

# the community CONNECTION

A publication for the valued customers of diversicom / Jan. 2010

## Office Hours:

Mon - Fri, 8:00 am - 5:00 pm

If you call our office after hours, you will receive our auto attendant. Listen to the prompts to assist us in helping with your questions or troubles.

[www.diversicom.net](http://www.diversicom.net)

## 256-7471

Burtrum  
Greenwald  
Grey Eagle  
Meire Grove  
Melrose  
New Munich  
Spring Hill

## 351-1460

Sauk Centre

## 548-3200

Farming  
St. Martin

## 597-3333

Richmond  
Roscoe

## 764-7600

Eden Valley  
Kimball  
Kingston  
Manannah  
Marty  
St. Nicholas  
Watkins

## Internet Help Desk Hours:

Mon - Fri, 8:00 am - 9:00 pm  
Sat, 10:00 am - 5:00 pm

## Call the Internet Help Desk:

256-8324      597-8324  
351-8324      764-8324

  
**diversicom**®



## Three Great Services at One Low Price

Bundle up with Diversicom and save time and money! If you are enjoying only one or two of our cable, high speed Internet or phone services, you may be missing out on significant savings. Our bundled packages give you all three services at one low price, on one simple bill. Call today and let us help you find the package that provides you the greatest value!

## Recycle Week Jan 11– Go Green!

We had an outstanding response to our first ever PC computer Recycle Week at Diversicom. Over 300 pieces were recycled in November in just five days! We will once again offer free recycling **January 11th through 15th**. Just bring your no-longer-working equipment in and we'll dispose of it properly at no cost to you. And, you'll get a coupon for \$20 off your next computer purchase from Diversicom! Monitor recycling is also available for a small fee. For personal PCs only, not intended for large business use.



## L.H. Arvig Memorial Scholarship Forms Available



In 1986 Diversicom established the L.H. Arvig Memorial Scholarship program in memory of L.H. Arvig, the long time owner of Melrose Telephone Company. Each spring \$4,000 is divided between the high schools in our service area. In an effort to reach more students, two \$1,000 At-Large scholarships are presented to students who live in our service area, however attend a high school outside of the area.

*Please contact your local high school guidance counselor or the Diversicom business offices for forms and information.*

## FREE INTERNET CLASSES

### Eden Valley High School

Computer Lab Room 127, 7:00 p.m.  
January 4 . . . . . Browsing  
January 5 . . . . . Email

### Melrose High School

Media Center (Library), 7:00 p.m.  
January 18 . . . . . Browsing  
January 19 . . . . . Email

**Call to Sign Up: 320-256-7471**

## Directory Choices

Diversicom wants our directory to be welcomed in your home. Currently the 2010 version is in production. If you want to opt-out from receiving your copy, please email us at [cust\\_service@diversicom.net](mailto:cust_service@diversicom.net).

## Signal Issues

We recognize that our cable TV customers have experienced issues when viewing Channel 5, KSAX. At press time, Diversicom is working diligently with this broadcaster as they strive to solve various issues with their signal. We appreciate your patience and understanding as we await further resolution.

## Directory Photo Contest Deadline Approaching

The deadline to submit your photographs for the Diversicom 2010 Directory cover is February 8th. The winner will also be awarded a \$50 gift certificate! For a complete list of rules, please see your December Community Connection newsletter or visit [www.meltel.com](http://www.meltel.com) or [www.mainstreetcom.com](http://www.mainstreetcom.com)

## Inside Wire Protection Plan

Line Maintenance is a service that covers the repair for any damaged inside wiring for any services you may have with Diversicom such as telephone, Internet or cable TV. For a low monthly rate, you can be protected from rodents, lightening strikes or general wear and tear on your inside

wiring. If you have multiple lines at your location, you will need to have Line Maintenance on each line. To find out if you already subscribe to this service, please see page three of your monthly statement or contact our office for assistance. Now is a great time to make sure your lines are covered and avoid costly repairs.

## AFTER HOURS REPAIR:

If you are experiencing problems with our services after normal business hours, on weekends or holidays, we are still just a phone call away. Simply call any of our local numbers and listen to the auto-attendant information. Press the option which identifies the problem you are experiencing.

- Phone/Video troubles – answered by our after-hours answering service
- High speed or any other troubles – answered by our after-hours answering service



### These are the options you will be prompted with:

1. Leave a message for the business office to be called back when the office opens.
2. For troubles, there are several options. Please press the one that fits your specific trouble.
  - Help desk – (these calls are forwarded to our internet help desk which is open Monday-Friday 8:00 am – 9:00 pm, Saturdays 10:00 am – 5:00 pm)
  - Wait until next business day – these calls will be returned to you when the office opens

Diversicom partners with after-hour services from Time Communications to answer calls when our offices are closed. Please provide them with your account number, name and address to help us in assisting you. Depending on the nature of your call, they will take a message for someone to contact you the following day or contact the on-call technician. If you experience any troubles when calling our office after hours, please let us know as your call is important to us.

## Directory Listing Changes

Each telephone customer is given one free directory listing. Additional directory listings are available for a small monthly fee. If you would like to make any changes or corrections to your listing, you can do so during the month of January, FREE! Just complete and return the form below and we'll make the change for you. We encourage both spouses to be listed on your account for billing and in the directory.

## TELEPHONE DIRECTORY CHANGES FORM

Name: \_\_\_\_\_ 911 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Present Listing: \_\_\_\_\_  
 New Listing: \_\_\_\_\_  
 Authorized Account Signature: \_\_\_\_\_

\*By signing this form, your are indicating that you understand that the names listed above will have permission to access CPNI information on your account.  
 \*\*Based on change requested, certain restrictions may apply.  
 \*\*\*Offer expires January 31, 2010.

Please remit form to Diversicom.  
PO Box 100 • Melrose, MN 56352  
or drop off at one of our offices.