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



Smart Rural Community

CTC was recently awarded the NTCA Smart Rural Community Award. Only 20 companies across the US have been awarded this designation. A smart rural community uses broadband networks to enable applications that the community can leverage for innovative economic development and commerce, education, health care, and government services. For more details, see **page 2**.

Also in this issue:

News and Notes

High Speed Highlights

from Kevin Larson and John Luce



Kevin T. Larson
CEO/General Manager

Kevin T. Larson



John Luce
President

John C. Luce

It's very exciting to announce that CTC was awarded the NTCA (The Rural Broadband Association) Smart Rural Community Showcase Award. CTC was honored for deploying advanced technologies and leveraging those technologies to enable innovation in the areas of economic development and commerce, education, enhanced health care and government services. CTC was recognized for these efforts:

EDUCATION The Bridges Workplace Connection currently provides a series of business and industry experiences that include a career exploration day, classroom speakers, business tours, and job shadows. Students are exposed to all aspects of careers through this program. Twenty-three districts and 2400 students participate in this Brainerd, MN based program annually. CTC has participated in the Bridges Career Exploration Day for many years working with students who may be interested in a technology career.

HEALTHCARE CTC built fiber optics to Lakewood Health Systems in Motley/Staples so the healthcare provider could have the connectivity they needed to properly assist their patients. CTC also has fiber optics to Lakewood Health Systems Pillager Clinic.

In collaboration with the Brainerd Lakes Area Economic Development Corporation and other entities, CTC was instrumental in securing funding for a specialized CT scanner, an essential piece of medical



equipment for the new Heart and Vascular Center at Essentia Health Hospital. The hospital is also benefiting from the initial fiber ring deployment that CTC constructed in 2004. The technology advancements in healthcare are clear and CTC's network is a critical piece of bringing these solutions to the area.

COMMERCE In 2013, CTC helped provide broadband solutions in partnership with the Little Falls EDA, the Initiative Foundation, Community Development of Morrison County, and Region V Development. Through a build-out and lease arrangement with the city, CTC is invested in the long term viability of the City of Little Falls bringing state-of-the-art fiber services which allowed for the retention and expansion of key businesses.

Clow Stamping in our Mission service area in Merrifield, Minnesota is one of CTC's highest data users. Clow Stamping has attributed pieces of their business expansion and efficiencies to their broadband connection.

In 2011 the Randall Area Business Group contacted CTC to speak at one of their meetings. We heard first-hand examples about how the business community needed more bandwidth capabilities. CTC worked with RUS to direct funding towards a project to bring fiber to the downtown Randall area and give them the bandwidth they needed to enhance their businesses.

Continued on page 5...



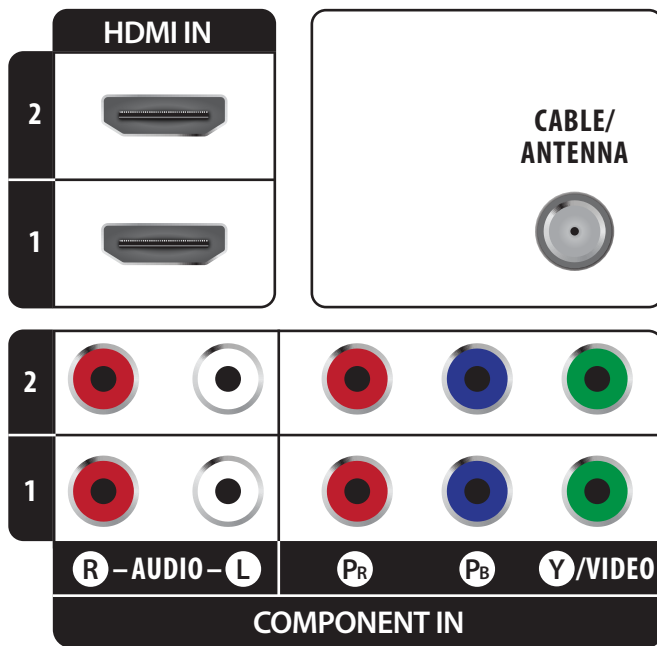
Before You Call

Top Tips from the Help Desk

Keeping pace with the latest consumer electronics is a challenge and many of our members are adding or replacing home and personal electronics every day. The following tips will help you get started when setting up a new TV, programming your CTCTV Prime remote, or setting up CTC email on a new computer or device.

CTCTV You don't need to make any changes to your account to connect a new TV to our Digital Tuner. Connect to CTCTV Prime using these instructions:

On the back of your old TV, find where the CTCTV Prime tuner is connected. Common connections are shown below or you may also follow cables from these inputs until you find our Set Top Box.



Carefully disconnect these cables from your old TV. When your new TV is in place, connect the cables to the inputs that match your new TV, making a note of the number of the input. For example: HDMI 1, 2, or Component In. Be sure to match the color of the plug to the input of the TV.

Using the remote that came with your new TV, switch to the input connected to the CTC Set Top Box, or if your TV service is direct from the wall from Cable/Antenna jack (RF coaxial), run a 'channel scan' using the instructions for your TV to add RF channels. [See page 8](#) for instructions on how to set up your CTCTV remote.

