

Connections

OCTOBER 2026

2025 Capital Credits Are Coming in November

Capital Credit checks will be mailed out mid-November, refunding approximately \$2,100,000. We'll be refunding the remainder of 2007 and 30% of 2025. Your trust and support make it possible for us to continue investing in the communities we serve while returning value to the people who make it all possible. Thank you for choosing Runestone Telecom!

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.com

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

technicalsupport@runestone.net

Visit Us: www.runestone.net

Find Us:    

Nationally Recognized. Locally Invested.

Runestone Telecom
is committed to
keeping rural
Minnesota
connected.



#SmartRuralCommunity

Runestone
Telecom Association



Every so often, we receive a thoughtful phone call, a friendly visit, an email or a kind comment on social media — and it truly means a lot to us. Here's an example of what one customer said recently:

“ We have had our fiber optic Internet hooked up ... and we have been so impressed! Our Internet has not been 'down' a single time! I love that if we call customer service, we talk to actual local people!” — PATSY ANDERSON

Did you have a great experience with Runestone Telecom? We'd love to hear about it! Your reviews help others in our communities learn more about Runestone Telecom and the local service they can expect from us.

Scan this QR code to leave us a Google review. You can also visit our Facebook page to share your experience: Runestone Telecom Association > Reviews



Already left us a review? Thank you! We appreciate you taking the time to share your experience, and we appreciate you choosing Runestone Telecom.



Help Us Prevent Damage to Our Fiber Pedestals

Fiber pedestals are protective, ground-level enclosures that house spliced fiber-optic cables. If you have one on your property, take these precautions to avoid Internet outages and costly repairs:

- **Do Not Move or Alter:** Never attempt to move, paint, bury, or tamper with a fiber pedestal.
- **Take Care With Landscaping:** Don't plant deep-rooted trees or shrubs — or build permanent structures such as fences or retaining walls — directly around the pedestal.
- **Maintain Clearance Space:** Ensure weed whackers and lawnmowers do not hit the outer shell, and never burn grass near a pedestal.

Have questions? Call us at 320-986-2013.

FUSC Update

Effective October 1st, 2026, the Federal Universal Service Charge (FUSC) on your bill has increased from 38.8% to 42%.

Prepare for Cold Weather With the 5 P's

Freezing temperatures could be right around the corner. Use the 5 P's checklist to remind you how to best protect your home and family.

1. **People** - Stay informed about upcoming weather conditions and take precautions early. Dress in warm layers and limit time outdoors during extreme cold. If using space heaters, always follow manufacturer instructions and avoid overloading electrical outlets.
2. **Pets** - Bring pets indoors or provide warm, dry shelter with access to unfrozen water. Freezing temperatures can be just as dangerous for animals as they are for people.
3. **Pipes** - Protecting your plumbing is one of the most important steps to take before a freeze. Before temperatures drop:
 - Disconnect and drain outdoor hoses. If a hose is already frozen, don't force it loose — it may crack.
 - Wrap outdoor faucets and exposed pipes using foam insulation, spigot covers, or towels secured with duct tape.
 - Insulate attic pipes, especially those near exterior walls or eaves.
 - Check your water meter lid to ensure it's securely closed to help block cold air.
 - Open kitchen and bathroom cabinet doors to allow warm air to circulate around indoor plumbing.
 - On especially cold nights, allow faucets to drip slowly to help prevent freezing.
4. **Plants** - Cover outdoor plants with frost cloths, blankets, or tarps, and bring potted plants indoors when possible. Ensure coverings reach the ground to trap warmth, and remove them once temperatures rise.
5. **Property** - Irrigation systems and backflow devices are particularly vulnerable during freezing weather. To help prevent damage:
 - Shut off and drain irrigation systems at the backflow preventer.
 - Most residential backflow devices have two shut-off valves (often with blue handles) located before and after the device — turn both off completely.
 - Release water pressure by opening the bleeder valves using a screwdriver.
 - Leave the smaller bleeder valve open so any remaining water can expand without damaging the device.





