

IN TOUCH

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CONSOLIDATED



AND LIFE GOES ON...

Editorial by Rhonda Dukart

The last disaster story we shared with you was the winter storm of 2005. We struggled through it, revisited disaster planning books, repaired damage, and

went on. As with most sad news and sad stories, we shake our head, feel bad for the people involved and then move on about our day. Its just human nature I guess.

The tornado of July 8, 2009 is in some ways the same. Those who lost their homes, their possessions, their vehicles and more, have started the process of getting their lives put back together again. Those of us who do not live in an area that was hit by the tornado have almost forgotten what happened just one month ago.

The Consolidated building was hit hard during the tornado and the repair and replacement of windows, doors, carpet and so on will go on for many months to come. As I reflect back on the feeling of shock and horror driving to work July 9th and seeing what felt very much like I would assume a war zone feels like, one thought keeps reoccurring. A disaster is certainly NOT about the windows, carpet, and sheetrock but the people and how they react and go on. The best way I have heard it put was by the insurance adjuster that said, "I have been in disaster areas in every part of this country for more than 10 years. Never in all that time have I met nicer, more courteous and considerate people than you have here in Dickinson." I thought "Yes Sir- you are so right!"

So when you, our customers, come to visit us, please excuse the mess. That may take awhile but know that the Employees of Consolidated have done everything humanly possible to make sure our customers were not without service during this disaster. Nights, weekends, early hours, late hours, taking over someone's else's job, taking calls from home are only a few of the things that describe what we do when a disaster strikes that might mean a customer cannot call or email their family member to let them know they are OK. I am always proud to say I work at Consolidated. Seeing the commitment, dedication and concern our employees once again displayed during the cleanup of the July tornado, reaffirms why I have that deep sense of pride.



REACH THE WORLD



Check out our web site at www.ctctel.com for the list of winners for the 2010 calendar!

Nearly 200 entrants with some of the most beautiful and interesting photos were submitted. Congratulations to the winners and thank you for sharing your talents with all of us!!!

ARE YOU A CONSOLIDATED FAN?

Have you joined the latest craze to hit the web? If you're one of the nearly 200 million people who are current users of the popular social website, **FACEBOOK**, you know that it is a fantastic way to stay in touch with family and friends. But, businesses are now using Facebook to stay in touch with their customers. Consolidated launched its Facebook page early this spring and is using it to stay in touch with our customers. It is so easy to become a FAN. Simply go to our web page: **www.ctctel.com** and in the lower right corner you can sign on. If you do not have your own facebook page yet, you can use the "Sign Up" icon to easily do so. You can see the many super photos that have been submitted for the 2010 Calendar.

WEB COMPASS is a quarterly magazine packed with interesting Internet Related articles. You may pick up a paper copy anytime at the Dickinson Office or download on line at www.ctctel.com

FREE Netbook Computer!

*Call Consolidated today for details on this incredible offer for a **FREE Netbook computer***



\$238 Value!

REMINDERS:

- ✓ **Watch LOCAL Football Games on TV!**
Check the schedule at **www.ctctel.com** for your local high school football games coming soon.
- ✓ **UND Football and Hockey!**
Will once again be aired on Channel 18. Dates and times will be posted on our web site as soon as UND finalizes them.
- ✓ **Heading South Soon?**
Give us a call at least one week before you leave for the winter. There is NO monthly charge to reserve your services while you are gone unless you are renting equipment from us. There is a one-time charge of \$24.00 to hold and maintain your services while you are gone.

SECURITY ALERT!

PLEASE READ IF YOU HAVE INTERNET SERVICE, REGARDING:

- ✓ Identity Theft
- ✓ Credit Card Theft
- ✓ Access To Your Private Files!!

These are just a few of the reasons it is **ABSOLUTELY IMPERATIVE** our customers that are using wireless routers secure your service. In order to prevent theft or hackers using your service you **NEED** to take these steps:

1. Log into your wireless router.
2. Enable WPA (WiFi Protected Access) encryption and avoid WEP (wired Equivalent Privacy) encryption and/or use MAC filtering to only allow permitted computers to access your router.
3. Change the default SSID.
4. If you are not sure whether your wireless router is secured, and you are a Consolidated Internet customer, please call our support team at 483-INET (4638) so that we can help you if you are not able to perform these steps. You will also find instructions on our website www.ctctel.com. Click on the support tab and then Internet support.

SOUTH HEART STUDENT VISITS WASHINGTON D.C.

Justine Frank of South Heart represented Consolidated at FRS Youth Tour. High School Students from across the United States recently visited Washington to learn more about how regulations created in DC impact the local telephone companies. Justine shares her story about her first trip to Washington D.C..

Consolidated Telcom,

I would like to thank you very much for giving me the opportunity to see our nation's capital and learn so much about the telecom industry.

The first full day we were there was intense. We toured Arlington Cemetery and saw Kennedy's grave site, General Robert E. Lee's house, and the changing of the guards. The changing of the guards left me speechless as I realized how much dedication is given to the unknown soldiers who died for our country. I also visited the Holocaust Museum and the Air and Space Museum which were

"I also saw the Korean War Memorial which I wanted to do because my Grandpa fought in that war."

amazing. We then saw the Vietnam Memorial Wall. The saddest thing I realized is there are no circles behind any soldiers name which would indicate the soldier was found. I also saw the Korean War Memorial which I wanted to do because my Grandpa fought in that war. The fountain by the WWII Memorial is by far the most beautiful sight in Washington DC.

The next day we went to the Franklin Roosevelt Memorial and Mount Vernon where we are able to see how people lived then. It was very interesting. The third and final day started out at the FCC. We learned how a bill becomes law and how technology is utilized by telecoms.

It was an amazing experience and I will always remember the amazing sights and friends. I will be forever grateful to Consolidated for giving me this experience.

– Justine Frank



HERE ARE A FEW OF THE SHOWS ON YOUR CHANNEL 18



- "Dirt Track Racing" Racing from SW Speedway every Thursday Evening
- "Champions Ride 2009" Pro Saddle Bronc from Home on the Range
- "Cooking Crave" Local Cooking Show every Wednesday Evening
- "Badlands Bowl 2009" Football North Dakota vs. Montana
- "LIVE" Local Concert Show featuring Talent from southwest North Dakota
- "Killdeer Bull Bash" Extreme Bull Riding from Killdeer
- "Real Estate Show" Sunday's from 9 a.m. to 5 p.m.

Something for Everyone!

BRIGHT IDEA!

Donna Weidner of Halliday was kind enough to share her unique use of the Annual Meeting gift. "I have plenty of strainers so I use mine to hold fruit as it works great for that!"



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