

# Connections

APRIL 2025



## Win a \$25 Credit on Your Bill

Look for **your account number** hidden somewhere in our newsletter. There are **two** account numbers hidden. When you find your number, let our office know by April 18th, and you'll get \$25 off your next bill! Call 320-986-2013 or email [rtaoffice@runestone.com](mailto:rtaoffice@runestone.com).

## FUSC Rate Change

Effective April 1, 2025, the Federal Universal Service Charge (FUSC) on your bill will increase from 36.3% to 36.6%.

### Contact Us

100 Runestone Drive / PO Box 336  
Hoffman, MN 56339  
Phone: 320-986-2013

Office Hours: M-F 8 am to 4:30 pm

Email: [rtaoffice@runestone.com](mailto:rtaoffice@runestone.com)

24/7 HelpDesk for Internet  
Outages and Technical Support:  
320-986-6655

[helpdesk@runestone.net](mailto:helpdesk@runestone.net)

Visit Us: [www.runestone.net](http://www.runestone.net)

Find Us:   

### Review Us on Google

Please let others know about your experience as a Runestone Telecom customer. Scan this code and leave a review on Google. Thanks!



## National Telephone Day Calls for a Celebration



National Telephone Day is observed yearly on April 25th, in recognition of the date in 1876 when Alexander Graham Bell introduced his “electric speaking machine” to the world. Eventually known as the “telephone,” this landmark tool made instrumental changes in how people communicated in their personal and professional lives.

New chapters in telephone history began with the first widely available cell phones in the 1980s and the introduction of the iPhone in 2007. Today, the “smart” parts of a smartphone — including browsers and a multitude of apps — tend to be used much more frequently than the “phone” part. In fact, some people rarely make voice calls and prefer texts or instant messaging.

So, how can you celebrate National Telephone Day? We suggest you surprise a friend or family member with an actual phone call and have a fun, leisurely conversation.

**Our Runestone Telecom team loves getting calls from customers. Feel free to call 320-986-2013 whenever you have questions about our services.**

## 3 Signs It Might Be Time to Replace Your WiFi Router

You probably don't spend much time thinking about your WiFi router. But don't ignore it entirely. After all, your router is important — it enables your home's devices to wirelessly access your Internet connection. Like any technology, routers are regularly updated with new features and capabilities, and you'll want to stay current to take advantage of them. 00055808-1



Watch for these signs you may need a new router:

- 1. You've noticed slower Internet speeds.** Routers rarely show outward signs of decay. Instead, performance may start to decline, such as slower than usual speeds.
- 2. It keeps rebooting.** When a router reboots itself multiple times, it indicates potential hardware issues or an inability to handle the existing traffic load.
- 3. Overheating happens regularly.** This is a strong indication that your router is struggling to handle the workload and may be on the verge of hardware failure.

Upgrade your router with a managed router **INCLUDED** at no charge with your Internet service. Call us at 320-986-2013.

# Are You Having Trouble Using the Telephone Due to a Hearing or Speech Disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

## Types of Relay Services Available

### Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

### Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: <https://www.fcc.gov/ipcts>.

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

Computer users can 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.

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

HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

### Hearing User: 1-800-627-3529

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

### Internet Protocol (IP) Relay

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You can make your relay call using a computer, laptop, tablet, or smartphone. Go to: <https://www.fcc.gov/ip-relay>.

### Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability can make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

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

STS 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 communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

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

This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

### Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an Internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: <https://www.fcc.gov/vrs>.

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

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

## For More Information on Minnesota Relay Services

[www.mnrelay.org](http://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.

### To File a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

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

You also file a complaint with the Federal Communications Commission [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

### 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.

[mn.gov/deaf-hard-of-hearing](http://mn.gov/deaf-hard-of-hearing)

Voice: 1-800-657-3663

ASL via VP: 651-964-1514

# Vehicles for Sale on Bid

These trucks are for sale by sealed bid and are parked at Runestone Telecom, 100 Runestone Drive in Hoffman, MN. All bids must be received by **April 14th, 2025 at 4:30 p.m.** Please stop by our office to view the trucks and get full option information. Bids are accepted via secure online bid through our website. The Runestone Telecom Board of Directors reserves the right to accept or reject any or all bids.

