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Chokio, MN 56221

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PERMIT NO. 4

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- Holiday Open House
- Free Trip to Washington D.C.
- Scholarships Available
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- Directory Additions

Local Commitment. Global Solutions.

# Directory additions

## Bellingham

E. Schlieman ..... 568-2213

## Correll

James Jensen ..... 596-2149

## Hancock

Lowell Christianson ..... 392-5516

Tyler Fehr ..... 392-5898

Terry & Peggy Nohl ..... 392-5447

## Milan - Big Bend

Marlyn Aritos ..... 734-4513

Steve Haugen ..... 793-6727

Norma Infante ..... 793-6697

Tim Kanten ..... 734-4589

## Morris

Seth & Joy Baker ..... 585-6222

Patricia Barry ..... 589-8869

Della Cin ..... 585-6658

Sarah Cronk ..... 585-6575

George Dieter ..... 585-2647

Jim & Theresa Dittbenner ..... 589-0359

Monroe Estenson ..... 585-3657

Randy Fehr ..... 585-7544

Betty Gladke ..... 585-6590

Matthew & Alisha Gramith ..... 585-5042

Kris & Susie Hanson ..... 585-5068

Rosie Haugen ..... 585-6856

Huebner Insurance Agency ..... 585-6588

Pearl Issendorf ..... 585-6520

Betty Kolden ..... 585-6186

Evelyn Kopel ..... 585-3310

Mike's Chem Dry ..... 585-6453

Duane H or Joan A Podoll ..... 585-6515

Edgar Shaw ..... 585-6655

**Farmers Mutual**  
PO Box 368  
301 2nd Street South  
Bellingham, MN 56212  
320-568-2105  
[farmers@farmerstel.net](mailto:farmers@farmerstel.net)  
[www.farmerstel.net](http://www.farmerstel.net)

**Federated Telephone**  
**Main Office:**  
PO Box 156  
405 2nd Street East  
Chokio, MN 56221  
320-324-7111  
[emailftc@fedtel.net](mailto:emailftc@fedtel.net)  
[www.fedtel.net](http://www.fedtel.net)

**Satellite Office:**  
PO Box 107  
508 Atlantic Ave.  
Morris, MN 56267  
320-585-4875  
[morrisftc@fedtel.net](mailto:morrisftc@fedtel.net)  
[www.fedtel.net](http://www.fedtel.net)

**Office Hours:**  
Monday - Friday  
8:00 a.m. - 4:30 p.m.

Issue January 2012



# New Year. New Solutions!

# The Home Page

## Current Topics

### CONGRATS Holiday Open House Winners!

#### Ipod Shuffle

Kayla Hawkinson  
Pat Ohm  
Marlene Benkowski

#### Turkey Winners

Harvey Vogt     Joanne Staples  
Vivian Bjorlin     Dennis Smith  
Len Hanson     Harold Schlieman  
Don Holten     Norman Larson  
Henry Schultz     Erwin Pederson  
Wayne Knudson

## Calendar

Jan 1:     Happy New Year  
  
Jan 2:     **Offices Closed**  
  
Jan 16:     Martin Luther  
                 King Day

**Thank You for Doing  
Business Locally!**

## ATTENTION PARENTS & STUDENTS

**Don't miss these great opportunities!**

**Win a FREE Trip to Washington, D.C. ~ June 2-6 2012**

Farmers Mutual and Federated Telephone will each sponsor one student from their Cooperative to attend the Foundation for Rural Service (FRS) 2012 Youth Tour. Farmers Mutual and 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 Farmers Mutual or Federated Telephone Cooperative Member 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 Farmers Mutual or Federated Telephone by March 1, 2012.

