

The Communicator

AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC

Addressing a FAQ: Why Am I Required to Have a Landline?



Warm Hands and Warm Hearts	2	Your Techy Holiday Gift Guide	5
RTC Scholarships Available	3	RTC Employee News and Honors	6
Why Am I Required to Have a Landline?	4	Readers' Contest	8

Merry Christmas From RTC



The Communicator

AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC

RTC WILL BE CLOSED

- December 23 & 26, 2016
Christmas Holiday
- January 2, 2017
New Year's Holiday

SIGN UP FOR WATCHTVEVERYWHERE!

WatchTVEverywhere lets users watch their TV plan's program from any device! RTC's residential TV customers can sign up for a WatchTVEverywhere account, then log in and enjoy entertainment while on the go or at home in a room without a TV.

For instructions on how to set up a free WatchTVEverywhere account, go to www.RTC.coop/tv



Warm Hands and Warm Hearts This Holiday Season



RTC is collecting new or gently used hats, mittens, or gloves for children in need for the ninth annual Warm Hands and Warm Hearts project. Items can be dropped off at the following locations starting Nov. 1 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

"Each year has been very successful and we have been able to donate to every elementary school in our service area. RTC is grateful to have customers and employees who have donated to this project in the past. We are hoping for another great year so we can continue to help warm hands and hearts," says Marketing Manager, Shannon Staflien.



Donated hats, mittens and gloves will be distributed to local elementary schools in January. RTC distributes the items when the weather is coldest and the need is greatest.

RTC Scholarships Available

In 2017, RTC will award four scholarships, each in the amount of \$2,500, to 2017 graduating high school seniors for their first year as a (freshman) college student.

Preference will be given to students going into telecom, IT, electronics, accounting, marketing, or business-related fields who show an interest in returning to RTC's service area after earning their degree.

You must:

- Be a senior in high school who will be entering your first year of college in the fall of 2017.
- Be a current member of RTC. To be a member, you or your parents/guardians must have local telephone service from RTC.
- Be a United States citizen.
- Have a "C" (2.0) average or better, grade 9 thru December of grade 12.
- Be accepted by an accredited two year or four year college or university, or vocational technical school.
- Have been involved in four different extra-curricular activities during high school. List each activity only once, regardless of the number of years involved. Activities may be related to your school, employment or community.

We will need:

- A transcript from your high school signed by a school official.
- One letter of recommendation from a local community leader other than an educator (examples include telephone company personnel, elected official, local business leader, etc.).

When to apply:

- Apply NOW! Applications are available at RTC Parshall Headquarters, RTC New Town Office, RTC Watford City Office, www.RTC.coop/resources and your local high school. Application forms and attachments should be submitted to: RTC, PO Box 68, Parshall ND 58770-0068. Applications must be postmarked on or before March 1, 2017.

Reservation Telephone Cooperative (RTC) reserves the right to terminate the scholarship program or change the provisions and conditions with reasonable notice except that: once a scholarship is awarded for a school year, it will continue throughout the expiration of the term. Please direct any inquiries regarding RTC's Scholarship Program to Human Resources Manager Gretchen Edwards at 1.888.862.3115 or PO Box 68, Parshall ND, 58770.



FRS SCHOLARSHIPS

The Foundation for Rural Service (FRS) offers an annual college scholarship program to help further higher education among rural youth. The scholarships are awarded to students from rural America for their first year of college, university or vocational-technical school. All of the following scholarships can be applied for by completing the FRS scholarship application.

- **FRS Scholarship:** A one-time \$2,500 scholarship that seeks to encourage students to return to their rural communities upon completing their education.
- **FRS Staurulakis Family Scholarship:** Four \$5,000 awards with a preference to students going into the science, math, medicine, or engineering fields.
- **TMS Scholarship:** Two \$1,500 scholarships.
- **Everette Kneece Return to Rural America:** One \$7,000 scholarship.

