



# MESSENGER

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## Trivia~Trivia~Trivia

### What is Midstate Communications' Facebook Address?

(Hint: the answer can be found in last months issue of the Midstate Messenger)

**\*\*Deadline to enter is the 15th of the Month.** All correct entries will be entered into a drawing for \$10.00. Submit your answers by: 1) Writing your answer on a piece of paper with your name, address and telephone number and mailing to our Midstate office at PO Box 48, Kimball SD 57355 or 2) Go online to our website at [www.midstatesd.net](http://www.midstatesd.net) and click on the Trivia link in the bottom left corner and submit your answer online following the online instructions. **Trivia submissions will not be taken by telephone.**

### And the Winner is...

Congratulations to Sue Bickner! She knew that the November Digital Channel of the month was The Sportsman Channel on Digital Channel #122!

## Service Rate Changes...

Effective January 1, rates for the following services will be:

- Residential Rates . . . . . \$20.95
- Business Rates . . . . . \$26.95  
(Cooperative exchange rates)
- Chamberlain Business Rate . . . \$30.00
- Business Advantage Rate . . . . \$31.95
- Quick Connect Internet . . . . . \$34.95



**Midstate Communications offices will be closed on Monday, January 2, 2012 in honor of the New Year's Holiday and on Monday, January 16, 2012 in honor of Martin Luther King Jr. Day.**

## Important Dates to Remember...

Please mark the following dates, regarding our billing schedule, on your calendar. Bills are mailed the last business day of each month, and payment is due on the 20th of the month. Paying on time saves frustrating calls and unwanted late fees.

- **Last Business Day of Each Month**  
Bills mailed out from Midstate's office
- **5th of Each Month**  
Disconnect of all accounts with a 30 day balance.
- **20th of Each Month**  
Bills are due in either Midstate office by 12:00 p.m.
- **20th of Each Month**  
Overdue notices mailed out and late fees will be applied to all delinquent accounts.

*\*All Midstate bills are due upon receipt. Any bills that have not been received by the 5th of the following month will be disconnected. To be reconnected the bill must be paid in full and will be subject to a down payment and appropriate reconnect fees.*

## Internet and Computer Support Services...

Technology along with our customers' needs and expectations are the main driving forces behind many of the decisions and changes implemented at Midstate Communications. Finding and using the most state-of-the-art technology that meets our high standard of service and our customers' needs and expectations is not always the easiest thing to do.

Our Quick Connect High Speed Internet product has endured the most technological changes and advances over the years and as a customer you have reaped the benefits of those changes. We have increased our speeds to keep up with your Internet needs and demands along with instituting additional features and services that make your browsing experience even more enjoyable. Our Internet technical support services have increased dramatically over the years due to the realization that for us to be a "one-stop shop" for all your technology products we must also be able to help you best understand how to use the services and repair them when they are not working properly. One of the ways we have done this is by providing new computer sales with zero percent interest for up to three-years with qualifying credit along with professional repair of existing computer systems.

We are excited to announce that effective January 1, 2012 we are taking our Internet and computer support services to the next level. We will continue to have FREE, 24x7 Internet and computer support, but on top of that we will be going above and beyond to ensure you stay connected and run as efficiently as possible. One way we will be able to do this is by having our team of specialists remotely logging onto your computer to access the concerns you have on your computer, help you make the changes to your computer that you may be struggling with, or simply help you set up your email or Internet passwords. There is no problem big or small that they won't attempt to help you work through. Some of these are services that we charged for in the past, but in the future they will simply be a value added Internet support service for you. To accomplish this, a slight rate increase will be added to each of our Internet customer's bills. This slight increase will allow you even more Internet and computer support. As always if we cannot fix or help you with your Internet or computer problems remotely or over the phone, you always have the ability to bring your computer to our office and have our computer specialist work on your computer and get it running at optimal levels once again for a fee.

