



d¹²

D I A L E R ' S D I G E S T

Get more out of your TV!

CTC released our new CTCTV Prime service this summer. Our new TV service is filled with new features and interactive applications. See [page 3](#) to hear what our members and employees are saying about CTCTV Prime!



Also in this issue:

News and Notes

High Speed Highlights

from Kevin Larson and Paul Nieman



Kevin T. Larson
CEO/General Manager

Kevin T. Larson



Paul Nieman
President

Paul Nieman

FCC Update

The proposed FCC order that will impact Rural America continues to be a topic that your Board of Directors is following closely. The “Universal Service Fund” – a program overseen by the Federal Communications Commission (FCC) and funded through contributions paid by telecom providers across the country – has been essential in ensuring that rural consumers like you have access to high-quality networks and affordable telecom services. Unfortunately, recent rule changes by the FCC and other changes that are still being considered are putting rural networks and services at risk.

The proposed plan looks to slash support revenues from the Universal Service Fund for many smaller, locally-based cooperatives and commercial telecom providers such as ours. The rules still being considered by the FCC threaten to cut even more support for many more small telcos. These cuts could lead to increased rates for many customers for telephone, broadband, and other services.

CTC, along with many other rural communication companies, has been working with national associations on grass root efforts with Congress to look into the new FCC order to ensure that affordable broadband services can continue to be made available to all of Rural America.

CTCTV Prime

We are excited to announce that our new CTCTV Prime service was released this summer! In a partnership with Microsoft, we released the new TV service that offers

a much more advanced service than our previous offering, and we are proud to say it has been everything we hoped it would be! CTC employees have been very busy converting our members to our new TV platform since its release. We hope to have our old TV product converted by the first part of December. We look forward to adding new features and content to our new CTCTV Prime service in the near future.

Fiber Update

Currently 97% of the fiber optics being deployed in the United States today is being performed by smaller rural phone companies like CTC. This statistic really demonstrates that cooperatives and rural phone companies such as CTC are stepping forward to invest in Rural America.

This summer CTC continued our fiber network deployment in our Nokay Lake and Lincoln exchanges. We have completed 86 miles of our main line fiber and 909 fiber drops to our members’ homes and businesses in Nokay Lake and 121 miles of main line fiber and 671 fiber drops in Lincoln. CTC

also had the opportunity to begin construction in downtown Randall and will continue to work on our construction efforts as long as Mother Nature allows!

All of us at CTC would like to wish you a wonderful winter and happy holiday season!





For Your Information

CTCTV Prime Testimonials



We are extremely excited to introduce our new CTC TV Prime service. Here's what our employees and members are saying...

CTC Technician - Shawn

"Every time I've done a Mediaroom conversion and I am showing the customer how to use the new product, they always have a noticeable look of excitement. I personally have only had to go on one Mediaroom trouble in the last four months since we started installing it. MMR is a product I truly enjoy showing customers how to use."

CTC Technician - Mike

"Some things I like about the system so far is there are very few trouble calls. It is nice to know that you spend a lot of time installing a system that will work. The faster channel changes and faster guide is great. I've had a lot of good comments about the other features like the

larger hard drive for the DVR and being able to record up to four channels while watching one. Another nice feature is the Last Channel button that shows the last five channels, as well as the Go Interactive button."

Baxter CTCTV Prime Member - Tessa

"We like the new features of the CTCTV Prime. We are big users of DVR and are thankful for the improvements made to make the DVR much easier to use. The new CTCTV Prime responds quickly, and we like the onscreen menu and being able to view future TV programs. I think by having bundled services we pay less and have the ease of paying for everything in one place. We don't have the hassle of sending off a bill for separate services to different places. If there is a problem, we have one company to take care of all our questions. We have recommended CTCTV Prime to others and we enjoy being able to work with a local Coop!"

Scholarship Winners

CTC is proud to support higher education

Each year CTC Awards \$500 scholarships to students in our service areas that are beginning their college careers. For 2013 scholarships, please request an application at the area school guidance offices in January.



