

# one voice

KEEPING YOU CONNECTED

## Multiple New Channels Coming for Your Viewing Pleasure!

At the beginning of 2011, our digital video line up is going to get even better. If you subscribe to the High Definition package and any of the popular premium channels, like HBO, Cinemax, Starz, and Showtime, you will see multiple new channels. Even if you don't have high definition, you'll get several additions to the standard definition Premium Channel Packages.

Our High Definition package will see the addition of *Investigation Discovery HD* on channel 454. Plus, the Gold and Silver packages will soon include *Military History* on channel 167 and *Crime and Investigation* on channel 168, bringing you up to 112 channels (Gold) in your regular line-up and 31 in the HD line-up.

Contact our office for a complete channel listing or to add HD or a premium package.

### Contact Us

202 N. East Street • PO Box 67  
Blue River, WI 53518-9901  
537-2461

**Customer Service & Repair**  
611 or 537-2461

**24/7 Internet Help Desk**  
536-HELP, 537-HELP, 538-HELP  
624-HELP, 735-HELP

**E-mail Us** Visit Us Online  
rgtc@mwt.net www.rgtc.coop

Click on the "On-Line Directory" tab for valuable coupons and important information.

**Office Hours**  
Monday – Friday 8:00am to 4:30pm



## It Pays to Stay Local for TV, Internet, and Telephone



Here at Richland-Grant Telephone Cooperative, we have a dedicated team of telecommunications experts working on your behalf every day. As your local provider, we live and work alongside you in the community — and that local service is something our competitors don't offer. With Richland-Grant Telephone Cooperative at your side, you'll enjoy advantages such as:

### Personal attention

You can walk into our office and talk face to face with a fellow resident. With Richland-Grant Telephone, you don't have to settle for annoying "press this for that" automated systems, or waste your time being placed on hold to wait for faraway customer service representatives.

### Faster response times

When you're experiencing phone or Internet problems, you need assistance right away. The last thing you want to do is wait for a service technician from another town to show up many hours (or even days) later. Our service technicians are right here, so we can get to you right away.

### Commitment to improved services

Whether it's the latest in digital technology or Fiber to the Home for faster Internet connections, we always strive to provide you with the best telecommunications systems available. Since we're your neighbors, we understand your needs.

### Consistently great values

Unlike some companies, we don't play games with low teaser rates that go up later. With Richland-Grant Telephone Cooperative, you simply get a great deal every day.

All of us at Richland-Grant Telephone Cooperative want to thank you for choosing us as your telecommunications provider. We look forward to continuing to serve you. If you have questions about our services, or need help comparing our offerings to those of our competitors, just stop by our office or call 537-2461.

## The New Year Causes Reflection on The Past



While it seems like just yesterday that video service was launched here at Richland-Grant Telephone Cooperative, the fact is, Richland Grant has offered video services for 7 years. Many changes and improvements have been made during that time.

Take the channel line-up for instance. It has steadily grown from 79 regular channels to 110. As channels were added, our customers came to enjoy many of the most wanted sports channels without extra charge. We think our wide variety of local channels, from the Madison and LaCrosse markets, tops most other providers.

Take added features for another example. Software upgrades over the years have allowed us to offer more new features all the time. Which do you appreciate the most? How about the convenience of Caller ID on your television screen? How about the option of 30 High Definition channels? How about the added features of the on-screen guide, such as more detailed program descriptions?

Take hardware (equipment) upgrades as another example. As our video product grew, Richland-Grant Telephone Cooperative began offering Digital Video Recorders (DVRs), which allow you to watch one channel while you record another.

But we're not done yet! The technology advances will continue to happen and we'll be right here to provide them for you. Coming soon is our Whole-Home DVR where you can view DVR recordings on any of your other set-top boxes in your home.

## The Amazing World of Xanboo

If you thought that turning your thermostat up or down via the Internet was science fiction, stay tuned: You can do that and much more with some new innovative products and services from Richland-Grant Telephone Cooperative.

Home automation is not a new phenomenon. Computer savvy homeowners have been teaching computers to control things for years. Things got easier with the proliferation of the World Wide Web: the equipment sitting in your house became a destination reachable from anywhere in the world as long as you had an Internet connection on both ends. It was the old-fashioned command line interfaces that made things unappealing.

Now with Xanboo (pronounced zan' boo) you have remote control capability over electrical and environmental systems in your home or business from an easy to use web-based interface. With Xanboo you can unlock doors, turn on lights, and adjust your heating and air conditioning systems on the fly or in a pre-determined routine. When somebody comes to your door, you can even tell Xanboo to take a picture and e-mail it to you. You can create schedules that repeat certain procedures on an hourly, daily, or weekly basis, such as turning up the thermostat in advance of your arrival home or turning lights on at staggered intervals so that it looks like someone is home.

Xanboo also supports video cameras so that you can see what's going on at your place in real time. Live video can even be streamed to smart phones, such as an Android, BlackBerry, iPhone, or Windows system 6. Those who use cameras for surveillance purposes can upgrade their service with video clips of events that are recorded off-site, so no one can destroy the evidence of a break-in. Storage of up to 45 minutes of video clips is standard with the Xanboo video service upgrade. Cameras can also be connected to an on-site digital video recorder if more recording time is required.



The ability to control virtually any kind of electronic system remotely is really where things get interesting. For instance the lighting controllers can be used with accessory devices to control water pumps, fans, and other high-current or high-voltage equipment.

Special pricing is now available on Xanboo equipment with a 12-month contract. Contact the business office today to find out more about the wonderful world of Xanboo.

