



# The Connection

October 2009

### VACATION RATES AVAILABLE...

*For Telephone... For Cable TV... For Internet...*

This service is perfect for customers who spend some months away whether you're closing up the cabin for the season or heading somewhere warm for the winter. It is available for telephone, cable TV and internet service. Your services are temporarily disconnected while you don't need them.

With telephone service, you pay for half of your monthly local line and FCC access charge while it's on Vacation Rate and nothing to reconnect the service. Your phone number will stay the same and go into the directory. When you do a permanent disconnect, you may not get the same phone number and your number may not appear in the directory. With cable TV & internet service, you pay no monthly service for the time it's on Vacation Rate and a small reconnection charge to reconnect your service. Call us for all the details.

### More Runestone Cable TV Channel Line Up Changes

We have a few more channel line up changes to make in November. They will be as the following:

<u>Channel Name</u>	<u>October 1st Channel Location</u>	<u>November 2nd Channel Location</u>
ABC Family	22	64
WGN America	64	22
FSN	23	27
Nickelodeon	21	53
TBN	53	21

If you watch these channels, you will find them at a new location effective November 2nd. Inside this newsletter is an updated listing of our channel lineup.

In the past few months, we've added some new digital or HD channels. You may need to reprogram your television to receive them. If you have a TV that is not able to receive digital or HD channels, you will not receive them. We do have digital receivers available for a monthly rental fee if you are interested in renting them. We want to provide you, that receive our cable TV, a variety of programs at a reasonable price. If you have any questions about the channel line up changes or additions, please do not hesitate to call our office.

### PLEASE CHECK YOUR CURRENT LISTING IN OUR PHONE BOOK!

If you would like to change what you currently have, please complete this form and return to our office. Most people have their 911 addresses listed; however, some are adding a mailing address if it's different than the 911 address. We are not required to provide a mailing address for our telephone customers. We are working on updating the information for the 2010 phone book.

DIRECTORY LISTING: \_\_\_\_\_

(print how your listing should appear in the phone book)

DIRECTORY ADDRESS: \_\_\_\_\_

(print how your address should appear in the phone book)

TELEPHONE NUMBER: \_\_\_\_\_

## Meet Your Runestone Employee

**Name:** Ryan Schonhardt

**Job Title and Description:** Combination Technician  
Construction, installs, trouble calls

**Schooling:**

General Education A.A.—Fergus Falls  
Telecommunications Engineering Technology-A.A.S.-Wadena

**Hometown:** Fergus Falls

**Where do you reside:** Hoffman

**Family (spouse, children-with ages, grandchildren):**

**Years of Employment:**

3 years

**Hobbies:**

Hunting, fishing, boating, guns & target shooting

**Favorite part of the job:**

Working with great people and being involved with all aspects of the on-going fiber-to-the-home Project.



## Question of the month:

I've noticed your DSL pricing is higher than the nationwide providers like Qwest & Verizon. Can you explain why Runestone service is more expensive?



Answer:

There are several reasons for the price differences:

- Nationwide providers have a large customer base which usually serves the town portion of the area and not the rural areas. It is less expensive to deploy high speed internet in towns. Unfortunately, providing service to rural customers is more time consuming and expensive. RTA tries to provide this service to all members. In fact, by the end of next year 100% of our members will have access to high speed internet. If we could service just the towns, we could have substantially lower rates.
- Nationwide providers often advertise low introductory rates to lure customers in. They lock customers in with a contract and then raise the price later. RTA does not require a length of service contract and you know your monthly fee up front.
- RTA is a cooperative which means a portion of the money you spend with us may be refunded to you as a Capital Credit. Nationwide providers are not cooperatives and chances are pretty good that you won't be seeing any of the money you give them returned back to you.

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Submit your questions to RTA by mail or send an email to [question@runestone.net](mailto:question@runestone.net). If we use your question, you will receive a \$10 credit on your bill. If we receive the same question from multiple people, we will draw to see who receives the credit. We will do a question each month.

