

Main Office:  
PO Box 156  
405 2<sup>nd</sup> Street East  
Chokio, MN 56221  
320-324-7111

Satellite Office:  
PO Box 107  
508 Atlantic Ave.  
Morris, MN 56267  
320-585-4875



# Federated Phone Facts

Volume 10, Issue 1

January 2009

## ATTENTION PARENTS & STUDENTS You Need to Read This!

### Win a FREE Trip to Washington, D.C. May 30 - June 3, 2009



Federated Telephone will sponsor one student from our service area to attend the Foundation for Rural Service (FRS) 2009 Youth Tour. Federated Telephone will be responsible for payment of the student's registration fees and airline transportation.

#### What Participants will See and Do:

- Participants will learn about regulatory and legislative processes, the telecommunications industry, visit the U.S. Capitol and U.S. Department of Agriculture. While there, the group will visit such sites as the Lincoln and Jefferson Memorials, Mount Vernon, Smithsonian Museums, and much more.

#### Eligibility:

- Student must be age 16 or 17 years old at the time of the Youth Tour.
- Student must have at least one parent who is a Federated Telephone subscriber at the time they submit their application **and** at the time of the trip.

#### Selection Process:

- Each student is required to submit an essay of 500 words or less explaining why they would like to attend the Youth Tour and why they are interested in learning more about the telephone industry.
- Essay must include the student's name, their parent's name and telephone number.
- Essay must be received at Federated Telephone by **February 27, 2009**.

*The selected student will be asked to submit an article for publication in Federated Telephone's newsletter describing their experiences at the 2009 Youth Tour and speak at the Annual Meeting/Customer Appreciation event in June 2009.*

## 2 Scholarship Opportunities for Seniors



The Foundation for Rural Service (FRS), through its partnership with the National Telecommunications Cooperative Association (NTCA) promotes, educates, and advocates to the public, rural telecommunications issues in order to sustain and enhance the rural way of life throughout America.

Through its various programs the foundation strongly supports the continuing education of rural youth.

**\$2,500 scholarships available for seniors!** FRS will be awarding 30 national scholarships in the amount of \$2,000. Should a student from Federated Telephone's service area be selected, Federated will supply an additional \$500, bringing the total scholarship award to \$2,500.

Interested seniors may obtain an application from their high school or download an application from the FRS website at [www.frs.org](http://www.frs.org). Eligible students must have at least one parent who is a Federated Telephone subscriber at the time they submit their application **and** at the time they attend college. Completed applications need to be signed by Kevin Beyer, General Manager, and sent directly to FRS, postmarked no later than **March 1, 2009**.

*More information can be obtained from the FRS website or by contacting our Chokio office at 324-7111.*

**NOTE:** The application requires the signature of the General Manager of Federated Telephone Cooperative. Please plan to obtain this signature in advance of the deadline since his schedule does not allow him to be in the office at all times.

Don't miss these great opportunities!

Free Trip

Free Money

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Scholarships Continued...

## MTA Scholarship

Federated Telephone, in cooperation with the Minnesota Telecom Alliance, has begun a search for scholarship candidates.



Eligible students must have at least one parent who is a Federated Telephone subscriber at the time they submit their application *and* at the time they attend college.

Contact your school counselor for an application. Completed applications need to be returned to Federated Telephone no later than **February 6, 2009**.

A telecom alliance panel then reviews each application and selects the finalists based on applicants' grades, academic achievements and extra-curricular activities. Preference to receive the scholarships is given to students who have an interest in telecommunications technology and rural communities.

If selected, candidates will receive a one-time \$2,000 scholarship from the Minnesota Telecom Alliance Foundation.

**Federated Telephone is thrilled to make an investment in our communities by helping young people participate in these WONDERFUL OPPORTUNITIES. We urge ALL Eligible Students to Apply!**

## Federated Telephone Receives Blandin Foundation Award



Federated Telephone Cooperative was the winner of the Blandin Foundation Award for "Broadband Infrastructure and Services", which recognizes the provision of high-speed broadband capacity and services. Federated has been a leader in fiber-optic installation since the mid-90s, when it was one of two field-trial sites in the nation for rural fiber-optic deployment. Kevin Beyer, General Manager for Federated Telephone Coop accepted the award.

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**Ingredients:**

- 1 can corn, drained
- 1 can kidney beans, drained
- 1 can black beans, drained
- 1 can tomato sauce
- 1 can tomatoes with chilies
- 1 envelope taco seasoning

### SUPER BOWL RECIPE



#### Corn & Black Bean Salsa

**Instructions:**

- Mix all ingredients together in a slow cooker.
- Cook on low heat for 4-5 hours.
- Makes a big batch.
- Enjoy

## Notice of Customer Rights

The following is a summary of your rights and obligations as defined by the State of Minnesota. Federated Telephone will be identified throughout this summary as Federated.

