

In Touch

SUMMER 2013

Mark Your Calendar

Annual Meeting

The 2013 Annual Meeting for Albany Mutual Telephone will be held Wednesday, June 5. The meeting will begin at 8:00 pm at the Seven Dolors Parish Gathering Center.

Summer Hours

Beginning June 3 through August 30, our office will be open Monday through Thursday from 7:30 am to 5:00 pm and on Friday 7:30 am to 11:30 am.



Contact

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Office Hours

M-TH: 7:30 am to 5:00 pm
F: 7:30 am to 11:30 am

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Make a Sand Pail List of Summer Activities

You've probably heard of a bucket list—those things you'd like to do in your life before you "kick the bucket." Well, there's a new twist to this idea. It's called the sand pail list. On it you write everything you want to do before summer is over.

There are just weeks to go so don't waste a minute. Create your own sand pail list now to help you enjoy summer's unique opportunities before autumn takes over. To get you started, here are some popular activities to consider:

- Go camping.
- Play badminton or croquet.
- Have a picnic in a new place.
- Visit a zoo.
- Run through the sprinklers.
- Master the hula hoop.
- Have a water gun fight.
- Attend an outdoor concert.
- Decorate your front walkway with sidewalk chalk.
- Make homemade ice cream.
- Visit a farmers market.

What activities will be on your sand pail list? Whatever they are, we hope they warm your heart this summer.

Albany Telephone Working to Fix Long-Distance Call Completion Problems

Representatives from Albany Telephone are working with federal regulators to address a problem of long-distance telephone calls not completing to customers in the Albany Telephone Company exchanges of Albany, Freeport and New Munich or resulting in "dead air."

Many telephone customers in rural communities all over the country have reported not receiving calls they should and experiencing poor quality when they do receive a call. Frustrated consumers often blame their local telephone companies, but rural telecommunications companies are not at fault.



In a positive step for rural Americans and the telephone companies that serve them, the Federal Communications Commission (FCC) recently announced that a national long-distance provider will pay a voluntary fine of almost \$1 million as part of an investigation into the company's efforts to route and complete calls to rural communities. Albany Telephone representatives believe the fine sends an important message to other long-distance providers about the fundamental duties expected of telecommunications providers. But policymakers need to do more to put an end to the epidemic of call failures once and for all.

"The FCC's recent announcement shows that regulators in Washington recognize the public safety concerns associated with calls continually failing to go through," said Steve Katka, Albany Telephone GM. "It also shows that local telecommunications providers like Albany Telephone are not to blame and that the problem is part of a much larger issue associated with our country's telecommunications networks. That's why we continue to work with the FCC and members of Congress to find a solution."

It is believed that most rural call completion problems stem from a practice called least-cost routing (LCR), in which long-distance carriers send calls destined for rural consumers to intermediate providers to reduce expenses. In many cases, they are not properly routing the call to its destination and, as a result, some calls have poor call quality and many calls are not connecting at all. This means rural consumers may be missing important phone calls, and they may not even know it.

Local telecommunications providers and their national trade associations have been leading efforts to find a solution to the call completion problem for more than two years. For more information, visit www.ntca.org.

