

**FALL FOR THESE TRICKY BRAIN-TEASERS!**

Complete the brain teaser and submit back for a chance to receive a \$25.00 credit on your next TrioTel bill.  
You can mail your answers in, drop off at the office, or send your answers via email to [kendra@triotel.com](mailto:kendra@triotel.com).

 = 120

 = 105

 = 100

 = [redacted]

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

Address: \_\_\_\_\_

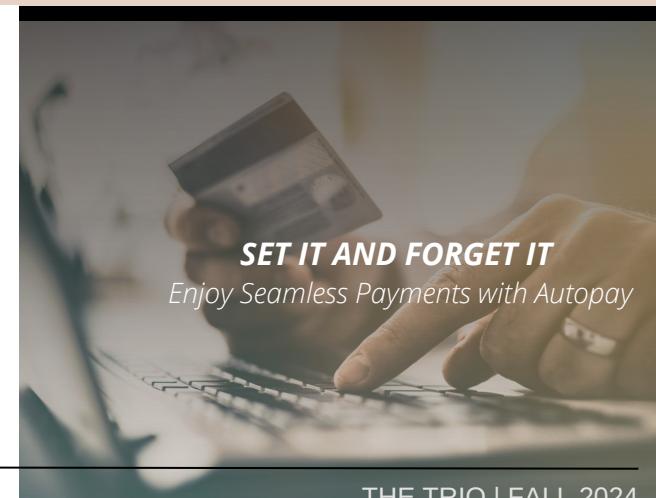
**NEW****MEET YOUR DISTRICT 4 DIRECTOR**

Donita Potter, a long-time member of the Winfred community, has made significant contributions both personally and professionally throughout her life. Born, raised, and educated in South Dakota, Potter has dedicated much of her life to the family farming operation near Winfred, where she and her husband, Mark, have lived and worked for their entire married life. The couple proudly maintains a five-generation farming and ranching legacy.

Potter is a mother to two grown children, Cassie (Josh) Viet and Cole (Lexi) Potter, and a grandmother to three young grandchildren: Paisley and Liam Viet, and Kayce Potter. Her commitment to family is matched by her dedication to her career.

For the past 25 years, Potter has served as the Controller at Howard Farmers Coop, where she has developed extensive knowledge of the cooperative and financial sectors. With a strong commitment to excellence, she is excited to bring her wealth of experience to her new role at TrioTel Communications.

Outside of her professional life, Potter enjoys reading, walking, and spending time in the stunning Black Hills of South Dakota, where she finds inspiration and tranquility. As she embarks on this new chapter at TrioTel, the community looks forward to the positive impact she will undoubtedly make!

**DONITA POTTER**  
**DIST. 4 | WINFRED****SIGN UP FOR AUTOPAY**

Download the eBill Mobile App to manage your TrioTel Account.

[www.triotel.net/automatic-payment-plan/](http://www.triotel.net/automatic-payment-plan/) | 

# THE TRIO

**QUARTERLY NEWSLETTER FOR THE CUSTOMERS OF  
TRIOTEL COMMUNICATIONS, INC.****IT'S CAPITAL CREDIT  
MONTH**  
**PG. 2****WHAT ARE  
BROADBAND LABELS?**  
**PG. 3****WELCOME  
DONITA POTTER**  
**PG. 4**

## DIRECTORY CHANGES/ADDITIONS

### SALEM

Gotcha Gaming  
• 605-425-3333

Travis Rostyne  
• 605-425-2016

### ALEXANDRIA

Ace Hardware  
• 605-239-4443

### OFFICE INFORMATION

330 S Nebraska St.  
PO Box 630  
Salem, SD 57058  
(605) 425-2238  
OFFICE HOURS:  
Mon.-Fri. 8am-4:30pm  
[www.triotel.net](http://www.triotel.net)

### MONTHLY E-NEWSLETTER

E-newsletters are sent out to customer emails on the first of EVERY month!

Not receiving yours? Let us know. Contact Kendra at [kendra@triotel.com](mailto:kendra@triotel.com) or call the office.

### FOLLOW US ON SOCIAL MEDIA

Stay in touch with TrioTel. Check us out on Facebook and Instagram! [@triotelcommunications](https://www.facebook.com/triotelcommunications)



## CALENDAR NOTES:

**1st of the Month**- TrioTel Invoices Mailed Out

**15th of the Month**- Prompt Payments Due (1st year customers)

**20th of the Month**- Remaining Payments Due

### OFFICE CLOSED

November 28th & 29th for Thanksgiving

## OCTOBER IS CAPITAL CREDIT MONTH!

TrioTel Communications is more than just a telecom company—it is a cooperative. We are focused on our members and prioritize the needs and interests of our membership above all else. One way we demonstrate this commitment is by returning capital credits to members each year during cooperative month (October). It was announced at the Annual Meeting in August that the TrioTel Board of Directors approved the capital credit retirement for 2024 consisting of 15% of the 2023 allocation and the unretired standard balance of 2013.

