

The Communicator

AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC

*You want Internet that
won't keep you waiting!*



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AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC

RTC WILL BE CLOSED

- November 11 – Veterans Day
- November 24 – Thanksgiving Day
- December 23 – Christmas Eve
- December 26 – Christmas
- January 2, 2017 – New Year’s Day

SCHOLARSHIPS AVAILABLE SOON!

RTC will offer two college scholarship programs to area high school seniors:

1. The RTC Scholarship program will award four scholarships, each in the amount of \$2,500.
2. The Foundation for Rural Service (FRS) offers several college scholarships to help further higher education among rural youth.

More information on these scholarships will be available at www.RTC.coop on December 1, 2016.



Membership Elects Wayne Skarda



RTC held its 65th Annual Meeting on Thursday, June 16 at the Parshall High School. Approximately 510 people attended the event.

The meal was catered by Kyle’s Katering of Garrison. The meeting began with RTC employees Dave Uhlich and Daryl Johnson presenting the colors and Remington Bigelow of Makoti providing the drum roll. Lexi Blunck of Parshall sang the national anthem and Pastor Dan Dapelo of First Lutheran Church of Parshall and Lucky Mound Lutheran Church gave the invocation.

The election of directors was held during the meeting. Jeanette Hoff was re-elected to District 4 (Parshall, Plaza) and Barbara Steinmetz was re-elected to District 6 (Emmet, Garrison) by unanimous ballot. Wayne Skarda and Angela Moe were the candidates for District 1A (Alexander, Arnegard, Keene, Squaw Gap, Watford City). Wayne Skarda was elected by paper ballot.

President Jeanette Hoff, CEO/General Manager Shane Hart and Chief Financial Officer David Aamot provided reports. RTC’s 2016 scholarship winners and FRS Youth Tour student were recognized.

Retirees were presented with plaques, including Utility Tech Carl Brunsell (27 years of service) and District 1A Director Paul Wisness (33 years of service). Prizes were given away throughout the meeting, with grand prizes awarded at the end. Jude Anderson won the Amazon Kindle Fire for the children’s drawing. Kelly Peterson of Watford City won a year of free local phone service, Jim Locken of New Town won the Amazon Echo, and Jim Zieman of Makoti won the Amazon Tap.



Wayne Skarda



Barbara Steinmetz



Jeanette Hoff



How Much Internet Speed Do I Need?

RTC hears this question a lot from customers, and there's no single right answer. For some customers, a download speed of up to 100 Mbps may work fine. Other households may need a download speed of up to a Gig (1,000 Mbps) to keep everybody in the family happy.

To select the best Internet speed for your household, it's important to consider these factors:

- **How many devices do you have in your home?** Take a look around and add up all the Internet-connected devices you own including computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. The NPD Group surveyed more than 4,000 consumers and the average number of devices per U.S. household with Internet service is now 5.7, and that number is expected to keep rising. The more devices you have, the more speed you need.
- **How do you use the Internet?** If you only have a desktop computer that's used to check email and surf the net, then a relatively slow Internet connection may suffice. However, if you have several people simultaneously doing data-intensive activities — such as streaming HD video and music, online gaming, sharing photos and videos online, video chat, and cloud storage — then you're only going to be happy with an upper-level speed. Many RTC customers are saturating the bandwidth in their homes because multiple devices are connected wirelessly to the Internet. This makes it seem as though their Internet service is running slow when it's actually being maxed out. You may want to consider upgrading your bandwidth (and corresponding Internet speeds) to meet your growing needs.
- **What are your performance expectations?** If you only occasionally watch videos online, you may be willing to tolerate slow load times and buffering. But if streaming HD movies is a cherished part of your routine, you'll be frustrated by slow speeds and the annoying lag that comes with them. Make sure the Internet speed you choose is in line with the value you place on Internet performance quality.

CHOOSE A NEW FASTER INTERNET SPEED!

1 Gig x 1 Gig (1,000 Mbps)

For the Power Users! Work with advanced hosting platforms, enterprise applications and other tools. Play and share games through online gaming centers.

- Residential: \$149.95*/month
- Business: \$299.95*/month

Up to 500 Mbps x 500 Mbps

Work from the comfort of your home, including video-conferencing and large data transfers.

- Residential: \$99.95*/month
- Business: \$199.95*/month

Up to 250 Mbps x 250 Mbps

Stream multiple HD movies and television at the same time. Boost your online gaming advantage with reliable connectivity.

