

November 2011

**Welcome,  
New Customers!**

**Barrett...**  
Swenson, Laurie May  
528-2633

**Elbow Lake...**  
Chasteen, Margaret  
685-4185

Dahle, Marlys 685-4319  
Ellis, Mary Ann 685-4332  
Mercer, M & D 685-4237  
Rosten, Bradley & Venus  
685-6125  
Wiesner, S 685-4054

**Hoffman...**  
Braun, Robert 986-2263  
Torkelson, Mark & Laurie  
986-6263  
Willis, Nancy 986-2263

**Kensington...**  
Fritz, Rick & Amanda  
965-6218  
Gunderson, D M 965-2627  
Leuty, Tom 965-2200

**Lowry...**  
Cayo, Christine 283-5233

**Norcross...**  
Blue Sky Lodge 284-2400



**Happy  
Thanksgiving**

**The  
Connection**

**In the news....**

**TV Station Price Gouging Yields  
Higher Cable Bills**

As your local cable television provider, Runestone Telecom Assn (RTA) has contracts to bring you some of our customers' favorite programming, such as Discovery, Nickelodeon, HGTV, along with local broadcast stations such as ABC, CBS, Fox and NBC affiliates.

To carry local TV stations that demand payment, we need their "retransmission consent," a law given by Congress to broadcasters back in 1992 to demand cash for what the broadcasters call their "free, over-the-air" signal. But when retransmission consent is coupled with other outdated federal regulations that grant broadcasters a monopoly in their markets, the owners of local broadcast stations drive up their carriage fees as high as possible. RTA has reached the point where we are no longer willing to go along with their price increases, which amounts to extortion that only causes our customers to pay higher cable rates for essentially the same product.

RTA is more than willing to pay a fair and reasonable rate for local programming. In the current environment, we must refuse to increase our customers' cable bills because multibillion dollar media corporations' national, if not global, reach are able to take advantage of a broken, monopolistic marketplace in which they have all the leverage and we have none. Although we hope to resolve this issue with no disruption to service, we are convinced the time has come for independent cable operators to draw a line in the sand.

Many of these broadcast groups are publicly held companies. Every quarter they boast to investors about the unbelievable increases they are seeing in retransmission revenue. This found money doesn't grow on trees. It's taken from the pockets of independent cable operators and their customers. We can't promise real change until Congress changes an irresponsible law biased in favor of TV stations.

We will continue to fight for our customers and refuse to allow broadcasters to bully us into higher rates and fees. We hope to obtain the best rates we can get for you, however in order to do this certain channels may come off the air while these negotiations continue. Please watch your newsletter for further updates. We ask for your patience and understanding during this negotiation period. If you have questions or comments please feel free to email me at [lee@runestone.net](mailto:lee@runestone.net) or call me at 320-986-2013.

**Runestone to Discontinue Calling Cards**

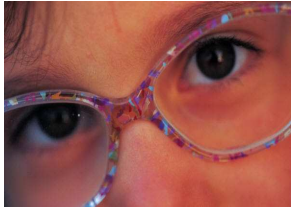
Effective 11/30/11, Runestone Telecom will no longer offer or provide calling cards to our customers. Most of our customers were issued a calling card years ago but very few still use their card or even know they still have the card. Because so few of our customers use this service, it is not cost effective for us. Please contact our office if you have any questions or concerns about this.



**To our customers...**

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 in the past. We look forward to helping you meet your changing needs in the future. May you have a blessed Thanksgiving holiday.

**ATTENTION Runestone Cable TV customers...  
Golf Channel (channel 204) will end November 1st**



***Want to know who is calling you?***

Add Caller ID... See the name and number of the person or business calling you. You choose if you answer the call or not. And, this allows you to see who has called when you've been away from the phone. The monthly cost is \$6.00. Call our office to add this today.

***Attention business customers....Did we miss you?***

If you have a business and were not contacted for telephone directory advertising, please call our office. Sales reps were out contacting customers in October . It's not too late for anyone who would like to put an ad in the upcoming telephone directory. Contact our office for more details.

***Upcoming Holiday Closing***

Our office will be closed on November 24th & 25th in honor of the Thanksgiving holiday. Troubles will be handled by our on-call technicians.

***Payment Collections***

Did you know you could drop off your RTA bill at one of the local banks near you? As a courtesy to you, the banks in towns which we provide service to accept payments from our customers. As of December 31st, the Bank of the West will no longer be a collection point. The other banks will continue to do this service.

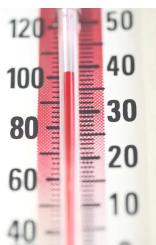


***Mark the 20th on your calendar!***

Monthly bills are mailed out around the 1st of the month and are due on the 20th of each month. We have several payment options for you. Pay by mail. Drop your payment off at a local bank or at our office. We have a drop box outside our front door, too, which is convenient for after hours. And, don't forget about our automatic payment along with e-billing. Payment arrangements, if necessary, can be made by contacting Cindy at our office.

***Time & Temperature is a phone call away!***

Here is a list of numbers you can call to get the current time & temperature 24 hours a day:



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



*(The temperature is from Hoffman.)*

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

**Runestone Telecom Assn**  
100 Runestone Dr  
PO Box 336  
Hoffman MN 56339-0336

Phone: 320-986-2013  
Fax: 320-986-2050  
Internet Help Desk: 320-986-6655

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