



Albany Mutual  
Telephone

# Your Connection

Your insight to Albany Mutual Telephone operations

*It's All in Your connection*

Fall 2009

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## Albany Mutual Telephone

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320.845.2101

Online  
[www.albanytel.com](http://www.albanytel.com)

Office Hours  
Monday-Friday 7:30am to 4:30pm



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## Big changes

This summer has been a summer of big changes for the cooperative.



### Fiber to the Home in Freeport

Fiber-optic data cables have been plowed directly to approximately 500 homes in the Freeport area. Technicians are currently in the process of connecting each home to the new network and installing Digital TV in areas where it was not available.

### New Billing system

The software used to maintain customer records and create customer bills has been upgraded and enhanced. The new system is incredibly powerful. Processes are streamlined, costs are reduced, and you get many benefits you've been asking for like Easy Pay Online bill viewing and payment. We can now also offer pre-payments of services for your holiday giving.

### Voice Mail

Your Voice Mail options have been enhanced, and you can now receive your voicemails in your email inbox. This unified messaging allows you to receive your messages no matter where you are, you can easily forward them in an email attachment, or just save them on your computer for future reference.

## Telephone Assistance Plan

Be sure to take advantage of the Telephone Assistance Plan if you qualify!

Designed to help those who may be having temporary or long-term financial difficulties, the TAP program allows you to save \$10 per month on your phone bill.

If you qualify for any government assistance program such as WIC, or meet certain income levels, you can begin saving right away.

The form is easy to fill out, and your saving starts soon.





Check out the Big Ten Network for Men's and Women's sports games and analysis, Academics, and Art & Science shows.

Exciting live and taped games from each of the 11 schools in the Big Ten Conference will keep you up-to-speed on the biggest rivalries

Find the Big Ten Network on Channel 155 of the Expanded package.

## Voice mail - Enhanced

Let enhanced Voice Mail keep you in the know.

With cutting-edge features, your voicemail just got smarter:

- Allow callers to leave messages while you are on the phone.
- Access your voicemails from any phone.
- Have your voicemails emailed to you for remote access, or computer backup.
- Be notified on your second number when you have new voicemails
- Allow callers to be forwarded to your second number with the push of a button
- Forward your messages to other voicemail customers
- Set up distribution lists, so everyone on your list gets the message



## Email safety

Remember to never reply to emails requesting passwords or financial account information! Scam artists can make their emails look legitimate, however, you are better safe than sorry. Always contact the vendor if you have questions.

If your computer needs repair, our Computer Help Service will get you back up and running affordably.

## Enter to WIN!

Fill in the following sentence and you can win \$20 in Albany or Freeport Chamber Bucks.

"Your Voice Mail options have been enhanced, and you can now receive your voicemails in your \_\_\_\_\_."

Enter the drawing several ways:

1. Mail this slip to us
2. Include this slip with your bill
3. Text your answer to 320-241-1676
4. Email to [customersupport@albanytel.com](mailto:customersupport@albanytel.com)

Congratulations to Mary Hetland from Freeport, the winner of last newsletter's entry.

Thank you for all the entries we received.

Name: \_\_\_\_\_

Phone: \_\_\_\_\_



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## Your Connection



Barry Thompson will be visiting with businesses soon.

### Get Your Yellow Page Ads

In anticipation of your 2010 annual telephone directory, Barry Thompson will be making the rounds to renew or establish your yellow page ads.

Even in today's Internet society, traditional yellow pages are used every day.

From Automotive, to Healthcare, to Well Drillers, the Yellow Pages are Quick, Easy, and easily locates nearby help for the things you need.

The Albany Mutual Telephone Directory is big enough to provide many options, while being small enough to easily find what you are looking for.

If you have questions, or want to start advertising in the directory, please call us to get on the list. 320.845.2101



## Message from the Manager

By Steve Katka,  
General Manager

### 'Changes'

It seems like only yesterday that spring was quickly approaching. Now, we are reminded each day that winter is just around the corner.

As fast and as much as nature changes, so to do the operations at Albany Mutual Telephone.

This past summer has been extremely busy and very exciting with the initiation of several new projects including a new billing system, the Freeport expansion of fiber optic facilities to homes and businesses, and new fiber facilities connecting Albany and Avon schools.

Other endeavors have not been as obvious like the installation of our new Soft-Switch, Voicemail System, and Digital TV upgrades in our Albany Central Office.

In rural Freeport, the construction phase is complete and we've now implemented the cutover phase of the project. The "cutover" means we will be connecting, or cutting over those homes and businesses to the new fiber optic network. The optical network which is often referred to as a "highway of light" will enable us to provide you with a seemingly endless pipe of varying broadband services.

Please be on the lookout for a letter or phone call from our staff requesting your permission to connect your home or business. If you can't wait for us to contact you and you'd like the new service sooner just stop in or give us a call, we'll do our best to get you connected.

As I mentioned, we also installed a new digital "soft-switch" and a new voicemail system. The new soft switch will allow us to deliver advanced voice services and other internet protocol (IP) technologies. The new voicemail system allows you to stay in touch easier than ever - please give it a try.

Other projects we have been working on include our new wireless voice (cellular), network and our soon to be introduced Digital Video Recorder (DVR) and High Definition TV (HDTV) service.

Your board of directors and the employees of Albany Mutual work very hard every day at making your cooperative successful.

I appreciate this opportunity to provide you with a brief update and to say hello. We hope you always choose the services provided by Albany Mutual Telephone and as always thank you for your business.



**Save Time, Save Money, Get Your Bundle**



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# Your Connection

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Presorted Std.  
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Permit no. 12  
Albany, MN 56307



Support  
Your  
Hometown  
Businesses!



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- A Free overnight stay at Grand Casino Mille Lacs
- Free Bowling at Albany Bowling Center
- A Free pair of tickets to see the Minnesota Timberwolves

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**FSNORTH**



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