- Residential: \$79.95*/month
- Business: \$149.95*/month

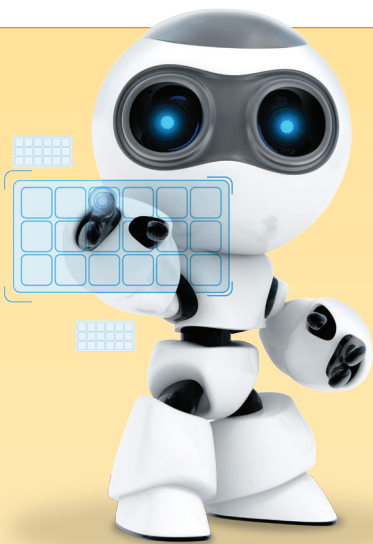
Up to 100 Mbps x 100 Mbps

Connect multiple devices within your home. Stream HD movies and television using Netflix, Hulu, Amazon Instant Video and other content streaming services.

- Residential: \$54.95*/month
- Business: \$99.95*/month

Sign up for 100 Mbps or higher Internet now and get three months of a faster speed at the same price as your current speed. Call 888.862.3115 today.

*Fees do not include County, State and Federal charges or taxes. Activation fees may apply. Speeds are not available in all areas and are limited in some areas. Offer subject to change.



MAKE YOUR HOME A LITTLE SMARTER WITH THESE GADGETS

Amazon Echo

This advanced voice recognition system, the Echo, can hear your voice from across the room. Wake up this device by saying "Alexa," you can ask it almost anything. Ask "Alexa" to make a shopping list for you, listen to music on Amazon Prime, give you the weather or road conditions, etc.



www.amazon.com for \$179.99

Crock-Pot Smart Wifi-Enabled WeMo 6-Quart Slow Cooker

Forgot to turn down the temperature on your Crock-Pot at lunch? By using your smart device, you can adjust cook time and temperature remotely.



www.amazon.com \$129.99

Nest Learning Thermostat

Use your smart device to control the temperature of your house.

www.amazon.com, \$249.99



Check out more gadgets for a Smart Home at www.cnet.com/smart-home/.

A Smart Home is a Smart Way to Decrease Costs and Increase Safety

Your home may be beautiful. But is it also smart? Thanks to Home Technology Integration, your home can become a Smart Home and enable you to remotely manage a variety of systems using an Internet connection. The technology can be divided into two basic functions: systems control and monitoring.

Systems Control

Via a smartphone or tablet, it's now possible to control a long list of things in a Smart Home without you having to be there. They include:

- Heating, air conditioning, and ventilation
- Blinds
- Lighting
- Whole-house music and entertainment
- Appliances
- Locks on doors and gates

This can be done on a case-by-case basis or you can develop profiles that will automatically manage these systems depending on the time of day, day of the week, or only when motion is detected. Not only is it convenient to have a Smart Home, it can save you money through increased energy efficiency.

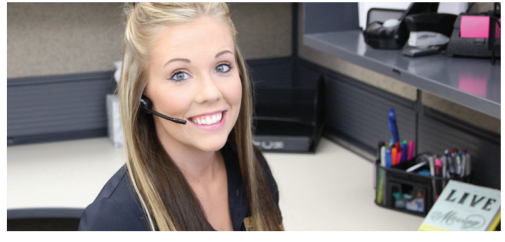
Monitoring

Do you worry about your home when you're away for long vacations or business trips? With a Smart Home, you can use your Internet connection to monitor things like temperature, fire, motion, or flooding. Sensors detecting any of these events can email you an alert.

For example, let's say the sump pump quits working and your basement is filling up with water. You'll receive an email alerting you of the emergency so you can call the plumber immediately. When the plumber arrives at your locked front door, a motion detector will tell you someone is at the door. A snapshot video camera will send you a picture confirming it's the plumber and you can then unlock the door — all without having to be there!

Other Smart Home possibilities include streaming video surveillance to keep an eye on family members, pets, or a backyard pool. For sick or elderly family members, Personal Alert Systems are also available to quickly contact emergency personnel.





PLEASE DONATE TO WARM HANDS & WARM HEARTS

One of the key values of RTC is to support our local communities. When we all pitch in, through programs like Warm Hands & Warm Hearts, great things happen.

Warm Hands & Warm Hearts collects donated hats, mittens, and gloves for children in need at local elementary schools. RTC distributes the items when the weather is the coldest and the need is greatest.

