

Look Who's New...

Please detach this page and add to your telephone directory:

CHAMPLAIN

298.4223 Boucher Michael A
298.5119 Coupal Heather
298.3512 Cronk Laura E
298.5135 Cross Ronald C
298.8767 Duffina Wallace H
298.2339 Favreau John Jr
298.3365 Franklin James
298.5076 Gooley Gregory
298.4350 Keddy Robert J
298.4263 Martineau Katherine N
298.4104 Montgomery Daniel R
298.2077 Pelletier Jennifer Anne
298.4124 Roy Ronald
298.4188 Tellstone Melissa
298.4911 Yates J

MOOERS

236.4371 Barnaby Matthew E
236.4048 Blow Nicole C
236.6585 Chase Cynthia A
236.5666 Cook Robert & Nancy
236.6697 Darrah Jonathan
236.4231 Defayette S
236.4602 Fountain William P
236.5303 Garrand Erin L
236.5066 Garrand Joseph M
236.6419 Gay Jessica R
236.5325 Golden Fred M
236.9601 Gonyo Harry T
236.7712 Holcomb Jason G
236.5228 Kasimir Kusek
236.4931 King Greg & Brenda
236.6386 Konkoski Michele L
236.6724 Lopez Ysidoro
236.4771 Martino Heidi A
236.9621 Matthews Debra J
236.4622 McClure Gordon D
236.4608 Mendez Luz D
236.4837 Miller Jessica K
236.7555 Seguin Craig
236.6719 Snide William R
236.8678 Surprenant Jason
236.4857 Swinton Leonard
236.5454 Tuper Francis N
236.4440 Vassar Joy
236.3311 Vidol Tootsie
236.6341 Wetherby Helen

ROUSES POINT

297.3163 Annis Robert
297.6503 Arcoraci Carmelina
297.2735 Boudrieau Stephanie
297.3602 Brennan James J
297.2560 Brown Katherine
297.6244 Coppick Joyce M
297.6547 Darienzo Luici
297.4214 Dashno Amber L
297.4702 Deso Brent S
297.4318 Duprey Mary E
297.3907 Irwin Nathan G
297.4705 Laurin Robert
297.2002 Macdonald Robert B
297.4130 Mesec Kathleen
297.6251 Monette Norman & Gladys
297.4443 Monette R
297.4329 Morse Stephen & Donna
297.6530 Ouellet Ginette
297.0089 Parrott Matthew & Trish
297.6803 Rabideau Chris
297.4113 Richard Vodicka J
297.6517 Romanelli Vincenzo
297.3615 Santeusanio Marisa
297.4603 Schultz L A

BUSINESS

297.6600 Action Worldwide Inc.
298.3400 Borderzone Warehouse
236.4246 Burkhalter Rigging Inc
236.4211 Carriage House Real Estate
297.7946 CFA Insurance Agency, LCC
298.3355 Champlain Ace Hardware
298.3515 Dorajar Antiques & Collectibles
298.3885 DP Service
236.6541 Ganienkeh Territory Fuel
236.7199 Gonyo Farm Excavation
236.6572 JE Sheehan & Gadway Pit
297.4366 National Property Inspections
298.3111 Nichols & Dymes
297.6327 Northern Sanitation
236.2886 Pine Grove Auto
298-8438 Roger's Borderwalk
297.7663 RP Roofing Gen Contractor
297.6455 Stewart's Shops Corp.
297.3835 Sultan Sunoco
298.4606 Vivier Pharma Corp



the Exchange

Your Connection to The Champlain Telephone Company

www.champlaintelescope.com

Fall 2007

The Champlain Telephone Company Mourns the Loss of Former President, David Southwick

David Southwick, the third generation Southwick to operate The Champlain Telephone Company, held a thirty-eight year tenure at the helm of CTC from 1959-1996. Even though he was always quick to credit the efforts and skills of others for the success of the company, he was a solid pillar in the foundations of the 104-year-old family owned company.



During the time Dave was leading the company, the telecommunications industry was rapidly advancing. He was instrumental in leading plant operations and moved CTC through many major advancements that has enabled the company to continue offering the quality services it still does today.

After his father's untimely death, Dave, being only 28 years old, found himself moving suddenly from North Carolina and taking over his father's position as partner next to Ken Knapp. As General Manager, Dave immediately took charge of a newly modernized system that his father, Charlie, had just completed. This 'modern' system was one of the first major investments the telephone company had made since 1903 and it gave customers direct dial tone. This dial tone enabled customers to direct dial local calls and operators were beginning to be phased out only handling long distance calls.

In the late 60's, Dave once again found himself with a new Knapp family partner. After the death of Ken Knapp, his wife, Edith, was elected Vice President of the Board of Directors. During this time, Dave was in the process of eliminating 'party lines'. Customers wanted private lines and Dave was making effective efforts to bringing it to them with a minimal cost. Together in the early 80's, Edith and Dave led another major CTC accomplishment; the installation of the first digital switch by an independent telephone company in New York State. The switch brought exciting new features such as touchtone, call forwarding, call waiting, direct dialing of long distance calls and advanced the 911 notifications for fire and rescue calls. With this new era, Dave supervised the expansion of CTC onto Main Street taking over the former St. Mary's Convent.

