

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JUNE 1, 2011**

Company: TrioTel Communications, Inc.

Address: 330 S. Nebraska St.

PO Box 630

Salem, South Dakota 57058

Telephone number: (605) 425-2238

Company contact: Bryan K. Roth

Study Area Code: 391669 and 391682.

Lifeline/Link Up Advertising/Outreach Activities:

- X Advertise in media of general distribution.* (See attached advertisement(s).)
- X Letter to existing and new customers regarding the availability of Lifeline/Link Up.* (See attached letter.)
- X Company's Lifeline/Link Up information in directory.
- X Company's Lifeline/Link Up information available on Company website.
((www.triotel.net))
- X Company's information posted on USAC website.
- x Other (describe): Quarterly Newsletter
- _____
- _____

*Required

Low Income Available for Te

The Link-up program provides a discount when installing new telephone service provides a monthly discount on your local service assistance from one of the following Link-up and/or Lifeline Assistance for your telephone service.

- Medicaid
- Supplemental Nutrition Assistance (Food Stamps)
- Supplemental Security Income
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance
- Income below 135% of Federal Poverty Level
- Temporary Assistance to Needy Families
- National Free School Lunch Program

For further details, contact TrioTel (605) 425-2238 or 611.

Printer's Affidavit of Publication

AFFIDAVIT OF PUBLICATION

STATE OF SOUTH DAKOTA)

)SS

COUNTY OF McCook)

TROY SCHWANS of said County and State, being first duly sworn on his oath, says THE SALEM SPECIAL is a weekly newspaper of general circulation, printed and published in Salem, McCook County and State of South Dakota, and has been such newspaper during the times hereinafter mentioned; that the said newspaper is a legal newspaper, that it has a bonafide circulation of more than 200 copies weekly, that it has been published within said County of McCook for more than fifty-two successive weeks prior to the publication of the notice hereinafter mentioned and has been printed during said period and at the present time, in whole in an office maintained at said place of publication; and that I, the undersigned, am publisher or employee of said newspaper, in charge of the advertising department thereof, and have personal knowledge of all facts in this affidavit;

that the advertisement headed.....

Lifeline Ad

a printed copy of which is hereto attached, was printed and published in the newspaper for . . . weeks; that said notice was published in the issues of said paper on the dates as follows, to wit:

The first publication being made on

April 29, 2010

the second publication on . . . , 20 . . .

the third publication on . . . , 20 . . .

the fourth publication on . . . , 20 . . .

the fifth publication on . . . , 20 . . .

the sixth publication on . . . , 20 . . .

and the last publication on . . . , 20 . . .

that \$ *26.25* being the full amount of the fees for publication of the annexed notice, insures solely to the benefit of the publisher of the said newspaper; that no agreement or understanding for a division thereof has been made with any person; and that no part thereof has been agreed to be paid to any person whomsoever.

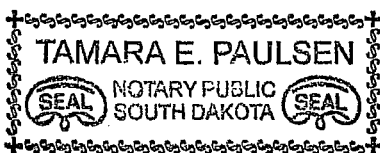
Subscribed and sworn to before me this . . .

day of . . . *May* . . . , 20 *10* . . .

Tamara E. Paulsen

Notary Public, . . . *McCook* . . . County

My commission expires. . . . *08-09-14* . . .



PROOF OF PUBLICATION

STATE OF SOUTH DAKOTA)
) SS

County of Hanson)

I, Terry Janssen

certify that the attached printed Notice was taken

from the Alexandria Herald

printed and published in Alexandria

County of Hanson and

state of South Dakota. The notice was published

in the newspaper on the following two dates:

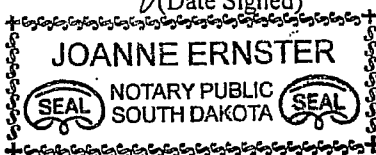
4-29-10

Cost of Printing 16-34

Terry Janssen
(Signature)

Publisher
(Title)

5-2-10 Joanne Ernster
(Date Signed)



Exp 8-16-12

Low Income Assistance
Available for Telephone Service

The Link-up program provides a discount on connection charges when installing new telephone service. The Lifeline program provides a monthly discount on your local service telephone bill. If you receive assistance from one of the following programs, you can qualify for Link-up and/or Lifeline Assistance for your telephone service:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP - formerly Food Stamps)
- Supplemental Security Income
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program
- Income below 135% of Federal Poverty Guidelines
- Temporary Assistance to Needy Families
- National Free School Lunch Program

For further details, contact TrioTel Communications, Inc.
at (605) 425-2238 or 611.