Items can be dropped off at the following locations starting November 1, 2016 and will be collected through January 4, 2017:

- RTC Headquarters in Parshall
- RTC New Town Office
- RTC Watford City Office
- Garrison City Auditor's Office
- Kenmare City Auditor's Office

Thanks for lending a hand!



Warm Hands & Warm Hearts



How to Submit a Trouble Ticket

• • •

If you're having issues with any of your RTC services, please call our office immediately at 888.862.3115. Many times, customers will tell us they've been experiencing troubles for days, weeks, or even months. By waiting to call us, they experience a longer period of technical difficulties than is necessary. Remember, RTC typically does not know you're having an issue until you informs us.

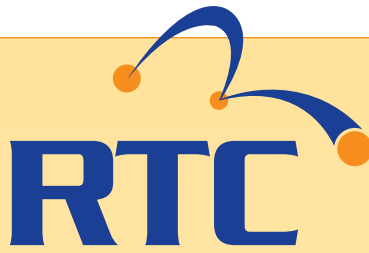
RTC's business hours are Monday through Friday, 8 a.m. to 5 p.m. RTC does have an after-hours answering service that can troubleshoot email and Internet troubles over the phone. We also have technicians on call for emergency situations. If it's not an emergency, we can try to fix the service issue over the phone. If the problem cannot be resolved over the phone, we'll send out a technician the next business day.

When you call to report a technical issue after hours, please provide the following information so we can help you in a timely manner:

- Name
- Home telephone number
- Cell phone number
- Account number

If you're not available when we return your call, we'll leave you a message if possible. (Sometimes when we call cell phone numbers, the mail box is full or not set up, and we can't leave a message.)

Your satisfaction is important to us. RTC makes every attempt to respond as quickly as possible whenever you submit a Trouble Ticket.



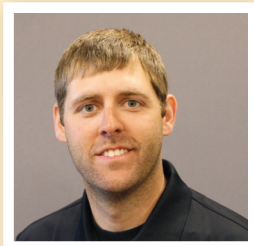
WELCOMES
NEW EMPLOYEES



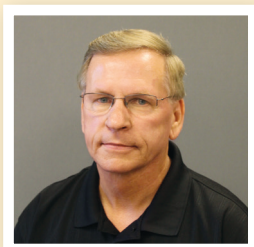
Torie Bauer
Cable Locator - Watford City



Brian Deutsch
Combination Tech – Watford City



Erik Linseth
Combination Tech – Watford City



Joseph Zuchara
Business Systems Tech



Karen Huber (left) receives Exceptional Employee Award from CEO/General Manager Shane Hart

Huber Named RTC Exceptional Employee

• • •

Karen Huber is the recipient of the Reservation Telephone Cooperative (RTC) *Exceptional Employee Award* for the second quarter of 2016.

RTC Customer Service Manager Lisa Schenfish says, “Karen has been with RTC for over 16 years. So she has a lot of experience and knowledge and is able to walk a customer through the steps to fix their telephone, Internet, or TV trouble over the phone. She will spend the extra time on that call and give a 100% effort to that customer. She is also very helpful to the other employees if they need assistance, and she’s extremely dependable and dedicated to the company.”

Karen was hired in March 2000 as a General Clerk. In January 2005, her job title changed to Customer Service Rep. Her job duties include taking calls from customers when they’re having trouble with any of their RTC services, troubleshooting over the phone with customers, and dispatching technicians to fix the trouble.

Karen resides south of Tioga.

The *Exceptional Employee Award* was developed to recognize RTC employees who go above and beyond the call of duty. Nominations are made by fellow employees, and it is awarded to a deserving RTC employee quarterly.

New Listings

Alexander – 828

Logan, Russell	3764
Oliver, Cole & Patricia	3760
Paul, T.	3738
Quale, Marti	3627
Shinkle, Richard	3953
Smith, M	3681

Arnegard – 586

Barness, J.	3317
Hart, Roger & Karen	3180
Moody, J.	3551
Renbarger, Warren	3570
Robinson, Stephen & Melissa	3291

Douglas – 529

Carlson, T M.	4704
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Emmet – 337

Abrahamson, R.	5810
Anderson, Mark & Jill	5324
Kinn, Dylan & Wendy	2266
Sprenger, Dustin	2458
Sutter, Allen & Karen	5131
Walker, B.	5564