For scholarship applications and procedures, please visit our website: www.RTC.coop/resources

Why Am I required to Have a Landline? Universal Service Fund (USF) FAQs

The United States Congress authorized the FCC to implement the Universal Service Fund (USF). The USF is mandated by Section 254 of the Telecommunications Act of 1996.

What is the Universal Service Fund?

The USF is a government administered fund, not a government paid fund, to support the provision of telecommunications services in rural and high-cost areas, low income consumers and to schools, libraries and healthcare facilities nationwide. All telecommunications customers contribute to the USF on an equal basis.

How does it work for RTC?

The Universal Service High-Cost program, of which RTC is a part of, is designed to ensure that consumers in rural, insular, and high-cost areas have access to telecommunications services at rates that are affordable and reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their operating costs from the federal Universal Service Fund. The fund reimbursement is based only on local phone service subscriptions.

What has changed?

The FCC order released on November 18, 2011, established annual benchmarks for how much must be charged for local service by USF high cost program participants to remain eligible for the program.

Why don't you just opt-out of the USF program?

If we gave up the support funds we receive, local rates we would need to charge would rise significantly higher than the mandated minimums issued in the FCC order. Our cooperative serves over 6,000 square miles, a vast majority of which is rural, high-cost service areas. The fund was created to ensure access to telecommunication services at rates comparable to urban areas, but that would not be feasible without the funding we have received through this program.

Will I continue to be required to subscribe to a line of local phone service to receive broadband Internet and Cable TV services?

Yes. Since the FCC continues to base USF reimbursement on local phone line subscriptions, we must keep this requirement in place.

If we did not require a phone line subscription, the cooperative would not receive USF funding and the rate for broadband Internet and cable TV service would have to be adjusted accordingly, which would result in rates at least four times that of the current monthly service. We do anticipate changes to this requirement in the future, but it will need to remain in place as long as USF is based only on local phone networks.



Exactly what the program was intended for. Maintaining our existing telecommunications network to provide reliable services and upgrades to offer advanced communication services. We continue to upgrade our network so that all customers, no matter how rural, can receive broadband Internet services.

What has RTC done with the USF funding it has received?

Exactly what the program was intended for. Maintaining our existing telecommunications network to provide reliable services and upgrades to offer advanced communication services. We continue to upgrade our network so that all customers, no matter how rural, can receive broadband Internet services.

Who can I call to voice my concerns?

You may contact the Federal Communications Commission, your US Senators or Congressman. Please share your experiences with our cooperative providing you access to advanced communication services and encourage them to seek Universal Service Fund reform that is less burdensome to rural Americans and rural communication service providers.



FEDERAL COMMUNICATIONS COMMISSION

445 12th Street SW
Washington, DC 20554
1-888-225-5322
<http://www.fcc.gov>

UNITED STATES SENATORS

Senator Heidi Heitkamp
110 Hart Senate Office Building
Washington, DC 20510
202-224-2043
<http://www.heitkamp.senate.gov/public/>

Senator John Hoeven

338 Russell Senate Office Building
Washington, DC 20510
202-224-2551
<https://www.hoeven.senate.gov>

UNITED STATES CONGRESS

Congressman Kevin Cramer
1032 Longworth House
Office Building
Washington, DC 20515
202-225-2611

Your Techy Holiday Gift Guide



STAY CONNECTED DURING WINTER STORMS

In light of the increased use of wireless phones, cordless phones, and VoIP, RTC wants to remind you that these types of telephone technology will not work if electricity goes out due to winter storms. One item to always have on hand is a corded landline phone that plugs into the phone jack in the wall. Since a corded phone does not require electricity, it can be your back-up method of communication during and after a storm — keeping you connected to emergency personnel, family, and friends.

It's important to understand:

- Once batteries wear out, cordless phones and laptops require electricity and will not continue to work during a power outage.
- Wireless phone systems and towers are not required to provide backup power, so wireless phones may not operate during a power outage either.

For safety's sake, we urge you to keep at least one corded landline phone in your home, along with a flashlight and other emergency items.



Tile

\$25.00 • www.thetileapp.com

Do you often misplace your keys, wallet, and remote control? The Tile devices are Bluetooth trackers; you can use your phone to find the misplaced items, or if you have misplaced your phone, you can double press the Tile and it will ring your phone.