Mariah Hoheisel
Pierz Healy High School

Parents:
Brad & Jill Hoheisel
Intended Major:
Sports Medicine



Jacob Gross
Onamia High School

Parents:
Todd & Cindy Gross
Intended Major:
Mechanical Engineering



Elizabeth Fenske
Little Falls High School

Parent:
Susan Klooster
Intended Major:
Dental Assistant



Jocelyn Brown
Brainerd High School

Parent:
Kevin Brown

Intended Major:
Undecided



Katherine Bender
Crosby-Ironton High School

Parents:
Michael Bender

Intended Major:
Zoology



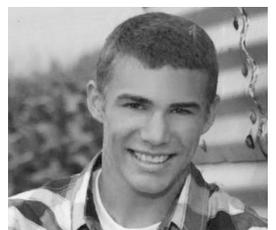
Kaycee Nelson
Pequot Lakes High School

Parents:
Mike & Amy Nelson
Intended Major:
Elementary Education



Tonya Farber
Staples-Motley High School

Parents:
Scott & Mickey Farber
Intended Major:
Nursing



Shane White
Pillager High School

Parents:
Jack & Rebecca White
Intended Major:
Agriculture

New Faces and In Our Community

Get to Know...

**Jenna** Customer Sales & Service Rep**Shawn** Network Administrator**Stefanie** Systems Analyst I**Jenna Customer Sales & Service Rep**

Jenna is no stranger to CTC as she did her internship with us when she was finishing her BS Business-Management degree from St. Cloud State University and then as a temporary employee prior to starting her full-time Customer Sales and Service Representative position in October. She previously worked for Good Samaritan Society.

Jenna enjoys spending her free time with her husband, Bill, and black lab, Poacher. They take full advantage of all of the Minnesota seasons with hunting and fishing.

When asked what she likes about working for CTC, Jenna replied, "I have enjoyed how welcoming, helpful and professional everyone has been. Also, it is very refreshing to walk into a place that values its employees the way CTC does and how it is shown in a lot of different ways."

Shawn Network Administrator

Shawn recently joined the CTC team in the Network Administrator position. He has over 13 years of experience in IT and previously was a Senior Technical Consultant for Syvantis Technologies in Baxter. He was also a self-employed consultant and the IT Director for a charter school in the Twin Cities.

Shawn is a Microsoft Certified IT Professional: Server Administrator, Microsoft Certified Technical Specialist: SharePoint 2010, and various other Microsoft certifications. In addition, he has a Bachelor of Arts in Psychology.

In his spare time, Shawn enjoys spending time with his wife, Jill, and their four children. He is also involved at his church, likes to hunt, and is a MN Vikings fan.

When asked what he likes about working at CTC, Shawn replied, "I have really enjoyed the people I work with and the new technologies and challenges that come with a new job. CTC is a great place to work."

Stefanie Systems Analyst I

Stefanie began employment this November as an intern with the CTC Network team in order to gain additional practical experience to her current military training. She recently completed training at Ft Gordon, GA in the Signal Basic Officer Leader program. Stefanie has received instruction in basic electronics, power distribution, WIN-T, A+, Cisco Network Fundamentals, Combat Net Radios and Combat Signal Operations. She graduated from Gustavus Adolphus College with a Bachelor of Arts and her other interests include hockey, hunting and fishing.

Congratulations

Employee Advancements at CTC

**Paulette**
Account Manager**Carrie**
Supervisor,
Customer Service**Sarah**
Team Lead,
Customer Service



Wellness News



The CTC Wellness Committee continues coordinating events to promote healthy lifestyles to our employees and to encourage community involvement.

We hosted another Blood Drive for our employees and the community in October in addition to providing a Flu Shot Clinic to employees and their families.

The committee is gearing up for the holidays by collecting food and monetary donations for the Food Shelf.

We will also be offering a Weight Loss Challenge for our employees in order to focus on making wise food choices and getting exercise to remain healthy.

Wellness Committee Members include Brandon Carr, Don Ealy, Jennie Johnson, Sarah Larson, Kyle Linstad, Kristi Westbrook, and Holly Wiebolt.