PROOF OF PUBLICATION

STATE OF SOUTH DAKOTA)
) SS
County of Hanson)

I, Terry Janssen

certify that the attached printed Notice was
taken

from the Emery Enterprise

printed and published in Emery

County of Hanson and

state of South Dakota. The notice was published

in the newspaper on the following two dates:

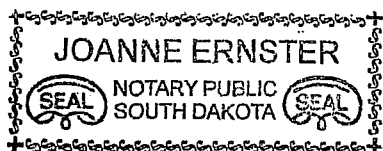
4-29-10

Cost of Printing 16.34

Terry Janssen
(Signature)

Publisher
(Title)

5-2-10 Joanne Ernster
(Date Signed)



**Low Income Assistance
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- National Free School Lunch Program

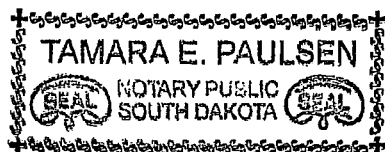
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- National Free School Lunch Program

For further details, contact TrioTel Communications, Inc. at (605) 425-2238 or 611.



Printer's Affidavit of Publication

AFFIDAVIT OF PUBLICATION

STATE OF SOUTH DAKOTA)

)SS

COUNTY OF McCOOK)

TROY SCHWANS of said County and State, being first duly sworn on his oath, says ~~THE SALEM SPECIAL~~ ^{Country Today} is a weekly newspaper of general circulation, printed and published in Salem, McCook County and State of South Dakota, and has been such newspaper during the times hereinafter mentioned; that the said newspaper is a legal newspaper, that it has a bonafide circulation of more than 200 copies weekly, that it has been published within said County of McCook for more than fifty-two successive weeks prior to the publication of the notice hereinafter mentioned and has been printed during said period and at the present time, in whole in an office maintained at said place of publication; and that I, the undersigned, am publisher or employee of said newspaper, in charge of the advertising department thereof, and have personal knowledge of all facts in this affidavit;

that the advertisement headed.....

Lifeline Ad

a printed copy of which is hereto attached, was printed and published in the newspaper for. . . . weeks; that said notice was published in the issues of said paper on the dates as follows, to wit:

The first publication being made on

May 4, 20 *10*

the second publication on.....,20

the third publication on.....,20

the fourth publication on.....,20

the fifth publication on.....,20

the sixth publication on.....,20

and the last publication on.....,20

that \$ *30.15* being the full amount of the fees for publication of the annexed notice, insures solely to the benefit of the publisher of the said newspaper; that no agreement or understanding for a division thereof has been made with any person; and that no part thereof has been agreed to be paid to any person whomsoever.

Subscribed and sworn to before me this.....*4th*.....

day of.....*May*.....,20 *10*.....

Tamara E. Paulsen

Notary Public,.....*McCook*..... County

My commission expires.....*08-09-14*.....

Low Income Assistance Available for Telephone Service

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- National Free School Lunch Program

For further details, contact
TrioTel Communications, Inc.
at (605) 425-2238 or 611.



City of Publication

AFFIDAVIT OF PUBLICATION

SOUTH DAKOTA)

)SS

(McCook)

I, _____, of said County and State, being first duly sworn on _____, do hereby certify that THE SALEM SPECIAL is a weekly newspaper of general circulation and published in Salem, McCook County and State of South Dakota, and has been such newspaper during the times hereinafter mentioned; that the said newspaper is a legal newspaper, that it has a circulation of more than 200 copies weekly, that it has been published within said County of McCook for more than fifty-two (52) days prior to the publication of the notice hereinafter mentioned; that the said newspaper has been printed during said period and at the present time, is being printed at said place of publication; and that I, _____, am publisher or employee of said newspaper, in the advertising department thereof, and have personal knowledge of the facts stated in this affidavit;

Witness my hand and seal of office this _____ day of _____, 2010.

Notary Public for said County and State.

a printed copy of which is hereto attached, was printed and published in the newspaper for _____ weeks; that said notice was published in the issues of said paper on the dates as follows, to wit:

The first publication being made on _____

..... December 23, 2010

the second publication on ,20

the third publication on ,20

the fourth publication on ,20

the fifth publication on ,20

the sixth publication on ,20

and the last publication on ,20

that \$ 2975 being the full amount of the fees for publication of the annexed notice, insures solely to the benefit of the publisher of the said newspaper; that no agreement or understanding for a division thereof has been made with any person; and that no part thereof has been agreed to be paid to any person whomsoever.

Subscribed and sworn to before me this _____ day of _____, 2010.