HP Sprocket Photo Printer

\$129.99 • www.store.hp.com

The HP Sprocket Photo Printer prints photos directly from your smartphone or tablet using Bluetooth. This portable photo printer prints 2x3-inch snapshots or stickers!



Philips Hue White and Color Ambiance Starter Kit- Gen 3

\$199.99 • www.amazon.com

Control the lights in your home from your smart device that connects up to 50 lights. Set up light schedules for your home from afar.



Amazon Echo Dot

\$49.99 • www.amazon.com

The Echo Dot is a hands-free, voice-controlled device that uses Alexa to play music, control smart home devices, provide weather and news, set alarms, and more!



LG TONE INFINIM HBS 910 Wireless Stereo Headset

\$149.99 • www.LG.com

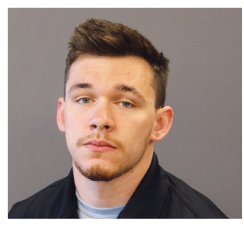
Retractable earbuds with a comfortable, customizable fit. Uses Bluetooth, so no need for a headphone jack.

**RTC does not sell these items, nor do we provide customer tech support for them.*

RTC Employee News and Honors

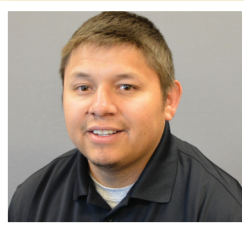
...

NEW EMPLOYEE

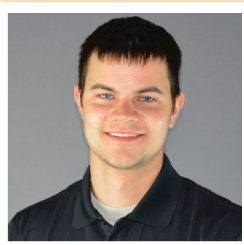


Jayce Yellow Bird
Utility Tech

TITLE CHANGES



Jessie Many Ribs
Fiber Splicer



Jeremy Zacher
Fiber Splicer



Cassie Steele (right) receives Exceptional Employee Award from CEO/General Manager Shane Hart

Cassie Steele, Cable Locator, is the recipient of the RTC *Exceptional Employee Award* for the third quarter of 2016.

Cassie started working at RTC in September of 2012 as a temporary cable locator, and started full time in January of 2013. Her duties include locating RTC's underground cable, working with excavators to ensure the safety of RTC's cable, and working with North Dakota One Call.

RTC's East Outside Plant Manager Chad Betz says, "Cassie is a huge asset to RTC to ensure that we don't experience down time due to a cable cut."

Cassie grew up in Glasgow, Montana. Cassie and her husband Andrew are building a house outside of Parshall.

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.



STAY UP TO DATE WITH RTC NEWS!



Like us on Facebook and Follow us on Instagram!

www.facebook.com/RTC.coop

Instagram: @RTC.coop

If you would like to receive our monthly eNewsletter, email us at RTCteam@restel.com

New Listings

Alexander – 828

Antley, Rickey & Sheryl	3440
Garcia, Marco & Natalie	3370
Monson, Brandon	3412
PEL	3435
Slagle, Jordan	3443
Woodworth, Russell	3569

Arnegard – 586

Blast Pro Inc	3925
Bourne, Jessie	3779
Greenwood, Shawn	3215
Henry, Mason	3946
Kellogg, Andrea	3004
Milam, Kyle & Avery	3131
Sjakovs, Victor & Nichole	3603
Welch, Shawn	3993

Emmet – 337

Ackerman, Rollan	5279
Beeter, D	2710
Evenson, Travis	5310
Haugen, John & Lisa	2928
Olson, Rick & Gail	2252
Skolrud, Terry	2901
Ternes, Anselm	5283
Thelen, Keith & Stacey	2993

Garrison – 463

Brostowitz, Tylor	2074
Folden, Katie & Keith Baker	2960
GAlA-Gaming	2484
Giese, Clara	2794
McConnaughay, Mika	2515
McCullough, Carrie	2563
Woelber, David	2757

