

**Welcome,
New Customers!**

Barrett...
Bolton, Dora 528-2414

Cyrus...
Odd-N-Ends Convenience
795-2220

Elbow Lake...
Bantau, Ronald & Jillene
685-4348

Davis, Sylvia 685-4108
Formo, Brian 685-4351
Talbot, Tim & Jayme
685-4552

Wilson, Karla R 685-4450

Kensington...
Kummrow, Tom
965-2449

Lowry...
Borgen, John & Cindy
283-5105

Hedlin, R 283-5385
Hofer, Rosemary
283-5099

Tintah...
Neumann, A & I 369-2416

**CHECK OUT OUR ONLINE
TELEPHONE DIRECTORY**

<http://directory.mwd-inc.com/runestone>

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.



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.)



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

Building a deck? Planting a tree? Installing a mailbox? 811 is the number you should call before you begin any digging project. A federally-mandated national "Call Before You Dig" number, 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects. People digging often make risky assumptions about whether or not they should get their utility lines marked due to concerns about project delays, costs and previous calls about other projects. These assumptions can be life-threatening. Every digging job requires a call – even small projects like planting trees or shrubs. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs. Whether you are a homeowner or a professional excavator, one call to 811 gets your underground utility lines marked for FREE. Smart digging means calling 811 before each job.

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!

The Connection

Runestone Telecom Association

July 2009

Runestone Telecom Association Annual Meeting Scheduled for July 15

The 59th Annual Meeting for Runestone Telecom Association will be held Wednesday, July 15 at the West Central Area Secondary School in Barrett. Three director position will be filled that evening.

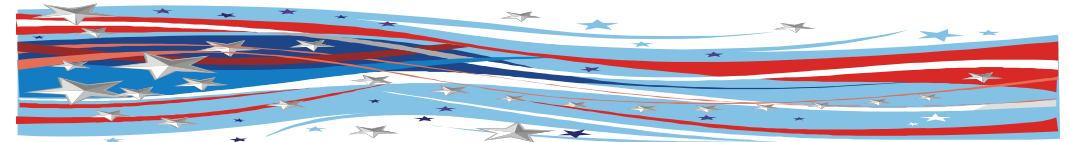
Current directors Bob Leegaard, representing the Barrett exchange, John Dossdall, representing the Cyrus exchange, and Connie Reuss, representing the Hoffman exchange, are all running unopposed.

Registration begins at 6:30pm with the meeting starting at 7pm. Following the meeting, pie and ice cream will be served. Door prizes will be given away throughout the evening.

Our Grand Prizes will be
\$250 credit on your RTA bill (those age 40 & older)
a Wii (those under age 40)

If you require special audio or other auxiliary aids or services, or if special accommodations are requested under the Americans with Disabilities Act, please contact our office by July 8th.

We hope to see you there.



Are you member of Runestone Telecom Association?

When you apply for phone service, you become a member of our company. We are a cooperative which simply means our customers/members own the company. Our cooperative was started by farmers who wanted to bring telephone service to our rural area. Today, each of you who have phone service with us are owners and a member.

What does it mean for you to be a member? Not only do you have service, but you have the right to vote. As a cooperative, we have By-Laws which determine how our business is run. When things need to be changed, you as members are sent a ballot indicating the old information along with the new requesting to be changed. Your vote of yes or no determines whether that is changed. You would've received such a ballot in the large white envelope that was mailed to you in early June.

Another important part of your membership is to vote for your Board of Directors. The Board of Directors help the management make the decisions to run the company. Each year, you vote for 2 or 3 Directors whose term of 3 years is up. Some choose to run for re-election. Some have retired. We have new candidates running for these positions. Who wins is determined by your vote.

As a member or non-member, you help finance our business by using our services and allowing us to retain any money collected in excess of actual operating costs. The money is used to build and maintain the services needed to serve our members and to service our long-term debt. This money is considered to be capital furnished by you, our members. Capital that will be returned to the members at a later date, such being called Capital Credits.

