

December 2011

**Welcome,
New Customers!**

Barrett...
Butkowski, Scott & Brandi
528-2234
Erie, Loren & Helen
528-2628
Gronwold, Audrey
528-2311
Strobel, Dieter 528-2649
Cyrus...
Sullivan, K & S 795-2110
Donnelly...
Anderson, Mark Farm Shop
246-3592
Goldenstein, Irene
246-3599
Henrichs, Darrick 246-3213
Hormann, Drew 246-3213
Elbow Lake...
Ascherman, G A 685-6505
Kensington...
Claassen, Kyle & Melissa
965-2217
Lowry...
Hartmann, Dave & Marty
283-5354
Wendell...
O'Connor, Sandra
458-2565

Merry Christmas!



**Have you checked out
our website:**
<http://home.runestone.net/rt/>

The

Connection

In the news....

agreements with these channels:

WUCW Channel 3
WFTC (My29) Channel 4
KMSP (FOX) Channel 9, 16.1, 309



If agreements are not reached by 12-31-11, these channels will be coming off our Cable TV System at that time. These broadcasters are asking for extraordinary price increases as much as 200% from what we previously paid them. We ask for your patience during these negotiations. We are doing our best to try keep future Cable TV rate increases as low as possible. As always, if you have any questions or comments, please feel free to call me at 320-986-2013. Or, email me at lee@runestone.net.

Sincerely,
Lee Maier
General Manager



*From all of us at Runestone Telecom Association...
Merry Christmas & a Happy New*

**Protecting your Privacy....
Customer Proprietary Network Information (CPNI)**

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 as described in this notice, 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.



Looking for the Perfect Gift for someone...?

If you have someone on your Christmas list that is hard to buy a gift for, how about giving the gift of High Speed Internet from Runestone Telecom. This gift connects that someone with family and friends by email, sharing photos, checking out their favorite stores websites, watch movies or even using Skype to talk to each other face to face on the computer. For more information about our High Speed Internet, check out our website at: www.runestone.net. Or call our office and we can help personalize the right speed for that someone.

Drop your payment off at a local bank

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. United Farmers & Merchants State Bank in Donnelly is no longer open to do this for us. And, 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.

Winter Tips to Protect Your Phone Service...

With the winter season here, we remind you to not cover your protector boxes (on the side of your house or buildings) with plastic or hay bales. We may need to access those if you would have service problems. Don't pile snow next to the house near your protector as the weight of the snow may pull on the wires to your protector and interrupt your service. When moving snow from your driveway or yard, please be careful not to hit our pedestals (green boxes) or to pile snow around them. If you should experience an outage, we may need to have access to them. And for those of you who snowmobile, please be careful not to hit the pedestals near the edges of the ditches.



Call 811
Call before you dig...It's the law!

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.

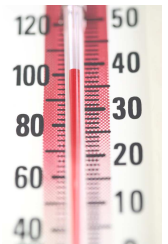
Time & Temperature is a phone call away!



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