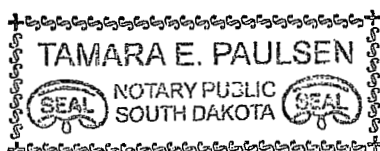
..... 30th

day of December ,2010

..... Tamara E. Paulsen

Notary Public, McCook County

My commission expires. 08-09-14



PROOF OF PUBLICATION

STATE OF SOUTH DAKOTA)
County of Hanson) SS

I, Terry Janssen

certify that the attached printed Notice was taken

from the Emery Enterprise

printed and published in Emery

County of Hanson and

state of South Dakota. The notice was published in the newspaper on the following two dates:

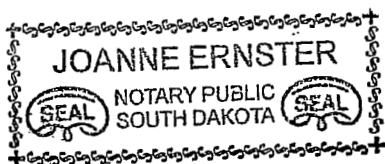
12-23-10

Cost of Printing 26.00

Terry Janssen
(Signature)

Publisher
(Title)

1-2-11 Joanne Ernster
(Date Signed)



**Low Income Assistance
Available for Telephone Service**

.....

The Link-up program provides a discount on connection charges when installing new telephone service. The Lifeline program provides a monthly discount on your local service telephone bill. If you receive assistance from one of the following programs, you can qualify for Link-up and/or Lifeline Assistance for your telephone service.

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- Temporary Assistance to Needy Families
- National Free School Lunch Program

For further details, contact
TrioTel Communications, Inc.
at (605) 425-2238 or 611.

TrioTel
Communications, Inc.

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County of Hanson)

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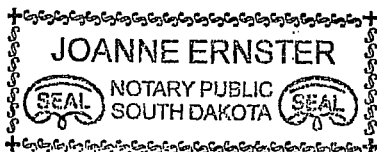
12-23-10

Cost of Printing 26.00

Terry Janssen
(Signature)

Publisher
(Title)

1-7-11 Joanne Ernster
(Date Signed)



EX-8-16-12

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- National Free School Lunch Program

For further details, contact
TrioTel Communications, Inc.
at (605) 425-2218 or 611.

TrioTel
Communications, Inc.

Low Income Assistance Available for Telephone Service

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TROY SCHWANS of said County and State, being first duly sworn on his oath, says THE SALEM SPECIAL is a weekly newspaper of general circulation, printed and published in Salem, McCook County and State of South Dakota, and has been such newspaper during the times hereinafter mentioned; that the said newspaper is a legal newspaper, that it has a bonafide circulation of more than 200 copies weekly, that it has been published within said County of McCook for more than fifty-two successive weeks prior to the publication of the notice hereinafter mentioned and has been printed during said period and at the present time, in whole in an office maintained at said place of publication; and that I, the undersigned, am publisher or employee of said newspaper, in charge of the advertising department thereof, and have personal knowledge of all facts in this affidavit;

that the advertisement headed.....

Low Income Assistance Ad

a printed copy of which is hereto attached, was printed and published in the newspaper for . . . weeks; that said notice was published in the issues of said paper on the dates as follows, to wit:

The first publication being made on

December 28, 2010

the second publication on.....,20....

the third publication on.....,20....

the fourth publication on.....,20....

the fifth publication on.....,20....

the sixth publication on.....,20....

and the last publication on.....,20....

that \$ *3185* . . . being the full amount of the fees for publication of the annexed notice, insures solely to the benefit of the publisher of the said newspaper; that no agreement or understanding for a division thereof has been made with any person; and that no part thereof has been agreed to be paid to any person whomever.

Troy Schwans

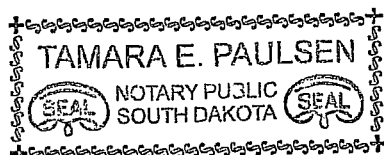
Subscribed and sworn to before me this.....*30th*.....

day of.....*December*.....,20*10*..

Tamara E. Paulsen

Notary Public,.....*McCook*..... County

My commission expires.....*08-09-14*.....





330 S. Nebraska · PO Box 630 · Salem, SD 57058-0630

Telephone: (605) 425-2238 · Fax: (605) 425-2712

www.triotel.net

Notice to TrioTel Communications, Inc. Customers

March 29, 2010

Lifeline, Link Up, and Toll Blocking support is available from TrioTel Communications, Inc. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$8.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

Link Up reduces the cost of initiating new telephone service by providing a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30.00. Eligible consumers may also qualify for a deferred payment schedule for remaining costs up to \$200.

Toll Blocking allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

Consumers are eligible if they participate in one of the following programs:

- Low-Income Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid (NOT MEDICARE)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's free lunch program

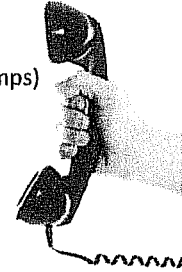
In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines. Consumers who qualify based on household income must provide supporting documentation.

To apply for this low-income assistance, please contact TrioTel Communications at 605-425-2238, email heatherk@triotel.net, or stop by our office at 330 S. Nebraska St. in Salem, SD.

Low Income Assistance Available for Telephone Service

The Link-up program provides a discount on connection charges when installing new telephone service. The Lifeline program provides a monthly discount on your local service telephone bill. If you receive assistance from one of the following programs, you can qualify for Link-up and/or Lifeline Assistance for your telephone service.