Customers who may only have our internet or cable TV services with no phone service are considered non-members. What does this mean to you? You will not have the right to vote but you will continue to accumulate Capital Credits on those services.

We appreciate your patronage in using our services. You help us continue to provide the most current services to you.

Meet Your Runestone Employee

Name: Tim Bieniek

Job Title and Description:

Central Office Technician

Schooling:

Upsala High School graduate, attended Telecommunications Technology program
At Wadena Technical College

Hometown (Where do you reside):

Hoffman

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

Mary (wife)
Christopher (son) 32
Jessica (daughter) 30

Years of Employment:

35 years

Hobbies:

Fishing, motorcycle riding, gardening & cooking

Favorite part of the job:

Working with the latest technology



How to Stop Telemarketing Calls

Are you getting telemarketing calls you don't want? Here's how to stop them. You simply call the National Do-Not-Call Registry number at 1-888-382-1222 from the phone number you wish to register. This number will be permanently on this Registry where in the past you had to re-register. You can also register online at www.donotcall.gov. The Registration is free.

The National Do-Not-Call Registry now accepts both home phone numbers and cell phone numbers. You may have received an email telling you that your cell phone is about to start receiving telemarketing calls as a result of a new cell phone number database. This is not true. Federal Communications Commission regulations prohibit telemarketers from using automated dialers to call cell phone numbers.

Placing your number(s) on the registry will stop most, but not all, telemarketing calls. For more information about this, go to the website of www.donotcall.gov or call our office.



Happy birthday, America

Telemarketing Feature Can Help End Calls

Telemarketing has become a way of the world today. But, many of us are tired of receiving call after call from them. Did you know there is a feature available that can help end those calls for you? There is! It is called Do Not Telemarket. This feature does not allow telemarketers to call your number. When calling your phone number with the feature on, callers will hear "You have called a number which does not accept calls from telemarketers. All other callers may press 1." How nice for you to manage the calls you want to have and not have the telemarketers calling you. And, imagine not having those calls that you answer and no one is there? Wouldn't that be nice?

Simply call the business office and add the feature. The monthly cost is \$3.00. What are you waiting for? Call today!

WINNERS FROM THE PHONE DIRECTORY SURVEY...

Thank you to all who responded to our survey sent out in May! We selected three winners who received a 120 minute prepaid calling card. They were:

Gloria Stargel, Nashua

Olaf(Bob) Dybdal, Elbow Lake

Amanda Becker, Kensington



Question of the month:

Can I pay my bill from you somewhere other than at your business office?

Answer:

Yes, you can pay your monthly bill at any of the local banks in which we have service....Barrett, Cyrus, Donnelly, Elbow Lake, Herman, Hoffman, Kensington, Lowry, and Wendell. We also have Automatic Payments available where your monthly payment is automatically taken from your checking or savings account. Newly added is our E-Bill option which works well with the Automatic Payment. You can choose to not receive a paper bill and have the Automatic Payment service to pay the bill. A great environmentally smart option for you. Another option is the choice of mailing your bill in to us. Or, drop it off at our business office during our hours. We love to see you stopping in. After hours, we have a convenient drop box just to the right of our front door which is located under the little red roof.

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Submit your questions to RTA by mail or send an email to 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.

ATTENTION DIAL UP CUSTOMERS...HIGH SPEED INTERNET IS AVAILABLE IN MOST AREAS (this includes both Runestone Telecom & Lowry Telephone customers)

911 Rate Increase...

Effective July 1, customers will see an increase in the charge for the Minnesota 911 fee. It will be going from 65¢ to 75¢.

Federal Universal Service Charge to go up July 1...

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

	<u>Before July 1st</u>	<u>July 1st</u>
Single Line access	73¢	84¢
Multi Line Access	\$1.04	\$1.19

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