

The Communicator

AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC



It's BIG to be certified for GIG



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The Communicator

AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC

RTC WILL BE CLOSED

- March 25 – Good Friday
- May 30 – Memorial Day

SAVE THE DATE!

RTC'S 65TH ANNUAL MEETING

Add RTC's 65th Annual Meeting to your calendars.

Thursday, June 16, 2016
At Parshall High School

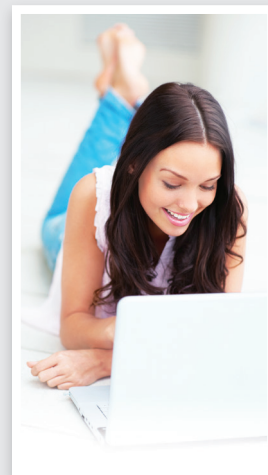
- **5:00 p.m. - 6:30 p.m.**
Registration and meal
- **6:30 p.m.**
Meeting called to order



RTC Named Certified Gig-Capable Provider

On February 21, 2016, RTC was recognized by NTCA–The Rural Broadband Association as a Certified Gig-Capable Provider for delivering gigabit broadband speeds and enabling technological innovation. This premier association represents nearly 900 independent, community-based telecommunications companies serving rural and small-town America.

As a Certified Gig-Capable Provider, RTC has built a communications network capable of delivering Internet speeds of up to 1 Gbps, which is 100 times faster than the 10 Mbps speed currently available to many U.S. households.



“I applaud RTC for its commitment to delivering the Internet’s fastest speeds — an accomplishment worthy of much praise considering the unique and challenging circumstances it faces to serve some of our country’s most rural and remote communities,” said NTCA Chief Executive Officer Shirley Bloomfield.

To achieve certification, telecommunications companies must show that gigabit technology is currently commercially available within 95% of one or more exchanges within its serving territory and that such service can be provided without new trenching or stringing new aerial facilities.

“Over the last several years, RTC has invested very aggressively in our plant infrastructure with a goal of offering up to one gigabit speeds to the areas we serve. While this is a great accomplishment, we are not done yet. Our investment continues in areas we serve that are not yet capable of higher-speed Internet service. We will keep working until essentially every customer within our serving area has access to gigabit broadband,” said RTC CEO/General Manager Shane Hart.

Who Chooses the Channels?

• • •

How does RTC determine the list of channels in your lineup?

RTC has contracts with the content providers that require certain channel locations in our lineup, the carriage of their affiliate channels, minimum carriage requirements, and packages in which we must provide the channels to our customers. These contracts make it difficult for us to change channel locations or remove/add channels.

Content providers often do what's referred to as "tying" channels — this means they require us to take several of their affiliate channels in order to get the one channel we are interested in. They either don't offer the channel we are interested in à la carte, or they make the à la carte rate so expensive we are basically forced to take the group of channels.

Will I ever be able to purchase only the channels I want to watch?

Many consumers would like to be able to pick and choose their TV channels and



purchase them à la carte. Due to the channel tying described, however, à la carte TV is not currently possible via any cable or satellite provider, including RTC.

There's been much discussion in recent years with the Federal Communications Commission (FCC) about the programming tactics of the content providers. So far, the FCC has done little to regulate this aspect of the business.

RTC buys our programming from content providers such as AMC, Fox, Disney, Viacom, and ESPN. We pay

rates per subscriber each month for the programming on our channel lineup. The vast majority of your monthly cable bill pays for this programming. It's important to note that the rates we are given in our rural communities are almost always higher than what is offered to larger companies in more populated areas. We have very little control in determining the rates as most contracts are a "take it or leave it" offer from the content providers.

If you have questions about our TV programming and rates, please call us at 888.862.3115.

RTC TV Price Changes

RTC recently completed TV contract negotiations. During these talks, TV broadcasters demanded that our customers pay significantly increased fees per month in order for us to continue carrying their channels. We fought hard to keep your TV rates as low as possible and continue to deliver the channels you have come to expect from RTC.

Other cable and satellite TV providers across the country have gone through these same negotiations, where broadcasters routinely

demand large fee increases and then pull their channels from TV systems until their demands are met. Until Congress changes the current irresponsible laws biased in favor of broadcasters, TV networks will continue to use "blackmail or blackout" strategies.