CTC and the United Way

The CTC United Way Committee is very active throughout the year in their efforts to raise funds for the United Way. The United Way Chili Cook-Off in September is the kick-off event and this year CTC participated by donating a free Dairy Queen cone to all attendees. Other events throughout the year include Jeans Day, raffles for various items, games, gift baskets, and a silent auction.



Strictly Business

Holiday Expo

CTC will be the major sponsor of this years Brainerd Lakes Chamber Holiday Expo at Maddens. If you are a Brainerd Lakes Chamber member, join us on December 6th from 4:30-7:30. Enjoy hors d'oeuvres, the silent auction and networking with fellow business members. CTC will have many of their latest business services on display, including our business IP Phones, fiber optic high speed Internet, and our new CTCTV Prime service. We look forward to seeing you there for this wonderful holiday event!



High Definition

CTC's HD lineup has expanded to over 50 HD channels! Contact CTC to find out more about our HD packages.

- | | |
|-------------------------|-----------------------------|
| 500 RedZone | 544 MSNBC |
| 502 Lakeland Prime-PBS | 546 CNN |
| 504 WCCO - CBS | 547 HLN |
| 505 KSTP - ABC | 548 CNBC |
| 509 KMSP - FOX | 549 TruTV |
| 510 NFL Network | 554 Disney XD |
| 511 KARE - NBC | 555 Disney Channel |
| 514 Universal HD | 557 Cartoon Network |
| 517 Velocity | 560 Lifetime Movie Channel |
| 519 AXS TV | 565 Discovery Channel |
| 520 HD Net Movies | 566 HUB |
| 524 Lifetime | 567 Planet Green |
| 525 USA Network | 568 Science Channel |
| 526 TNT | 573 TLC |
| 527 TBS | 574 History Channel |
| 529 ESPN | 576 National Geographic |
| 530 ESPN 2 | 577 Animal Planet |
| 532 ESPN News | 581 HGTV |
| 533 FSN North | 583 Food Network |
| 534 Big Ten Network | 584 Travel Channel |
| 535 Golf Channel | 590 Bravo |
| 536 The Outdoor Channel | 591 A&E |
| 537 NBC Sports Network | 593 E! Entertainment |
| 538 Speed Channel | 595 Turner Classic Movies |
| 541 SyFy | 599 Discovery Investigation |
| 542 ABC Family | |

*Available in HD for customers with both HD and Big Value Tier Packages
**Not available in all areas.

Special Public Notice

Caller ID Spoofing Customer Awareness

As of the effective date, every existing customer of Caller ID services, or a package of services that includes Caller ID services, will receive the following Caller ID Spoofing Customer Awareness information on a basis no less than annually and will include, at minimum, the following information:

- More information is available at "fcc.gov". Search for "spoofing".

And The Company will provide the information in one or more of the following manner(s):

- Webpage

Otherwise, the Spoofing Awareness education provided to subscribers will include similarly relevant and updated information as technology, regulation or legislation require or are provided on other prevailing regulatory information website as provided on the website of the FCC that provides the appropriate information on this issue here: <http://www.fcc.gov/cib/consumerfacts/callerid.html>

Consolidated Telecommunications Company "CTC" Statement of Nondiscrimination and Equal Employment Opportunity

In accordance with Federal law and the U.S. Department of Agriculture's policy, Consolidated Telephone Company is prohibited from discriminating on the basis of race, color, creed, religion, sex, national origin, pregnancy, age, veteran status, status with regard to public assistance, physical or mental disability, familial status, sexual orientation, marital status, genetic information. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's Target Center at 202-720-2600 (voice and TDD).

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Kristi Westbrook, Director – Human Resources. Any individual, or specific class of individuals, who feel that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or write to the USDA, Director Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington, DC 20250-9410 or call 202-720-5964 (voice or TDD). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained.

Statement of Equal Employment Opportunity

It is the policy of Consolidated Telephone Company "CTC" to provide equal employment opportunity to all individuals without regard to race, color, creed, religion, sex, national origin, pregnancy, age, veteran status, status with regard to public assistance, physical or mental disability, familial status, sexual orientation, marital status, genetic information and local Human Rights commission activity or other factors identified and protected by Federal, State and local legislation. This program will be taken into full consideration by all concerned in the recruiting, hiring, training, placement and promotion of employees.