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- National Free School Lunch Program



For further details, contact TrioTel Communications, Inc. at (605) 425-2238 or 611.

TrioTel Construction Update

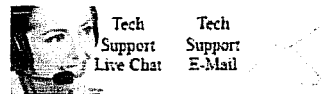
A wise man once said, "Success does not come before work, unless you look in the dictionary." Nevertheless, TrioTel Communications, Inc. is ready to work! Since TrioTel received the news of the awarded \$12.3 million in Broadband Stimulus funding, the proposed fiber construction project plan was put into motion. Here is an update for this summer.

TrioTel representatives and CHR Solutions* engineers will be conducting property surveys, starting in August and running into next year. In preparation for the proposed 2011 fiber construction projects, home and land owners will be asked to identify the location of utility lines, including electrical and sewer. Please be aware if you are a resident in the following areas that a technician will be visiting your property to stake (map) and locate utility lines:

- The city of Salem, Alexandria and Emery
- Rural areas of Salem and Emery
- Clayton area residents

Again, this preparation is due to fiber construction under the TrioTel proposed fiber-to-the-premise project (see full story on page 4). Technicians and contractors will be busy with construction projects the next three years to complete the proposed project. As always, please feel free to contact the TrioTel business office at 605-425-2238 or 611 with any questions on upcoming construction projects.

*CHR Solutions is a consulting and engineering firm out of Mitchell, SD, which will assist TrioTel in fiber design and construction projects.

[Google Search](#)
[TrioTel Search](#)


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- [Services](#)
- [Add'l Services](#)
- [Links](#)
- [Webmail](#)
- [Contact Us](#)
- [Home](#)



Additional Services

ETC Recipient Information

TrioTel Communications, Inc. provides basic and enhanced telecommunications services within its service area. Basic telephone services are offered to the following communities at the following rates. Please note that rates are figured before tax and exclude other charges.

Alexandria Residence Service	\$14.00/Month
Alexandria Business Service	\$17.00/Month
Canova Residence Service	\$14.00/Month
Canova Business Service	\$16.00/Month
Center Residence Service	\$14.00/Month
Center Business Service	\$16.00/Month
Salem Residence Service	\$14.20/Month
Salem Business Service	\$28.00/Month
Spencer Residence Service	\$14.00/Month
Spencer Business Service	\$16.00/Month
Winfred Residence Service	\$14.00/Month
Winfred Business Service	\$16.00/Month
Emery Residence Service	\$12.25/Month
Emery Business Service	\$16.20/Month
Clayton Residence Service	\$12.25/Month
Clayton Business Service	\$16.20/Month

Local residence and business service includes:

- Voice grade access to the public telephone network
- Flat-rated local exchange service free of per minute charges
- Access to directory assistance services
- Access to other operator services
- Access to 911 emergency services
- Access to interexchange (long distance) services
- Dual tone multi-frequency signaling (touch-tone) service

The basic services described above are offered to all customers in TrioTel Communications, Inc. service areas. If you have any questions regarding telecommunications services, please call us at 611 or 425-2238.

Lifeline/Link-Up

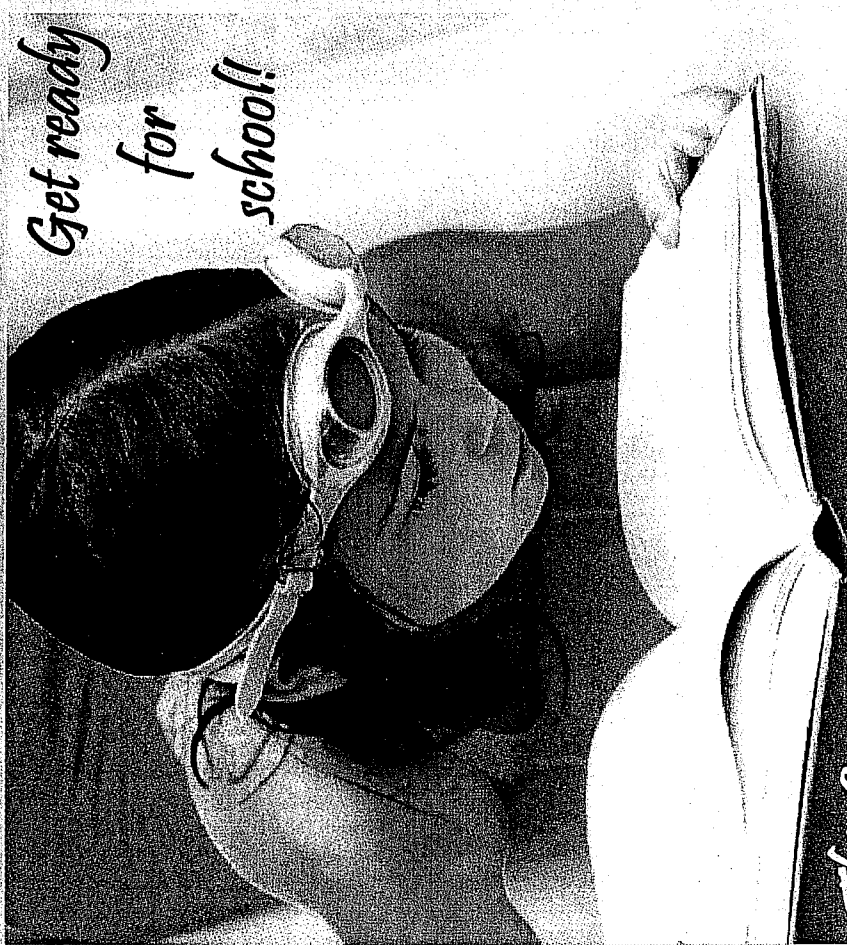
The Link-Up program provides a discount on connection charges when installing new telephone services. The Lifeline program provides a monthly discount on your local services telephone bill.

