



NOVEMBER/DECEMBER 2016

CROSSLAKE CURRENT

HAPPY THANKSGIVING FROM OUR FAMILY TO YOURS

November is a time that people reflect on the blessings they have surrounding them, and we here at Crosslake Communications are no different. The Crosslake Communications team would like to say "Thanks" to each and every one of our loyal customers current and past. Without you, our customers, we would not be the growing local technology company that we are today!

OFFICE CLOSINGS

Thursday, November 24 for Thanksgiving
Friday, December 23 at Noon
Monday, December 26 for Christmas Holiday
Friday, December 30 at Noon
Monday, January 2 for New Year's Holiday

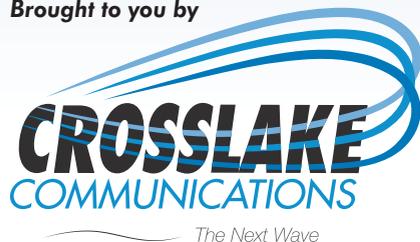
Crosslake Communications

35910 County Road 66
PO Box 70
Crosslake, MN 56442
218-692-2777
www.crosslake.net

Office Hours:

Monday-Friday 8 am - 4:30 pm
For help with service problems during non-business hours, please call 218-692-2777 or 800-992-8220. A live answering service may dispatch a technician.

Brought to you by



NEW OWNERS, NEW LOOK, AND MORE NEW TO COME!

What's new around here? Crosslake Communications has new owners (Tri-Co Technologies, LLC), this newsletter has a new look, and we look forward to sharing with you new products and services.

There are a few things that haven't changed. Our name is the same, the staff remains the same, and our office is still here to assist with your communications needs.

This newsletter will no longer include information from the City, as they have elected to prepare and distribute their own newsletter going forward. Crosslake Communications is switching to a bi-monthly newsletter starting with this November/December issue.

As you read through this issue of the Crosslake Current, you will see we are starting to offer services such as Managed Wi-Fi and Whole Home Monitoring Systems. Planning has begun for next summer's plant upgrades so we will be ready to go when the snow melts. Plus, we are now on Facebook – where you can find news in our community, contests, exciting new products and services at Crosslake Communications, and any service-affecting outages.

Crosslake Communications has also added Jodi Sjolie, our new Sales Consultant, to our staff. She has over 20 years of telecom experience. Jodie will be supporting our business customers and residents with their advanced communications needs.

The owners and staff of Crosslake Communications are excited about the future for the citizens of Crosslake. We look forward to serving you for many years to come.



WE LOVE IT WHEN YOU "LIKE" US ON FACEBOOK

Crosslake Communications is on Facebook, and we encourage you to visit our page and "Like" us. By doing so, you'll be able to take advantage of special fan-only promotions and events. You'll also be the first to know what's happening at Crosslake Communications including:

- Addition of new products and services
- Service enhancements
- Company developments
- Community activities
- Upcoming promotions
- Customer alerts

To join our Facebook community, search for Crosslake Communications at www.facebook.com or click on the Facebook link on our homepage at www.crosslake.net. Once you're there, simply click on the "Like" button at the top of the screen. **When we receive 500 "Likes" on our Facebook page, we will give away a \$25 Amazon gift card! Be sure to "Like" and "Share" our page to be entered in the giveaway.**

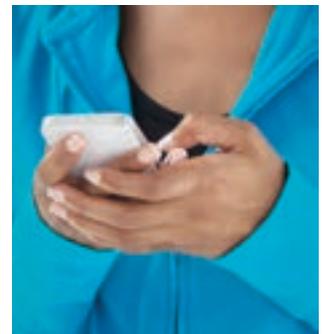
Not on Facebook yet? Give it a try. Facebook can help you more easily stay in touch with family and friends, share photos, get support when life is a challenge, and celebrate big accomplishments.



IT'S SMART TO SIMPLIFY HOME MANAGEMENT AND GAIN PEACE OF MIND

With Smart Home Solutions, powered by Piper and offered by Crosslake Communications, you can keep an eye on your home even when you're at work or away on a trip. Smart Home Solutions use mobile devices to put home management at your fingertips, whether you're across town or across the country.

- Unlock door for visitor or repairperson
- Check on an elderly family member
- Monitor kids and pets
- Get alerts if a pipe breaks or water heater leaks
- Adjust thermostat to save on energy costs
- Control lights and appliances



Call 218-692-2777 for your FREE assessment.



OUR GIFT TO YOU A 2017 CALENDAR

Pick up your FREE Crosslake Communications calendar at our office. This beautiful calendar contains photos taken in Minnesota by local photographers. Quantities are limited, so stop by soon!

