



LAKEDALE
communications

eNewsLINK

www.lakedalecommunications.com

Important Information About Your Account and Privacy

Effective **December 8, 2007**, the Federal Communications Commission (FCC) has adopted new rules for telephone companies to protect your customer information. **Customer Proprietary Network Information (CPNI)** includes the call detail information such as the called number, time of call, length of call, etc., as well as the types of service offerings to which you subscribe and the extent to which the services are used. In order for Lakedale Communications to be in compliance with the new FCC rules for CPNI, we want to inform you, our valued customer, of the changes that pertain to you.

With these new FCC rule revisions, we can only discuss account information with the person(s) listed on the account, an authorized user, or legal representative. If you call and require detail over the phone, you will need to provide a previously set password in order for our customer service representative (CSR) to supply the required information over the phone.

If you do not have a password and need this information, the CSR will do one of the following:

1. The CSR will call you back at the telephone number of record.
2. The CSR can mail the requested information to the address of record.
3. The authorized customer on the account must come to the business office and show a valid government issued photo ID.

If you currently don't have a password on your account, please complete the form included in your January 2008 billing statement and return to our office. If you call Lakedale for account changes or questions on your bill, you will be asked to authenticate yourself and supply the password.

Also, with these new rules, if you would like to add someone to the account, such as your spouse or dependent, that can be authorized to make such

requests, please include them on that form as well and return to our office. **Otherwise, only the person(s) listed on the account will be able to obtain or discuss information on your account.** Anytime there are certain changes made to your account, we will notify you of these changes in writing that a change has been made. The notice will inform you of such change or activity, and if the authorized person has not made this, please contact our office immediately.

We apologize in advance for any inconvenience this may cause. **We are serious about keeping your information safe.** Our service to you is NOT changing as your privacy has always been important to us; we are only tightening our security of protecting your private information, as mandated by the FCC.



Get Ready for the Digital TV Transition

The end of an era is drawing near. Beginning February 17, 2009, a government mandate will require TV broadcasters to stop transmitting analog signals and use only digital signals. This means that over-the-air viewers with non-digital televisions who aren't ready for this transition will only see snow and hear static when they turn on their sets.

Why is this change taking place? There are two

primary reasons. First, the massive conversion is designed to make better use of the public airwaves. Digital television (DTV) broadcast signals take up less spectrum, so once broadcasters make the transition, it will free up a big chunk of the airwaves for public safety uses and advanced wireless applications. Second, the sound and picture quality of DTV is far superior to traditional analog technology.

It's important to understand that this change applies only to over-the-air television broadcasting. If you currently receive your TV programming via Lakedale Digital TV, you won't be required to make equipment changes. If, however, you currently receive over-the-

air programming using a rooftop antenna or rabbit ears, you'll need to do one of three things to prepare for the transition to DTV:

1. **Purchase a digital-to-analog converter box that plugs into an existing television.** The National Telecommunications Administration will be making available to each U.S. household two electronic coupons worth \$40 each that can

be used toward the purchase of two converter boxes.

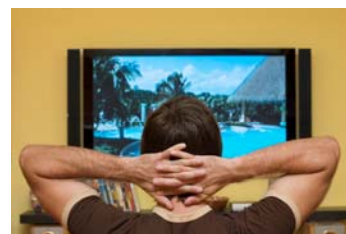
The converter boxes will be available from Best Buy and other participating retailers in early 2008. Be aware that while the converter box will enable you to view free, digitally broadcast programming, your analog television will not deliver the video and audio performance improvements made possible by DTV.

2. **Subscribe to Lakedale Digital TV Service.** When choosing this option, make sure that all desired

local broadcast stations are included in your digital package.

3. **Purchase a new television set with a built-in digital tuner.** If you decide to upgrade to DTV, be aware that there is a difference between DTV and High-Definition TV (HDTV). Not all digital TVs are High-Definition TVs. HDTV refers only to the highest-quality forms of digital broadcast. Some lower-priced digital TVs can receive all types of DTV programming, but are unable to display high-definition signals in their full glory.

For help navigating this DTV transition, visit the FCC's user-friendly website at www.dtv.gov.