Runestone Telecom Recognized as a Smart Rural CommunitySM Provider

Runestone Telecom is proud to be recognized by the National Telephone Cooperative Association (NTCA) as a Smart Rural CommunitySM provider, a national designation that recognizes broadband providers helping rural communities thrive through high-speed fiber connectivity.

For Runestone Telecom, this recognition is about more than technology — it's about people. Reliable fiber optic service helps connect neighbors, supports local businesses, strengthens agriculture, expands access to healthcare and education, and creates new opportunities for the communities we proudly serve.

As a member-owned cooperative, we're honored to share this recognition with our members, whose support allows us to continue investing in the future of rural Minnesota. **#SmartRuralCommunity**

Broadband Is Also Working in the Field

When we think about broadband, we often think about what it does inside our homes — streaming, working, learning and staying connected. But throughout rural America, broadband is also becoming an important tool in agriculture.

For farms growing corn, soybeans, sugar beets, wheat, edible beans, sunflowers and other crops, technology can play a role in nearly every part of the growing season. Farm management software, drones, remote sensing, smart irrigation, automation and other technologies can help farmers improve efficiency, lower input costs and increase productivity.

In fact, auto-steer technology is now used on 50% of crop acreage in the United States. Current ag technology has also contributed to reductions in chemical use, fossil-fuel consumption, water use and herbicide use.

That's one more reason reliable broadband matters in rural Minnesota. As a Smart Rural CommunitySM provider, Runestone Telecom is proud to provide the connectivity that helps our communities - and the people and industries that make them thrive - continue to grow.

Nationally Recognized. Locally Invested.
#SmartRuralCommunity



New Members

Belgrade

Heinze, Joseph &
Julie.....320-254-3357

Walz Design Woodworks
Inc.....320-252-3529

Brooten

Joffer, Kyle.....320-346-2360

Cyrus

Retzlaff, Dustin &
Katelyn.....320-795-2004

Donnelly

Aanerud, Andrew.....320-246-3469

Sauk Centre

Bromenshenkel,
Bill.....320-352-0071

Christen, Glen.....320-352-0122

Dean, B.....320-352-3381

Gettel, Gene.....320-352-3140

Kasper, Earl &
Linda.....320-352-3416

Ladwig, Larry.....320-352-3731

Marthaler, Arthur &
Darlene.....320-352-6984

Marthaler, D.....320-352-3304

Celebrating Co-op Month: Local Connection. Local Commitment.



October is National Co-op Month, and at Runestone Telecom, being a cooperative is about much more than how we're structured. It's about who we serve, where we live, and why we're here.

Since 1949, Runestone Telecom has been locally owned by the members we serve. We don't answer to faraway shareholders. We answer to you — our members, customers, friends and neighbors. That means investing in reliable services, supporting our rural communities and treating our customers the way we would want to be treated.

Nationally Recognized. Locally Invested. Our designation as an NTCA Smart Rural CommunitySM provider recognizes our commitment to bringing the power of broadband to rural communities and creating opportunities for the people and organizations that call them home. We help connect neighbors to friends, teachers to students, doctors to patients, farmers to families, businesses to customers — and our communities to the world.

Our Success is Your Success. As a cooperative, our members share in our success through capital credits. When the financial strength of the cooperative allows, a portion of those margins is returned to members, which keeps dollars right here in the communities we serve. We also give back by supporting local organizations, events and programs and by investing in the communities.

Local People. Local Service. Local Investment. That's the cooperative difference, and we're proud to be part of it. Thank you for choosing Runestone Telecom and being part of our cooperative!

Check Your Phone Book Listing

We're preparing to update listings for the 2027 Vikingland Regional Telephone Directory, and now is the time to make sure your information is correct. Take a look at your listing in the current phone book. Your 911 address (street address) is automatically listed, but you may choose to have a mailing address listed instead.

Need to make a change? It's easy!

Email your updated information to rtaoffice@runestone.com or complete this form and return it to Runestone Telecom.

If your listing is correct, no action is needed.



Account #:

Full Name:

Phone Number:

New Address:

