

# Connections

OCTOBER 2024

## Help Us Stop Hunger In Our Community

In October and November, we are collecting non-perishable food items and monetary donations for our local food pantry. Please designate checks to Grant County Food Shelf—drop off in our office or our after hours dropbox. Together we can make a difference!



### Contact Us

100 Runestone Drive / PO Box 336  
Hoffman, MN 56339  
Phone: 320-986-2013

Office Hours: M–F 8 am to 4:30 pm

Email: [rtaoffice@runestone.net](mailto:rtaoffice@runestone.net)

24/7 HelpDesk for Internet Outages and Technical Support:  
320-986-6655

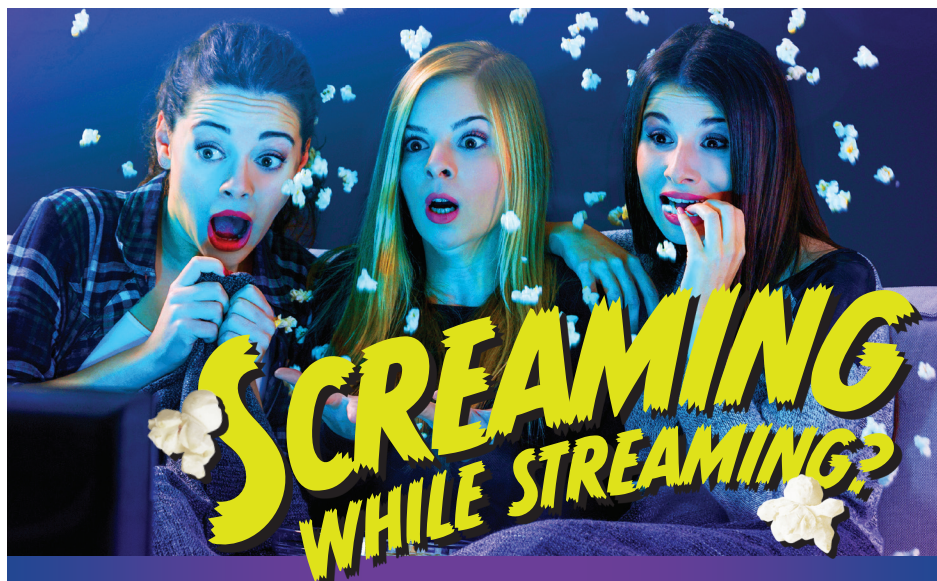
[helpdesk@runestone.net](mailto:helpdesk@runestone.net)

Visit Us: [www.runestone.net](http://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!



## HORROR MOVIES ARE BETTER WITHOUT HORRIFYINGLY SLOW INTERNET

Spine-tingling tales. Eerie old houses. Mask-wearing killers. It's scary how much we love the haunting diversion of horror movies, especially during the Halloween season.

However, nothing's more dreadful than having the lifeblood of your streaming session—your home's Internet connection disappoint you with too-slow speeds. Who needs buffering that freezes the action at key moments during the mayhem?

To avoid this technology nightmare, contact Runestone Telecom about an Internet upgrade. We offer super-fast Internet plans to make every movie night a monstrous success.

**CALL 320-986-2013 TO DOUBLE YOUR SPEED FOR AS LITTLE AS \$3 A MONTH!**

**STOP BY FOR HALLOWEEN TREATS!**

We'd love to see those little ghouls and goblins! Stop by our Hoffman office for candy when you're out and about on October 31st—anytime from 8 am to 4:30 pm.

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



## Connecting With Brad Frank

Brad Frank, Network Technician, is connecting fiber jumpers for the Hoffman Fiber Project. Customers who are on copper lines in Hoffman will be getting converted to fiber optics soon.

## Try eBill and AutoPay

Instead of mailing a check, use eBill for more security, lower costs, and less time required. 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](http://www.runestone.net) to sign up. Call 320-986-2013 for help.

## See TV Guide

You can always find the most up to date show listings on our website at [www.runestone.net](http://www.runestone.net) > Cable Television > Additional Services > TV Guide or scan this QR code to go directly to the TV Guide. You may also opt to purchase a subscription directly from [www.tvguidemagazine.com](http://www.tvguidemagazine.com).



**You could win a \$50 account credit!** Simply submit photos showing how you use your Internet connection in your home or business along with a sentence or two about your online experience and why you love Runestone Telecom. All entries will be entered into a drawing for the \$50 account credit.

### Contest Rules:

- Photos should be clear and of good quality.
- Contest open to Runestone Telecom customers only.
- Each household may submit up to five photographs.
- Photos should be digital, at least 300 dpi, preferably in jpg format. They should not be altered or enhanced and should be taken within the Runestone Telecom territory.
- Written permission from people in photos is required, since photos may be published by Runestone Telecom in print or digital form. Children under 18 years must have permission from parent or guardian.
- No printed photos will be accepted.
- All entries will become the property of Runestone Telecom.
- Submission implies consent to use photos on social media or any other marketing/advertising campaign.

**Submit your photos via [feedback@runestone.net](mailto:feedback@runestone.net) or direct message us on Facebook or Instagram. Deadline for entries is Friday, November 1st, 2024.**

## Update Your Address Before Capital Credit Checks are Mailed

Capital credit checks will be mailed out November 15th, refunding approximately \$1,660,000 to members. We'll be refunding the remaining portion of 2005 and 20% of 2023. Please make sure we have your current mailing address, especially if you use eBill and paperless billing.