Update on Do-Not-Call List

The Federal Trade Commission (FTC) in June 2003 set up the national Do-Not-Call list of phone numbers that did not wish to receive telemarketing calls. The program was an overwhelming success. In the first week, people signed up 18 million phone numbers, and the Registry now has more than 149 million listings.

When originally developed, the Registry adopted a policy that required consumers to re-register their phone numbers every five years. Under this policy, if you were one of the millions who registered for the national Do-Not-Call list in its early days, it would be time to do it again or your phone numbers would automatically drop off the list in June 2008.

Some lawmakers, however, believe it's a hassle to expect people to remember to re-register their phone numbers every five years to keep telemarketers at bay. Representative Mike Doyle, D-Pa., introduced legislation in September 2007, with bipartisan support, to make the Do-Not-Call list registrations permanent. Doyle serves as Vice Chairman of the House Energy and Commerce Committee's Subcommittee on Telecommunications and the Internet, which has jurisdiction over the program.

In October 2007, Bureau of Consumer Protection Director Lydia Parnes announced that "the Commission now commits that it will not drop any telephone numbers from the Registry based on the five-year expiration period



pending final Congressional or agency action on whether to make registration permanent."

So, as it now stands, you don't need to re-register your phone numbers with the Do-Not-Call list—they will remain there even after the five-year term expires. However, if you have new numbers since you initially registered (such as additional wireless phones), you can add those numbers by visiting www.donotcall.gov or call 1-888-382-1222.

Since the Registry began, the government has filed cases against more than 30 companies, resulting in \$8.8 million in civil penalties and \$8.6 million in redress to consumers and forfeitures. But best of all, millions of families have been able to enjoy their dinners uninterrupted.

2008 Event Calendar

March

Maple Lake St. Patrick's Day Parade (March 15, 2008)

Howard Lake Community Expo (March 15, 2008)

April

Wright County Home & Garden Show (April 4-6, 2008)

Annandale Area Business Expo (April 12, 2008)

May

Annandale Bike Rodeo

June

Paynesville Town & Country Days Parade

Howard Lake Good Neighbor Days Parade

Fair Haven Old Settlers' Days Parade

July

Annandale July 4th Celebration Parade (July 4, 2008)

Waverly Days Parade

Wright County Fair, Howard Lake

South Haven Days Parade

August

Cokato Corn Carnival Parade

Montrose Days Parade

September

Dassel Red Rooster Days Parade

Montrose/Waverly Home Show

Lakedale Communications FYI

Do you know what x11 can do for you?

911 - Emergency Information Services: You should dial this number in any type of medical or criminal emergency. This will ring to your nearest county sheriff's department and the proper authorities will be dispatched to your location.

811 - Gopher State One-Call: Call before you dig! This is a national calling service that connects excavators to their local one-call center to notify utilities before digging.

711 - Telecommunications Relay Services/Hearing Impaired (TRS): TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

611 - Lakedale Communications: Lakedale customers can dial 611 during or after normal business hours to connect directly to a Lakedale Communications representative.

511 - Traffic and Weather: You can dial 511 to receive information regarding transportation around the state. Things such as road closures, planned construction, traffic problems, and even public transit status. This will also give current weather and travel conditions.

411 - Directory Assistance Information: Dial 411 and request the operator to search for a listing by city and state.

311 - Phone Number Verification: Lakedale customers can dial 311 to verify the phone number from where they are calling.

211 - Community Resource Information: Trained United Way information specialists and volunteers can connect you to more than 40,000 community resources including child care, counseling, crisis response, housing, mental health, youth and senior services, and many more.

Lakedale Values Your Opinion . . .

We are a company that cares about our customers by offering convenience, flexibility, and reliability to make life simpler. We want your feedback on how we are doing. Please visit our Web site and take a couple of minutes to participate in our online survey and give your comments on what you like and any concerns you may have. We value your comments as we strive to provide the best possible services to our customers.



Minnesota
Telecom
Alliance

Lakedale Communications provides leadership in the telecom industry on a local and state level through membership in MART and MTA.



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