

THE CONNECTION

OCTOBER/NOVEMBER 2017

Runestone
Telecom Association

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Runestone Telecom Association is an equal
opportunity provider and employer.

CO-OPS COMMIT

Co-op Month 2017

October is Co-op Month

National Cooperative Month is celebrated annually in October across the United States. Minnesota was the first state to declare an official Co-op Month proclamation in 1948. There are more than 40,000 cooperative businesses with 350 million members nationwide. Runestone Telecom is proud to be one of the Minnesota telecommunications co-ops.

Cooperatives represent democracy in action. The Board of Directors are elected by their members. The Directors hire and direct management, who are responsible to the members. Members are our customers receiving services from our company.

Telecommunications co-ops, like Runestone Telecom, were created to provide services in mostly rural areas and have been pioneers in bringing broadband to



underserved communities. We strive to meet the needs of the members and communities, so they can remain in rural America.

As we celebrate this month, we thank you, our members, for being part of our cooperative! We appreciate your patronage and look forward to helping you meet your changing needs in the future.

FREE DO NOT CALL REGISTRY

You can reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free! Your number should show up on the Registry the next day. There are two convenient ways to register your numbers, including cell phone numbers, to reduce sales calls.

How to Register Your Number:

1. By phone.... Call 1-888-382-1222. Call to register from the phone number you want to register. Don't forget cell phone numbers. You cannot give other numbers you wish to register. Each phone number must call in.
2. Online.... donotcall.gov. Register up to 3 numbers at a time. You will receive an email for each number you have registered. You must open each email and click on the link within 72 hours to register those numbers.

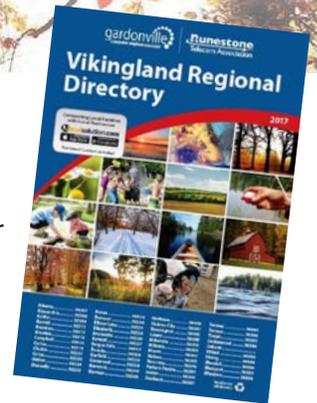
Most legitimate companies don't call if your number is on the Registry. You may still receive political calls, charitable calls, debt collection calls, informational calls and telephone survey calls. In addition, companies may call if you've recently done business with them, or if you've given the company written permission to call you. However, if you ask a company not to call you again, it must honor your request. Record the date of your request.

If a company is ignoring the Registry, there's a good chance that it's a scam. If you get these calls, hang up and file a complaint with the Federal Trade Commission. To file a complaint, visit donotcall.gov or call 1-888-382-1222.

Check Your Listing

It's time to check how your name appears in our phone book. We are working on updating listings for the upcoming 2018 Vikingland Regional Telephone Directory. Your 911 address is automatically listed but you may list

a mailing address. Check your listing in a current phone book. If you would like any changes, complete this form and return to us.



Please list my name as: _____

Please use this address with my listing: _____

My telephone number: _____

Phone Directory Work Begins

We are working on the upcoming 2018 Vikingland Regional Telephone Directory. Melissa Schwartz and Gregory Meyer will be the sales representatives from Pinnacle Marketing Group contacting businesses. If you are interested in advertising and have not in the past, please contact our office. The deadline for changes is December 1st. The new book will be mailed in early February.



**Melissa
Schwartz**
**Gregory
Meyer**

PROTECTING YOUR PRIVACY

Customer Proprietary Network Information

Under Federal law, you have a right and Runestone Telecom Association (RTA) has a duty to protect the confidentiality of "Customer Proprietary Network Information". This notice is to advise you of these rights and obligations, and to request that you permit RTA to use your CPNI for the purposes described here.

CPNI consists of the call, service and billing data regarding the telecommunications services you buy from RTA. RTA intends to use your CPNI information to identify and offer to you other RTA communications services that we think will be of interest to you. RTA DOES NOT sell or in any way provide this information to any other company, other than when required by law or at your written consent. RTA has the duty to protect the confidentiality of this information. And, regardless of whether you consent or not, your account will be treated confidentially.



No action is necessary if you wish to permit RTA to use your CPNI in order to tell you about RTA services, new technologies, specials or possible savings to your account. You do have a right to disapprove RTA's use of your CPNI for the purposes described in this notice, or to withdraw your consent at any

time. In order to notify RTA that you do not consent to its use of your CPNI, you must contact us at 320-986-2013, available 24 hours a day, 7 days a week. Your disapproval for the use of your CPNI will not affect RTA's provision of the services you now purchase from RTA. You have the right at any time to withdraw your approval or to give your approval if you previously denied approval. Until you notify RTA of your change, your permission or denial of permission remains valid.

