

## New Listings as of December 2011

The following numbers have been assigned since the last newsletter was published. Please add them to your directory.

<b>Almena</b> Charter, Michael	715-357-3830	Knowlton, James Langman, William & Joan	715-925-1136 715-764-1048	Root, Steve White, Vern & Ellen	715-736-0444 715-234-4686
<b>Barron</b> Jenkins, Charleen Kasper, Marie	715-637-1014 715-637-0197	<b>Dallas</b> Sadowski, Thomas	715-837-2824	<b>Sand Creek</b> Otto, Menno & Mary Ann	715-658-0003
<b>Cameron</b> Cisneros, Noel & Deborah Czappa, Traci	715-458-0163 715-458-0009	<b>Prairie Farm</b> Buckhorn Bar & Grill	715-455-2825	<b>Spooner</b> Hill, Sarah	715-520-8050
<b>Chetek</b> AyersTECH Inc Edwards, Mark & Chris	715-925-9200 715-924-2261	<b>Rice Lake</b> Cooper, Ronald Paetzel, John Peterson Services Of Rice Lake, LLC	715-736-0201 715-736-0637 715-234-5011	<b>Turtle Lake</b> Torgerson, Gail	715-986-8006

## Mosaic Telecom's Do Not Call Policy

Mosaic Telecom maintains the highest standards of ethical conduct in all marketing activities and is committed to complying with all federal and state laws. No employee or agent of Mosaic Telecom shall engage in telemarketing practices that violate the provisions of the Telephone Consumer Protection Act of 1991, the Federal Trade Commission (FTC) Telephone Sales Rule, or applicable state regulations. In performing its duties under these requirements, Mosaic Telecom provides a written copy of this Do Not Call Policy to all personnel or entities that make calls for telemarketing purposes on our behalf. In addition, we also provide training to all our business office personnel and any personnel engaged in any aspect of telemarketing on our behalf, to ensure that they are informed and knowledgeable in regard to the existence, use, and maintenance of our "Do Not Call" list. If you don't want to receive sales calls from Mosaic Telecom, you can ask us to place your telephone number on the Mosaic Telecom "Do Not Call" list. In compliance with federal and state laws, upon your request, we'll make a record in our files that you contacted us and we will immediately add your number to our "Do Not Call" list. Please allow up to 30 days for your telephone number to be removed from any sales programs that may be currently underway. To add your telephone number to our "Do Not Call" list, you can make your request in writing to Mosaic Telecom, or by calling 1-800-924-3405. You should include your name, address and telephone number in your request. If you have multiple telephone numbers, please tell us all numbers that you want included on the "Do Not Call" list. You'll remain on our "Do Not Call" list for five years, unless you ask to be removed. If your telephone number ever changes, you must give us your new information for your "Do Not Call" status to remain in effect. Being on Mosaic Telecom's "Do Not Call" list means that you won't receive sales calls by anyone representing Mosaic Telecom. We may still contact you, however, for non-solicitation and non-telemarketing purposes. This would include things like surveys, billing, and other service-related matters. Please note that the Mosaic Telecom "Do Not Call" list restricts marketing contacts from Mosaic Telecom only, so you may continue to receive calls from other companies, including affiliates of Mosaic Telecom, unless you also contact those other companies directly. However, to make this process easier, you may add your number to the National Do Not Call List. You may do so by calling 1-888-382-1222, or going online at [www.donotcall.gov](http://www.donotcall.gov).

Please be assured that Mosaic Telecom respects your right to privacy.

## MISSION STATEMENT

*To enable and empower our members, customers and communities with robust connectivity to the world, through high-quality, advanced and affordable communications solutions.*

### Mosaic Telecom Office Locations

401 S. First Street, Cameron, WI • 715-458-5400 | 704 Second Street, Chetek, WI • 715-924-2171 | 200 W. 2nd Street N, Ladysmith, WI • 715-532-8100  
1074 Riverplace Mall, Amery, WI • 715.268.5200 | 110 N. Second Avenue, Dallas, WI • 715-837-1011 | 2701 West Ave, Rice Lake, WI • 715-434-4282  
340 E. Division St, Barron, WI • 715-637-4282 | 761 W. Beaverbrook Ave., Spooner, WI • 715-635-0123

