



PUTTING OUR CUSTOMER'S  
FIRST...ALWAYS

## Kim Garner appointed as the new CEO & General Manager for Randolph Communications

Kimberly L. Garner was appointed as CEO & General Manager of Randolph Telephone Membership Corporation on April 1, 2017. As CEO & General Manager, one of Kim's priorities will be to continue the fiber buildout plan to help the citizens in rural communities have the technology they desire.

"I joined Randolph Telephone 20 years ago because I wanted to be a part of a company that made a difference. Randolph Telephone is that company," said Garner. "Randolph Telephone may be a small company in size, but the heart of our company surmounts any of the Fortune 500 companies. Our Board of Directors, employees and I care about each of our cooperative members and are determined to provide the most advanced technological services to the areas we serve. Being

a local cooperative means we put our customers first, and excellent customer service is always our priority."

Mrs. Garner grew up in Randolph County so she relates to what it means to be part of a rural community and the benefits of being a part of a local Cooperative. She graduated from Eastern Randolph High School, Randolph Community College receiving an Associate degree in Accounting and is credentialed as a Senior Professional in Human Resources from the Human Resources Certification Institute. She has served on the Randolph Friends of the Zoo Board of Directors, Asheboro/Randolph Chamber of Commerce Leadership Randolph graduate, several telecommunications industry associations and is a member of Saving Grace Baptist Church in Coleridge.

"We have an amazing team assembled at Randolph Communications to serve our customers. We are grateful that our communities trust us to provide their communication needs and we'll work hard to exceed their expectations."



# NEW FEATURES TO BE ADDED TO YOUR DVR

- **What's Hot app** - Shows you the top programs being watched in your area, top recordings in your area and top series recordings in your area.
- **Weather App** - gives you the current conditions, a 5-day forecast and animated radar.
- **Cloud DVR\*** - Never lose a recording again, all of your recordings are stored in the cloud.
- **Manage MyTV App** - Manage your portal from anywhere.
- **DVR Trick Play** - Use slow motion on the great sports clip.
- **Games** - Solitaire, Sudoku are just a couple of the games that are available thru your STB.
- **Easy Guide Search** - It's even easier to search for shows and recordings.
- **Binge Mode Playback** - Play next episode without going back to recorded list.
- **System Messaging** - We can now send you messages letting you know about outages or TV changes.
- **Voice Services on TV** - Caller ID screen pop up, voice message waiting indicator, recent call list and voicemail playback

\*Not all customers will be able to get this feature in the beginning.

## GET TOTAL CONTROL OF YOUR HOME SECURITY WITH A CAMERA SYSTEM AND **SAVE \$200!**

As a full service communications provider, Randolph Telephone Telecommunications Inc. can assist you in monitoring your home or business through a web integrated camera surveillance system. You can view what the cameras record from any broadband internet connection in real time.

Our systems can be customized to meet your needs, preferences, and budget. We can offer you many different styles of cameras to choose from whether you select a simple one camera system or a complex network of up to 16 cameras. All of our cameras are motion sensitive and night-vision equipped. They are available in black and white, have a full-color HD picture quality, and range from standard indoor to outdoor weather-proof cameras.

### OUR CAMERA SURVEILLANCE SYSTEMS ARE PERFECT FOR:

- Manufacturing Facilities
- Warehouses
- Gated Community Entrances
- Elderly Family Members
- Property
- Loading Docks
- Residential
- Retail
- Office Buildings
- Schools
- Parking Lots
- And More!



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# GET A \$1 CREDIT EACH MONTH

## How To Enroll for PAPERLESS BILLING



Online:

<https://rtmc.smarthub.coop>

### Login to your account

1. Select *My Profile*
2. Select *Update My Printed Bill Settings*
3. Change *Billing Status to OFF*

## PROTECTING OUR CUSTOMERS' PRIVACY IS IMPORTANT TO US!

Recent action in Washington to repeal rules proposed by the FCC last year regarding the protection of consumers' information online has caused some concern that personal information from Randolph Communication customers will now be shared or sold. These concerns are understandable, but unfounded.

