

PULSE

CONNECTING WITH OUR CUSTOMERS

Do Our Facebook Posts Appear in Your News Feed?

ECTC posts all kinds of information on our Facebook page including our latest money-saving promotions, news about service changes, invitations to customer events and seminars, and technology tips. We hope you're seeing our posts in your Facebook News Feed since we want to keep you informed. If you're not seeing our posts, go to our Facebook page and click on both the "Like" and "Follow" buttons. This is the easiest way to make sure you stay in the know. You can quickly access our Facebook page from our home page at www.emily.net.

Emily Cooperative Telephone Company

40040 State Highway 6 / PO Box 100
Emily, MN 56447
Phone: 218-763-3000 / 1-800-450-1036
Email: emilytel@emily.net
Website: www.emily.net

Office Hours:

Monday-Friday 8 am - 4:30 pm

After Hours:

We have 24-hour coverage for telephone, internet and cable outages. Call 218-763-3000.

Any other concerns, please call our office and leave a message.

Office Closings:

November 23 - Thanksgiving
December 22 at noon
December 25 - Christmas
December 29 at noon
January 1 - New Year's Day

Brought to you by



Ever wondered if everything is okay at the cabin? Get alerts and check in remotely! Through your smart phone:



- Monitor via video
- Monitor temperature
- Control lighting
- Monitor home environment
- Get security alerts

STARTING AT
\$9.95
MO

We are your local partner when you're away. Call now for a free home monitoring consultation.



www.emily.net | 218.763.3000

Find Ringo!

Ringo Receiver is hiding somewhere in this newsletter. Find him before October 24, 2017 to be entered into a drawing to win \$20 off your bill! If you've found him in this newsletter, fill out the information below and include it with your next ECTC payment. One entry per member per quarter, please. Good luck!



Name:

Phone:

Location of Ringo:

Account #:

The winners of the Summer PULSE Ringo contest were Jerome and Annette Petschl.

Annual Meeting Recap

Emily Cooperative Telephone Company had another great turnout for our 43rd Annual Meeting held on June 19. Norman Hawley was re-elected to his seat on the Board of Directors.

During the meeting, year-in-review business updates were given to members. General Manager Josh Netland recognized ECTC's Gig capability, regulatory reform, reduction of USF monies, and video programming price increases. To help meet these challenges, ECTC has formed partnerships with Tri-Co (Crosslake Communications) and Zenergy, a company offering electrical, solar, and fiber construction services.

Guest Brent Christensen, president of the MTA, recognized the stability of ECTC with its outside businesses and broadband capabilities. Mr. Christensen also discussed the decrease in USF reimbursement and rising video costs.

Ardis Ninke won the 40" TV, Marianne Auge won the iPad Mini, Scott Gannaway won the iPad, and David Kauphusman won the grill provided by Crow Wing Power.

Thanks to all who voted in the Board of Directors election and attended the meeting. We appreciate your commitment to the cooperative!



EMPLOYEE SPOTLIGHT: Dylan Raph

ECTC welcomes the newest member of our team, Dylan Raph. Dylan fills our Network Technician position and assists customers with Help Desk and Computer Repair issues – Monday through Friday, 8 am to 4:30 pm. Dylan's previous experience is in graphic design, specializing in print and web design to create and maintain a consistent brand identity. Dylan has a passion for golf and enjoys playing the guitar.



Now's a **SPOOKTACULAR** time to increase speeds

Are you dying to get your hands on hauntingly high-speed internet? Have no fear! We have it here.

Trick out your home with a new or upgraded ECTC internet plan by October 31 and we'll treat you to:

FREE first month of internet service

For even more spooktacular savings, ask about a bundle. Call 218-763-3000 now!

**Service availability and internet speed will depend on location. Price subject to change. Contact us for details. Existing customers will be billed their current rate but receive higher speed.*



Sign Up for ECTC's Auto Pay

With Auto Pay, paying your ECTC bill each month is faster and easier. You'll save money on paper checks and postage, and you'll save time. Here's how Auto Pay works:

- You'll continue to receive your monthly billing for review prior to the Auto Pay date.
- Your checking account will be automatically charged the amount due each month.
- No worries about late fees, since you know your payments are made on time.