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- National Free School Lunch Program

The Trio

Quarterly newsletter for all members of TrioTel Communications, Inc.



This Issue:

- Directory Changes and Additions
- The Trio Quiz
- TrioTel Broadband Stimulus Award
- Senior Prom Winners
- Phone and Email Scams—Don't be fooled!
- Assistance available for Phone Service
- Construction Update
- TrioTel Employee Anniversaries
- Value TEEN Line Special - MUST READ!
- Youth Summer Rec Donations

Directory Changes or Additions

C	ALEXANDRIA	SALEM
L	BERG, LARRY.....239-4744	ALL STATES AG PARTS REBUILD
I	CAMPBELL, EARL.....239-4906	DIVISION.....425-3243
P	DEJONG, BRUCE JR & JILL.....239-4298	BACKES, KENNETH.....425-2535
	JOHNSON, ALFRED C.....239-4288	BENSON, DAVID L.....425-2677
&	JONES, SHARON.....239-4225	BICKET, JILL.....425-3206
	PROUTY, BILLY.....239-4514	BORMANN, ALISHA.....425-3321
S	HANSON COUNTY COURTHOUSE	DYKES, DOUGLAS G.....425-3377
A	CUSTODIAN LINE.....239-4804	DOANE, KARAH.....425-2628
V	CANOVA	IHNEN, AMANDA.....425-2647
E	DENNIS, CORISSA.....523-2664	JOHNSON, MARSHA.....425-3383
	J H EARTHMOVING INC.....523-2658	KEND, MITCHELL B.....425-2968
	CENTER	STROUD, AARON & ELIZABETH...425-3513
	BOECKER, SAM & LAURA.....247-3310	THUNDER ALLEY.....425-2652
	SORLIE, KIP E & MARILYN.....247-3271	TITUS, MARGARET.....425-2252
	EMERY/CLAYTON	WEISS, ANDREW.....425-2904
	EDDY, CHAD.....449-4405	WOOD, ERIC.....425-3294
	KAMPSHOFF, TRAVIS & KARI.....449-4237	SPENCER
	MURTHA, LYNN.....449-4294	HINKLE, GWENDOLYN.....246-2843
	WALDNER, EUGENE & KARA.....449-4342	WINFRED
	WALDNER, JOHN & ANITA.....449-4935	BECKER, JOYCE.....485-2659
	WIPF, LUKE & ROSANNE.....449-4209	BETHLEY, ANGELA.....485-2601

Important Billing Dates

- 1st of the Month — Bills are mailed out
- 10th of the Month — Last month late payments due/suspend date
- 15th of the Month — Prompt payment due (1st year customers)
- 20th of the Month — Payments due

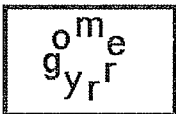
*Please remember to return the bottom portion of your bill along with payments to help ensure account accuracy.

The Trio Quiz

Take a break from the heat with our Summer Trio Quiz! Fill in the blanks of the questions below. Mail this in with your next payment, remember to include your name and telephone number, to be entered into a drawing for \$10 off your next bill!



Congrats to our Spring winner Dawn Tegethoff. Alexandria



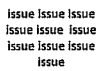
Answers to the Spring Trio Quiz:

yaplayrd

Play in the yard



Crossing guard



Tennis Shoes

Name: _____

Telephone Number: _____

TrioTel Communications, Inc.
54th Annual Meeting

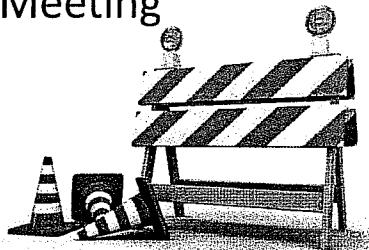
Thursday, September 16th, 2010

Salem National Guard Armory

6:30 PM - Registration and Dinner

7:00 PM - Business Meeting

Official meeting notice will be mailed prior to Annual Meeting.