Kenmare – 385

Bazille, Kalani	3760
Egeberg, Taylor J	4973
Friley Chili Pepper	4113
Jessen, Tyler	4056
Marquina, Maria	3902
Munfifering, Molly	4771
Reuer, Kelley	3333
Stanley, Carol	4697
Whillock, Dusty & Jessie	3497
Wood, Sierra	4152

Makoti – 726

701 Mechanical	5200
Huffman, Brad & Kylea	5266
Huus, Chris & Darthy	5200

Mandaree – 759

Black Hawk, Dinah	3922
Blanco, Bautista Theresa	3303
Casarez, B	3433
Danks, Clayton & Paula	3012
Feltes, Abel	3844
Fries, L	3197
Phelan, Brandy	3364
Secord, JD	3286

Parshall – 822

Garza, Maritza	3426
Gillespie, Pearl	4733
Marquart, P	4601
McAndrews, A	4132

Parshall Lucky Mound Security	3668
Reinke, Andrea	4688
Severance, Eric & Lori	2895
Simpson, K	3072
Spencer, Jonathan	2468
Ward, Joshua & Moana	3867
Wilson, Scott Jr	4895

Plaza – 497

Enockson, Katie	3213
Goeman, Josh	3114
Johnson, David & Lynette	3083
Kok, Costas	3493
Larson, Wes	3075
Romanowski, J	3147

New Town – 627

A Fanta C Floral	5130
Almer, Abby	2552
Alvarez, Lizette	2031
Baker, Jonathan W	3193
Baker, Talana & Norman Dubois	2925
Beston, Jennifer A	3549
Beston, Leland	4724
Big Hair, Al & Jonni	5152
Chipper Hearts Daycare	4266
Christianson Petroleum Services LLC	4697
CobyCo	2820
CobyCo - Fax	2820
Conklin, Lana & Jack	5117
Connor Residence	2945
Davis, Lyle	2049
Decoteau, Payton	3890
Fevold, Jesse	3066
Finley, Amber	4234
Fox, Kristen	3909
Fox, T	4516
Fresh Colors Fades & Tanning	3380
Fresh Flowers - Fax	3622
Fresh Flowers & Creations	3222
Good Day, Lauren	4022
Hall, Ashly	2789
Horn, Vanessa	3418
Keates, Gregory	4335
Lemke, Mary Ellen	3598
Mandan, Berni	3061
Mandan, Eagleplume Jr	2590
Martin, A	5275
Material Resources	2364
Mowery, Aubrey	4417
New Town High School	2428
Overlie, Becky	4452
Peitz, S	3902
Pendleton, Michael & Ashley	3806
Pratt, James & Charlene	3505
Ross, BL	3602
Sage & Silver Americana	4058
Sage & Silver Americana - Fax	2832
Smith, Carlos	5318
Smith, Eric	4615
TAT - Grants & Donations - Fax	4868
TAT - Grants & Donations Department	4863
TAT - Material Resources - Fax	2664
TAT - Science Tech & Policy	3263
TAT - TSRC DIVISION	3201
TAT - TSRC DIVISION - Fax	3510

Tibbets, Darien & Nonamaker Steven	2399
Verduzco, D	4589
Waupoose, Deean & Bryant	4923
White Owl, Heather & Roger	3013
White, Colette	3369

Roseglen – 743

Everett, Christopher	4773
Merrill, C	4424
Prentice, Avis	4170
Todd Zahnow Farms	4688
Yellow Bird, C	4874

Ross – 755

Farhart, Braeden	3334
Iwen, Shawn	3380

Ryder – 758

Rasmussen, Derrick & Darla	2897
Ryder City Hall	2251

Squaw Gap – 565

Papineau, Jason	2565
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Squaw Gap – 569