RTC put you first during these negotiations and were able to lower the significant fee increases proposed by the broadcasters. However, our costs still went up, requiring us to change your prices.

MANAGE YOUR RTC ACCOUNT ONLINE

RTC E-Bill has been upgraded to a new program called SmartHub. SmartHub is a convenient way to access your RTC account and lets you manage all aspects of your account online or on your mobile device.

With SmartHub you can:

- Pay your RTC bill online
- Set up bill reminders
- Turn off your paper bill
- Review past statements
- Contact our customer service team with any issues.

Sign up for SmartHub now and receive a one-time \$5.00 credit on your RTC bill.



Important Information on Lifeline, Tribal Lifeline, and Tribal Link Up

These government benefit programs help low-income subscribers connect to home phone service:

- **Lifeline** – Provides up to a \$9.25 discount on the monthly bill for primary home phone service.
- **Tribal Lifeline** – Provides up to a \$34.25 discount on the monthly bill for primary home phone service for residents of tribal lands.
- **Tribal Link Up** – Provides a discount (up to \$100) off initial installation for primary home service for residents of tribal lands.

Who is eligible for Lifeline?

Those with an income at or below 135% of the federal poverty guidelines are eligible, as well as those participating in at least one of the following: Medicaid, Supplemental Nutrition Assistance Program (Food Stamps or SNAP), Supplemental Security Income (SSI), Federal Public House Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families (TANF), National School Lunch Program's Free Lunch Program.

Who is eligible for Tribal Lifeline and Tribal Link Up?

One of the following must apply to you:

- Residents of tribal lands whose income is equal to or less than 135% of the federal poverty guidelines.
- Residents of tribal lands participating in at least one of the following programs:

Medicaid, Supplemental Nutrition Assistance Program (Food Stamps or SNAP), Supplemental Security Income (SSI), Federal Public House Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families (TANF), National School Lunch Program's Free Lunch Program, Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families (TTANF), Food Distribution Program on Indian Reservations (FDPIR), Head Start.

NOTE: If you have been disconnected for non-payment of telephone bills, these programs are available to you if you bring your local bill current. You may be required to pay a reconnect fee.

How do I sign up?

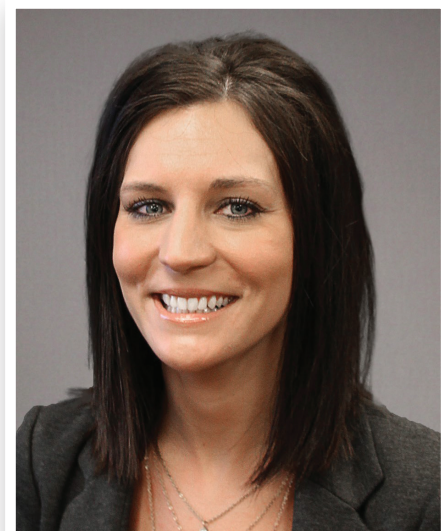
Complete RTC's Lifeline Assistance application and certification form and provide verification from one of the above-mentioned programs.

How long will these benefits continue?

Once on the Lifeline program, you will be contacted annually to recertify that you still qualify. If you no longer meet the eligibility guidelines above, you must inform RTC of your ineligibility and the benefits will stop.

For more information on Lifeline, Tribal Lifeline or Tribal Link Up, please contact RTC at 0811 or 888.862.3115.

Stafslieen Promoted to RTC Marketing Manager



Reservation Telephone Cooperative (RTC) has named Shannon Stafslieen Marketing Manager as of February 3, 2016. She will oversee all aspects of marketing at RTC.

Shannon began her employment with RTC in 2013 as an Ad Sales/Marketing Rep.

RTC CEO/General Manager Shane Hart says, "I am very excited to announce Shannon Stafslieen as the new Marketing Manager at RTC. Shannon has almost three years of experience working in the marketing department performing a variety of tasks, so she has a very good understanding of our marketing efforts already. Shannon has tremendous energy and enthusiasm for everything she does, and I know that will benefit her and RTC in her new position!"

Shannon and her husband Tyler farm south of Makoti. They recently won a Soil Conservation Award for conservation practices, planting trees, and introducing pollinator species. Shannon is active in the Sakakawea Area Optimist Club and enjoys volunteering, traveling, fishing, and gardening.

