



Call 511 BEFORE Traveling!

Along with winter comes the ever-dreaded travel worries. Before you travel, remember to call 511. This toll-free number, provided by the South Dakota Department of Transportation and the South Dakota Highway Patrol, offers up-to-the-minute information about weather and road conditions.

By dialing 511 on your land-based or cellular phone, you can receive location-specific road and weather information for any Interstate, US or State highway in South Dakota, North Dakota and Minnesota.

Travelers should not confuse 511 with 911, the nationwide emergency response number. 911 should be called for any situation requiring police, fire department, ambulance or other emergency services. 911 is manned by trained public safety dispatchers throughout the state of South Dakota.

HAPPY
Valentine's Day

Tuesday, February 14th

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Venture Communications is an
equal opportunity provider and employer.

PO Box 157 ■ Highmore, SD 57345

605-852-2224 ■ venture@venturecomm.net ■ www.venturecomm.net
Office Hours: 8 a.m. - 5 p.m. ■ Monday - Friday



High School Sports on Venture Digital TV:

Feb 4 Highmore-Harold Action Club Basketball Classic – Channel 399
March 9-11 Class B Girls Basketball Tournament – Channel 399
March 9-11 Class A Girls Basketball Tournament – Channel 400
March 9-11 Class AA Girls Basketball Tournament – Channel 401
March 16-18 Class B Boys Basketball Tournament – Channel 399
March 16-18 Class A Boys Basketball Tournament – Channel 400
March 16-18 Class AA Boys Basketball Tournament – Channel 401



Fiber Optics Battery Backup:

A backup power supply (battery) is required in order for your digital voice service to be in service, in the event of a power outage. A backup battery, like the one Venture Communications has provided and installed, allows regular corded landline phones to work during a power outage. This allows customers the ability to connect to 911 emergency services. In the event that a power outage should occur, customers should ensure they have a corded single-line touchtone phone connected directly to the ONT (optical network terminal) or in-home wiring (wall jack) and the ONT connected directly to the Battery Backup Unit. If you connect a cordless phone, it will not function without a separate battery backup, and most cordless phones are not so equipped.

Venture's battery backup allows you to continue to use your home voice telephone service during a power outage. Without a battery backup, customers will not be able to make any calls, including emergency calls to 911. Venture's battery backup does not provide power to any service other than voice. Security systems, medical monitoring devices and other equipment will not run on a home phone battery backup.

The backup battery provided by Venture is expected to last up to eight hours in the event of a power outage depending upon battery age, usage and environment. Proper care of batteries includes storing at normal room temperatures. Battery backup units will display a battery light when the battery needs to be replaced. If you find the battery needs replacement, call Venture Communications at 605-852-2224.

Venture Communications offers a 24-hour battery backup solution for customers who feel they need additional backup time for their home voice services. An alternate 24-hour backup system is available at a price of \$170. Contact Venture for warranty information.

Please contact us at 605-852-2224 for details. The FCC mandates this message. It is not necessary for customers to take action.

Leadership Changes at Venture

Note from our new General Manager:



Fay Gandreau
General Manager

It seems the old Heraclitus quote, "The Only Constant in Life is Change," is truer today more than ever. Change seems to be similar to time; in that we have moments when we would like it to pause or slow down and we have moments when we would like it to pass like the wind. Some change is thrust upon us, like in 2022 when Venture saw the departure of several friends and co-workers; and some change is like apples in an apple orchard, waiting to be plucked and enjoyed. I think 2023 will be a year of harvest for Venture, we will be seeking out those small "apples" that make a big difference in the lives of our customers. Making those little adjustments that bring big rewards. Two of the folks leading the way for us in 2023 are Amy Hoffman and Mary Knox. They are not new to Venture, but they have some new roles here and I would like to let you know a little about them.



Amy Hoffman
Customer Experience
Supervisor

Please allow me to start with our Customer Experience Supervisor, Amy Hoffman. She will lead two key workforce groups, Customer Advocates and Support Specialist. The Customer Advocates are those great folks that serve as our front line when it comes to customer care. If they can't solve your problem, they will get you to where you need to go. Amy will also lead our Support Specialist team; these are those wonderful wizards who help you tackle any technical challenges or troubles you may encounter. Amy brings a plethora of experience to this vital role within our organization, and I am excited to see where she will take us in our constant quest for outstanding customer support.



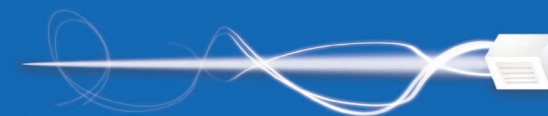
Mary Knox
Marketing Supervisor

Secondly, is our Marketing Supervisor, Mary Knox. Mary and her team are well versed in balancing the world of marketing with the desires of our customer base. I expect you will see Mary "out and about" in 2023, gathering customer input and shaping Venture's daily efforts. Mary brings her special touch to all that she does, I am confident this role will not be any different. I suspect she has great things planned for Venture products and customers alike. Congratulation to these two leaders for their well-earned promotions.

In closing, I would also like to share with you some things that will not change in 2023. Things like Venture's commitment to excellence and customer care, Venture's commitment to meeting the needs of our customers and our sincere appreciation for the opportunity to serve you, our customers and customer/owners. Thank you and I hope you all have a wonderful 2023.