## 2016 Dodge Ram 2500 - Mileage 128,152



- 6.4 L V8 HEMI Heavy Duty MDS Engine
- 6-Speed Automatic 66RFE Transmission
- ParkSense Rear Park Assist System
- ParkView Rear Back-Up Camera
- Uconnect 5.0, 8.4 inch Touchscreen Display
- Media Hub, 2 USB, 12 Volt Aux Power Outlet
- Remote Start, Keyless Entry
- Sentry Key Theft Deterrent System
- Advanced Multistage Front Airbags, Front Seat Mounted Side, Side-Curtain Front and Rear Airbags
- Electric Shift on the Fly Transfer Case
- Air Bag Suspension Kit

## 2015 Chevrolet 2500 4WD LT Crew Cab – Mileage 112,705



### Both 2015 Chevrolet trucks have these options:

- Vortec 6.0L V8 Engine
- 6-Speed HD Auto Transmission
- Electronic Transfer Case Airbags: Driver & Right Front Pass, Front/Side Impact, Outboards Front & Rear Seat-Side Head Curtain
- Stabilitrac - Stability Control w/ Trailer Sway Control and Hill Start Assist
- EZ Lift and Lower Tailgate
- Chevrolet MyLink Audio System 4.2" Diagonal Color Touch
- USB ports, Bluetooth for Phone
- Z71 Off-Road Package
- LT Fleet Convenience Package
- Remote Vehicle Start, Keyless Entry

## 2015 Chevrolet 2500 4WD LT Crew Cab – Mileage 112,771





# Handy Reminders

- Conveniently pay your bill with eBill and AutoPay.
- Pay your bill by the 20th of the month to avoid late fees and disconnection. Please don't use staples to attach your checks.
- Scan to go directly to the TV Guide.



## Twins Cable Negotiations

We are still in negotiations with our channels regarding the Minnesota Twins. Stay tuned for updates.

## New Members

- Cyrus**  
Engler, Shawn.....320-795-5575
- Hoffman**  
Gulbrandson, Dustin...320-986-2510  
Weegman, Ryan C.....320-986-9210
- Lowry**  
Johnson, Randy.....320-283-2031
- Wheaton**  
Anderson, Darwin & Donna.....320-563-4588  
Brink, Philip J Shop.....320-563-8707  
Dobberstein, Joanne.....320-563-8356

# How Does 5G Home Internet Differ From Fiber Internet?

You may be hearing a lot these days about the 5G home Internet offered by cellular providers. But what exactly is it, and how does it differ from fiber Internet?

Before we compare these two Internet technologies, let's clear up a common misconception. The abbreviation 5G refers to the fifth generation of wireless technology for cellular networks, which was initially released in 2019. The "G" in 5G does NOT stand for gigabit and has nothing to do with Internet speeds.

## 5G Home Internet

### How It Works

5G home Internet uses the 5G network towers of a cellular company to provide a fixed wireless connection. Speeds will vary by location, depending on how far the customer is from a local tower or transmitter.

### Speeds

Speeds offered by 5G home Internet average just 150 Mbps. What's more, several factors can adversely affect speeds, including network congestion and line-of-sight issues from obstacles such as buildings or terrain. Even inclement weather can slow things down.

### Reliability

5G home Internet can get bogged down by high-traffic demands and technical issues stemming from poor cell service.

It's clear that despite the hype around 5G, fiber remains the go-to connection type for extremely fast and reliable Internet. Simply put, you can't do better than fiber Internet. It's the preferred connection — and the best overall value — for large households with multiple users and devices, people who work from home, online gamers, and streaming enthusiasts.

To learn more about Runestone Telecom's fiber Internet plans, visit [www.runestone.net](http://www.runestone.net).

## Fiber Internet

### How It Works

Fiber Internet uses fiber-optic cables consisting of bundled strands of glass, which are buried under the ground to provide a direct Internet connection. Fiber is the gold standard. 00040739-6

### Speeds

A range of fiber Internet plans are typically offered, with speeds up to 2 Gbps (2,000 Mbps) and more. You may also be able to get symmetrical speeds, meaning your uploads are just as fast as your downloads.

### Reliability

Fiber Internet has a much larger capacity to carry data and is less prone to technical malfunctions or slowdowns. This results in a connection you can count on, with a proven track record of 99.9% reliability.