<b>Cameron</b> (Corporate Headquarters) Monday – Friday 8:00 – 5:00 Thursday 8:00 – 6:00 Saturday 9:00 – 12:00	<b>Amery</b> Monday – Friday 9:00 – 5:00 Thursday 9:00 – 6:00	<b>Barron</b> Monday – Friday 9:00 – 6:00 Saturday 9:00 – 3:00	<b>Chetek</b> Monday – Friday 9:00 – 5:00	<b>Dallas</b> Monday and Friday 8:00 – 4:30 weekly Monday - Friday 8:00 - 4:30 during the first full week of each month that the disconnect date occurs.
<b>Ladysmith</b> Monday - Friday 9:00 - 5:00 Saturday 9:00 - 12:00	<b>Rice Lake</b> Monday – Friday 9:00 – 8:00 Saturday 10:00 – 5:00 Sunday 11:00 – 5:00	<b>Spooner</b> Monday - Friday 10:00 - 5:00		

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January 2012



# First 3 months FREE!

**Subscribe to Mosaic Mobile cellular service by March 31<sup>st</sup> and receive your first three months free.**

**That's right!** Sign up for Mosaic Mobile today and pay **no monthly fee** for the **first three months**, and choose from several free phone options.

If you're already an existing Mosaic PowerHouse customer, add Mosaic Mobile cellular service and receive an additional **25% savings!**



\*Some restrictions may apply. Promotion subject to terms and conditions. Term commitment required. Activation subject to credit approval. Plan overages are subject to overage fees. Promotion ends March 31, 2012. Customer responsible for applicable taxes and surcharges. New activations only.

## In this issue...

- Programmers Driving Cable TV Rate Increases
- Account Information - Who Can We Give It To?
- LG Optimus 2X Rocks – and It's Available at Mosaic Telecom
- Mosaic Telecom's New Barron Office Location
- \$1,500 WSTF Scholarships Available
- What is Facebook?
- New Listings as of December 2011
- Mosaic Telecom's Do Not Call Policy

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[www.mosaictelecom.com](http://www.mosaictelecom.com)



## Programmers Driving Cable TV Rate Increases

As 2011 comes to a close, the contracts between cable TV providers and local broadcast stations (like WEAU channel 13 and KARE channel 11) are being renegotiated for 2012-2014. Despite the fact that television viewers with their own antennas can view the channels for free, the stations are looking for significant increases in their charges to cable TV companies for the same content.

Mosaic Telecom currently pays less than \$2.00 per month, per subscriber, for ALL the local channels carried on its system. This is in addition to the more than \$30 paid per month, per subscriber, for the cable channels carried by Mosaic Telecom. Programming fees are passed along to customers in their billings. Currently, based on the positions of the local stations, the monthly fee that is presently less than \$2.00 per month, per subscriber, may increase to as much as \$10.00 per month, per subscriber. Adoption of all of the local station contracts would result in a significant rate increase for Mosaic Telecom video subscribers.

To avoid a large rate increase, the higher priced duplicate programming stations may be removed from the Mosaic Telecom video line-ups. For example, if there are two local stations that carry the NBC network programming, Mosaic Telecom may only carry one of the two in the future.

At the time this newsletter was being prepared for press, negotiations were still underway with the local stations. Mosaic Telecom is working diligently to get the best programming options for viewers at rates that will create the least impact on their bills. However, it is certain that some increase in Mosaic Telecom video rates will be necessary as the increased expense of programming is passed to viewers. More information will be available in future newsletters and can also be found on the Mosaic Telecom website [www.mosaictelecom.com](http://www.mosaictelecom.com).

## Account Information - Who Can We Give It To?

From time to time, Mosaic staff members are put in the awkward position of receiving calls from people attempting to obtain information about, or make changes to, the telecommunications account of a friend or family member. To maintain customer privacy and protect the individual responsible for the bill from unauthorized charges, we do not discuss or make changes to an account based on the request of anyone other than:

- The individual(s) named on the account (specifically named, not just related).
- The individual(s) legally responsible for the account (power of attorney, legal guardian, etc.).
- Individual(s) officially authorized by the account holder (individuals who have been authorized in writing by the account holder).
- Photo ID or pin number is required for proof of identification.

Please understand that even though you may not intend any harm by seeking information or requesting changes, there have been cases where individuals and even family members have acted with harmful or mischievous intent. Additionally, there are laws in place to protect an

individual's account. Mosaic Telecom must act in a manner that protects the account holder and be in compliance with applicable laws.

