

Connections

SEPTEMBER 2025

Channel 19 Weather Radar Update

We're sorry to announce that the weather radar on Channel 19 will no longer be available. Unfortunately, the Internet has outpaced the software we rely on to run the channel, and we're no longer able to display radar images.

Our Internet technicians have explored every option to restore the service, but despite their best efforts, it can't be brought back. We apologize for the inconvenience and appreciate your understanding.

Office Closure

We'll be closed on Monday, September 1st for Labor Day. Trouble calls will be handled by our on-call technicians.

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

24/7 HelpDesk for Internet
Outages and Technical Support:
320-986-6655
helpdesk@runestone.net

Visit Us: www.runestone.net

Find Us: [!\[\]\(b4eeff342f60cc7bcd67d869b4fedca2_img.jpg\)](#) [!\[\]\(7cbfaf281ed50ce10ba1259f16ecca5e_img.jpg\)](#) [!\[\]\(45e19980741702820171ea460fc10e37_img.jpg\)](#)

Runestone
Telecom Association

Call Us Before Doing Home Renovations

Are you going to install new siding, add an addition to your home, or put a new mobile home in your current spot? Talk to Runestone Telecom during the planning process.

This is important because we'll need to visit your home and remove our communications equipment before construction begins. For example, in the case of siding installation, here's what typically happens:

- The ONT housing and cable going up to it are removed.
- The fiber jumper is unplugged in the housing.
- A temporary fiber solution is found to maintain your Internet service.
- After the siding installation is complete, we reattach our original equipment.

Think of it this way: You call 811 before you dig so you don't damage underground utility lines. Similarly, you need to contact us before starting a home renovation project to help protect our equipment on your property.

Call 320-986-2013 to let us know about your renovation project, and we'll make the necessary preparations. Thanks for your cooperation!



Do You Use a Runestone Email Address?

If your email address contains runestone.net, please note that Runestone Telecom has been in the process of migrating to a new email server since the beginning of August, so our webmail and spam filter interface now have a new look. Those checking with an email client (Outlook, Thunderbird, etc.) shouldn't notice any difference. Our IT department sent out three emails to customers using runestone.net email accounts to keep them informed. This migration is now complete.

If you have questions regarding your email, please call our Internet Department at 320-986-6655.

Pause Your Service While on Vacation

Are you here on a seasonal basis? You have the option to pause your Runestone Telecom services while you leave us for the season or for an extended period. You are able to keep this seasonal pause of services for up to one year.

Call our office at 320-986-2013 and ask about our "Vacation Rate."



Thank You for Celebrating Our 75th Anniversary With Us

Runestone Telecom extends a big THANK YOU to everyone who came out to celebrate with us at our 75th Annual Meeting!

First of all, thank you to the Grant County Lions Club for serving the delicious meal and to West Central Area Schools for letting us host our event in Barrett. We also want to thank Chad and his custodial staff; WCA IT Technicians, Kevin and Stacy; and the Dietary staff, Jenny and Jill. We couldn't have done this event without all of your help.

Thanks also go to our Board of Directors, special guests, vendors, and former and retired employees. We appreciate you so much.

We were honored to have Brent Christensen, MTA President/CEO, make the drive up to share the evening with us. Thanks to our RTA employees for their assistance in making our event go smoothly. Most of all, thank you to our members for choosing us as your service provider and for your continued support! We look forward to seeing you again next year to celebrate our 76th year.

You can view the 2024 Annual Meeting Report online at runestone.net/the-coop.





Welcome New Employees



John Shekleton, Network Technician

"I grew up in Wheaton, MN, moved to Moorhead/Fargo for college, and met my now wife, Courtney. We have just moved back to the Wheaton area and are expecting our first child shortly. We have two dogs, a cat, and a few tanks full of fish. I am excited and looking forward to my career and experience of being a part of the Runestone team," said John.



Marvin Perkins, Network Technician

Marvin joined our staff as a seasonal worker, and we are excited to announce he has decided to stay with us full-time! Marvin said, "I grew up in Statesboro, GA. I moved to Minnesota in 2015, where I attended Ridgewater College and met my fiancée, Abby Oberg. We have a 16-month-old daughter, Kyla, and two dogs. We are getting married at the end of August. Whenever I have any free time, I am usually playing basketball."

New Members

Elbow Lake

Coleman, Gerald 218-685-2070

Stonecrest - Elbow Lake 218-685-6111

Holmes City

Zeithamer, Arlene 320-886-5522

Hoffman

Stark, Carolyn 320-986-2439

Wheaton

L & B Hardware 320-563-4255

Capital Credit Checks

Capital Credit checks will be mailed out to our cooperative members in November, refunding approximately \$2,000,000. We will be refunding the remainder of 2006 and 30% of 2024. Please make sure we have your current mailing address, especially if you use eBill or paperless billing.

Lifeline Provides Monthly Discounts

Digital Connectivity and Lifeline Awareness Week is September 8th-14th. It's designed to encourage enrollment in the Lifeline Program, which offers a monthly discount of up to \$9.25 off phone or Internet service to qualifying households — making it more affordable to have vital access to loved ones, health care, and workforce opportunities.

Visit LifelineSupport.org to see if you qualify.



- 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.

Answers to Common Questions About Sun Outages

Twice each year, sun outages cause brief interruptions in the satellite signals used to transmit cable TV service. Here's a quick review of this phenomenon.

Why do sun outages occur?

Sun outages occur when the positions of a satellite antenna on Earth, a satellite in the sky, and the sun all line up for a brief period of time. When the sun lines up behind a satellite, the energy from the sun overpowers the satellite signal and causes signal interruption. This is a naturally occurring phenomenon that providers have no control over, and it effects all satellite-delivered channels to all video carriers.

When do sun outages take place, and how long do they last?

In the Northern Hemisphere, sun outages occur before the March equinox (in late February to early March) and after the September equinox (in late September to early October). They take place over a period of one or two weeks, always during daylight hours. Each disruption to a TV channel will typically last 10 minutes or less.

How can a sun outage affect my TV service?

If your TV service comes to you via satellite signals, sun outages can cause these types of disruptions:

- Image distortion
- Pixelated or fuzzy picture
- Audio distortions
- Sparkles
- Picture freezing
- Total loss of the channel

The effects of a sun outage vary in degree from minimal to total outage throughout the impacted days. Once it reaches its peak, the interference will gradually decrease, becoming less noticeable each day after.

What types of TV services are not impacted by sun outages?

Sun outages do not affect your ability to view local broadcast stations, streamed content, OnDemand, DVR recordings, and other non-satellite-delivered networks. However, programs being recorded during sun outages might be impacted.

Do I need to do anything during a sun outage?

No, there's nothing for you to do. Just wait a few minutes for the event to end. If, however, you lose the signal on the channels of your Runestone Telecom cable TV service for longer than 15 minutes, please call us at 320-986-2013.



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