**BROADCAST - \$14.71**

2	C-Span
3	WUCW
4	WFTC (UPN)
5	KSAX (ABC)
6	Local Access
7	KCCO (CBS)
8	RFD
9	KMSP (FOX9)
10	KWCM (PBS)
11	KARE (NBC)
12	KSTC
13	KVLY (NBC)
14.3	<b>Pioneer HD</b> *2
14.4	<b>Pioneer Create</b> *
14.5	<b>Pioneer MN</b> *
14.6	<b>Pioneer DT</b> *
15.1	<b>KSAX DT</b> *
15.11	<b>KCCO HD</b> *2
16.1	<b>KMSP HD</b> *2
17.1	<b>KARE 11 HD</b> *2
18.1	<b>KSTP HD</b> *2
19	Local Weather
20	QVC
21	TBN
22	WGN America

**BASIC - \$36.26****(Includes Broadcast Channels)**

24	ESPN
25	ESPN2
26	National Geographic
27	FSN
28.1	<b>ESPN-HD</b> *2
31	Turner Network (TNT)
32	American Movie Classics
33	TBS
34	A & E
35	Home & Garden (HGTV)
36	Spike TV
37	Headline News (HLN)
38	Travel Channel
39	Animal Planet
40	Cartoon Network
41	Disney
42	FOX News
47	CNN
48	The Weather Channel
49	Learning Channel
50	Discovery Channel
51	History Channel
52	Food Network
53	Nickelodeon
54	Comedy Central
55	CMT
56	VH1
57	MTV
58	USA
59	Lifetime
60	TV Land
61	Hallmark
62	Syfy
63	Fox Movie Channel
64	ABC Family

**\*Must have digital TV and/or DCT.****\*2 Requires a digital HD TV.**

Analog TVs need a DCT to get channels 14.4 to 15.1. Digital TVs do not need a DCT to get these channels.

**CHOICE - \$8.73****(Must have Basic to receive Choice)****(Requires a DCT, HD Box or DVR)**

101	Discovery Kids
102	The Science Channel
103	Planet Green
104	Investigation Discovery
106	Military Channel
107	Discovery Health
110	Game Show Network (GSN)
112	FitTV
114	G4
115	Bloomberg
117	Inspirational Life
118	Turner Classic Movies
119	Noggin/The N
120	Nick Toons
121	CMT Pure Country
122	VH1 Classic Rock
200	<b>ESPN-HD</b> **
201	ESPN Classic
202	ESPNNews
204	Golf Channel
205	Speed Channel
206	Versus
207	Outdoor Channel
300	<b>Pioneer HD</b> **
301	<b>Pioneer Create</b>
302	<b>Pioneer MN</b>
303	<b>Pioneer DT</b>
305	<b>KSAX DT</b>
307	<b>KCCO HD</b> **
309	<b>KMSP HD</b> **
311	<b>KARE 11 HD</b> **
313	<b>KSTP HD</b> **
501	Beautiful Instrumentals
502	Jazz Vocal Blends
503	Hottest Hits
504	Modern Country
505	Alternative Rock
506	Adult Contemporary
507	Lite Classical
508	Rock'n Roll Oldies
509	Classic Rock
510	Urban Beat
511	Coffeehouse Rock
512	Dance
513	Contemporary Christian
514	Album Rock
515	Hard Rock
516	80's Hits
517	70's Hits
518	Classic R & B
519	Traditional Country
520	Soft Hits
521	Retro Disco
522	Groove Lounge
523	Big Band/Swing
524	Smooth Jazz
525	New Age
526	Holidays/Happenings
527	Great Standards
528	Malt Shop Oldies
529	Reggae
530	Children's

**\*\*Must have a HD Box or DVR and a HD TV.**

**Customers with a DCT will get channels 14.3 to 18.1 on channels 300 to 313 and 28.1 on 200 only.**

**HBO PACKAGE - \$11.95****(Requires a DCT, HD Box or DVR)**

400	HBO 2
401	HBO Signature
402	HBO Family
403	HBO

**CINEMAX PACKAGE - \$6.95****(Requires a DCT, HD Box or DVR)**

404	Cinemax
405	More MAX

**HBO/MAX PLUS - \$16.95****(Requires a DCT, HD Box or DVR)**

400	HBO 2
401	HBO Signature
402	HBO Family
403	HBO
404	Cinemax
405	More MAX

**MOVIE/SHOW PLUS - \$12.95****(Requires a DCT, HD Box or DVR)**

410	The Movie Channel (TMC)
411	TMC Xtra
412	Showtime
413	Showtime Too
414	Showtime Showcase
415	Showtime Extreme

**ENCORE/STARZ PLUS - \$10.95****(Requires a DCT, HD Box or DVR)**

420	Encore Westerns
421	Encore Love
422	Encore Mystery
423	Encore Drama
424	Encore Action
425	Encore
426	Starz!
427	Starz Edge