**Billing Questions:** You are billed monthly. Charges include local service (billed one month in advance), long distance calls, optional services, federal and state taxes, and any past due amounts. Your bill may also include charges for installation and partial charges or credits for services connected or disconnected during the billing period.

Check your bill for accuracy when you receive it. You are responsible for all long distance charges made from your telephone number. You are also responsible for all authorized charges on your calling card. The due date for your payment is shown on your bill. Payment not received by the due date is considered late. Repeated late payments can damage your credit rating and result in disconnection.

**Payment locations:** Payments to Federated can be made using the following payment options:

- PO Box 156, Chokio, MN 56221
- PO Box 107, Morris, MN 56267
- In person at 405 2nd St. East, Chokio
- In person at 508 Atlantic Ave., Morris
- Automatic Bank Payment
- Credit Card Payment, or
- At any one of our drop boxes located:
  - East side of 405 2nd St E, Chokio,
  - 600 block of 6th Street in Hancock,
  - 508 Atlantic Ave, Morris

Please use the return envelope enclosed with your bill. Enclose the remittance section of your bill with your payment. Do not send cash. If you cannot pay your bill by the due date, please contact Federated to arrange payment.

**Payment Arrangements:** Federated is willing to work with our members to establish suitable payment arrangements, who because of an emergency cannot pay their bill in full. Suitable payment arrangements are not intended to exceed a 60 day time period or be allowed more than 2 times in a calendar year. The account will become subject to disconnection, if scheduled payments are not received.

**Disconnection of Service:** As your local telephone carrier, we want to provide you with superior service. However, there are a few instances when a phone may have to be disconnected. The following are possible reasons:

- \*If a customer tampers with telephone company equipment, we reserve the right to disconnect the customer.
- \*If there is any condition that would be hazardous to our customers or to our employees or our equipment, the customer can be disconnected.
- \*In the event that the customer misuses the telephone company's equipment in a way that adversely affects the equipment or the service to other customers, the customer can be disconnected.
- \*If a customer fails to live up to a payment agreement, the customer can be disconnected. If a customer refuses to honor deposit or credit arrangements, the customer can be disconnected.
- \*If a customer has received written notice to cease using the telephone for obscene, threatening or profane calls, the customer can be disconnected.

\*If a customer refuses to pay the local telephone bill after receiving a written notice, the customer can be disconnected.

**Timing of the Disconnection:**

Should a customer need to be disconnected from their telephone service; it would be during normal business hours between Monday and Thursday. A disconnection is not made on weekends or legal holidays or after business hours unless there is an emergency.

**Complaint Process:** If you have a complaint about your telephone service, please discuss the problem with a Federated customer service representative. Customer service representatives are available during business hours at 320-585-4875. If your Federated customer service representative cannot solve your problem, ask to speak with a supervisor or manager. After a complaint notification to Federated has been given, Federated will investigate your claim. You will be notified of the status of the investigation until the complaint is mutually resolved. No collection activity for disputed charges will occur while the charges are being investigated. If it is determined that the disputed charge is legitimate, payment must be made. If there is an error, your account will be adjusted appropriately.

**You may also contact the Minnesota Public Utilities Commission at 1-800-657-3782, for further review of unresolved complaints or disputes.**



### Billing Questions:

If you have any Billing Questions, please contact Federated Telephone at 320-324-7111 or by dialing 611 from your Federated served phone.

**Directory Additions.....**

- Maria Seleda Botello.....585-6287
- Rose Carlson .....585-6311
- Laura Carrington .....589-1999
- Scott Harder .....585-6307
- Robert Kloos .....585-6314
- Darrel Koehntop.....589-2669
- DeRall LaGrange .....585-6330
- Mark McCabe .....589-2596
- Debra Powell.....585-7769
- Tonya Raths .....585-6320
- Mike & Gwen Ritter .....589-0450
- Brandi Thielke.....585-6313
- Wayne Tossey .....585-6312

**Holiday Open House Winners**

**Ipod Shuffle**  
**Mark McCabe**  
**Marion Heuer**

**Turkey/Ham Gift Certificates**  
**Rollie Pullis**  
**Pat Stahn**  
**Katie Erdman**  
**Art Durkee**  
**Leonard Hanson**



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Weather-Related Road Conditions  
Congestion Levels  
Traffic Incidents

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[emailftc@fedtel.net](mailto:emailftc@fedtel.net)

[www.fedtel.net](http://www.fedtel.net)

Office Hours: Monday - Friday  
8:00 am - 4:30 pm.

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