There are 5 Steps in the 8-1-1 Process

- 1. Notify** your local one-call center by calling 8-1-1 or making an online request 2-3 days before work begins. The one-call center will transmit information to affected utility operators.
- 2. Wait** for affected utility operators to respond to your request. On average, between 7-8 utility operators are notified for each request.
- 3. Confirm** that all affected utility operators have responded to your request by comparing the marks to the list of utilities the one-call center notified.
- 4. Respect** the marks. The marks provided by the affected utility operators are your guide for the duration of your project. If you are unable to maintain the marks during your project, or the project will continue past your request's expiration date (varies by state), please call 8-1-1 to ask for a re-mark.



- 5. Dig** carefully. If you can't avoid digging near the marks (within 18-24 inches on all sides, depending on state law), consider moving your project to another part of your yard. Remove the flags when the work is complete.

Visit <http://call811.com/before-you-dig> for more information.

Brunsell Named RTC Exceptional Employee

Carl Brunsell is the recipient of RTC's *Exceptional Employee Award* for the fourth quarter of 2015.

RTC Construction Manager, Tim Jarski says, "Carl was an exceptional employee for many years at RTC. He performed every duty assigned to him with professionalism and a positive attitude. He was willing to help anyone with any project. He will be greatly missed at RTC."

Carl started his career at RTC as a temporary employee on the cable crew in 1985. In October 1993, Carl was hired full time as a Utility Tech. Carl's job duties included the maintenance of our office buildings and our remote sites, as well as maintenance work on RTC vehicles and construction equipment. Carl also worked on RTC's generators and the heating and cooling equipment in the RTC buildings. On December 31, 2015, Carl retired after 30 years of dedication to RTC.

Carl and his wife Judy reside in Parshall, where Judy works at RTC as a Customer Care Rep. Carl and Judy enjoy spending time with their three children and eight grandchildren. Their daughter Wendy resides in New Town and has three sons:



Payton, Dexter, and Talon. Carl and Judy's son Chad and his wife Jessica live in Minneapolis with daughters Ralei and Olivia; their son Troy and his wife Christa reside in Surrey with son Jayden and daughters Braylee and Kynlee.

In his retirement, Carl will be able to spend more time riding his motorcycle

and side-by-side as well as reloading and target shooting.

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.

RTC Announces Employee News

NEW EMPLOYEES:



Haley Deserly
Customer Service Rep
(Watford City)



Tyler Kolobakken
Combination Tech
(Watford City)



Stephanie Hayden
Customer Service Rep Lead
(Watford City)



Shannon Stafslie
Marketing Manager



David Aamot
Chief Financial Officer



Brooks Goodall
Chief Operations Officer

New Listings

Alexander – 828

Heggen, E Ingrid M.....	3770
Heggen, Patricia E.....	3770
Martin, Barry.....	3721
Northern Heavy Duty Truck Part.....	3442
Schooley, Shawn & Janet.....	3606
Shambo, Kyle.....	3921

Arnegard – 586

Andrews, K.....	3191
Anthony, H.....	3623
Clean Harbors Environmental.....	3601
Collison, Drake.....	3366
E & M Fabrication Shop.....	3915
Eastern Colorado Well Service.....	3963
Mayes, Robert & Bonnie.....	3526
Tharman, Timothy & Kelly.....	3772
Triad Energy Services.....	3347
Triad Energy Services.....	3555
Wold, Jamall.....	3196

Emmet – 337

Burr, Jolene.....	2146
Ag Systems Inc.....	5190
Belzer, R.....	5042
Crawford, Scott & Terri.....	5700
Mitchell, Roy & Debbie.....	2728
Tescher, Robert & Karen.....	5706

Garrison – 463

Malling, Laverne.....	2411
Sakakawea Shores Construction.....	2740
Sakakawea Shores Construction - Fax.....	2742
Schock, H E.....	2942
Spletstoser, Eldon.....	2958

Keene – 675

Hawkeye Oilfield Supply - Fax.....	2686
Hawkeye Oilfield Supply - Johnson Corner.....	2666
Rolfsrud, Ty.....	2933

Kenmare – 385

Barbot, Joe & Jessica.....	3062
Greeley, Shannon.....	3739
Handeland, Emmy & Jeremy.....	3346
Houck, Bill & Debbie.....	3456