EMAIL Use the following settings for email setup:

Username: Your full CTC email address (example) emailaddress@brainerd.net (nisswa.net, pierz.net, staplesnet.com, littlefalls.net, or crosbyironton.net).

Password: Refer to your records for your password or else call our office to retrieve it.

Incoming Mail Server: mail.brainerd.net

Outgoing Mail Server: mail.brainerd.net

TIP: Setup instructions for computers or mobile devices can be found in the help instructions with your computer or device, or by searching for instructions on the Internet. For instance, for Windows, search for "how to setup email for windows mail" and follow the instructions using our mail server settings for your program. These instructions, as well as instructions for Android and Apple devices, can also be found at the following URL: www.connectctc.com/email

FREQUENTLY ASKED QUESTIONS

What is an STB?

An STB, or Set Top Box, is a TV tuner separate from your TV that converts digital TV signals from CTC into a signal that can be viewed on your TV.

What is an Input?

An Input is the physical cable connection from an STB or video device connecting to the TV. These may also be called "Source", "A/V", or "TV/Video" connections.

What is a Mail Server?

Like a virtual post office, an email server is a specialized computer that holds email addressed to an owner with a mailbox on that server until it is picked up by the owner's computer. The mail server needs to know the unique user name and address of the owner (their email address), and the unique address to the virtual post office (the mail server).

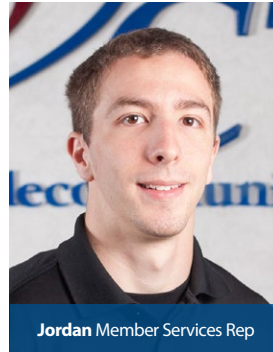
Unable to send or receive email? You might be 'over quota.' Delete read mail from your inbox and/or remove it from your deleted items or trash folder and try again. Still having trouble? Connect to your email on the web at <https://mail.brainerd.net>. Use your email address and password at the login to manage your email directly on the server.

New Faces and Promotions

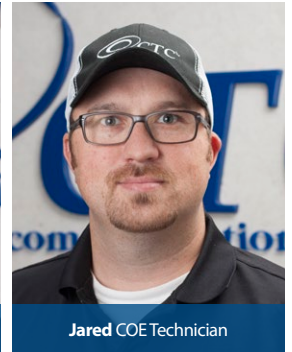
Get to Know...



Kandi Member Services Rep



Jordan Member Services Rep



Jared COE Technician

Kandi Member Services Rep

Prior to starting her employment at CTC, Kandi worked full time at Christmas Point Wild Rice Co. and continues to work there on weekends. She also worked at SCR Northern as a receptionist and parts runner for five years throughout high school and college.

Kandi is a Certified Nursing Assistant and is currently working on her Medical Administrative Assistant degree.

In her spare time, she enjoys fishing with her dad, spending time with family and friends, photography, and working out.

When asked what she likes most about working at CTC, Kandi replied, "It feels like home when I walk in the door every morning. Everyone greets me as soon as I walk in and everyone comes together like a family to work as a team to be able to get the job done."

Jordan Member Services Rep

Prior to working at CTC, Jordan did internships with the Brainerd School District and Central Lakes College and also was the Supervisor/Store Manager at Subway for four years. He has degrees in Associates in Information Technology, Associates in Arts, and a diploma for Computer Support Specialist. He will be working on his bachelor's degree in Risk Analysis through Penn State starting this fall.

In his spare time, Jordan loves hunting and fishing and just enjoying the outdoors, especially

in the summer and fall. He also enjoys motocross racing and working out.

When asked what he likes about working at CTC Jordan replied, "There are quite a few reasons I like working for CTC. All the employees are great to be around and everyone is awesome at helping out whenever I need it. The job also has a lot of diversity. You are never doing the same thing over and over again, allowing me to use what I've learned in a broad area of different tasks. And finally I like helping people whenever I have the opportunity; so being able to help all of our great customers whenever they have any questions is something I truly enjoy!"

Jared COE Technician

Jared is the newest member of the CTC Team filling the position of COE Technician. His 13 years of experience in the industry, all with CenturyLink, will be a great asset to CTC.

He has a Telecommunications Engineering Certificate from Northwest Technical College in Wadena, MN.

Jared's interests outside of work include hunting, fishing, and spending time with his 2-year-old son.

When asked what he likes about working at CTC, Jared replied, "It seems like a family every day and I have looked forward to going to work. I love the fact that they are very training oriented. I have only been here for three weeks and they have already sent me to training."

Congratulations Employee Advancements



Van
Lead Network Analyst



Jenna
HR Business Partner



Sarah
Dispatcher



Greg
Accounting Supervisor



News and Notes

...Continued from page 2

PUBLIC SAFETY Allied Radio Matrix for Emergency Response Program (ARMER) is a state-wide network of radio towers and equipment. The ARMER project represents the unique solutions and partnerships that CTC can provide that offer positive implications for the community as a whole. The ARMER backbone is used by MnDOT, the State Patrol, the Department of Natural Resources, and other state agencies for voice and data communications and is shared with local governments and other emergency response organizations. This allows all emergency responders to have interoperable communications with each other. Crow Wing County was in significant need for a new tower to be ARMER compliant and enhance public safety. Based upon existing relationships, the County and CTC initiated a partnership in 2011 to assist in joint construction of a 450' communications tower.