TRIOTEL COMMUNICATIONS TO RECEIVE
BROADBAND STIMULUS FUNDS

TrioTel Communications, Inc. will see deployment of a proposed Fiber-to-the-Home Project with the aid of a \$12.3 million federal stimulus award.

The TrioTel Fiber-to-the-Home Broadband Deployment Project is aimed to provide higher speeds of Internet service to the communities of Canova, Alexandria, Emery, Farmer, Salem, Spencer and their surrounding rural areas.

"This opportunity will truly benefit TrioTel customers. With a fiber network in place customers will have access to the latest technology; providing faster Internet, quality video, and valued phone service. The grant will promote business, technology and jobs for our area," stated General Manager/CEO Bryan Roth.

It is with great anticipation that the proposed fiber network will also aid in economic development in the communities we serve by providing faster connections to businesses that rely heavily on the Internet. The new expanded fiber network will also deploy video and voice services to existing and new subscribers.

Of the total \$12.3 million funds awarded, TrioTel will receive 70% (\$8.6 million) in grant funds and 30% (\$3.7 million) as a loan. President Barack Obama announced in early July that 66 new Recovery Act Broadband projects nationwide were awarded stimulus funding. As a result, 5,000 jobs upfront will be created across the country and an overall \$1 billion investment in bringing broadband service to communities which had limited or no access to broadband services. TrioTel has 3 years to complete the proposed project.

On behalf of the TrioTel Communications, Inc. Board of Directors and staff, we wish to thank our members for this opportunity. We will continue to keep you updated as the proposed project moves forward. Please keep in mind that a TrioTel representative may be contacting you in order to discuss utility locations and property surveys (please see page 8 - TrioTel Construction Update for more information). If you have any questions please feel free to call our business office at 425-2238 or 611.

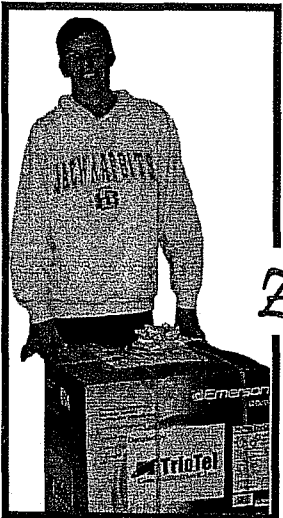
Senior Prom Winners!

For the past several years, TrioTel Communications, Inc. has participated in our local schools' After Prom Parties by donating dorm refrigerators for senior prizes. Pictured below are the three 2010 lucky winners! TrioTel would like to thank all of the volunteers, parents, and school faculty who have continued to make the After Prom Parties possible. Congratulations to our winners, and best wishes for your journey ahead!



Bo Lanners

Bo (pictured left) is the son of Kevin and Lori Lanners of Alexandria. Bo was the winner of the dorm refrigerator donated by TrioTel to the Hanson School After Prom Party. Bo will be attending Mitchell Technical Institute's Radiologic Technology program in the fall.



Zac Heumiller

Zac (pictured left), the son of Ron and Amy Heumiller of Salem, was the recipient of the dorm refrigerator donated by TrioTel to the McCook Central School After Prom Party. Zac will be attending South Dakota State University majoring in Agricultural Business.



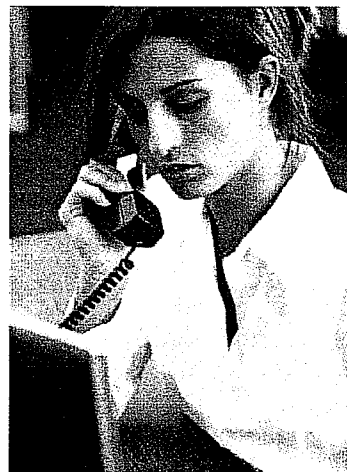
Ashley Herrick

Ashley (pictured right) is the daughter of Robert and the late Sharon Herrick of Emery. Ashley won the dorm refrigerator donated by TrioTel to the Emery School After Prom Party. Ashley will be attending the University of South Dakota in Vermillion this fall, where she plans to major in psychology.



TrioTel Communications, Inc. would like to remind all members to be cautious when giving any personal information out over the phone or through emails. In recent weeks, phone and email scams have increased in our service areas, causing confusion among many local residents.

Phone scammers use techniques such as **Caller ID Spoofing** to trick residents into giving out account detailed information. **Caller ID Spoofing** is the practice of changing the telephone network to display a number on the recipients caller ID which is not that of the actual originating station. Just as email spoofing can make it appear that a message is from any email address the sender chooses, caller ID spoofing can make a call appear to have come from any phone number the caller wishes. For example, a scammer may choose a local business name or number to be displayed in order to get personal information. Currently, there are numerous websites available that scammers can use to send fake information out to be displayed on caller ID's.