As time passed, a new age in technology was emerging as CTC moved into the 1990's. Acknowledging the growth in the industry, Dave has been quoted on several occasions saying, "We used to be in the POTS business - Plain Old Telephone Service. Today we're in the PANS business - Pretty Amazing New Stuff". What he meant by that was that people didn't want to do business the same old way they used to. Now there was the Internet, fax machines, modems and advanced telephone systems. People wanted more than just dial tone; they were looking for alternative ways of communicating, setting up home offices and getting on the information super highway. Customers needed more and Dave was set on getting it for them. Dave was a great director in keeping CTC connected throughout the many transitions that occurred throughout his leadership.

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Welcome

PrimeLink welcomes our most recent employee, Donna LaFave, as our new Customer Service Representative and Internet Help Desk Consultant.

Donna began her dual role in June 2007. Donna is

the perfect addition to the customer service team bringing with her years of network support services from her consultant position at Child Services in Manhattan.



As a Customer Service Representative, Donna interacts with customers on a daily basis. Her responsibilities include issuing service orders for new and existing accounts, collecting payments, addressing customer's concerns and answering general questions about our company and the services we offer. As an Internet Help Desk Consultant, Donna assists customers with setting up Internet connections and e-mail accounts. She also evaluates Internet troubles, researching and isolating issues to either resolving or escalating to appropriate personnel for services, repairs, training, and follow-up.

Donna is originally from Mooers and is happy to now have the opportunity to return and work in the area she grew up in.

PrimeLink Great Northern ShootOut

Plattsburgh State University will host the 2007 PrimeLink Great Northern ShootOut at the Ronald B. Stafford Ice Arena located in Plattsburgh, NY.

Friday, November 23, 2007

4:00 P.M. EST Middlebury Panthers vs. Norwich Cadets
7:00 P.M. EST Plattsburgh State Cardinals vs. Saint John's Johnnies

Saturday, November 24, 2007

4:00 P.M. EST 3rd Place Game
7:00 P.M. EST Championship Game

New Look!

PrimeLink is pleased to unveil its new Website! PrimeLink has been adding content and updating information to better serve customers and are pleased to now launch the new site for public viewing.



www.primelink1.com

With a more simplistic feel, PrimeLink is hoping to clearly show customers the types of services and products that are available and the relationship that PrimeLink will build with you for both your home and your business. Please browse our fresh new site for more information or go to the contact us page and let us know what you think!

Community News & Events

Mooers Volunteer Fireman Chicken Barbecue

Monday, September 3, 2007. Parade begins at 11:00 A.M.

CTC Closings

September 3 - Labor Day
October 8 - Columbus Day
November 12 - Veterans Day
November 22 to 23 - Thanksgiving Day
December 24 - will close at 12 P.M.
December 25 - Christmas Day
December 31 - will close at 12 P.M.
January 1 - New Years Day

American Heart Walk

Saturday, September 22, 2007 at the Parc Oval in Plattsburgh, N.Y. Registration 8:30 A.M.

www.plattsburghheartwalk.org
Walk begins at 9:30 A.M.

Put Your Money Where Your House Is

*The Champlain Telephone Company:
Local People - Local Service
Local Company*

Do business with people you know and trust. When you make a call to the CTC offices to place an order for service or call in a trouble, you are offered the opportunity and comfort of speaking to a real person. The employees at CTC are your neighbors. They care about you and the area they live in.

Your services are installed and provisioned with care by those that share your community. Technicians are dispatched straight from Champlain to ensure you will get the quickest response time possible for repairs and service issues. You can feel comfortable knowing that when you have a trouble or concern you will be talking to a friend, relative or neighbor - someone who truly cares about you.

Keep your money in the local economy...When you pay your bill at CTC, money spent on your services remains in the area and directly benefits the community. A percentage of your money spent at CTC financially supports local groups, organizations and youth activities. Wages and benefits are paid to local employees who spend their money in the area. CTC also does a large percentage of business with other local vendors.

Did you know that spending \$100 at a locally owned business creates \$68 in additional local economic activity while spending the same amount at a nationally owned chain generates only \$43? * Not only does buying local strengthen the economy...the more successful locally owned businesses we have in the area, the more unique and interesting our region becomes!

* Illinois study cited by the Business Alliance for Local Living Economies

Southwick Continued...

Dave's management role was not only limited to CTC. His leadership extended to the community that surrounded him and the industry in which he worked. Everyone respected Dave as he continuously participated in community and industry-wide activities. In 1992, Dave was elected to the New York State Telephone Association Hall of Fame in recognition of all

his years of involvement and service. He received the Lifetime Achievement Award from the

Organization for the Protection and Advancement of the Small Telephone Companies in 1993. As a civic leader, Dave was the Mayor of Champlain, Village Trustee, member of the Clinton County Industrial Development Agency, Clinton County Board of Health, Veterans of Foreign Wars, American Legion Post 767, the Champlain Volunteer Fire Department and was awarded Citizen of the Year in 1997 by the Woodsmen of the World.

Dave was a true family man, sincere in his dedication and affections not only his family at home but also toward his extended family at The Champlain Telephone Company.

Trent Trahan, President and CEO of Champlain Telephone Company, reflected ... "we will all mourn the loss of 'Big Dave' and his valuable contribution to the Company, the communications industry at large and the community in which he lived and served. Dave Southwick will be remembered not only for the vital role he played in the history of our Company but as a community leader whose tireless efforts have enriched our lives here in the North Country."

