



PO Box 156  
Chokio, MN 56221

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
CHOKIO, MN  
PERMIT NO. 4

Issue January 2017



Inside This Issue

- Mailbox Reaching Capacity?
- Notice of Customer Rights
- 2017-18 Directory Changes
- Holiday Open House Winners
- Tech Connect Service
- Directory Additions

Local Commitment. Global Solutions.

# Directory additions

Erik Anderson ..... 752-4274	S. Homan..... 265-6372
Gary & Donna Arndt ..... 265-6294	David Holzheimer ..... 269-9080
Wade & Vicki Athey ..... 325-9988	Scott Ireland ..... 312-2262
Wayne Athey ..... 748-7729	Kathy Issendorf..... 265-6134
Richard Bratsch..... 855-3030	Lonnie & Pat Knutson..... 265-6946
Travis & Heidi Bruns..... 585-6407	Shane Kolden..... 392-5215
Frank & Alvah Clark..... 748-7520	S. Kulberg..... 589-7139
Patrick Connelly..... 748-7743	David & Barb Larson ..... 769-2769
Scott Doschadis..... 265-0123	Thomas Lye ..... 567-2430
Anastasia Farnum ..... 568-2446	Peter Melby ..... 567-2108
Claudy & Ashlee Francois ..... 392-6004	Joy Michaelson..... 589-1365
Jose Fuentes Garcia ..... 392-5647	Ricky & Sandy Paulsen ..... 343-4349
Sue Gilbertson..... 269-9161	Dean Miller ..... 265-6264
Laurie Haggerty..... 265-8470	T Mar Raphael..... 734-4697
Wendell Hanson ..... 849-1977	Scott & Jana Ripley ..... 269-7784
Jeremy W. Helmin ..... 585-4290	Dale W. Rook..... 265-8579
Adam & Kristi Hengtgen ..... 392-5652	Devon & Mindi Sanford..... 265-8617
Barry & Susan Hennen..... 589-0332	Clair & Ann Sibson..... 265-6296
Steve Henrichs ..... 839-2037	Eric & Stephanie Smith..... 394-7777
Jeff Herberg..... 265-6139	Jacob Strei..... 568-2663
Tom & Kerri Herberg..... 265-6161	Julie Strei..... 849-1350
Kyle & Allison Homan ..... 265-8359	Greg & Mary Sykora ..... 265-0155
	Stephen & Betty Syverson..... 265-6270
	Gregory A. Zielsdorf..... 748-7360

**Farmers Mutual**  
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.

# The Home Page

Current Topics

## SmartHub

Our new billing system along with SmartHub, makes online credit card payments and receiving electronic bills even easier!

Check out our SmartHub Site at the Links below:

**Farmers Mutual:**  
[farmers.smarthub.coop](http://farmers.smarthub.coop)

**Federated Telephone:**  
[fedtel.smarthub.coop](http://fedtel.smarthub.coop)

## Calendar

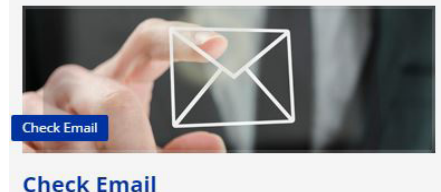
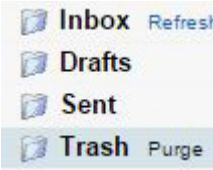
- Jan. 2: Happy New Year  
Offices Closed
- Jan. 16: Martin Luther  
King Day

**Thank You for Doing  
Business Locally!**

## Subject: WARNING! Mailbox at or Near Capacity

If you use our Farmers Mutual or Federated Telephone email address, you may have received an email warning that your mailbox is at or near capacity. This email is generated by our email server when your mailbox on the server is getting too full. Even though you delete the mail from your tablet, smartphone or computer, you may not have deleted the message off the server.