If the telephone account at your residence is under a single individual name, please consider contacting us to provide authorization for anyone you wish to have the ability to seek information or make changes to your account. Mosaic Telecom cooperative members (exchanges of Almena 357, Dallas 837, Prairie Farm 455, Cameron 458, Ridgeland 949, and Sand Creek 658) may also wish to review their cooperative memberships. Patronage dividend checks are provided to the individual(s) named on the membership.

Years ago, it was common that married couples established memberships in only the husband's name. Today, memberships are established in the names of both partners, all roommates in a house, siblings sharing a line, etc. If you wish to authorize someone to have access to your account or if you wish to check your membership, please contact a Sales Associate at **1-800-924-3405**.

## Mosaic Telecom's New Barron Office Location

Mosaic Telecom's Barron office for customer service and sales has moved to 340 Division Street (next to McDonalds). Customers can take advantage of our new and improved location, equipment offerings and service center. The new location offers better parking options and hands-on cellular service displays and demonstration stations.

The store officially opened in late December. This full service location was designed to be your one stop communications center! Our knowledgeable, local staff is ready to serve customers with all of their telecommunications needs, including Mosaic Mobile cellular service, telephone service, high speed Internet service and much, much more.

Please watch for the date of our open house celebration.

## \$1,500 WSTF Scholarships Available

The Wisconsin State Telecommunications Foundation (WSTF) has announced the availability of 30 scholarships. The amounts range from \$500 to \$1,500 depending on the institution the winner plans on attending. Candidates attending four-year colleges are eligible to apply for the \$1,500 scholarships, while candidates attending two-year technical colleges are eligible to apply for the \$500 scholarships.

To be eligible, a candidate must be a high school senior graduating in 2012. Academic excellence is taken into consideration, but is not paramount to receiving one of the scholarships. The primary considerations are: expression of a sincere desire to continue education, a demonstrated ability to do so, and financial need. Mosaic Telecom will be sponsoring individuals who reside within our telephone serving areas and have our land line telephone service provided over the PSTN (public switched telephone network). Interested seniors may contact their guidance counselors for applications. Applications for the scholarship program were sent to area high schools in early December.

In addition to supporting the WSTF scholarship program, Mosaic Telecom has its own scholarship program. This year there will be ten (10) scholarships available. Details on the Mosaic Telecom scholarship program will be announced in the February Mosaic Messenger newsletter.

## What is Facebook?

Facebook is the fastest growing social networking site in the world. It's intended to link a person to friends and family, as well as businesses they want to obtain information about or receive special offers from.



In addition to the ability to creating a personal, individual profile for others to view, you can view the information posted by friends, family and companies you wish to interact with. Typically, a profile contains a person's name, a list of the friends and family they are connected to, a list of the businesses the individual "likes", photos, favorites – including hobbies, music, TV shows, movies and quotations.

When people "friend" each other on Facebook, they are able to view each other's profiles and posts to the person's Facebook "wall." E-mail notifications alert you to requests to "friend" you, postings on your wall or being "tagged" in a posted picture. Facebook offers the capability to set your security settings to create a level of interaction and exposure that you feel comfortable with.

In addition to providing a means of communication between individuals, Facebook also offers users the ability to keep tabs on companies they do business with or are interested in. When an individual initiates a relationship with a business page on Facebook, it is called "liking" the page. Many businesses provide special updates, information and offers to those who follow their page by "liking" it.

Mosaic Telecom has two different Facebook pages. One is associated with the chemical free teen events hosted by the company. The second is the official company page [facebook.com/MosaicTelecom](http://facebook.com/MosaicTelecom). By "liking" the Mosaic Telecom page you'll get first access to company updates, outages, new services and more. You'll also have the opportunity to take part in special offers, contests, etc. Now's the perfect time to find and "like" the Mosaic Telecom page.

"Like" us between January 1, 2012 and January 31, 2012 and we'll enter your name in a drawing for a chance to win a Mosaic Telecom \$100 gift certificate.

## LG Optimus 2X Rocks – and It's Available at Mosaic Telecom

Check out the features -

- Android Operating System (the most popular operating system in the world)
- 8 MP Camera with auto focus and an LD flash
- Video Camera
- Social network integration
- Wi-Fi connection so you can stay connected while on the go

For more information on the LG Optimus 2X or any of Mosaic Mobile's other cellular phones, contact us today at **1-800-924-3405** or visit one of our retail locations.