Law enforcement officials recently have warned area residents to be cautious of fraudulent calls, text messages or emails requesting information. If you receive an email, text message or call that seems suspicious, TrioTel recommends to directly call the business in question for proof before giving out information.

WATCH OUT FOR THESE SIGNS:

- Call is made to a cell phone
- You do not have a previous business relationship with the company calling
- Call is animated or previously recorded
- A business or representative is not specifically named
- Calls are placed after business hours - on weekends, evenings or holidays
- Emails contain misspellings or skeptical verbiage
- Message or call asks for passwords or account specific information

CALLING FEATURES TO HELP ELIMINATE PHONE SCAMS:

- **Do-Not-Call List** - Register your home phone *and* cell phone number on this list. It's effective for five years and stops most telemarketing calls.
- **Telemarketing Call Screening** - Intercepts calls that are delivered as "unknown" to your line. Plays an announcement to the caller stating that you do not accept telemarketer calls. Calls who are not telemarketers are asked to dial 1 to complete the call.
- **Caller ID Name/Number** - Identifies the name, number, date, and time of the calling party.
- **Automatic Recall *69** - Automatically recalls the last incoming call you received whether or not you answered the phone. When *69 is dialed, the system gives the directory number and offers to redial the number.
- **Selective Call Rejection** - Program up to ten numbers that you want rejected or blocked when they call you. The rejected or blocked caller receives a message informing them that you're not taking calls.
- **Anonymous Caller Rejection** - Rejects/blocks incoming calls from those who choose to conceal their number.
- **Caller Line Identification** - Records any number if available, for two weeks. This service is available for customers receiving harassing calls. The TrioTel business office must be notified within 24 hours of a harassing call. TrioTel then gives law enforcement officials the listed information.

Please note that these features will not stop a call from a party which you have established a business relationship with or from a non-profit or political organization. Some features may not be able to identify caller information if it is sent unavailable. Some restrictions may apply. For price listings and more information about these features please visit www.triotel.net or call our business office at 425-2238 or 611.

Emails phishing attempts are also on the rise. **Email phishing** is an email message or instant message that directs users to enter details at a fake website. TrioTel would like to remind all members that we will never ask for account specific information or passwords via email, unless it is a direct email between you and a TrioTel representative. A TrioTel email will also include a logo, a TrioTel representative name and/or TrioTel Communications, Inc. signed at the bottom. If you receive a suspicious email delete it and check out www.triotel.net for an up-to-date list of email scams.



Check out www.triotel.net for this actual link to a complete list of email scams.

Low Income Assistance Available for Telephone Service

The Link-up program provides a discount on connection charges when installing new telephone service. The Lifeline program provides a monthly discount on your local service telephone bill. If you receive assistance from one of the following programs, you can qualify for Link-up and/or Lifeline Assistance for your telephone service.

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP - formerly Food Stamps)
- Supplemental Security Income
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program
- Income below 135% of Federal Poverty Guidelines
- Temporary Assistance to Needy Families
- National Free School Lunch Program

For further details, contact TrioTel Communications, Inc. at (605) 425-2238 or 611.

TrioTel Construction Update

A wise man once said, "Success does not come before work, unless you look in the dictionary." Nevertheless, TrioTel Communications, Inc. is ready to work! Since TrioTel received the news of the awarded \$12.3 million in Broadband Stimulus funding, the proposed fiber construction project plan was put into motion. Here is an update for this summer.

TrioTel representatives and CHR Solutions* engineers will be conducting property surveys, starting in August and running into next year. In preparation for the proposed 2011 fiber construction projects, home and land owners will be asked to identify the location of utility lines, including electrical and sewer. Please be aware if you are a resident in the following areas that a technician will be visiting your property to stake (map) and locate utility lines:

- The city of Salem, Alexandria and Emery
- Rural areas of Salem and Emery
- Clayton area residents

Again, this preparation is due to fiber construction under the TrioTel proposed fiber-to-the-premise project (see full story on page 4). Technicians and contractors will be busy with construction projects the next three years to complete the proposed project. As always, please feel free to contact the TrioTel business office at 605-425-2238 or 611 with any questions on upcoming construction projects.

*CHR Solutions is a consulting and engineering firm out of Mitchell, SD, which will assist TrioTel in fiber design and construction projects.

TrioTel Employee Anniversaries!

TrioTel Communications, Inc. would like to congratulate **Michele Tuschen** on ten years of part time employment!