IN THE COMMUNITY This year, the Brainerd Lakes Area and a Cooperative member, Grand View Lodge, had the privilege to host the MN Governor's Fishing Opener. Grand View Lodge has been a partner with CTC for years and benefits from our fiber optic service. For this event, media outlets required large numbers of landlines and data connections. Due to forward thinking on CTC's part and the flexibility of our network, CTC was prepared to provide all of the services needed to host an event of this size. With the use of CTC's fiber optics, the Governor's Fishing Opener was provided uninterrupted data and telephone service for the event, which would not have been possible with any other provider.

This truly is a community award. Without the partnerships of many in our communities, these projects could not have been accomplished. We are excited to continue expanding state-of-the-art services throughout our communities and we look forward to what the future brings as we continue to develop new technology.

Scholarship Winners

CTC is proud to support higher education

Each year CTC awards scholarships to students in our service areas who are beginning their college careers. For 2015 scholarships, please request an application at the school guidance office in January.



Olivia Mailhot
Crosby-Ironton High School

Parents:
Michael & Ellen Mailhot
Intended Major:
Communication Sciences



Jessica Johnson
Staples-Motley High School

Parent:
Jennifer Johnson
Intended Major:
Graphic Design



Daniel Mushel
Little Falls High School

Parents:
Bill & Julie Mushel
Intended Major:
Physical Education



Curtis Brisk
Pierz-Healy High School

Parents:
Tom & Karen Brisk
Intended Major:
Welding



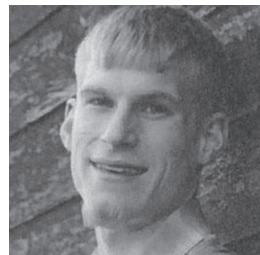
Benjamin Kemper
Northland High School

Guardian:
Janet Smith
Intended Major:
Electrical Lineworker Tech



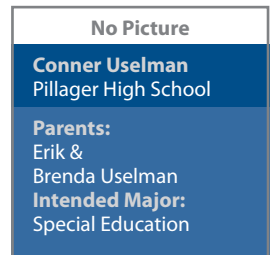
Kathryn Montgomery
Brainerd High School

Parents:
Kent & Paula Montgomery
Intended Major:
Pre-Med Biology



Johannes Achermann
Onamia High School

Parents:
Rick & Carol Ringold
Joseph Achermann
Intended Major:
Heavy Operations



No Picture
Conner Uselman
Pillager High School

Parents:
Erik & Brenda Uselman
Intended Major:
Special Education

Osmund Miller
Pequot Lakes High School

Parents:
Luke & Rachel Schumer
Intended Major:
Welding

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.)

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Kristi Westbrook, COO.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442, or email at program.intake@USDA.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint, please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish). Persons with disabilities who wish to file a program complaint, please see the information above on how to contact the USDA by mail directly or by email. If you require alternative means of communication for program information (e.g. Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

CTC is an equal opportunity provider and employer.

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 U.S. Equal Employment Opportunity Commission, 131 M Street NE Washington, DC 20507; or at any one of the EEOC's 53 field offices.



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 facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. 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.

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.

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.

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

You may also file a relay complaint with the Federal Communications Commission: 1-888-225-5322 (voice), 1-888-835-5322 (TTY) www.fcc.gov/complaints.

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:
www.tedprogram.org
1-800-657-3663 (voice)
1-888-206-6555 (TTY)

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 service.

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 the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

Two-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 other person, and listens directly to the other 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: 1-900-246-3324

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

CTC Board Officers

John Luce, President
Morris Nelson, Vice President
Paul Nieman Jr., Secretary
Kathy Kobliska, Treasurer

CTC Directors

Chad Converse
Jerry Palm
Stanley Johnson
Mike Wetzel

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

Programming Your CTC Remote

CTCTV REMOTE With a new TV, follow the manufacturer's instructions using the remote that came with the new TV. Switch to the Input or Source where the CTCTV Tuner is connected. If you want to use the CTCTV Prime Remote to control the Volume and Power of your new TV, use the following instructions:

- Using the CTC/Cisco remote control press and hold the **TV** button, then press and hold **OK** button.



- Release both at the same time. If successful, the **STB**, **TV**, **DVD**, and **AUX** buttons will blink twice.

- Enter **9, 2, 2** on the keypad. The TV light will blink twice if successful.



- Point the remote control at the TV and press and release the **PLAY** button repeatedly until the TV turns off.



- Press the **POWER** button on the remote. If the TV turns on, press the **ENTER** button on the bottom right of the remote to save the code to the remote. The TV button will blink three times indicating successful programming and that it is now programmed with your TV.



Complete instructions are available at the following URL, including individual programming codes for TV models: www.connectctc.com/remote