The truth is our customers are no less protected now than they were before. None of the FCC's rules were in place when Congress voted to stop them. Rather, Congress stopped the rules from taking effect, in large part to address regulatory imbalance and customer confusion that the FCC measures would have created. In particular, the FCC's new, expanded regulations for broadband providers would not have governed applications like Google, Facebook, and Amazon that have access to as much, if not more, consumer information. By taking

its steps, Congress has put us on a path to have customers protected by a strong, uniform set of broadband privacy standards no matter who holds their data.

In addition, Randolph Communications and other broadband providers have committed to a set of voluntary, comprehensive privacy principles. These include: 1) Transparency, providing customers with clear, comprehensible, accurate and continuously available information; 2) Consumer choice, offering customers the choice to decide how sensitive information might be used; 3) Data security, following federal and industry guidelines to protect user information; and 4) Data breach notifications, to notify customers, law enforcement, regulators and other parties right away about potentially harmful breaches. For more information go to [www.rtmc.net/privacypolicy](http://www.rtmc.net/privacypolicy).

# RTMC'S 59<sup>TH</sup> ANNUAL MEETING

*Registration (9-10:30AM) and ends promptly at 10:30AM; Meeting starts @ 10:30AM*

August 12, 2017 at Our Distribution Center (not open to the public daily),  
6463 US Hwy 220 SOUTH ALT., Asheboro NC 27205

Attendees must be a member or member's spouse to register for door prizes and receive the member gift. Identification may be required. Children, grandchildren, other family members or friends cannot register for a member. The meeting agenda includes the election of Directors, a process governed by Article IV, "Board Members," Section 4.5, "Nominations," of the RTMC By-Laws.

"It shall be the duty of the Board to appoint, not more than ninety (90) days before the date of a meeting of the members at which Directors are to be elected, a committee on nominations consisting of not less than seven (7) nor more than eleven (11) members who shall be selected from the seven (7) districts so as to ensure equitable representation. At least one (1) member of the committee shall be selected

from each district where a Director is to be elected. No member of the Board, close relative of a Director or employee may serve on such committee. The committee, keeping in mind the principle of equitable representation, shall prepare and post at the principal office of the Cooperative at least twenty (20) days before the meeting, a list of nominations for Directors which shall include as many nominees for each Board position as the committee deems desirable. The Secretary shall be responsible for mailing with a Notice of the Meeting, or separately, but at least ten (10) days before the date of the meeting, a statement of the number of Directors to be elected and the names and addresses of the candidates nominated by the committee on nominations. Any fifty (50) or more members acting together may make other nominations by petition, and the Secretary shall

post such nominations at the same place where the list of nominations made by the committee is posted. Nominations may be made by petition, if any, received at least ten (10) days before the meeting and shall be included on the official ballot. Such ballot shall arrange the names of the candidates by district and shall also designate the candidates nominated by the committee and those nominated by petition. No member may nominate more than one candidate by petition, the seat for which the nomination is made must be specified, and the person so nominated must be in all respects eligible for service on the Board as set out in these By-Laws. All Directors must be nominated or re-nominated by the committee on nominations or by petition."



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## SPEED TEST MOBILE APPS GOOD OR BAD?



While it is great to be able to check your internet speeds from your mobile device, there are reasons for not getting an accurate reading. There are a ton of speed test apps on the market today! But for the most accurate reading use your desktop and go to [www.rtmc.net/speedtest](http://www.rtmc.net/speedtest).

## DATES TO REMEMBER

May 14 - Mother's Day  
May 29 - All Offices Closed  
June 18 - Father's Day

Randolph Telephone Membership Corp. was established in 1954 as a member-owned cooperative now serving eight exchanges in seven different counties. Randolph Telephone provides complete communication services such as local telephone access, business telephone systems, high-speed internet, MyTV, camera surveillance, computer services, web hosting and design and wireless services through its affiliate Randolph Communications.



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

2262 Jefferson Davis Highway  
Sanford, NC 27330  
Tuesday & Thursday  
10:00am to 4:00pm

### Sanford

Closed for lunch from 1:30-2:00pm

211 West Swannanoa Ave  
Liberty, NC 27298  
Monday-Friday  
8:00am-5:00pm

### Liberty

317 East Dixie Drive  
Ashboro, NC 27203  
Monday-Friday  
8:00am to 6:00pm

### Headquarters

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