# Summer Season Smiles

Thank you for interacting with the Runestone Telecom team during our summer event season! Whether you stopped by our booth at the fair or waved at us during a parade, we appreciate your support. We also want to thank our great employees, who represented us so well during this summer's parades.



Michelle and Dave Martinson in a parade.



Dawn Bumgardner, Marketing Coordinator, at the Grant County Fair in Herman, MN.



Michelle Martinson, Customer Service, and her husband Dave at the Traverse County Fair in Wheaton, MN.

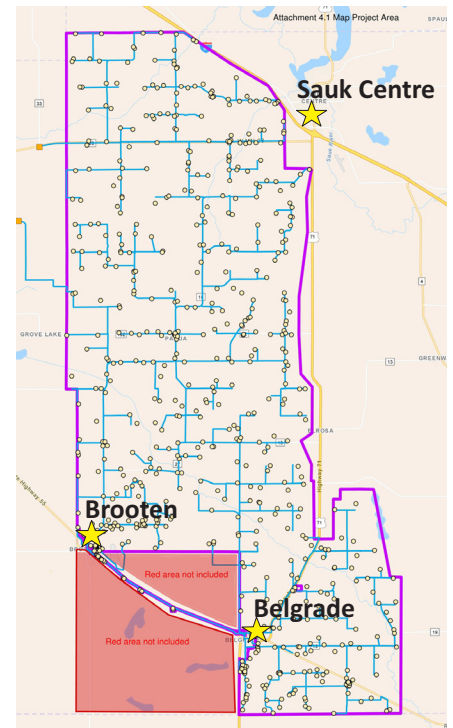


Liza Long, Customer Service, with husband Matt and family along a parade route.

## Runestone Telecom is Expanding!

We're excited to announce that we've included Stearns County West in our "fiber neighborhood." While we wait for some of the remaining permits for the rural area to be finalized, construction has begun on our new Central Offices in Brooten and Belgrade, Minnesota.

Do you live in the Stearns County West area and want fiber broadband service? Construction and connection fees are waived during this project time, and as always, we do not require a contract from our customers.



Visit [www.runestone.net](http://www.runestone.net), click on **INTERNET**, select **SERVICE INFORMATION**, select **SERVICES MAP**, type your address in the search bar in the top-left corner, and press **ENTER** to submit your application for service.

## New Members

### Alexandria

Kakac, Loren J.....320-391-9003

### Lowry

Quinco Press.....320-283-5151

### Wendell

Carrigan Brothers LLC.....218-458-2005

## FUSC

Effective October 1st, 2024, FUSC will increase from 34.4% to 35.8%.

## Check Your Phone Book Listing

It's time to check how your listing appears in our phone book. We're working on updating listings for the upcoming 2025 Vikingland Regional Telephone Directory. Your 911 address (street address) is automatically listed, but you may also list a mailing address. Take a careful look at your listing in the current phone book. If you'd like us to make any changes, complete this form and return it to Runestone Telecom.

Please list my name as:

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This is my telephone number:

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Add this mailing address to my listing:

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# We're Celebrating Co-op Month

Each October, cooperatives all across America, including Runestone Telecom, celebrate the role, accomplishments, and contributions of our nation's co-ops.

Co-ops uphold the internationally accepted values of honesty, openness, social responsibility, and caring for others. Through the member-owned and democratic process, cooperatives straightforwardly maintain these values and continue to offer goods and services that consumers feel "right" about. Co-ops don't have to answer to faraway shareholders; they focus on meeting their local members' needs.

Organization of Runestone Telecom began in 1949 and as a co-op, we value being able to give back to our community and our members in the form of capital credit checks. Each time you pay for Runestone Telecom services, you're making an investment by providing capital in a company that you and your neighbors actually own. Put simply, our success is your success. In the past five years, we've allocated over \$12.3 million back to our members in the form of capital credits and issued refund checks totaling over \$8.1 million.

You also benefit from our role as an active community citizen. In addition to the capital credits paid to our members, Runestone Telecom donates generously to many community organizations and programs.

Thank you for being a member-owner of Runestone Telecom!

## Having Internet Issues?

The responsiveness of your router can be affected by a power fluctuation due to a storm and sometimes it's good just to give your router a restart over time. If you're experiencing issues with your Internet connection, try restarting your router. Simply unplug the power cord from the router, then wait 5-10 seconds before plugging it back in. Let it cycle through for about 1-2 minutes until the lights are back on. Restarting your router can be a quick and easy fix to get you on with your day.



If this doesn't fix the problem, check your ONT (Optical Network Terminal). This device connects your home to the fiber optic network and is typically located in a garage, basement, or utility room near a power source, but it could be outside on a wall or post a few feet from a home power box. If there are any lights flashing or beeping on the ONT, try unplugging/resetting it. If it looks like you need tools to open the device, STOP and call our office. This is probably a job for one of our technicians to take care of for you.

**Sometimes there's a power outage affecting a widespread area, so please call us at 320-986-2013 for troubleshooting help. For the fastest response, call rather than message us on Facebook.**