Mandaree – 759

Burdick, Jachelle.....	3868
Gillette, Vivian.....	3489
Huntsalong, Lorna.....	3428
J & J Field Shop.....	3808
Johnson, Arena.....	3653
Kebble, John.....	3502
Longie, Ann.....	3593
Neurohr, Trace.....	3086

New Town – 627

Canyon, B.....	4558
Cree, Delvin.....	5180
Danks, Billy.....	2872
De Young, Marilyn.....	4262

Dodson, J C.....	2788
Grady, Rachel.....	2518
Herseith, Meredith.....	2304
Hubbard.....	4038
Irwin, Sam & Michelle.....	2636
Jackson, L & B.....	2969
Jason's Super Foods - Liquor Store.....	3647
Kaulaumea.....	5123
Lego, S.....	2588
Lone Bear, Harley T.....	3784
Mashunkashey, Mary.....	4467
Moore, Talina.....	5177
Moran, Skylar D.....	3945
Mrays Transport LLC.....	5340
Outlaw Towing & Recovery.....	4219
Outlaw Towing & Recovery - Fax.....	5276
Rabbithead, Ronald & Cianna.....	2299
Redhail, A.....	4328
Rios, Alicia.....	4866
Roelen, Rainy.....	4512
Roggenbuck, Brian.....	4908
Running Horse LLC.....	6411
Russell, Glenda.....	2679
Sandoval, A.....	5215
Smith, Phillamine.....	2356
Smith, Zane.....	2728
SMS.....	2941
Snow, Crystal.....	2873
Swain, Cheyanne.....	4007
Swain, Donald.....	4184
Swanson, S.....	2457
TAT - Planning & Grant Information Systems.....	4286
TAT - Planning & Grant Information Systems.....	4298
Thomas, T.....	2302
Vondall, Aggie.....	5270
Walters, Troy & Lesli.....	4035
White Owl, R L.....	4069
Wounded Face, Evelyn M - Teen Line.....	3466
Young Bird, Tom.....	5234

Norma – 467

Brekhus, Michael & Joanna.....	3225
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Parshall – 862

Albertson, Daniel & Tanya.....	2060
Alford, Chace & Kami.....	3488
Alford, Robert & Mindy.....	4574
Baker, Pamela.....	2883
Benson, Bruce & Jackie.....	4568
Evans, George.....	2936
Marcotte, Aimee.....	2546
Ouhl, Tiffany.....	4281
Packineau, Shanaye.....	4616
Parshall/Lucky Mound Fitness Center.....	2268
Parsons, Eric.....	4028
WLE Welding LLC.....	2376
Woods, D.....	4039

Plaza – 497

Johnson, Daryl & Yuki.....	3579
Johnson, Kevin.....	3799

Roseglen – 743

Billadeau, Jarred.....	4316
Everett, Jennifer.....	4416
Krueger, Carol.....	4898
Mandan, Shasta.....	4413
Meyers, A & Nolan M.....	4194
Valenzuela, Gail.....	4817
White Bear, Cody.....	4960

Ross – 755

4G Energy Services.....	3358
4G Energy Services - Fax.....	3375
Boston, Stewart & Kim.....	3696
Dennis, Joel & Amy.....	3833
Kuster, Travis.....	3717
Lalim, Randy & Joy.....	3656
Marson Trucking.....	3336
Marson Trucking - Fax.....	3351
Marson Trucking - Shop.....	3345
Marson Trucking & Repair.....	3336
Ogden, Jerald & Crystal.....	3307
Uran, Brian & Paige.....	3792

Squaw Gap – 565

Egan, Terry.....	2543
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Watford City – 444

