

# one voice

KEEPING YOU CONNECTED

## Always Call Before You Dig

Calling to have underground utilities located before you dig isn't just a recommendation—it's the law. Richland-Grant Telephone reminds you to also contact Diggers Hotline for simple projects like planting a tree or shrubs, installing a deck, or putting up a new fence. You may avoid the service interruptions or physical injury that could happen if you hit electrical, gas, cable, television, or other service lines. There could be fines and repair costs. Just call the national hotline number (811) a few days prior to your project.



Thank you in advance for your cooperation.

### 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 Closure

**Thursday, July 4**  
for Independence Day

**Monday, September 2**  
for Labor Day



## Cool Down Your Busy Summer Schedule with These Convenient Services

### Voice Mail with Email Notification

We appreciate this feature so much that we wanted every Voice Mail customer to have it available. Call the office with your chosen email address. Once the feature is pointed to your email address, you will receive an email from vmail@yourvoicemail.com when someone leaves you a message. Open the email and click on the message to hear it or forward the message to the person it was intended for.



### ACH

For an easy way to make sure your bill gets paid on time, sign up for Automated Clearing House (ACH) payments. We'll have you sign a form telling us if you want your payment deducted from checking, savings, a credit card, or a debit card. You still get a bill to review and on the 10th of each month we make sure your payment is made. Call the office at 611 to get a form. *Sign up by July 31, 2013, and get a onetime \$5.00 bill credit.*

### E-bill

Cut back on papers in the mail with E-bill. Simply set up an online account by clicking on the link at the bottom of our webpage, www.rgtc.coop. Your bill is automatically emailed to you each month. *Get a \$5.00 bill credit if you call the office before July 31, 2013, and have us add the "paperless" option to your E-bill account.*

## Stay and Play in the Area with these Great Summer Events

Do you enjoy drama? "The Crucible" will be presented by the Community Players of Southwestern Wisconsin at the Richland Center High School Auditorium on July 26th-28th and August 2nd-3rd, community-players.com. Love classic cars or motorcycles? Dairy Queen in Richland Center hosts **Classic Car Show Night** every Monday at 6:00pm from June through August.

Is a physical challenge your way to have fun? On July 6th, you can participate in the 2nd Annual **Pine River Triathlon**. Paddle 4.4 miles, pedal 12 miles, and run 3 miles. Pre-registration is a must for this event at www.pitrichallenge.org. How about a 4th of July adventure in Gays Mills? The **Stump Dodger Bash** includes canoe races, bands, sports tournaments, and fireworks. Check out stumpdodgerbash.com.

Something for everyone! **Boaz Fun Daze** will be held July 19th-21st. There's a men's softball tournament, Friday Fish Fry, a horse show on Saturday, and the chicken BBQ on Sunday. Spend the weekend in Blue River. Catch one or more of the **Blue River Autumn Fest** events, August 16th, 17th, and 18th. Annual events include a chicken BBQ on Sunday, a large street parade, softball tournament, and more.

## Graduating Seniors Benefit from Scholarship Program

Richland-Grant Telephone Cooperative proudly gives back to the community by awarding scholarships to deserving high school seniors who plan to pursue secondary education at technical schools and universities. Four graduates will each receive \$500 scholarships: **Alyssa Cupp** who will be attending Beloit College, **William Marshall** who will be attending Iowa State University, **Emily Martin** who will be attending UW-Milwaukee, and **Hollie Martin** who will be attending UW-Richland.

In addition, **William Marshall** was awarded a \$1,500 scholarship and **Hollie Martin** was awarded a \$500 scholarship from the Wisconsin State Telecommunications Foundation (WSTF) for their academic success and extracurricular participation.

Congratulations to all area graduates!



**Alyssa Cupp**  
Riverdale High School



**William Marshall**  
Kickapoo High School



**Emily Martin**  
Richland Center High School



**Hollie Martin**  
North Crawford High School

## Long Distance Call Completion Issues Continue

Unless you have experienced the problem yourself, you may not be aware of the issues with rural call completion. The issues, among others, are dropped calls, poor quality calls, incorrect Caller ID, or calls that never get completed to your location. Rural call completion is a national problem that has been going on for some time, with the Federal Communication Commission trying to address this problem that impacts households, businesses, and public safety.

Providers in the telecommunications industry, such as Richland-Grant Telephone Cooperative, strive to provide good quality service, but a problem called “least cost routing” threatens that quality service, because incoming calls to our customers are not handled as they should be by other long distance providers.

Note in the graph below, how long distance calls leave a location only to be caught in an infinite loop, while unscrupulous long distance providers try to find the cheapest route to take a call from point A to point B. Some long distance companies even use other long distance providers to carry the call. In the meantime, the person trying to call you THINKS you are not home because you don’t answer or the quality of the call might be so poor that you can’t talk anyway. Obviously, small businesses suffer when the issues happen to them.

*Providers in the telecommunications industry, such as Richland-Grant Telephone Cooperative, strive to provide good quality service, but a problem called “least cost routing” threatens that quality service.*

If these problems happen to you, contact Richland-Grant Telephone Cooperative, or encourage the person who is trying to call you to report it to THEIR long distance carrier. They will need to report the time, the date, and where they were trying to call. This information can also be reported directly to the FCC.