FOUR WAYS TO MAKE YOUR HOME'S WI-FI FASTER

Crosslake Communications offers lightning-fast internet speeds, but if your Wi-Fi router is out of date or not set up correctly, it could be slowing you down. Here are some tips to help you maximize router performance and enjoy the internet speed you ordered:

- 1. Replace your current router with a new router that supports 802.11ac.** One of the best ways to make sure your network is as fast and reliable as possible is to use up-to-date hardware that supports the latest standards. With all the devices in your home, it's more important than ever to have a wireless router that can handle the increased demand for Wi-Fi connectivity.
- 2. Move your router to its ideal position.** Keep your router centrally located and away from thick walls made of brick or concrete, water, and windows.
- 3. Make sure your router is secure.** Putting a password on your router or limiting which devices can access your network will keep other people from using your network and slowing it down.
- 4. Reduce interference by replacing your current router with a dual band router from Crosslake Communications.** This will minimize interference from devices such as baby monitors, older cordless phones, microwave ovens, wireless speakers, and some security cameras.

Call Crosslake Communications at 218-692-2777 for assistance on maximizing your broadband experience.



IMPROVE YOUR ONLINE EXPERIENCE AT HOME WITH **MANAGED WI-FI**

You love having a Wi-Fi network, but not the hassles of equipment upgrades and troubleshooting. That's why we offer Managed Wi-Fi. Our team handles it all for you, so you can simply enjoy strong signals and fast internet throughout your home.

MANAGED WI-FI FOR JUST \$6.95/MO.*
CALL 218-692-2777 TO SIGN UP NOW.

**Managed Wi-Fi works in conjunction with Crosslake Communications internet service. Includes the lease of a dual-band router with the latest wireless technology. Contact us for details.*



CROSSLAKE COMMUNICATIONS DONATES \$25,000

Crosslake Communications presented a donation of \$25,000 for technology improvements to the Crosslake Community School at the October 10th Board Meeting.

Todd Lyscio, Director of the Crosslake Community School, commented, "The school has a 'Wish List' the staff put together, and one of the larger pieces of equipment on that list is an interactive whiteboard. This donation will be used to purchase a whiteboard, which will assist with our math curriculum for all grades including our online high school." The whiteboard will be portable and moved when Crosslake Community School goes to its new building.

This donation will be used to purchase a whiteboard, which will assist with our math curriculum for all grades.

Bill Eckles, Owner of Crosslake Communications, commented, "It is so important our kids have access to the tools and technology in school to learn in the connected age we live in. We are thrilled to have been able to help and very proud to be part of the Crosslake community. We look forward to continuing our involvement."



Bill Eckles presents a check in the amount of \$25,000 to Lisa Schumacher, Crosslake Community School teacher and board chair.



ANNUAL NOTIFICATIONS

Lifeline and Telephone Assistance Plans

Assistance with Monthly Telephone Charges

Lifeline and Telephone Assistance Plan (TAP) provides eligible subscribers with a monthly credit on their local service telephone bill. Discount applies on a single line at the principal place of residence. Applicant must sign a document certifying under penalty of perjury that the applicant receives benefits from at least one of the following programs:

- Federal Public Housing Assistance/Section 8
- Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
- Medicaid/Medical Assistance
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Assistance for Needy Families (TANF)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands.

If you are not on one of the above programs, but your income is at or below 135 percent of the Federal Poverty Guidelines, you may also apply for and receive the discount.

Household Size	Total Income
1	\$16,038
2	\$21,627
3	\$27,216
4	\$32,805
5	\$38,394
6	\$43,983
7	\$49,586
8	\$55,202
For each additional person, add \$5,616.	

Applicants must agree to notify the telephone company if they cease to participate in any of these listed programs. If the telephone company discovers that conditions exist that disqualify the recipient, the support will be billed retroactively.

For more information or an application, contact Crosslake Communications at 218-692-2777 or 800-992-8220.

Do Not Call Registry

Reduce Telemarketing Calls

Tired of sales calls? The Do Not Call Registry was established to address unwelcomed telemarketing calls. The registry applies to all telemarketers with the exception of businesses you have an existing relationship with, certain nonprofit and political organizations. Consumers can register their home or mobile phone numbers by telephone or via the internet. To register via telephone, you must call from the number you wish to register. Call 1-888-382-1222 or visit www.donotcall.gov for more details.

The Do Not Call Registry will be effective 31 days following your registration and will remain on it permanently.

Incorrect Directory Assistance Information

If you receive an incorrect number from Directory Assistance (DA), you are entitled to a credit for the DA charge. You must use the same dialing pattern that you used to make the call to request credit.

Example: If you dialed 411 for Directory Assistance, you need to dial the same number to request credit. This will ensure that the proper provider issues the credits.

You may request up to three credits. You will need to inform the provider what listing was incorrect so that the correction can be made. A credit equal to the incorrect charge will appear on your bill.

Minnesota Relay Service

Free Service to Connect People

The Minnesota Relay connects deaf, hard of hearing, or speech impaired people to hearing people over the telephone. This service is available 24 hours a day, seven days a week. There is no charge.

