

Star Telephone Membership Corporation

Mission Statement and Goals

OUR GOALS

Basic Services

To strive to be the best at providing quality services, competitive prices and dependability levels that are exceeded by none.

Competitive Services

To provide basic and advanced telecommunications services as dictated by the needs of our members.

Rural Development Projects

To participate in community awareness projects and provide services and products relevant to community needs and promote the quality of life in our rural, five-county service area.

OUR VALUES AND BELIEFS

Respect for Individuals

To earn our members' and employees' respect while acknowledging individual differences. To encourage and welcome honest and open communication by listening, hearing and working together. High standards of quality begin with people; therefore, the employees have earned the privilege to use their capabilities to fulfill our members' needs. Our atmosphere encourages personal growth and continuous learning for all our employees.

Dedication to our Members

To serve our members on an individual basis with their needs and expectations in mind. To develop a lasting relationship with our members by consistently providing quality, friendly service.

Highest Standards of Integrity

To project honesty and ethics in all business and employee relations. To follow through with member inquiries and complaints in a timely manner. To admit our mistakes by realizing we are only human, but to strive to do better next time. To project a trustworthy and confident image whether at work or away.

Innovation and Enthusiasm

To grow by being innovative and enthusiastic in all our endeavors. To tap into our greatest resources, our employees, by letting them express creativity and individuality. To offer our members the best telecommunications technology available.

TEAMWORK

To work together toward one goal: member service. To encourage and reward both individuals and teams in their accomplishments.

OUR VISION

To be a telecommunications company focused on offering our members the best innovative services available. We are a member-based company with the member's wants, needs and expectations in mind.

OUR FUNDAMENTAL MISSION

To offer the best telecommunications services available at reasonable prices.