If you are a current member-owner and your capital credit payment is equal to or less than \$50, it has been applied directly to your October invoice. Amounts over \$50 were issued a check and were mailed the first part of October. Because TrioTel is a non-profit, member-owned communications cooperative, we allocate margins to our member-owners based on the amount of dollars spent on applicable services during the year. Thank you for being a TrioTel member!



## FALL CAUTION NOTICE

Please exercise caution around TrioTel equipment, including pedestals and fiber markers, when burning ditches or foliage this fall. Damage to this equipment will incur charges to those responsible and may disrupt service for TrioTel customers.



Equipment can be found along intersections, alleyways, ditches, and fence lines. Look for light green pedestals and white fiber markers with orange tops.

If you have any questions or concerns about damaged TrioTel equipment, please call 605-425-2238 or dial 611 from your landline. Your cooperation is greatly appreciated.

## BROADBAND LABELS - EXPLAINED

In November 2022, the Federal Communications Commission (FCC) passed an order to make price shopping easier for consumers.

Broadband Labels were designed to provide clear, easy-to-understand, and accurate information about the cost and performance of high-speed internet services. The labels are modeled after FDA nutrition labels and are intended to help consumers comparison shop for the internet service plan that will best meet their needs and budget.

The labels must disclose important information about broadband prices, introductory rates, data allowances, and broadband speeds. They also include links to information about network management practices and privacy policies.

While many providers began displaying their labels in April 2024, providers (like TrioTel) with fewer than 100,000 subscribers had until October 10, 2024, to comply with the FCC rules to display broadband labels at their points of sale. You can view TrioTel's Broadband Labels that have been implemented by visiting [www.triotel.net](http://www.triotel.net).

Broadband Facts	
TrioTel Communications, Inc.	1G/1G Broadband Only
Fixed Broadband Consumer Disclosure	
Monthly Price	\$234.95
This monthly price is an introductory rate	No
Additional Charges & Terms	
Provider Monthly Fees	None
One-Time Fees	
Installation Fee	\$99.00
Late Fee	\$20.00
Government Taxes	Varies by Location
Discounts & Bundles	
There are no special discounts for this offering.	
Speeds Provided with Monthly Price	
Typical Download Speed	1000 Mbps
Typical Upload Speed	1000 Mbps
Typical Latency	5 ms
Network Management Policy	
Read our Policy	
Privacy Policy	Read our Policy
Customer Support	
Phone:	1-800-242-1925
Email:	<a href="mailto:customerservice@triotel.com">customerservice@triotel.com</a>
Website:	<a href="https://www.triotel.net">https://www.triotel.net</a>

## THE MORE YOU KNOW...

### CABLE TV

A TrioVision Channel Guide change went into effect on October 1, 2024. This change was part of an equipment upgrade for all TrioVision customers, which now allows everyone to enjoy HD viewing.

Please note that the upgrade also affected Digital Video Recorder (DVR) recordings. Recordings made on or before December 1, 2023, may not be accessible. We apologize for any inconvenience this may cause.

### INTERNET

Regular device updates are essential for maintaining both security and performance. These updates can address security vulnerabilities, protecting your device from potential threats and ensuring your personal information remains safe.

Device updates can significantly enhance the device's overall performance by optimizing its functionality and speed. Make sure to complete your upgrades!

### TELEPHONE

As we approach election season, it's crucial to stay vigilant against scam calls, which tend to increase during this time.

Fraudsters often exploit political activity by posing as campaign representatives to solicit personal information or donations. Be cautious of unsolicited calls asking for sensitive details or urgent actions related to the election.

## SAVE THE DATE! HOMETOWN BINGO IS BACK



TrioTel's Hometown Bingo is returning for its fourth consecutive year! Mark your calendars for Friday, December 6, 2024, and join us at the McCook Central Performing Arts Center for an evening of excitement. We can't wait to serve you delicious apple cider, fantastic prizes, and plenty of fun as part of the Salem Hometown Christmas festivities. Stay tuned to our e-newsletters and social media channels for updates and more information as the event approaches. Don't miss out on this festive celebration!