We've been able to help you control your spending by implementing bundle savings packages for all your telecommunication services through Midstate. With bundled savings of up to 12% per month your savings truly add up. With our money saving bundles you can save over \$180.00 per year on your phone, Internet and cable television services with Midstate Communications. If you would like additional information on our great money saving bundles please call our offices at either 778-6221 or 234-8000.

## Midstate Digital Channel of the Month!

If health and fitness are your desire or maybe you set forth a New Year's resolution to lose weight or become healthier then Discovery Fit & Health is the channel for you. Discovery Fit & Health is an arresting, emotional destination offering viewers inspiring characters, compelling and inspiring true-life stories, and dedicated experts who help transform viewer's lives. They use the power of television to share personal stories of everyday people facing extraordinary life situations and transformations. The shows and experts on Discovery Fit & Health will help you manage your life on topics such as:

- Diets, Fitness, Food and Weight loss
- Family Health and Relationships
- Mental Health and Stress Management
- Love, Sex and Relationships
- Beauty and Skin Care
- Parenting – from babies to teens
- Health Topics for YOU – Men, Women, Baby Boomers, Thirtysomethings...



**Discovery Fit & Health can be found on Midstate Digital Channel 171.**

## New Year's Resolutions for Your Computer...

Begin 2012 with a practical plan for computer maintenance then resolve to stick with it. Once you develop a routine, you'll be able to avoid the big computer problems by staying on top of the little ones.

Make sure your plan covers the essential tasks including:

- Doing a regular data backup
- Defragging your hard drive
- Updating your antivirus and spyware software
- Installing a firewall
- Updating and installing patches to your operating system
- Regularly deleting your trash bin, temporary files and any other files you no longer need

You may also want to make a New Year's resolution to digitize important financial documents and family photos and store them offsite for protection in case of a natural disaster like flooding. Find out if a local provider offers remote online backup, since these automatic services are often the most convenient option.



## Federal Universal Service Charge Notice...

For the 1st Quarter of 2012 the Federal Universal Service Charge (FUSC) contribution factor will increase from 15.3% to 17.9%. This will result in an increase in the charge that appears on your monthly telephone bill. The factor is applied to services designated as interstate by the FCC and changes from time-to-time based on the needs of the federal universal service fund. The federal universal service fund was established and is maintained to ensure that all consumers, regardless of location, have access to essentially the same telecommunications services at affordable prices. The fund also provides schools, libraries, low-income consumers and rural health care providers with assistance in obtaining telecommunications services.

## Do Not Call Notification...

To address consumer concerns about unwelcome telemarketing calls to residential customers, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain nonprofit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number onto the list when the five years have passed, and you may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- Calls from organizations with which you have established a business relationship;
- Calls for which you have given prior written consent;
- Calls which are not commercial or do not include unsolicited advertisements;
- Calls by or on behalf of tax-exempt non-profit organizations.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by Internet at [www.donotcall.gov](http://www.donotcall.gov). Inclusion of your telephone number on the national Do-Not-Call Registry will be effective three months following your registration.

Another year has come and gone but the future lies straight ahead. From all of us at Midstate Communications and Midstate Telecom we hope each and every one of you had a joyous, happy and healthy Holiday Season. We wish all of you the very best for peace and prosperity in 2012 and beyond and we sincerely thank you for your continued service and support.

Mark Benton  
Fay Jandreau  
Peggy Reinesch  
Chad Mutziger  
Teresa Olson  
Brenda Ashley  
Cheri Eimers  
Mike Hanzlik

Janel Basting  
Kathy Taylor  
Lori Lafferty  
Tammy Walsh  
Janet Thomas  
Beau Van Genderen  
Ken Brodkorb  
Dan Haeder

Don Bogenhagen  
Travis Janish  
Jamie Bosworth  
Geoff Derald  
Brad Walz  
Cory Eimers  
Lantz Brennan  
Zac Bass