Garrison – 463

Bauer, Josh	2795
Dairy Queen	2300
Doll, J.	2572
Huesers, W & Peterson J	2896
Kerzmann, Donald	2570
Kerzmann, Joseph A.	2688
Melby, Logan & Amanda	2403
Pemberton, G	2539
Rabbithead, Joanne G.	2954

Keene – 675

Galvin, Jay	2444
Sax, R	2249

Kenmare – 385

Commercial Concrete Solutions	4545
Jillson, Jilly	4200
Lee, Camille	3597
Weber, Brandon	4899

Makoti – 726

Davis, Randy W.	5905
O'Leary, P	5957
Rezin, Ashley	5274

Mandaree – 759

Enno, Bradley S.	3546
Fettig, Shantel L.	3125
Kmha Radio Station	3657
Myrick, Tonia	3481
West Segment Maintenance - Fax	3768
West Segment Maintenance	3766

Max – 679

Rolling Hills Lumber LLC.	2342
Rolling Hills Lumber LLC.	2345
Rolling Hills Lumber LLC - Fax	2346

New Town – 627

Abel, S & K	3076
Baker, Demay & Starr	2091
Baker, Ethel	3325
Baker, F.	3475
Baker, Lawrin	4010
Christensen, Sky	4967
Danks, Ed S - Fax	5176
Grady, Jolene	5113
Halverson, Richard	4666
Halvorson, Carmen	5212
Hart, Blake	3973
JC Java Coffeehouse	5282
JC Java Coffeehouse - Fax	5280
Johnson, Kansas	4635
Jones, Randall	4133
Keplin, Ryder	3992
Knecht, Jonn & Brekka K.	3450
Langved, Walter	2377
Lempia, Shayne	5274
Little Soldier, Skeeter	3208
Little Soldier, Skeeter - Fax	3916
Lockwood, Aurora	3612
Marshall, A.	5247
Means, Walter Dale Hank	2607
Morsette, Darian & Kirsten	3407
Paulson, Daniel & Kathleen	4214
Rodriguez-Whitehorse, Ruth	4249
Roth, Corrie J.	3529
Scenic 23 - Fax	3394
Smith, Cory	3881
Stevens, Bernadine	4537
TAT - Aging 429 9th St N.	4403
TAT - Construction Management Fax	4729
TAT - Construction Management Office	4529
Whitecalf, C & K	4489
Young Bird, Bruce A	3849

Norma – 467

Melin Grain Farms	3010
Melin, Trevor	3957
Wirtz, Ronald & Audrey	3962

Parshall – 862

Black Bear, Frank & Susan	3514
Erickson, Cameron & Khristy	4835
Kolk, C	4357
Quillin, Matt & Mary	3903
Schwarz, Beth	4860
Smoluk, Rick	2052
Sorenson, Travis & Carissa	3084
Two Crow, Jason	4909

Plaza – 497

Anderson, Shane & Ashley	3865
Dakota Gold Transfer - Plaza LLC - Fax	3680
Dakota Gold Transfer-Plaza LLC	3663
Haan, Bethany	3205
Rood, Ken & Susan	3879

Roseglen – 743

Sayler, Kenny & Dr Verlee	4828
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Ross – 755

Clark, Steven & Megan	3567
Gieseke, Kevin & Sara Jo	3711
Vachal, Julie	3232

Ryder – 758

TSR Inc.	2207
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Watford City – 444

Abney, S	2330
Ackerman, Gigi	2228
Ackerman, S.	3139
Alvey, David	2671
Aroni, Di Carlo	4014
Bakken Environmental & Safety	2378
Bakken Environmental & Safety - Fax	2380
Bakken Environmental & Safety - Line 2	2379
Ball, Lyle	2298
Barlow, Anthus	2157
Berger, Kadee	2901
Black Gold Suites	4100
Blanchette, S	2162
Boice, Edward	3133
Bradley, D	2656
Brooks, Cody & Nicole	2169
Bussey, Kimberly	2814
Chapman, Alan	3485
Clark, Ryan & Eva	4126
Cortea	3764
Costner, Kelly	3224
Crane, K.	2781
Dechand, Richard C	2610
Dollar, C.	3822
Dominiak, Kira & Rick	2956
Dura, J	3582
Easter, Candice	2420
Eaton, William	2029
Eback, Ashley	3195
Elmore, Woody	3732
Elphic, Shawn & Rachele	5025
Enriquez, Esperanza	4808
Feilmeier, Marcy	3999
Fleshman, J & D	2579
Foster, M	5164
Frisvold, Doug	4985
Gaswint, Todd	2056
Gilbertson, Alan	4091
Glenn, Chris	2909
Greenhaw, Adam & Kelsey	3116
Hamilton, Kirk	3591
Haugen, Dylan	3607
Heinrich, D.	5300
Hernandez, Christina	3005
Hodge, Mickey	2886
Hofer, Jimmy	3220
Holway, Ty	3459
Isphording, K.	3926
Jackson, William & Eliza	3081
Johnson, Earling & Jean	2455

