple of months and have plans for several more. We recently installed 10 new access points in and around Gering and

Scottsbluff, 2 more at Lake Minatare and another one in the Wildcat Hills. New access points and additional capacity for the current systems are scheduled to be installed in Alliance, Bayard, South Sioux County, Banner County, Dix, Kimball and Bushnell in Nebraska; Chugwater, Wheatland, Albin, Pine Bluffs, Vantassell and Douglas in Wyoming. If you have questions about the services that we have available, please call our office or email us at [info@vistabeam.com](mailto:info@vistabeam.com).

#### Let Us Know How We Are Doing

Thank you for your patronage, and please provide us with feedback to let us know if you have any items of concern for us. Please send your emails to [feedback@vistabeam.com](mailto:feedback@vistabeam.com) and we will get back to you as soon as we can.

Best wishes,

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