Applicants for employment who believe they have been discriminated against have the right to notify the Equal Employment Opportunity Commission, 1801 L Street, NW, Washington, DC 20507; the Federal Communications Commission, Washington, DC 20554; or other appropriate agency.



Special Public Notice

Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to relay the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

Now it is easier to make a Minnesota Relay call. *Just dial 7-1-1!* Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay call you wish to make.

Types of Relay Services Available

Captioned Telephone (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

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

Allows a person who has difficulty hearing on the phone to voice their conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user. Requires a special telephone.

2-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

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

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special telephone.

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

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Standard Telephone: 1-800-627-3529

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

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

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 CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

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

Computer users can also 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.

Spanish Relay: 1-877-627-5448

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-Call service.

Important Information

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.

Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-party billing
- Pre-paid or carrier calling card

Filing a Complaint

To file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the CA's identification number and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice) / 1-888-835-5322 (TTY), or file on line at <http://esupport.fcc.gov/complaints.htm>.

For More Information on Minnesota Relay Services: www.mnrelay.org or 1-800-657-3775 (voice/TTY)

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. For information on the TED Program go to their Web site at: www.tedprogram.org or call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY).

CTC Board Officers

Paul Nieman, President
John Luce, Vice President
Mike Wetzel, Secretary
Morris Nelson, Treasurer

CTC Directors

Edward Swecker
Jerry Palm
Stanley Johnson
Kathy Kobliska

CEO/General Manager

Kevin T. Larson

CTC Brainerd

1102 Madison Street

CTC Baxter

14385 Edgewood Drive

CTC Crosby

8 Third Avenue NW

Contact CTC

218-454-1234
800-753-9104

Internet Help

218-454-HELP (4357)

www.ConnectCTC.com

Consolidated Telecommunications Company - An Equal Opportunity Employer

Remembering Dave



David M. Saatoff
8/30/60 - 10/25/12

CTC lost one of their employees, Dave Saatoff, to brain cancer on October 25, at the age of 52. Dave had over 20 years of experience in the telecom industry and had been with CTC since May of 2006, first as a Sales Engineer and then was promoted to Product Engineer. He was highly respected by the people he worked with. Dave loved his job and was very grateful to be a part of the CTC family!



Dave Working at the "rainy" 2008 Annual Meeting

Quotes from Dave's Co-workers

"Dave could tell life experiences like none other. He always had a smile, a laugh, and a story to tell. Dave fearlessly battled cancer with strength and bravery."

Kristi- Director of Operations and HR

"Dave's attention to detail and professionalism were second to none. You could always feel confident that when Dave was given a project, nothing would be missed!"

Holly- Executive Assistant

"I have a story about that!" - whenever you had a conversation with Dave and a topic came up, that is what he would say!

Luke- Residential Account Executive

"Dave was passionate and took great pride in his work and his country. I'm so grateful to have had the opportunity to work with Dave and to have called him my friend."

Andy- Marketing

Dave was one of the "BEST" - sincere with high integrity, very detailed, loved the opportunity to teach, and could tell a great story due to his variety of experiences and adventures! Dave will live on in the work he has done and in our hearts.

Paulette - Account Manager

Dave Saatoff Benefit

The **Dave Saatoff Benefit** will be held from 6:00 - 10:00 on Saturday, November 17, at The Arrowwood Lodge (formerly The Lodge) and is free to attend. Dinner will be served from 6:00-7:30 and tickets are \$20 per person or \$30 at the door. Tickets are sold at CTC, Christmas Point, the YMCA, and Cascade Medspa. Find us on Facebook by searching: "Dave Saatoff Benefit". If you have any questions or wish to donate, contact 454-DAVE (3283) or SupportDaveSaatoff@brainerd.net. Cash donations are accepted at US Bank locations for the Dave Saatoff Fund. Website: www.caringbridge.org/visit/davesaatoff