

December 2009

**Welcome,  
New Customers!**

**Barrett...**  
Nelson, Ermal M 528-2233  
**Cyrus...**  
Jerel's Gun Repair  
795-2274

**Elbow Lake...**  
Cassman, Daniel 685-4238  
Kruize, R J 685-6345  
Sunde, Flordeliza 685-4089

**Hoffman...**  
Bullick, Mitch 986-2522  
Pohlmann, Kenneth  
986-2790

Trophy Hunter Accessories  
Inc 986-2415  
Watson, Helen 986-2720

**Lowry...**  
Petersen, Kari 283-5122

**The**  
**Connection**

**In the news....**

**Notice of Right to Incorrect Directory Assistance Credit**

If you receive an incorrect telephone number from Directory Assistance, you are entitled to a credit for that Directory Assistance charge. You must use the same dialing pattern to request the credit that you used to make the call. For example, if you dialed 411 for Directory Assistance, you need to dial the same number to request the credit. This will ensure that the proper provider issues the credit.

You may request up to three credits. You will need to inform the provider which listing was incorrect, so that the correction can be made. A credit equal to the incorrect charge will appear on your bill.

**Upcoming Holidays**

Our office will be closed December 24th, December 25th and January 1, in honor of the Christmas & New Year's holiday. Troubles will be handled by our on-call technicians.

**Congratulations to our Turkey Winners!**

The following people were winners of a turkey in our November giveaway...

Thomas Landry, Lowry  
Sylvia Phillips, Wendell  
Roland Greiner, Donnelly  
Jody Brasel, Elbow Lake



**Attention: Runestone Telephone Customers...**

**Attention: Lowry Telephone Customers**  
**HIGH SPEED INTERNET IS AVAILABLE IN MOST AREA**

If you are currently on dial up internet and the slow speed is driving you crazy, how about getting high speed internet? High speed is available in most areas and available at three different speeds for you to choose from. Before you call someone else, call our office and talk to Russ for all the details.

Have you checked out our  
new website:

<http://home.runestone.net/rta/>

## Important Information About Your Account & Your Privacy

The Federal Communications Commission (FCC) has rules for telephone companies to protect your customer information. Customer Proprietary Network Information (CPNI) includes the call detail information such as the called number, time of call, length of call, etc, as well as the types of service offerings to which you subscribe and the extent to which the services are used.

With these FCC rules, we will only be able to discuss account information with the person or persons listed on the account or legal power of attorney. If call detail is required over the phone, you will need to provide a previously set password in order for our customer service representatives to supply the requested information over the phone. You will need password verification to get call detail on your account. If you need a form to set up a password, please contact the office.

Our service to you is NOT changing as your privacy has always been important to us. We are serious about keeping your information safe.

### 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.)*

*Merry Christmas and a Happy New Year!*



Christmas joy warms the heart



**GOPHER STATE ONE CALL**

**Call 811**

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

### Before you call in a trouble...

When calling to report a phone trouble, please check all phones in your home or outside buildings. Before calling in, please unplug your telephones, answering machines, fax machines, computers or TV satellite dish and check if the trouble is corrected. There is a charge if we have a repair person sent to your home or business and the trouble is found in the customer-owned equipment. There is no charge if the trouble is found in the equipment you rent from us.

Your cooperation with this is greatly appreciated.

***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  
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