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From the Manager's Desk

In the past year there have been several battles between cable companies and content providers over how much the cable companies pay for content. While RTC isn't big enough to be involved in one of these battles, it does show how little bargaining power we have.

RTC started offering video services to our members in 2007. At that time we were paying about \$30 per month for the video content we offered. In 2011 that cost will increase to \$45. Part of that increase is from offering additional channels, but the majority is from rate increases from the content providers.

RTC's rate for our Expanded Basic package has been the same \$59.99 since we started offering video service in 2007. Unfortunately, we cannot keep absorbing these content provider price increases. Effective January 1, 2011 the rate for Expanded Basic will change to \$64.99. The Basic package will stay at \$15.99.

On the surface, it may appear as if there is a \$20 per month profit based on the amount that is charged minus the programming costs. When you dig a little deeper, there are many more costs associated with providing this service than just the content. Modems, set-top boxes, transporting the content from our head-end in Greenfield, Indiana, installation expenses, maintenance expenses, billing/customer service costs, and other miscellaneous items, together add over another \$42 to the total costs.

The bottom line is that RTC does not make any money on the television service we provide. Your Board of Directors believes this is a service that our members should have a choice to buy locally. We all know what kind of run around other providers can give. So it is with good local service in mind that the Board

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understands the company is subsidizing the TV service.

All Expanded Basic customers signed a 13 month contract when they first received service. If you signed that contract after December 2009, you will continue to be billed at the \$59.99 rate until the end of the 13 month period. For those of you considering signing up for our video service, you can do this before December 31, 2010 and lock in the lower rate of \$59.99 for 13 months.

Best Regards,
Stephen Bartlett
General Manager

Construction Update

As was mentioned in the August newsletter, RTC and its contractors have been busy installing fiber to the home. This summer's project replaced the current copper facilities with approximately 12 miles of fiber to almost 140 homes. Fiber offers many advantages over copper, including almost unlimited bandwidth. This large capacity has allowed for faster internet speeds and the ability to offer more and better quality television services. Fiber was placed in and around the Sportsman Road, Oakview Heights, Gardenia and Hacienda Lanes, Terrace Court, and Indian Springs Subdivision areas. This represents an investment of

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Construction Update

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almost \$1 million. There are various aerial cables throughout the service territories that are also being replaced. This totaled almost 3,000 feet.

The contracted crews installed the major portions of the new cables, and RTC plant employees will be doing the splicing and cutting over of our customers to the new facilities. RTC will be calling those affected sometime during the fall and winter months to schedule a time to finish the fiber installation to your home. We appreciate your patience as workers do their best to provide you quality service.

Also, with the progression of the I-69 project, RTC employees and contractors have been busy relocating facilities that were in the path of the new highway. Areas included are at 350E, 550N, 800N, 900N, and 1000N. 800N and 900N moves are complete, 550N should be done when you read this, and 350E and 1000N will be completed in the spring. As you can see, the Plant Department at RTC has had a very busy summer and fall so far. It doesn't look like things will slow down much for the next several months either!

As always, if you have any questions please call our office at 486-3211.

Capital Credit Checks Are In The Mail

For the eleventh straight year, RTC Communications is proud to announce the payment of capital credits to its members/owners. This week, over \$400,000 will be distributed to our cooperative patrons. Thank you to all of our customers who chose to spend their telecommunication dollars with RTC. Every dollar you spend with your company increases your share of any excess margin and helps ensure the bottom line remains profitable.

While many stockholder-owned companies are only focused on next quarter's earnings, most cooperatives adopt an approach that makes certain all of its members are treated as close to equal as possible. We try to make sure those who live in Plainville receive the same quality of service as subscribers who live in Glendale and the people in Glendale are served just as well as those in Williams, Alfordsville, or Montgomery. Some of our members may not realize many of the services RTC offers, namely RTC-TV cable television programming, are not available to most subscribers of the "big boys" who live just a mile or two out of town. The larger, stock held companies spend their money only where it provides the highest return, leaving many of their subscribers without services others take for granted.