Joe Berzel Inc	406.569.2323
McMillen, Wade	406.569.2822

Watford City – 444

Abear, Dan	3245
Abrenillo, MarveJane	5005
Davis, Lyle	4133
Amon, Dana	3374
Anderson, T & V	2074
Balmer, M	3650
Baseler, Ted & Dana	2494
Beard, J	5110
Belcourt, Hailey	2058
Bonner, Rafael	2842
Brown, C	2176
Burke, Hunter	2383
Butcher	4983
Byrum, Scott & Lori	5247
Caputo, Tristan	2967
Carlson, Dalon & Ashley	3349
Carlson, J	2786
Caudle, Jade & Areilia	5081
Clements, Kaitlyn	3810
Computer OR	3131
Coonrod, Michael	4895
Coppe, Mark	3690
Crawford, Erick	4050
Crooms, Rashad	4231
Delay, Tyler	4157
Domeresse, Sarah & Robert	4125
Domson, Shawn M	2718
E, Steve	3162
Eising, Lucas	4257
Felter, Steve	3962
Finder, Erik	4142
Friedt, Jaden	2862
Garner, Mark & Terry	5254
Geary, Alex	5174
Goodlet, John	3711
Gore, Chris & Christina	2620
Griffin, Clint	3680
Griswold, Sherry	2350

H2 Enterprises	4165
Hansen, Eric & Cecilia	3353
Hoelt, Scott	3090
Holman, Blake	3517
Hooper, Matthew	3321
Hulsey, Alton D	2253
Hyland, Tim & Carolyn	5310
Jackson, Thomas	2483
Kreiter, Joseph	2913
Lee	2943
Licht, Ember	4175
Lloyd, Scott	4822
Malcom, Jesse	4193
Manning, Ryan & Alicia	2783
Martin, Greg & Michelle	5130
Martinez, Luis	4130
Mathisen, Char	5178
McHenry, Mercedes	2869
Messer, Kyle	4640
Miralda, Gustavo	3622
Montalvan, Zoraya	4970
Moran, Zack	5309
Morrone, Heidi	2595
Mulder, Nicholas	2702
Nitz, Andrew & Chandra	4781
Northland Floral	2722
Norton, E	5048
Parent, G N III	4728
Parker, Justin	3970
Patten, Austin	4174
Randles, MJ	4634
Rigney, Jeff	2805
Robinson, Amy L	4938
Roper, Curt & Kim	3282
Rust N Roses Floral	2065
Salazar, Jordan	4246
Sax, R	4628
Schmidt, Keith	5092
Semmen, Jordan	4794
Sharbono, S	2198
Shaw, Brian	3299
Sheek, David	3249
Smith, Larry	2083
Snell, Jerry	3954
Sosinski, Wesley	4933
St Andrew, Danielle	4653
Starkel, Robert	2166
Tobacco Depot	4900
Urban, Haley	4183
Urbatsch, S & A	3922
VanBibber, Courtney	2314
Vapor Outlet	4900
Viator's Well Service	4192
Weber, Joe	3958
West, Chase	2613
Wilson, Payten	3130
Yesel, Alissa	3036
Zavala, Eric	4986

Watford City – 842

Craddick, Paul & Jenifer	3707
Farris, Tom	4883
Hopkins, Destiny	6181
Shearer, Trevor	6989
Sorenson, Paul	3616
Strong, Austin	3611
Whitehall Truck & Towing	2283

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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Parshall, ND 58770
www.RTC.coop • RTC@restel.com
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.



SPORTS FANS ARE CHEERING FOR RTC TV

Do you live and breathe sports? Here's a winning game plan: Watch all the action of NDSU, UND, local high school sports, and more on RTC TV!



888.862.3115 • www.RTC.coop

READERS' CONTEST

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

- Edmind J Seidler, Emmet Exchange
- Roger & Grace Westman, Max Exchange
- Kathy Huettl, Max Exchange
- Ron & Marvel Ritzke, Keene Exchange
- William & Vicki Fure, Garrison 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 RTCteam@restel.com.

NAME

PHONE

1. In 2017, RTC will award four scholarships each in the amount of \$_____ to graduating high school seniors.
2. Our cooperative serves almost _____square miles.
3. The_____is a hands-free, voice-controlled device that uses Alexa to play music, control smart home devices, provide weather and news, set alarms, and more!

Entries must be received by January 6, 2017