

The Connection

JUNE 2024

Runestone Telecom Annual Meeting

Runestone Telecom's 74th Annual Meeting will be held on Wednesday, July 17th, 2024, at 7 pm at West Central Area High School in Barrett. Registration will be at 6:30 pm as will entertainment by Ken Elvehjem. The WCA Trap Shooting Team will serve refreshments following the meeting. Prizes and Runestone swag will be given out, too! Please save the date and plan to join us.

Contact Us

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Hoffman, MN 56339
Phone: 320-986-2013

Office Hours: M-F 8 am to 4:30 pm

Email: rtaoffice@runestone.net

24/7 HelpDesk for Internet Outages and Technical Support:
320-986-6655
helpdesk@runestone.net

Visit Us: www.runestone.net

Find Us:   

Review Us on Google

Please let others know about your experience as a Runestone Telecom customer. Scan this code and leave a review on Google. Thanks!



LET US HELP YOU CONNECT AND PROTECT



TAKE ADVANTAGE OF HOME SECURITY SOLUTIONS

All kinds of threats could potentially damage your property or harm your family. Thankfully, today's technology enables you to keep an eye on your home remotely and better manage its environment for greater peace of mind.

If you haven't already, Runestone Telecom encourages you to check out the many home security solutions available in the marketplace — from simple video doorbells to comprehensive smart home systems. You'll find affordable devices out there, some of which you can install yourself.

To keep these and other connected devices operating smoothly, count on our fast and reliable fiber Internet.

CALL 320-986-2013 TO LEARN MORE AND WORRY LESS! DOUBLE YOUR SPEED FOR AS LITTLE AS \$3 A MONTH!

Speed availability varies depending on location. Contact us for details.

Are You Having Trouble Using the Telephone Due to a Hearing or Speech Disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Types of Relay Services Available

Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: <https://www.fcc.gov/ipcts>.

Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

Internet Protocol (IP) Relay

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You can make your relay call using a computer, laptop, tablet, or smartphone. Go to: <https://www.fcc.gov/ip-relay>.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability can make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an Internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: <https://www.fcc.gov/vrs>.

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

For More Information on Minnesota Relay Services

www.mnrelay.org • 1-800-657-3775

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

To File a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: mn.relay@state.mn.us

You will need to provide: the date and time of the relay call, the calling from and to phone numbers, the CA's identification number, and the nature of your complaint.

You also file a complaint with the Federal Communications Commission consumercomplaints.fcc.gov

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

Telephone Equipment Distribution (TED) Program

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, or physical disability.

mn.gov/deaf-hard-of-hearing

Voice: 1-800-657-3663

ASL via VP: 651-964-1514

Top 10 Tips to Avoid Being Scammed

There are thousands of new scams every year, so how can you avoid them? The Better Business Bureau recommends these tips:

- 1. Never send money via gift card or wire transfer to someone you haven't met face-to-face.** Scammers try to convince you to pay this way, since these methods can't be traced and are as good as cash.
- 2. Avoid clicking on links or opening attachments in unsolicited emails.** Links, if clicked, can download malware onto your device and lead to identity theft.
- 3. Don't believe everything you see.** Scammers are great at mimicking official seals, fonts, and other details. Just because a website or email looks official doesn't mean it is.
- 4. Double check your online purchase is secure before checking out.** Look for the "HTTPS" in the URL (the extra "s" is for "secure") and a small lock icon on the address bar. Better yet, check out the company at BBB.org and read reviews before shopping on a website.
- 5. Use extreme caution when dealing with anyone you've met online.** Scammers use dating websites and social media to reach potential targets. They can quickly make you feel they're a friend to get you to trust them.
- 6. Never share personally identifiable information with unsolicited contacts.** This applies to unsolicited calls, emails, social media messages, or in-person visitors.
- 7. Resist the pressure to act immediately.** Shady actors typically try to make you think something is scarce or a limited-time offer to push you to decide right now before thinking it through.
- 8. Use secure and traceable transactions.** Don't pay by wire transfer, prepaid money card, gift card, or another non-traditional payment method. Say no to cash-only deals, high-pressure sales tactics, high upfront payments, and handshake deals without a contract.
- 9. Whenever possible, work with local home improvement businesses.** Just make sure they have proper identification, licensing, and insurance.
- 10. Be cautious about what you share on social media.** Check the privacy settings on all social media and online accounts. Imposters often get information about their targets from their online interactions.



New Members

Dumont

Pete's Repair LLC 320-563-4669

Elbow Lake

Boyack, Richard & Mary...218-685-4043
Kratochwill, Lyndon L

& Kay..... 218-685-4571
Miller, Scott & Elizabeth 218-685-2056

Hoffman

No Grit No Pearl..... 320-986-6201

Herman

Tollefson, Jeremy

& April320-378-0179

Lowry

Boysen Equipment LLC...320-283-5213

Lowry Transfer Inc..... 320-283-5308

Orrock, Les & Kathy 320-283-6149

Wendell

Koplin, Dallas & Katie 218-458-2122

Wheaton

Eric's Auto & Glass 320-563-8494

See TV Guide

Find the latest show listings on our website at www.runestone.net >

Cable Television >

Additional Services

> TV Guide or

scan this QR code

to go directly to

the TV Guide. You can also

purchase a subscription from

www.tvguidemagazine.com.



Try eBill and AutoPay

Still mailing a check to pay your Runestone Telecom bill? Switch to eBill for more security, lower costs, and less time required. For an even faster option, choose AutoPay and we'll automatically deduct your bill amount on the 20th of the month from the account you designate.

Visit www.runestone.net to sign up. Call 320-986-2013 if you need help.

Everything You Need is in Your Own Backyard

There's nothing quite like being in your own backyard. You're surrounded by nature's beauty, yet just steps away from all the comforts of home.

You also don't have to go far to get the communications services your family needs, including super-fast and reliable Internet. Runestone Telecom is a local company with a local office, local customer service, and local tech support. When you choose to do business with us, you'll get friendly and responsive help from local employees who understand the community because they live here, too.

Remember, when you buy local, the entire community wins. If you have a question about our services, call us at 320-986-2013.

True Crime Network Removed

True Crime Network, Channel 17.3, was removed on May 1st, 2024. No replacement is planned at this time. Sometimes when a channel is removed "upstream" from us, Runestone Telecom is given no notice. We're sorry for this abrupt change and any inconvenience it caused to our loyal customers.

TAM Fee Update

Effective July 1st, 2024, the TAP/TAM/911 fee will decrease from 87¢ to 86¢.

Fiber Optics Technology is Coming to Hoffman!



This crew worker is looking for buried facilities by making a series of small test holes, called "potholing." This is a method to accurately locate the underground lines.



Runestone Telecom relies on contractors such as Arvig to do the construction of laying the main fiber optic cables. Once the main structures are buried, our crews work to run lines to residents and businesses for connection.



An Arvig Drill Operator runs the directional boring machine that allows the installation of fiber optic cable underground.



Dakota and Larry of Arvig are working with the directional drill to lay one of the main fiber optic lines near our office in Hoffman.