

CCTC Adapts to Changes (Continued From Page 1)

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Customer service is another important aspect of CCTC's everyday operations. Brimley resident Avis Alcorn has been a CCTC customer for over 45 years and receives telephone and long distance service. She appreciates being able to talk face-to-face with CCTC's friendly and knowledgeable customer service representatives.

"They are very cooperative. Any time I have gone to the office with a question on my bill or telephone service, they have taken care of me right then and there," said Mrs. Alcorn.

"The staff of CCTC has had to learn a lot of new things in the past year, and they have done well. All of our employees are now working as one team and getting the job done right the first time," said DeNeve. "I have learned the value of good teamwork and what it takes to get the work done. I'm very proud of what our staff has accomplished during the past year."

DeNeve was recently promoted to Network Manager and over sees the entire day-to-day operations at CCTC.

But he hasn't forgotten his basic skills as a laborer and technician, which taught him the fundamentals of the business.

"I am able to perform any task in the outside plant area, so if



it's needed, on any given day a customer might see me down in the hole splicing cable or on the backhoe digging a trench, if that's what we need to do to meet customer demand," he said.

DeNeve reported that his promotion to Network Manager has been a challenging experience for him but is confident that he can meet expectations with the support he receives from parent company staff at HCI.

"I have had the opportunity to learn many new aspects of the telecommunications industry. With my new position, I love to exchange ideas with customers, and I also learn technical and managerial skills every day. It's a great job," he said.

DeNeve has lived in the area since childhood and now resides in Rudyard. He is an active outdoorsman and is a member of the Tri-County Whitetails Sports Club and the Chippewa County Rifle Association. He has recently become involved with the Sault Area Chamber of Commerce and looks forward to representing the company within the communities served by CCTC. "We are only as strong as our communities and, with HCI's encouragement, I can assure everyone we'll be here to help build and strengthen our local communities," DeNeve said.

Habitat for Humanity Project

CCTC has designated a day in June as Corporate Volunteer Day for Northstar Habitat for Humanity. Company volunteers will help build a house for Tracy, a

young widow, and her two children. Employees, family and friends will help out with roofing and other tasks at the site of this new home, which is located on Bingham in Sault Ste. Marie.