**THE WORKS - \$77.13****(Requires a DCT, HD Box or DVR)**

Includes all channels from:

Broadcast  
Basic  
Choice  
HBO/Max Plus  
Movie/Show Plus  
Encore/Starz Plus

DCT....	\$5.00/mth
HD Box...	\$9.00/mth
DVR...	\$12.00/mth

**Installation Charge...\$35.00**

Requirements can vary from type of TV and cable package per TV.

**Effective 11-2-09**

**Welcome,  
New Customers!**

**Barrett...**

Robison, Gene & Kay  
528-6263

**Cyrus...**

Hardtke, Karen J 795-2509  
Malland, Darrell & Roxane  
795-2768

**Elbow Lake...**

Boerhave, Galen & Susan  
685-4982

Peterson, Rebecca

685-6755

Sampson, Tami 685-5259

Hoffman...

Bohrer, Carmelle L

986-2045

Garza, Gabriela 986-2237

Olson, Marvin 986-2128

Staples, Mike 986-2777

**Kensington...**

West Central Life & Elevator

965-2340

Cell 612-799-5627

**Federal Universal Service Charge to go up October 1...**

October 1, there will be an increase in the charge for the Federal Universal Service Charge as follows:

	<u>Before October 1st</u>	<u>October 1st</u>
Single Line access	84¢	80¢
Multi Line Access	\$1.19	\$1.13

The Federal Universal Service Charge (FUSC) Surcharge factor recovers the costs associated with Runestone Telecom Association contributions to the federal universal service fund program.



**ATTENTION BUSINESS CUSTOMERS...**

Are you looking for a low cost opportunity to make your business stand out from the competition? How about an ad in the yellow or white pages of the local telephone directory, VIKINGLAND REGIONAL TELEPHONE DIRECTORY. For a low monthly cost, you can have a bold listing in the white or yellow pages. Or, you can put a boxed ad with your own logo. Or, how about a color ad to catch the eye of the people paging through the book? The salespeople are working in our service area now and would be willing to help plan an ad for you. If you are interested in having a sales rep contact you, please call our office at 320-986-2013. We will have one contact you and arrange a convenient time to plan this opportunity for you.

**Call 811**

**Call before you dig...It's the law!**

**A friendly reminder to you from Runestone & Lowry Telephone...**

Please keep in mind our telephone equipment (peds, boxes, etc) when you're out working. Should our equipment get damaged, ran into or over, burned, etc, there is a cost of repairing this. With our installation of fiber optic cable now beginning, the repair time is longer and the costs are greater if damage is done to our fiber equipment. Please remember to call Gopher State One Call when you're doing work. The call is free. And, when you're working in the field, don't forget to watch for our peds. We appreciate your cooperation.

**Contact Us...Office Information**

**Runestone Telecom Assn**

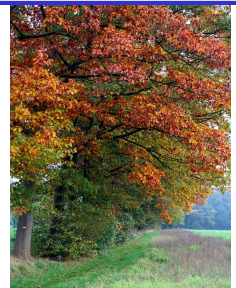
100 Runestone Drive  
PO Box 336  
Hoffman MN 56339-0336  
Phone: 320-986-2013  
Fax: 320-986-2050

www.runestone.net  
Internet Help Desk: 320-986-6655

**Lowry Telephone Company LLC**

PO Box 336  
Hoffman MN 56339-0336  
Phone: 320-283-5101

Office Hours:  
Monday—Friday  
8am to 4:30pm



***Thank you for being our customer! We appreciate your patronage & support!***