Capital credit checks were mailed on November 30th. If you were a customer at any time during 2004 through 2009, you should be receiving a check. If you have any questions, please call our office at 486-3211.

Control Telephone Calls From Solicitors

The National Do Not Call Registry, managed by the Federal Trade Commission (FTC), the nation's consumer protection agency, gives you the opportunity to limit the telemarketing calls you receive. After you place your telephone number on the Registry, most telemarketers will be required to remove your number from their call lists and may not call you. However, you may still receive calls from political organizations, charities, telephone surveyors, or companies with which you have an existing business relationship.

You can register by calling toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. You may also go to www.donotcall.gov if you have a working e-mail address. Registration is free.

You can read more about the National Do Not Call Registry at the FTC website, www.ftc.gov, or also at the Federal Communications Commission-Consumer Bureau, www.fcc.gov/cib.

RTC Communications... Simple, Real Solutions

VISIT US

244 N. Main Street
Montgomery, IN 47558
8:00 a.m. - 5:00 p.m.
Monday - Friday

CONTACT US

Telephone 812-486-3211 or
1-800-272-2356
Internet
www.rtccom.net or
rtccom@rtccom.com
Internet Technical Support
812-486-2300

CALL BEFORE YOU DIG

Indiana Underground
1-800-382-5544
(At least two (2) working days
before you dig)

PAYMENT INFORMATION

- * Payments are due by the 17th of each month.
- * Accounts with a past due balance are subject to a late payment fee.
- * Please include your bill stub with your payment.
- * For your convenience, RTC offers Automatic Bank Deduct. Payments can be taken out of your checking or savings account.
- * There is a drop box located at the RTC business office.



RTC COMMUNICATIONS

New Customers of RTC Communications

Trinity-Williams Exchange

Jessica Floerke	388-5694
Aaron Tarr	388-5781
Jay L. Sutton	388-6398
Vince Fischer	388-6711
Steven Rhea	388-6797
Jeff Turner	388-6806
Jeffers Masonry	388-6870
Marie Garcia	388-6973
Robert H. Henderson	388-7132

Montgomery Exchange

Darvin L. Wagler	486-2302
Margie Godsey	486-2304
Byron E. Stevenson	486-2401
Norman J. Lengacher	486-2434
Jeffrey V. Jones	486-2564
Darvin E. Stoll	486-2858
Fred Raber	486-2992
Marcus Green	486-2998
Dennis Schutz	486-3135
Herman Raber	486-3237
Jason M. Graber	486-3250
Amanda Neukam	486-3345
Shannon D. Graber	486-3417
Daisy Antiques	486-3451
Kevin L. Wagler	486-3556
John D. Wagler	486-3592
Brian J. Graber	486-3783
Melvin Eicher	486-3785
Matthew D. Raber	486-3981

Alfordsville-Glendale Exchange

Rick D. Dobbyn	644-6124
Lena M. Clymer	644-7328
Derek Johnson	644-7489
Brian Riggle	644-7540
Matthew's Catering	644-7910
David L. Yoder	644-7918
Phyllis Hart	644-7957
Billy G. Matteson	644-7979

Plainville Exchange

Marlin J. Knepp	687-7537
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Scholarship Applications Available

The last several years RTC Communications, in conjunction with the Foundation for Rural Services, has offered a scholarship to graduating seniors. Together, \$75,000 will be awarded to applicants from across the country. The main criterion is the parent of the applicant must live in one of our service territories and be a member of the cooperative. We are pleased to announce the availability of this opportunity again this year.

The application will be available from your guidance counselor's office. Complete instructions are included in the packet. While students are picking up this application, they should also inquire as to what other scholarships are available. Year after year, thousands of dollars worth of scholarships go unclaimed just because there are no applicants for them. College expenses have done nothing but increase every year, so finding a few dollars here and there will lessen the financial burden of attending school. Please ask guidance counselors, members of fraternal organizations (sororities, lodges, etc.), and others who may know of organizations that offer scholarships.

If you have any questions, please call our office at **486-3211**.