

**Office Hours:**

**Monday - Friday**  
8:00 am - 5:00 pm

After hours answering  
service also available.

256-7471  
351-1460  
548-3200  
597-3333  
764-7600

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

**Internet Help Desk:**

**Monday - Friday**  
8:00 am - 9:00 pm  
**Saturday**  
10:00 am - 5:00 pm

**Help Desk:**

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

**Redneck Techs:**

256-9944  
351-9944  
597-9944  
764-9944



## Celebrate Earth Day - Recycle

We will once again offer free computer recycling April 18th – 22nd. 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.



## Is it time to upgrade your Internet speed?

More people are watching movies, YouTube videos, doing online training and sharing photos than ever online. If you find you are experiencing choppiness while viewing a video or if downloading is taking you more time than you'd like, give us a call and we'll see what higher speeds may be available to you!

**Upgrade today and get a \$10 credit!** Some restrictions apply, call for details.



**Add TV,  
phone or  
high speed  
Internet**  
to your  
account  
and get a  
**\$25 Credit!**



**\$5 off**  
**Net Nanny**

**Complete Internet controls**  
Keep your children safe on the Internet



Exp. June 1, 2011

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

**\$10 off**  
Purchase  
of a new **COMPUTER**  
**MONITOR**



Exp. June 1, 2011

Some restrictions apply,  
call for details.

## FREE INTERNET CLASSES

**Eden Valley High School**  
Computer Lab Room 127  
7:00 - 9:00 p.m.  
• April 11, 2011  
• April 12, 2011

**Melrose Area High School**  
Computer Lab Room 105  
7:00 - 9:00 p.m.  
• April 26, 2011  
• April 27, 2011

Call us to register at least one week prior to class.

## TAP Lifeline Credit

You are eligible for TAP Assistance if you participate in one or more of the following: Medicaid, Food Support, Minnesota Family Investment Program, Supplemental Security Income, Federal Public Housing Assistance, Low-Income Energy Assistance, National School Free Lunch Program, Temporary Assistance to Needy Families, Bureau of Indian Affairs Program, or if your income is below 135% of the Federal Poverty Income guideline.

### Federal Poverty Income Guideline According to Number in Household:

- 1 - \$14,702
- 2 - \$19,859
- 3 - \$25,016
- 4 - \$30,173
- 5 - \$35,330
- 6 - \$40,487
- 7 - \$44,644
- 8 - \$50,801
- Each additional person - \$5,157

For more information, please contact our office.

## We Gladly Accept:



## We make House Calls!

Don't forget, the Redneck Techs make house calls! We not only help with your Mac or PC, we can also help you set up your gaming system to connect to the Internet. Just give us a call we'll ask you some basic questions to find out the level of support you need!



## What's on my bill?

**911 Surcharge:** This is a mandated fee that all telephone companies must contribute to. It helps maintain the Minnesota 911 emergency networks.

**Access Line Charge:** This was instituted to cover the costs associated with the interstate access to the local phone network. This is a federally regulated fee.

**EAS (Extended Area Service):** Some exchanges have cities added to their local calling area and are able to call other cities without incurring long distance for a monthly fee. In order for EAS to be installed, your community must vote it in.

**Federal Tax:** This is a 3% tax that is mandated by the Federal Government. It is imposed on all telecommunications services.

**Franchise Fees:** This is a tax imposed by cities where Cable TV service is provided.

**FUSC (Federal Universal Service Charge):** Because telephones provide a vital link to emergency services, to government services and to surrounding communities, the USF (Universal Service Fund) helps to make phone service affordable and available to all Americans, including assisting schools, libraries, and

rural health care consumers. Congress has mandated that all telephone companies providing interstate service must contribute to the USF fund.

**Local Service:** This is your basic monthly charge for dial tone service from your telephone company.

**Optional Services:** These are charges for added services such as inside wire maintenance, voice mail, caller ID, etc.

**State Taxes:** This is a 6.875% charge imposed by the state of Minnesota and local and municipal governments on goods and services.

**TAP:** This stands for "Telecommunications Assistance Program". TAP is a mandated fee charged on each telephone line you have (not including cellular phones). It is used to help provide telephone service to Minnesota's low-income residents.

**TAM:** This stands for "Telecommunications Access Minnesota". This fee is charged on each line you have. It is used to help provide telephone service to people who are deaf, hard of hearing, or speech impaired.

## Call Before You Dig! It's the law!

Protect yourselves and your property against underground utility damage and liability. Find out where the underground utility lines might be buried before you dig. Everyone in Minnesota must call Gopher State One Call (GSOC) before digging. If the owner contracts with a professional excavator to do the excavation, then the professional excavator is responsible for calling GSOC. The digger will need to provide information about the work site when he calls. This is a free service.

**Dial 811 or 800.252.1166**

