

# one voice

KEEPING YOU CONNECTED

## RGTC Shows Appreciation to Our Customers

Directors and staff recently served up dinner for our loyal customers at the Soldiers Grove Park. Delicious fluffy waffles, beautiful summer weather, and some great prizes combined to make the 2011 Customer Appreciation Event an enjoyable evening.

The following customer's names were drawn for door prizes:

Grand Prize, 32 inch LCD HDTV:  
Wesley Clark

Five customers won a new Video and/or High Speed Internet Installation with 2 Months of Free Service (up to \$355 value): Kim Pettit, Gary and Gail Adams, Kathleen Parker, Elizabeth Scheckel, and Richard Kinney.

Five customers won a VTech Cordless Telephone with Caller ID plus Free Installation and 3 Months Free for new Caller ID Name and Number Service: Alden Steffy, Dale Hendricks, Ruth Kroning, Lena Tainter, and Tina Volden.

Thanks for attending the event!

### 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

**Holiday Closures**  
Monday, September 5, 2011  
Labor Day



High speed broadband Internet access has become today's essential service, but new government rules being proposed by the Federal Communications Commission (FCC) could impact your access to broadband Internet service. You can help by lending your voice to the debate.

At the onset of telephone service back in the 1950s, the federal government created a universal service policy to ensure that all Americans—including those in rural areas—have access to affordable communications services. The government decided these were essential services that required financial support to build and maintain. As a result, it created something called the Universal Service Fund (USF).

Like many rural companies, Richland-Grant Telephone Cooperative has been the recipient of USF and invested millions of dollars over the years to build advanced networks to meet the needs of customers. We've done this with the understanding that the government would continue to support our efforts through USF. Without receiving support from the federal government, it would be impossible for us to maintain our existing infrastructure as well as expand our capabilities to meet our customer needs in the future. As with our national highway system, the information highway costs money to sustain.

Federal support has made it possible for our company to deliver the network that spurs economic opportunity, supports educational options, and increases our ability to attract new businesses to our area. Now, the government is thinking about changing the fund. If this federal support gets cut, our town and outlying areas could get stuck on the wrong side of the digital divide.

The FCC wants to do away with USF and other financing methods that support rural, high-cost telephone and broadband services. FCC officials need to ensure that they don't destroy the funding that now delivers telecommunications services to the rural areas of America.

All rural consumers need to get educated about the proposed policies and communicate to members of Congress and the White House about the negative impact this could have on our community. **Do your part to avoid devastating effects on our local economic development. Contact your Congressman, Ron Kind, via the letter to Washington on this website: <http://www.saveruralbroadband.org/> or call: 888-442-8040, fax: 608-782-4588, TTY: 888-880-9180.**

Just in Time for School:

# A LESSON IN MATH MEANS SAVINGS FOR YOU

**It's simple arithmetic:** When you *add* phone, Internet, and TV services together in one of Richland-Grant Telephone's Total Packages, we'll *subtract* up to \$30 from your monthly cost compared to purchasing the services separately. Plus, the benefits *multiply* as you enjoy the convenience of doing business with one company.

Since school supplies are no longer limited to paper, pencils, folders, and notebooks, today's students need access to powerful communications tools. Help them get the job done with a back to school shopping list that includes:

- **High Speed Internet** that allows kids to do online research and homework assignments more quickly and efficiently. Add **SecureIT Plus**, the fully automated computer protection with parental controls to help keep kids safer online.
- **Quality Telephone Service** with long distance calling plans to keep your entire family connected, particularly if you have a college student away from home. Our Total Packages include Voice Mail and Caller ID Name and Number with Call Waiting. Caller ID even shows up on your TV.
- **Digital TV** with high-quality images and sound—the perfect diversion when it's time for a study break!



**TOTAL PACKAGE SAVINGS UP TO \$30**

- 1 MB High Speed Internet
- Phone plus extra features and discounted long distance
- Digital TV

**Get all 3 in a Total Package beginning at just \$96.99.**



## Use Caution When Moving or Adding Devices



The growth of today's broadband technology allows consumer electronics such as iPods, iPads, smartphones, surveillance systems, Wii, Playstation3, and Xbox 360 game consoles, and yes—refrigerators and thermostats—to be connected to the Internet. You can even turn on your house lights before you return home via an Internet connection. The list of devices that can be hooked up to your Internet router with an Ethernet cable, or more likely, a wireless connection, goes on and on.

When a Richland-Grant Telephone technician installs High Speed Internet at your location, he may connect a Comtrend modem/router to the Network Interface Card (NIC) in your computer and/or one of our video set-top boxes (STBs). The

technician plugs in a specific type of cable, connecting it to specific ports (openings in the electronic boxes) on the Comtrend modem. Customers can help prevent loss of services by NOT switching cables around between ports. This can cause video, Internet, and even telephone outages and unnecessary service calls. We highly recommend not changing or unplugging the Internet cables from our equipment unless directed to do so by someone from the office or the help desk.

If you have new devices you would like connected to broadband or have a technology question, please call 537-2461 or 536-HELP, or 537-HELP, or 538-HELP, or 624-HELP, or 735-HELP. If you haven't already heard, we have new faster Internet packages available to meet your Internet speed needs!