**Here are the steps to remove these messages from the server:**

1. Visit our website at [www.aciracoop.net](http://www.aciracoop.net).
  2. Click check email located on the middle of the home page.
- 
3. Enter your email address & password to log in to your email WebMail account.
  4. This is where the email account is getting too full. The storage for our email addresses on the server is 100M. Review your emails and delete the emails in your inbox that are not needed. You may want to empty your sent folder as well.
  5. Once you have deleted these emails, you will need to purge the messages in the Trash folder to completely remove them. Click on the word 'purge' next to the Trash folder.
- 
6. If you feel you need a larger email capacity, we do have options available. Upgrade to 200M for \$5.00 per month or 500M for \$10.00 per month. Please contact our office to request an upgrade in your email storage.



# 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 Options:  
Farmers Mutual**

- Mail: 301 2nd St. S., Bellingham, MN 56212
- In person at 301 2nd St. S., Bellingham
- In person at The State Bank of Marietta 201 3rd Ave. N., Marietta
- Online at [www.aciracoop.net](http://www.aciracoop.net)
- Automatic Bank Payment
- Credit Card Payment, or
- At our drop box located:  
- South side of building by front door

**Federated Telephone**

- Mail: PO Box 156, Chokio, MN 56221
- Mail: PO Box 107, Morris, MN 56267
- In person at 405 2nd St. East, Chokio
- In person at 508 Atlantic Ave., Morris
- Online at [www.aciracoop.net](http://www.aciracoop.net)
- 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.

## 2017-2018 DIRECTORY CHANGES/CORRECTIONS

Work will begin soon on the 2017-2018 issue of the Area-Wide Directory. A sales representative from Pinnacle Publishing will start contacting business customers for directory advertising in the Area-Wide Directory in the near future.

Each customer is given one-free listing of his or her telephone number. Additional directory services are available for a small monthly fee. Additional listings are when the same telephone number is listed under two or more different names. The listing of a cell phone number or an email address is considered a Foreign Listing. If you would like to set up any special directory services, please contact our office by dialing 611 from your home/business telephone or call our office.

Please look over your current directory listing. If you have any changes or corrections to your listing, please contact our office during business hours Monday through Friday 8:00 a.m. to 4:30 p.m.



## Holiday Open House Winners!

**Echo Dot**

- Danielle Green
- Rick Reimers
- Lois Franzky

**Roku Streaming Stick**

- Patty Kill
- Marilyn Miller
- Linda Pillatzke

**Turkey/Ham Winners**

- Wes Picht
- JoAnne Staples
- Bob Amundson
- Clarice Dieter
- Gary Bruns
- Harvey Gillespie
- Violet Borgerson
- Dianne Dybevik
- Craig Rakow

## Need Help Hooking up Your New Gadgets?

Farmers Mutual & Federated Telephone are just a phone call away to help connect all your new devices. We know technology can be overwhelming and confusing for our members. Not only do we provide fiber fast Internet to your home or business, but our team is also here to support and guide you through all your technology needs and questions.

If you have received or purchased a new device and need assistance connecting it to your network, contact our office to schedule an appointment for a member of our knowledgeable team to come to your location.



### TECH CONNECT

\$34.95\* per device

\*Premise Visit Fee will also apply

- |                                    |                    |                      |
|------------------------------------|--------------------|----------------------|
| <b>Router</b>                      | Smart TV           | <b>BluRay Player</b> |
| Computer/Laptop                    | <b>Tablet/ipad</b> | ipod                 |
| <b>Smart Phone</b>                 | Web Cam            | <b>Printer</b>       |
| Over the Top Video (AppleTV, Roku) |                    |                      |
| <b>Game System (Xbox,Wii)</b>      | ...And More        |                      |

Tech Connect is billed at \$34.95 for each device to be connected to the network. Please provide user names and passwords for each device prior to technician arriving to avoid charges for any additional time to search for this information. If a device requires a direct wired connection to the router, labor and material costs will apply for any wiring that needs to be completed.



### 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 calling one of our local offices.