

# one voice

## KEEPING YOU CONNECTED

### Giving for the Holidays

Richland-Grant Telephone is once again sponsoring a Food Drive to assist local food pantries this holiday season. Any nonperishable items donated by our customers and dropped off at the office between November 1st and December 31st will be matched by us. PLUS, we will reward your generosity by offering **FREE hookup/installation on any new services** mentioned in the article, "Getting New Electronics This Holiday Season?" on page 2.\*



*\*Free installation for RGTC provided services only—video, high speed Internet, video/high speed Internet package, or a video/high speed Internet/telephone package, with one account per location; one free calling feature install per customer (unless included in a package); single dial tone service install with one jack.*

#### 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

**Thurs. & Fri., Nov. 24 & 25, 2011**  
Thanksgiving Holiday

**Fri., Dec. 23 & Mon., Dec. 26, 2011**  
Christmas Holiday

**Mon., Jan. 2, 2012**  
New Years Holiday



## Fall Into a Bundle and Rake in a Pile of Savings

**N**ow's the season to follow the example of the changing leaves and make a change yourself—switch your telephone, Internet, and/or video TV into a bundle and see the savings from paying for each service separately.

Our popular Silver View residential bundle gives you this combination of services for **as low as \$96.99 per month:**

#### High Speed Internet

- 1 MB download and up to 5 e-mail addresses

#### Telephone/Long Distance Service

- Dial tone with Call Waiting, Caller ID Name & Number/Screen Pop, Voice Mail
- 11 cents/minute long distance domestic calls

#### Digital TV

- 87 channels (including local stations\*)
- 47 music channels
- Premium channels such as HBO, Cinemax, Showtime, and Starz as low as \$12.99/month each



#### Convenient Extras: (Call office for rates)

- HD – 34 Silver channels
- Digital Video Recorder (DVR)
- Whole Home DVR

With Richland-Grant Telephone, you'll enjoy the simplicity of dealing with just one company and receiving just one bill. You can also look forward to friendly customer service from our local staff.

**For details, visit our office or call 537-2461.**

*\*Local stations are an additional \$3.99/month*

### Fall Cleaning Tips

LCD screens (flat screens) found on monitors and TVs are a little different when it comes to cleaning. LCD screens have coatings that are sensitive and easily scratched and damaged. Follow the easy steps below to safely clean your LCD screen monitor or TV in just a few minutes.

1. Turn off the monitor or TV. A dark screen makes it easier to see the dirty or oily areas.
2. Use a dry, soft cloth and very gently wipe the screen. A great choice would be the microfiber type of cloth used to clean eyeglasses. Avoid using paper towels, toilet paper, tissue paper, or something like your shirt.
3. Do not press harder to scrub dirt or oil off. Pushing directly on the LCD screen can cause pixels to burn out.
4. If necessary, dampen the cloth with distilled water or with an equal ratio of distilled water to white vinegar.

**By the way, for a crystal-clear picture to go with your sparkling clean TV, sign up for a Digital TV Bundle from Richland-Grant Telephone. For more information, call us at 537-2461.**

## Broadcasters Looking to Raise Fees Again

In the coming months, Richland-Grant Telephone will begin negotiations with local broadcasters (NBC, ABC, Fox, and CBS) for retransmission consent fees. Retransmission consent fees are fees that the local broadcasters charge RGTC and other cable TV providers to carry their networks on our system.

What used to be a free channel to operators has now become a significant revenue source to the broadcasters. As always, we will do our best to negotiate a fair rate with the broadcasters, but if past experience is any indicator, the negotiations are typically a one-way street. We have two options—pay the exorbitant rate or lose the network. In the past, we have chosen to continue carrying these channels at the higher rates.

However, we want to make our customers aware that there could be “blackouts” of channels during these negotiations if the broadcasters try to bully us into an unreasonable rate. Unfortunately, what all this means to our video customers is a very probable rate increase in 2012 or, we may lose some of the local channels such as the out-of-market Lacrosse channels due to new network restrictions and rates imposed on us.

Unless we see regulation and changes at the Federal Communications Commission (FCC) in regards to the rules surrounding retransmission fees, we will be forced to continue to raise our rates in the future to cover these increased costs.



## Getting New Electronics This Holiday Season?

Let Richland-Grant Telephone provide you with the best ways to utilize that new phone, HD TV, laptop, iPod, etc.

### \*Digital TV Service for your new TV!

You'll get great features the whole family will like in either the Gold or Silver View Channel line-ups.

### More than 115 Popular Channels (with Gold Package + local stations), and 48 HD Channels (equipment fee for HD)

Local programming, news, movies, sports, and music—and you can add a great premium channel group like HBO, Cinemax, Showtime, and Starz for as low as \$12.99 each.

### Digital Video Recorder (DVR) and Whole Home DVR (not available in all locations)

Our DVR lets you record, pause, and rewind live TV. Whole Home DVR connects other set-top boxes in the house to the main DVR so you can watch your recorded shows in other rooms without additional recorder boxes.

### On-Screen Caller ID

With digital TV service, the person's name and number appear right on your TV screen so you can prioritize your calls.

### Interactive Program Guide

Create a customized channel list so you see only those channels you watch the most.

### Parental Controls

Use this feature to control your children's access to television programming and movies.

### \*Telephone Service—so important for the 911 emergency services and to utilize features such as:

Call Waiting, Caller ID with Name and Number, Voice Mail, on a wide variety of available telephone models!



### Cordless Phones

Free to roam the house, not tethered to a cord. Available with additional handsets all programmed to one base. You can have a handset and charger in several rooms of the house.

### CapTel® Phones (specialized equipment and additional services required)

Available to people with hearing loss. These phones, along with your phone lines, enable individuals to speak for themselves but have a translation of text coming back to them so they can read the conversation.

### Corded Phones

Still the most reliable! Corded phones that are not dependent on electrical features will still work during electrical failure. They can be installed in every room of the house and do not have batteries that need recharging. Since they are not as susceptible to lightning damage as cordless phones, they have clear crisp reception that lasts a long time.

### \*High Speed Internet Service—for gaming, e-mailing, and all your online activities:

1 MB with up to 15 MB available. Up to 5 free e-mail addresses.

For details, call Richland-Grant Telephone at 537-2461 or visit [www.rgtc.coop](http://www.rgtc.coop).