Air Controls-Billings Inc.....	4080
Anderson, Kurt S.....	5102
Arthurs, Adam.....	5302
Benes, Tyler.....	4927
Butler, Michelle.....	2155
Carrillo, Juan & Marisela.....	3018
Carstensen, Casey.....	3057
Castaneda, Andrew.....	2955
Cawley, Jarrod.....	3537
Christensen, Nicholas & Samantha.....	3668
Collins, Jesse.....	2801
Delvalle, Domingo.....	3239
Demars, Blake.....	3083
Dennis, David & Patti.....	2557
Dobe, Merlin.....	2650
Dopson, Mark & Melany.....	5218
Erickson, Joey & Serena.....	3889
Fahrman, Jade.....	4625
Feilmeier, Hayes.....	3942
Ferry, Eric & Laura.....	4805
Fiechtner, Austin.....	3664
Fisher, E.....	4690
Frazier, Ray.....	4923
Goguen, Ryan.....	2960
Gomez, F.....	4238
Hallwachs, Clay.....	2531
Hernandez, Duane.....	4939
Janovich, W.....	2274
JL Beers.....	2015
Kervick, Tammy A.....	2623
Key, Bailey.....	4129
Knapp, Jarah.....	4171
Knudsen, Seth.....	2599
Larsen, Elizabeth.....	2770
Lofland, Cody.....	3225
Mathews, D.....	2493
Owusu, Kwadwo.....	2829
Perez, Mayle & Andre.....	2291

Pinto, Junior.....	2632
Pizzle, J.....	2887
Pogue, Taylor.....	2660
Reyes, Z.....	3277
Rodgers, Dan.....	4937
Shear, Kutz.....	4247
Shelton, Jeff & Corrinna.....	3693
Smith, H.....	3917
Smith, Jacob.....	2780
Smith, Ricky.....	3478
Sorenson, R & B.....	2126
Stearns, P.....	3776
Steele, Kay.....	4237
Sweningson, Natasha & Trevor.....	3145
Tarbox, Brent.....	3269
Tavarez, H.....	2284
Thompson Flooring.....	4645
Thompson, Jerame.....	3745
Tretter, Duane & Kathy.....	2134
Triplett, Ryan.....	5303
Van Nest, Jeffrey.....	2302
Verley, Lindsey.....	3833
Walker, J.....	2470
Walker, Johnny.....	3608
Wold, Blake.....	2742
Zinsmeister, Matt.....	4803

Watford City – 842

Alexander, R.....	6995
All Clear Environmental LLC.....	4311
All Clear Environmental LLC - 2nd Line.....	4313
Bauer, Patrick & Jenn.....	4826
Beckett, Sean & Joanna.....	6375
Bison Run - Fax.....	4536
Bison Run - Line 2.....	4534
Black, Caroline.....	3067
Bugg, Katie.....	6422
Bunker, Jodie.....	6058
Carns, John & Angie.....	4604
Christensen, Tracy & Mark.....	3844
Dorais, Daniel & Julie.....	6784
Garcia, E.....	6530
Glover, Timothy.....	3858
Graham, Jarett & Anita.....	4291
Hayes, Duane.....	6789
Hogue, Rachel.....	3672
Hughes, Raymond.....	4644
Keegan, Meliss.....	6036
Knudsen, KC.....	4845
McJunkin Red Man Corporation - Fax.....	6289
Murphy, J & S.....	4996
Prestangen, Rocky & Sharon.....	3837
Robinholt, Onna-Elise.....	4871
Rolfson, Jessie.....	6397
Schaible, C.....	4111
Shipp, R.....	6531
Staton, Joe.....	3835
Thielges, James.....	6003
Tubbs.....	3548
Wagner, Josh & Gina.....	4827
Wahlstrom, Sheldon & Jenna.....	4793
White Owl Watford City Facility.....	3570
Wisness, Monique & Scott.....	3596
Wold, Mark & Sarah.....	6900
Wold, Tanner.....	3059

STATEMENT OF NON-DISCRIMINATION

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 www.RTC.coop • RTC@restel.com
 www.facebook.com/RTC.Voice.Data.Video



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: 601 14th St SW • Watford City, ND 58854
 RTC is an equal opportunity employer and provider.

TV Everywhere You Want To Be

Visit www.RTC.coop/tv for more information on how to set up your **FREE** WatchTVEverywhere account



READERS' CONTEST

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

- Betty L. Johnson, Kenmare Exchange
- Harold & Agnes Lindsey, Garrison Exchange
- Tina Zietz, Norma Exchange
- Dennis Pederson, Emmet Exchange
- Janice Fetzer, 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 rtc@restel.com.

NAME

PHONE

1. RTC's ____ Annual Meeting will be held on Thursday, June 16, 2016 at Parshall High School.
2. WatchTVEverywhere is _____ with your qualifying RTC TV package.
3. Digging safely means calling _____ before each job.

Entries must be received by April 18, 2016.