

Capital Credits

Television
Troubleshooting Steps



Account Information

Kim Wagenbach Retiring

Telephone Trivia Winners



Nelson Telephone Cooperative Invites its Members to Their 60TH ANNUAL MEETING

WHEN:

Monday, April 5, 2010

WHERE:

Durand High School Gymnasium

TIME:

7:00 p.m.

 Business Meeting

 Lunch

 Attendance Gift

 Entertainment

 Door Prizes

HAPPY EASTER!

Nelson Telephone Cooperative
will be closing at
12:00 noon on
Friday, April 2, 2010
in observance of Good Friday.



4
Top Ten Reasons to Keep a
Landline Telephone

NELSON TELEPHONE COOPERATIVE

318 3rd Ave W • PO Box 228

Durand, WI 54736

Christy BergerGeneral Manager

Board of Directors

James TulipPresident

Stanley WinsandVice President

Gary LindstromSecretary/Treasurer

Edmund BauerDirector

Michael HaydenDirector

Bruce LindstromDirector

Donald WeisenbeckDirector

OFFICE INFORMATION

Hours: Monday – Friday
8:00 a.m. – 4:30 p.m.

Phone: 715-672-4204

Fax: 715-672-4344

E-mail: admin@nelson-tel.net

Website: www.nelson-tel.net

INTERNET SUPPORT HELP DESK
1-800-326-4168

HOURS: Monday- Saturday
10:00 a.m. – 10:00 p.m.



When your TV has no picture or sound try these troubleshooting steps:

Make sure the power light is ON on the set top box.

Make sure the TV is on the correct input, i.e. Audio Video, Component, HDMI or Channel 3.

Your set top box controls the TV. Unplug the power cord on the back. This is the thin, black cord that pulls out. Wait 10 seconds and then plug it back in.

Your TV should then go through a cycle with a blue screen. If this doesn't correct the problem, call our customer service department at **715-672-4204**.

Capital Credits

What is a Capital Credit?

Nelson Telephone Cooperative is a non-profit membership corporation. This means the money received from members for services should be just enough to meet expenses. In practice we operate the business to make a profit so we can be sure to have enough money to cover all expenses. To preserve our non-profit status, we return this profit to our members. Members are those customers who live in our cooperative service area and have landline phone service with us.

How are Capital Credits Assigned?

When the books are closed and audited at the end of the year, the exact amount of profit is determined. This amount is then credited to the members based on the amount of business each member did with Nelson Telephone Cooperative.

How are Capital Credits Paid?

Payment of Capital Credits is not automatic. Nelson Telephone Cooperative's Board of Directors decides when to pay the credits based on the financial condition of the Cooperative.

Taxes on Capital Credits:

Your Capital Credit refund may or may not be taxable depending on your tax filing status. Please contact your tax advisor for more information.

When You Move:

Capital Credit checks are mailed to the last known address on file with the Cooperative. Please stay in touch if you move so you can be assured of receiving your checks in years to come. Money from the Capital Credit refund checks that are not cashed are utilized in Nelson Telephone Cooperative's Youth Scholarship Program.

In Case of Death:

In the case of a single membership, at the time of death all Capital Credits are payable to the estate. The executor of the estate should report the death to Nelson Telephone Cooperative's business office.

In case of a joint membership, when one member dies, a change in the membership name must be made to ensure that future capital credits can be cashed by the surviving spouse.

For more information, please contact our business office,

715-672-4204

Account Information – Who Can We Give It To?



From time to time, Nelson Telephone staff members are put in the awkward position of receiving calls from people attempting to make changes or obtain information on the telephone account of a family member or friend. To maintain customer privacy and protect the individual responsible for the bill, 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.
- 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 password is required for proof of identification.



Please understand that even though you may not intend any harm by seeking information or requesting changes, we are required to follow the rules of the FCC (Federal Communications Commission).

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.

**Nelson Telephone strictly enforces CPNI
(Customer Proprietary Network Information) Rules to protect your privacy.**

Kim Wagenbach retires from NELSON TELEPHONE COOPERATIVE

Kim Wagenbach was honored for 31 years of service by Christy Berger, General Manager, Nelson Telephone Cooperative.

Congratulations Kim and thank you for your service to the Cooperative!



Telephone Trivia Contest WINNERS

The following winners received a \$10.00 credit on their February telephone bill:

Steven & Angela Robelia	Carol Kelton
Jeremy Larson	Harold C. Bauer
Bruce & Mary Patnode	Ruth A. Forster
Cindy Reiherzer	Sue Pickering
Brent Stewart	Ruth Benson


Thank you to everyone who entered our contest.




Bulk Rate
U.S. Postage
PAID
Durand, WI
Permit #4

Return Service Requested





ENJOY DIGITAL TV IN THE COUNTRY



672-4204

TOP TEN REASONS To Keep a Landline Telephone:

1. Provides security in an emergency with reliable 911.
2. Superior quality of sound and clarity.
3. Works in a power outage.
4. Never needs charging.
5. No dropped calls.
6. Can't be "hacked".
7. It's cheaper in a bundle.
8. Provided by a **local** company with **local** employees in a **local** office.
9. Provides unlimited local calling.
10. Provides you with a free directory listing.