Michele currently lives two miles west of Spencer with her husband Craig, and three son's Devon, Connor, and Zachary. Michele's most memorable moment was back in 2001 when Hanson County and McCook Telecom merged into McCook Cooperative Telephone Company, and small tasks including the daily deposit were simplified. When asked what has changed the most with the company in the last 10 years Michele replied, "It's hard to believe we only offered dial up Internet when I first started. Now high speed Internet is the preferred choice, and soon TV to rural customers will be available. This year we also expanded the Coop membership to Tri-County customers which has made a great impact to the company."

Michele enjoys spending her free time gardening, scrapbooking, mastering photography, reading and most importantly spending time with her family. Thank you Michele for your continued hard work over the last ten years!



Curtis Gessner also hit a milestone this summer with his 15 year anniversary with TrioTel!

Curtis currently lives in Salem with his son Quenton. Curtis is a volunteer for the Salem Fire Department, and enjoys hunting, bowling, fishing, and spending time with his son.

In the last 15 years, Curt recognizes that our industry has changed tremendously compared to when he first started. Curtis stated, "Internet was just starting with 28k dial-up Internet being offered. Now we are plowing Fiber-to-the-Home (FTTH) in rural areas and looking into offering High Definition TV (HDTV) to customers."

Curtis also shared that his most memorable experience at TrioTel has been all of the great friendships he has built with customers over the years. Congratulations Curtis and thank you for your great enthusiasm and dedication to our industry!

Hey Parents, it's time to consider a Value TEEN Line!

With school just around the corner your teens will start communicating with friends more frequently, which could mean a higher cell phone bill for you. Stop those outrageous cell phone bills before they start with a value TEEN Line from TrioTel!

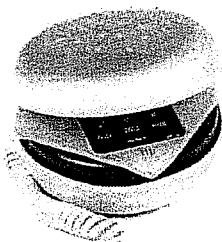
A value TEEN Line provides you with quality reassurance and practicality:

- An additional telephone number will be assigned to your main line, so your teen will still have the advantage of their very own phone number.
- Incoming calls will ring with a unique pattern, so you can easily determine who the call is for.
- No lack of service or dropped calls, ever!!
- Only \$1.95 per month!



Sign up for a TEEN line in August - receive 3 months FREE and a chance to win this hamburger phone!

TrioTel customers who take advantage of the value TEEN line promotion during the month of August will be automatically entered into a drawing for a **FREE** hamburger phone, as seen in the Movie Juno! This vivid and unique telephone is great for any family member. Complete with a full number pad, matching cord, and realistic appeal, all will enjoy taking and placing calls on this phone!



Sign up for a value TEEN line during the month of August and your account will be credited \$5.85 (3 months credit for a TEEN line service). No programming fee will be applied. Offer valid August 1-31, 2010. Some restrictions may apply. Promotion requires 3 month subscription of service. A TEEN line is not a second telephone line, and when in use your main line will ring busy. Call today for more information at 605-425-2238 or 611.

Summer Youth Rec Donations

TrioTel Communications, Inc. has a strong tradition in supporting the communities we provide service to. We understand the importance and impact our contributions make to community projects, educational programs and youth activities. Especially the TrioTel Summer Youth Recreation Program. Over the past years, TrioTel has contributed over \$10,000 to local programs. This year alone, TrioTel donated \$1,400.



Pictured above are the Emery 2010 girls pee-wee and midgets softball team wearing new TrioTel jerseys.

TrioTel is truly proud to donate towards the betterment of today's youth and pleased to remain involved in summer activities. We would also like to acknowledge the city representatives, coaches, parents and youth recreation program leaders, who dedicate time and energy to the leagues. We admire your commitment to the youth in our area, and thank you for continuing to keep TrioTel involved. For more information on the TrioTel Summer Youth Rec Program please contact Jan Larson at the TrioTel business office at 605-425-2238 or 611.

TrioTel Communications, Inc. Staff

Bryan Roth—General Manager/CEO
 Barb Mentele—Accountant
 Tim Wenande—Plant Supervisor
 Carol Peterson—Customer Billing/
 Customer Service Representative
 Justin Norris—COE/IT Supervisor
 Jan Larson—Marketing Supervisor
 Curtis Gessner—Combination Tech
 Heather Kranz—Customer Billing/
 Customer Service

Kevin Spaans—Construction Tech
 Michele Tuschen—CABS Coordinator/
 Customer Service (Part-time)
 Mike Heumiller—Combination Tech
 Amy Sabers—Customer Service
 Representative
 Jared Koch—Combination Tech
 Jody Hoiten—Customer Service
 Representative (Part-time)

Board of Directors

Ronald Sandine—President,
 Center Exchange
 Kenneth Klinkhammer—Vice President,
 Spencer Exchange
 Kevin Erikson—At-Large Director

Thomas Hueners—Secretary/Treasurer,
 Winfred Exchange
 Robert Matthaei, Salem Exchange
 Terry Schroeder, Alexandria Exchange
 Richard Dewald, Canova Exchange

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