

Why Choose Pinnacle?

In a recent survey, the following responses were given by our customers:

- The top three reasons why customers choose Pinnacle Publishing for their directory needs are:
 - Quality of the Product
 - Outstanding Service
 - Personal Relationship
- Pinnacle Publishing's quality of service was rated good to excellent by all respondents.
- All of the customers that responded are pleased with their most recent directory.
- Most of Pinnacle's customers stated that they were very satisfied with their directory experience.

Survey conducted on an annual basis.

"OUR RELATIONSHIP WITH PINNACLE HAS BEEN VERY POSITIVE AND REWARDING FOR OUR COMPANY. THE ENTIRE STAFF AT PINNACLE HAS BEEN EXTREMELY PLEASANT TO WORK WITH AND VERY HELPFUL WITH ALL OUR QUESTIONS AND CONCERNS. THEY ARE TRUE PROFESSIONALS AT WHAT THEY DO."

Doug Timm | Iowa Telecom

"PINNACLE IS VERY EASY AND EFFICIENT TO DEAL WITH. THEIR STAFF IS ALWAYS ON TIME, AND VERY EFFECTIVE IN MEETING DEADLINES AND HELPING US (ME) TO STAY ON TRACK. THEY ARE ALSO ALWAYS FUN TO WORK WITH AND GET TO KNOW. THANKS FOR ALL YOU DO."

Chris Mettling | Sherburne Tele Systems |
Big Lake, Minnesota Telephone Directory


PINNACLE
PUBLISHING^{LLC}
Your Personalized Directory Publisher


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About Us

■ Pinnacle Publishing is a directory publishing company working as an extension to independent and cooperative telephone companies, state telephone associations, universities, and other organizations by offering both print and online publications.

Pinnacle Publishing initiated the venture of directory sales and production in 1992 and in 1993 published its first two telephone directories. In January of 2001, Pinnacle Publishing merged with Independent Information Services Cooperation, St. Cloud, Minnesota to further enhance their operations. After a name change to Independent Pinnacle Services, our name was changed again in January 2006 and the result is known today as Pinnacle Publishing, LLC. We have continued to further develop our operating procedures and now publish an excess of 130 publications including telephone and university directories as well as association and visitor guides.

Pinnacle Publishing is owned by 25 independent and cooperative telephone companies and is headquartered in Bemidji, Minnesota with a branch office in St. Cloud, Minnesota.

Mission Statement

■ Pinnacle Publishing, LLC is a telephone company-owned, professional data publishing company providing quality, customized print and electronic directories and related products to our customers.

We are committed to providing superior service in meeting the needs of our customers by focusing on personalized customer service; continual improvement of our human resources; state-of-the-art production technology; and clear, effective communications.

Principles & Values

■ We believe in continually striving for quality in our people, our products, and our systems.

■ We believe the quality of our people is reflected in their work ethic, their dedication, and their loyalty to our customers.

■ We believe the quality of our product is reflected in our dedication to on-time delivery, the accuracy of our work product, and our flexibility.

■ We believe the quality of our systems is reflected in the use of the latest technology available along with state-of-the-art office equipment.

“PINNACLE PUBLISHING DOES AN EXCELLENT JOB OF KEEPING AN OPEN MIND FOR NEW AND DIFFERENT WAYS TO MAKE THE DIRECTORY MORE USEFUL.”
Paul Solsrud | Albany Mutual Telephone | Albany, Minnesota Telephone Directory

“PINNACLE IS GREAT TO WORK WITH. I CAN ALWAYS COUNT ON THEM TO MAKE SUGGESTIONS THAT WILL IMPROVE THE LOOK OF THE DIRECTORY, YET SAVE US MONEY IN THE LONG RUN. OUR CUSTOMERS LOVE OUR DIRECTORY FOR THE LAYOUT AND COLORFUL ADS. THANKS PINNACLE!”
Geri Salmela | West Central Telephone | Sebeka, Minnesota Telephone Directory

“PINNACLE PUBLISHING HAS BEEN WONDERFUL TO DEAL WITH. FRIENDLY, EFFICIENT, AND VERY DETAIL ORIENTED. THE COMMUNICATION BETWEEN THEIR OFFICE AND OURS IS GREAT. I HIGHLY RECOMMEND THEIR SERVICES AND LOOK FORWARD TO DOING BUSINESS WITH THEM AGAIN!”
Peggy Olesiak | Indianhead Telephone Company | Weyerhaeuser, Wisconsin Telephone Directory

“NCTC IS VERY SATISFIED WITH THE LEVEL OF SERVICE THAT WE RECEIVED FROM PINNACLE PUBLISHING. THE QUALITY OF OUR DIRECTORIES AND RESPONSIVENESS OF OUR CONTACTS AT PINNACLE HAS ENABLED US TO PRODUCE A DIRECTORY THAT SATISFIES OUR CUSTOMERS WHILE INCREASING REVENUES.”
Johnny McClanahan | North Central Telephone Cooperative | Lafayette, Tennessee Telephone Directory

Pinnacle is an investment in your company that works as hard as you do.