*The selected student will be asked to submit an article for publication in Farmers Mutual/Federated Telephone's newsletter describing their experiences at the 2012 Youth Tour.*

### Youth Tour Agenda June 2-6, 2012

Saturday, June 2	Sunday, June 3	Monday, June 4	Tuesday, June 5	Wednesday, June 6
	<b>MORNING</b> Review of Youth Tour Activities & Sightseeing	<b>MORNING</b> "The World of Telecommunications" Educational Session	<b>MORNING</b> "Looking Into the Legislative and Governmental Process" Educational Session	<b>MORNING</b> Return Home
<b>AFTERNOON</b> Arrive in Washington, D.C.	<b>AFTERNOON</b> Sightseeing	<b>AFTERNOON</b> Sightseeing	<b>AFTERNOON</b> Sightseeing	
<b>EVENING</b> BBQ Dinner & Orientation Activities	<b>EVENING</b> Beautiful Night Tour of Washington, D.C.	<b>EVENING</b> Special Entertainment	<b>EVENING</b> Dinner & Dance	

## 2 College Scholarship Opportunities for Seniors

**Foundation for Rural Service** 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.

\$75,000 available to Rural High School seniors! In 2012, FRS will be awarding 30 \$2,500 scholarships to rural high school seniors, one per geographical region of the NTCA membership and one to a student sponsored by a NTCA associate member. The remaining 19 awards will be distributed proportionate to the number of applications received per region. FRS will fund \$2,000 of each scholarship. Should a student from Farmers Mutual or Federated Telephone Cooperative's service area be selected, Farmers Mutual/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 Member of Farmers Mutual or Federated Telephone Cooperative 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, 2012.

More information can be obtained from the FRS website or by contacting our office. NOTE: The application requires the signature of the General Manager of Farmers Mutual or 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.

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**MINNESOTA TELECOM ALLIANCE** Farmers Mutual Telephone and Federated Telephone, in cooperation with the Minnesota Telecom Alliance, has begun a search for scholarship candidates.

Eligible students must be a 2012 graduating senior and must have at least one parent who is a Farmers Mutual or Federated Telephone Cooperative Member 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 Farmers Mutual or Federated Telephone no later than March 2, 2012.

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.

**Farmers Mutual & Federated Telephone are thrilled to make an investment in our communities by helping young people participate in these WONDERFUL OPPORTUNITIES.**

**We Urge ALL Eligible Students to Apply!**

**Farmers Mutual & Federated Telephone will soon have NEW BUNDLES available to our members. Watch your mail for more info coming soon!**

**SNEAK PEEK**  
**20M High-Speed Internet**  
**Unlimited Long Distance**  
**Calling Features**  
**New Year. New Solutions.**

**511 Know the Road**  
**Dial Up or Log on**  
**for Weather Conditions**  
**at Your Fingertips.**

Call 511 from any phone, including cellular phones, by dialing 511 or log onto [www.511mn.org](http://www.511mn.org). It's a FREE Service.

Weather Related Road Conditions  
 Congestion Levels  
 Traffic Incidents

**Federal Universal Service Charge (FUSC)**

The Federal Communications Commission (FCC) Universal Service Fund (USF) contribution factor increased for the first quarter of 2012 from 15.3% to 17.9% effective January 1, 2012.

**How do I get Telemarketers to STOP calling me?**

To register or get more information:  
[www.donotcall.gov](http://www.donotcall.gov)  
 or 1-888-382-1222  
 from the phone you want to register.

## Notice of Customer Rights

The following is a summary of your rights and obligations as defined by the State of Minnesota.

**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. 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:**  
**Farmers Mutual**

- PO Box 368, Bellingham, MN 56212
- In person at 301 2nd St. S., Bellingham
- In person at The State Bank of Marietta 201 3rd Ave. N., Marietta
- Automatic Bank Payment
- Credit Card Payment, or
- At our drop box located:  
 - South side of Building by front door

**Federated Telephone**

- 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, 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 our office to arrange payment.

**Payment Arrangements:** We are 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 Monday through 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 customer service representative. Customer service representatives are available during business hours. If your customer service representative cannot solve your problem, ask to speak with a supervisor or manager. After a complaint notification has been given, we 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 Billing Questions, please contact Farmers Mutual Telephone or Federated Telephone by dialing 611 from your Farmers Mutual or Federated served phone or by dialing one of our local offices.