Keene, Jason F.	4995
Kocher, Anjelika	3241
Krohn, D	3233
Lantis, T	3580
Living's, Dana	4730
Long, Grayson	4964
Macedo, Kyle	3390
Mogan, Marlin & Connie	3475
Murphy, Ashley	3904
Nasert, Edward & Welton Tina	3067
Nelson, Cynthia	2837
Nicholson, Colt	5002
Olson, Keith & Michelle	2580
Orvis, Steve	5257
Phares-Hiegaard, A & D.	4643
Puglisi, Amy	3170
Randall, Christopher	2254
Robinholt, Kristen & Ricky	4034
Saffell, Austin & Sierra	2548
Samuelson, Pauline & Patrick	2046
Sanford, Alexis	3105
Schanck, Michelle	3318
Seiller, Kelly	3329
Shauer, Yvonne	5237
Silva, Gabriela	4907
Sorola, Sandra	3445
Spore, Jacob	2170
Spratta, Andrew	3784
Steinberg, Megan	4892
Stone Home Brewing Co	2337
Stover, Marshall	3411
Tharaldson, B.	4824
Toombs, M.	3584
Total Oilfield Rental Inc.	2265
Total Oilfield Rental Inc - Fax	2266
Toy, Tyler	3125
TyDak LLC	3096
TyDak LLC - Fax	4792
Wake Up Watford	2326
Walz, MK	5252
Wantee, Margaret	4618
Weiskircher, Jeff	5286
Whiteowl, Jayden	3232
Wild Cow Coffee & Cream	5000
Winn, C	4848
Wise Commercial Driving School	2290
Wright, D & G	5131

Watford City – 842

Bernas, Bryan & Jenny	6159
Ehrlich, D.	2649
Fairways & Silver Springs Apts	3841
Fairways & Silver Springs Apts - Fax	3843
Fitzpatrick, R S.	6477
Hoss Rentals Inc.	2234
Nelson, Cody & Nicole	6145
Pearson, E.	6976
Prince, Jeffery	4318
Reber, Bobby & Breanna	6229
Samilpa, Jose	4704

STATEMENT OF NON-DISCRIMINATION

This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



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 www.facebook.com/RTC.coop



Customer Service: 0811 (within RTC exchanges) or 888.862.3115
Repair Service: 0611 (within RTC exchanges) or 800.822.3311
24/7 Help Desk: 0211 (within RTC exchanges) or 800.497.2151
Headquarters: 24 Main St N • Parshall, ND 58770
New Town Office: 202 College Drive • New Town, ND 58763
Watford City Office: 701 14th St SW • Watford City, ND 58854
 RTC is an equal opportunity employer and provider.



ONLY \$49.95 FOR THE 2016-2017 REGULAR FOOTBALL SEASON!

Call RTC at 888.862.3115 to sign up.

*Post-season play not included. \$49.95 is non-refundable. RedZone not available in all areas. You must have the Advanced Digital Package in order to get RedZone.

READERS' CONTEST

Congratulations to these Summer 2016 Communicator "Readers' Contest" winners. They will receive a \$10 credit on their RTC telephone bill:

- Kim Vincent, Garrison Exchange
- Norval Semchenko, Max Exchange
- Elise Renbarger, Watford City Exchange
- Linda Delzer, Douglas Exchange
- Karen Pennington, New Town Exchange

For your chance to be entered in the drawing to win a \$10 credit on your bill, correctly answer the questions at right and include with your RTC bill. Mail to RTC, PO Box 68, Parshall, ND, 58770. Or email the answers to **rtc@restel.com**.

NAME

PHONE

1. The average number of devices per U.S. household with Internet service is now _____.
2. Items for Warm Hands & Warm Hearts can be dropped off starting _____, 2016.
3. RTC does have an after-hours answering service that can troubleshoot email and Internet troubles over the _____.

Entries must be received by November 14, 2016.