Know what's below.
Call **811** before you dig.

Find us on 

TV Sunspot Outages

A sun outage takes place when the orbital positions of the satellite and the sun are in one line. We receive signals from both. But when the sun has more powerful rays, we receive a loss of signal from the satellite. Your TV may experience fuzzy TV channels, sparkles or total loss of the channels. Some channels may experience tiling or freeze

frame in the pictures. Sun spot outages occur every spring and fall for about 2 weeks, and will last from a few minutes up to 15 minutes a day. These will occur in October.



Welcome New Customers!

BARRETT

Haugen, James..... 528-4038
Seifert, Koel 528-3232
Wrap Shack Bar and Grill 528-3000

CYRUS

Livengood, Alisha M 795-2039
Rutter, Holly 795-2010

DONNELLY

Barnard, Dwight..... 246-2019

ELBOW LAKE

Deering, Stacy 685-2101
Morrow, Cory..... 685-2461
Sebek, Ronnie..... 685-2057

HOFFMAN

Asmus, Kaitlyn 986-2119
Doug's Heating & Repair Service
..... 986-2953
Henrikson, Amanda..... 986-4100
Kaiser, Natasha..... 986-2918

KENSINGTON

Siluk, Ashley 965-2023

LOWRY

Hoepfer, Garrett..... 283-2124
Howk, Jeff..... 283-3350
Jobgen, Elaine M 283-3100
Kloth, Robert & Lori..... 283-2220
Pray, Scott & Patti..... 283-3263

NORCROSS

Mandt, Peter & Vicki..... 284-2223

TINTAH

Albert, Megan..... 369-2159

Thanksgiving & Other Closing

Our office will be closed on Thursday, November 23rd and Friday, November 24th due to the Thanksgiving holiday. Trouble calls will be handled by our on-call technicians. At this time of year, we are reminded of all we are thankful for. We would like to thank you, our customers, for your patronage and support. May you have a blessed Thanksgiving holiday.

The office will be closed on Monday, October 9th from 8am to noon.

Save \$3/Month

We love saving you money. You can get a \$3 monthly credit on your bill when you do these 3 steps:

1. Have our Internet service
2. Sign up for AutoPay, using your checking or savings account
3. Sign up for eBill selecting the paperless billing

It's a simple way to save a few dollars each month!

FUSC Rate

FUSC surcharge factor recovers the costs associated with Runestone Telecom Association contributions to the Federal Universal Service Fund program. Effective 10/3/17, the rate will change from 17.1% to 18.8%.

Time & Temp a Call Away

It tells you the time of day and temperature from Hoffman. Find your local number here:

- Barrett 528-6611
- Cyrus 795-6611
- Donnelly 246-6611
- Elbow Lake 685-6611
- Hoffman 986-6611
- Kensington 965-6611
- Lowry 283-6611
- Norcross 284-6611
- Tintah 369-6611
- Wendell 458-6611



Meeting Winner

Leslie Alvstad was an Annual Meeting grand prize winner and was missed in the last newsletter. Congratulations to Les!

Seasonal Vacation Rate

Fall is here and families are closing up the lake cabin or even packing a bag to head for warmer places until spring. When you are going through your fall check-



list, don't forget to contact us about a seasonal disconnect, which we call Vacation Rate, for your services. With phone service, your phone is temporarily disconnected and people will hear a recording indicating this when calling you. Each month you

list, don't forget to contact us about a seasonal disconnect,

pay half of the local line and residential access charge during the time you are away. There is no charge to reconnect. With cable TV and Internet service, the service is disconnected and there is no monthly charge while away. Upon reconnecting, there is a \$25 reconnect fee for each Internet and cable TV service.



Now's a
SPOOKTACULAR
time to increase speeds

Are you dying to get your hands on hauntingly high-speed Internet? Have no fear! We have it here:

- **Up to 1000 Mbps download speed available!***

Trick out your home with a new or upgraded Internet plan.

For even more spooktacular savings, ask about a bundle. Call 320-986-2013 now!

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*Service availability and Internet speed will depend on location. Price subject to change. Other Internet speeds available. Contact us for details.

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