When you sign up for Auto Pay, you'll receive a \$5 credit on your first bill. If you choose paperless billing, you'll receive an additional \$5 credit on your first bill! Simply fill out and return this form to ECTC:

I, _____, give ECTC my permission to deduct my monthly telephone, cable and/or internet bill from my checking account.

I understand that I will continue to receive my bill each month for my records and review. If I have any problems or questions, I will notify ECTC at least three business days prior to the transaction date of the 10th of the month.

I understand that ECTC will discontinue this service if I have two payments returned due to insufficient funds during a 12-month period.

Financial Institution Name: _____

Checking Account Information _____

Bank Routing Number: _____

Bank Account Number: _____

Name as it appears on your ECTC Telephone Bill: _____

Emily Telephone Number: _____

Signature of Account Holder _____

Attach a voided check showing the account number and routing number specified above.

Board of Directors



Norman Hawley
Little Pine, 218-763-3026



Phil Yetzer
Fairfield, 218-763-4150



Kathy Hachey
At Large, 218-763-3333



Lovell Baker
Emily, 218-763-3762



Ken Hersey
Fifty Lakes, 218-763-3802



Josh Netland
General Manager, 218-763-3000

Upcoming Free Technology Seminars

Join us at the Crosslake Community Center, 14126 Daggett Pine Road.

October 10 - Free Programs for Your PC

What are the best free programs that are really free? So many "free" programs come with ads or just partially work unless you buy them. We'll show you totally free office suites to replace Microsoft Office for most people, photo and video editors that are easy to learn, and other great free programs.

November 14 - Techie Holiday Gift Ideas

Looking for some fun gift ideas for family and friends? We'll show you what's new and what's hot for this holiday's buying frenzy.

Social Media is Consuming More Time Than Eating

If you think people are spending lots of time on social media, you're absolutely right. According to a study by Mediakix, a leading influencer marketing company, the average person will spend five years and four months on social media over the course of a lifetime. That's more than is typically spent eating and drinking but slightly less than the average amount of time spent watching TV.

If you look at the daily statistics, here's how much time the average person spends using each of these social media apps:

- You Tube – 40 minutes
- Facebook – 35 minutes
- Snapchat – 25 minutes
- Instagram – 15 minutes
- Twitter – 1 minute.

How much time do you spend on social media?

Source: www.smartbrief.com/original/2017/03/time-you-will-spend-social-media-infographic.



BUSINESS SPOTLIGHT: Emily Ace Hardware

In 2001, Gary and Sally Rittgers purchased Emily Ace Hardware after Gary had worked there for many years. They were drawn to this company because they love helping people with their projects.

Emily Ace Hardware offers their customers a long list of services including key cutting, window and screen repair, sharpening, and paint color matching and mixing. The store is also a garden plant center and Stihl dealer. Gary and Sally are hoping to keep expanding their product base.

Employees are well trained and regularly attend product seminars in order to better assist customers. They take pride in meeting the needs of customers and empowering them to successfully complete DIY projects.

Emily Ace Hardware depends on its ECTC high-speed internet to do ordering and other online tasks. Sally stated, "The staff of ECTC offers wonderful customer service. They have helped a lot with techie issues."

Gary and Sally love having a business in a small community because their customers become like family. The couple feels they can provide better service because they get familiar with the people and their projects.

For help with your DIY needs, visit Emily Ace Hardware at 39959 State Highway 6 in Emily. The store is open Monday – Saturday 8 am – 5:30 pm and Sunday 10 am – 1 pm. You can also call 218-763-2691.

To learn how ECTC can enhance your internet experience, give us a call at 218-763-3000. If you'd like your business to be included in a future Business Spotlight, contact Debby at 218-692-2904.