Happy New Year!
2023

KEEPING YOU...



In Touch

January 2023 ■ Volume 47 ■ Number 510

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ATTENTION Students: Don't miss this opportunity! Venture Communications Scholarships Increase:

Venture Communications is pleased to announce scholarship opportunities for the year 2023 have been mailed to local schools throughout our serving area. Venture Communications awards fourteen Citizenship and Community Service Scholarships in the amount of \$750 each.

To be considered for the Venture Communications Citizenship and Community Service Scholarship, a student must meet the following criteria:

- ✓ Graduating High School Senior in 2023
- ✓ The student's parent or legal guardian is an active subscriber of a Venture Communications service.
- ✓ Student must have a cumulative B average or above.

Guidelines for this year's scholarship can be obtained from the high school guidance counselor, or by visiting www.venturecomm.net.

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Lifeline & Link-Up Programs:

Venture Communications is proud to have helped many customers this past year through the FCC's Lifeline Link-Up Program, providing discounted installation and monthly telephone service to qualifying consumers.

Lifeline Program:

You may be eligible for the Lifeline Program and it's up to \$9.25 monthly savings if you are a participant in at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps), Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8), or Veterans Pension and Survivors Benefit.

In addition, you may be eligible for the monthly savings if your household income is at or below 135% of the federal poverty guidelines. Qualifying income levels for the year 2022 range from \$18,347 for a single person household to \$62,951 for a family of eight.

Enhanced Lifeline Program:

The Enhanced Lifeline Program provides telephone service to anyone who lives on tribal lands. It expands the eligibility requirements listed under the Lifeline Program to also include participation in: Bureau of Indian Affairs General Assistance programs, Tribally Administered Temporary Assistance for Needy Families, Tribal Head Start, or the Food Distribution Program on Indian Reservations.

Link-Up Program:

Another Federal Program, Link-Up, provides for financial assistance with no connection charges for new customers living on tribal land.

If you meet the eligibility requirement, you can apply 1 of 3 ways:

1. For a quicker response – enter your application online at www.checklifeline.org.
2. Mail your paper application to the Lifeline Support Center.
3. Fill out and submit your application online at the Venture Communication office. Applications are available online at www.lifelinesupport.com or at your local Venture Communications office.
4. If you have any questions about Lifeline or Link-Up, call us at 605-852-2224.

Venture Communications Cooperative Statement of Nondiscrimination:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communications for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at 202-720-2600 (voice & TTY) or contact USDA through the Federal Relay Service at 800-877-3399. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at www.ascr.usda.gov/complaint-filing_cust.html and at any USDA office and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Ave SW, Washington, D.C. 20250-9410 (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer and lender.



eBill Mobile App
Easily access your
Venture account!

Download Today:



With the eBill Mobile app, you can pay your bill safely and securely online, enroll in automatic payments, and access a summary of your current or past usage anytime, anywhere.

Download the eBill Mobile app from the Apple App Store or from Google Play. Then open the app and go to venturecomm.net.

STEP 1: Enter your zip code

STEP 2: Select Venture Communications

STEP 3: Enter the username and password used for your online Venture account.

STEP 4: Conveniently make payments from your app.

If you have any questions, call us at 605-852-2224, or go to www.venturecomm.net for more information.

Do-Not-Call Notification:

You can REGISTER:
Online at www.donotcall.gov
OR call 1-888-382-1222

The Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry that applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You may register your phone number free, and it will remain on the national Do-Not-Call Registry. You may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls.

It does NOT cover the following:

- calls from organizations with which you have established a business relationship
- calls for which you have given prior written consent
- calls which are not commercial or do not include unsolicited ads.
- calls by or on behalf of tax-exempt non-profit organizations

Consumers may register their residential telephone number, including wireless cellular numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call **1-888-382-1222**. For the hearing impaired, TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register online at www.donotcall.gov.

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective three months following your registration.

www.venturecomm.net

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*Please
Read...*

Important Notice About Your Account

Federal law allows us to use information from your current records to market and advise you of new products and services that may satisfy your communications needs, unless you notify us otherwise.

What is this information?

It is information called "Customer Proprietary Network Information" or "CPNI" - relating to the telecommunications services you receive from Venture Communications.

How can we use this information?

This information can be used to advise you about innovative communications services or new communications technology and products offered by Venture. We **DONOT** sell or in any way provide this information to any other company other than the 911 records we are required by law to provide, if you are a telephone customer.

Who will be able to use this information?

ONLY subsidiary companies of Venture Communications which include Venture Wireless and Venture Vision.

Will Venture protect my information?

YES! You have the right, and we have the duty, under federal law, to protect the confidentiality of this information. Therefore, regardless of whether you consent or not, to allowing us to continue providing you with educational mailings, your account will be treated confidentially.

What action is necessary on my part to show consent?

No action on your part is necessary. If you do not contact us within 30 days and indicate that we may not continue providing you with marketing and educational mailings, we will continue to do so.

What if I do not consent?

You can contact us at 605-852-2224. You will not receive company information from us at that point. You may miss the opportunity to learn of new, innovative service proposals, new packaging that could reduce your monthly bill and other information that keeps you informed of the happenings of Venture.

January 2023

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605-852-2224 • Highmore, South Dakota