

NOVEMBER/DECEMBER 2025

IN THE LOOP



Seasons Greetings

FROM YOUR FRIENDS AT GARDONVILLE



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Watch Jingle Bells Live

The Jingle Bells Telethon will be held on Saturday, December 6th at 5:00 PM at Alexandria Area High School. We're excited to be a part of televising the event once again! Watch the telethon live or record it on Stream TV channel 4.



Visit www.jinglebellsalexandria.org to watch, donate and find other ways to get involved.



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410 30th Ave E 106, Alexandria MN
Office: (320) 834-5151
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Email: hello@gardonville.net
Hours: Monday-Friday
8:00 am-4:30 pm

www.gctel.com



Gardonville is an equal opportunity provider and employer.

Christmas Open House

WEDNESDAY, DEC 3
1 PM - 3 PM

Stop in to our office in Brandon for coffee, a cookie, and enter to win a door prize! We'd love to see you there!



Hey Dave

By Dave Wolf, Gardonville CEO

Welcoming Carol Juul to the Board!

We're pleased to announce that Carol Juul has been appointed to the Gardonville Board of Directors, filling the seat recently vacated by Richard Anderson, who retired this summer after more than four decades of dedicated service. Richard joined the board in 1983, served in nearly every leadership role, and helped guide Gardonville through years of growth and change. His influence on Gardonville is immeasurable, and the cooperative simply wouldn't be what it is today without him. We're deeply grateful for his steady leadership, friendship, and commitment to the members we serve.

Carol brings strong financial expertise and a passion for community involvement. She and her husband, Tom, have lived south of Evansville for 38 years, where they raised three sons who graduated from the Evansville/Brandon school district. Today, Carol proudly goes by "Grandma Carol" to her granddaughter, Lottie Jean.



Gardonville Board of Directors

Back Row: Rodney Froemming, Dennis Lee, Richard Wagner

Middle Row: William Mateer, Larry Lund

Front Row: Carol Juul, Debra Plaster

Professionally, Carol serves as the Launch Manager at Thrivent Financial, leading a remote team that mentors newly hired financial advisors nationwide. With 95% of her work done virtually, she knows the value of fast, reliable broadband, something she's eager to help strengthen for members across our cooperative. Her background in accounting, banking, and financial coaching, along with her focus on empowering women and building strong teams, will bring valuable perspective to Gardonville's board. Outside of work, Carol and Tom enjoy family time, travel, and rowing on local lakes, where Tom also runs a successful business restoring antique mahogany boats.

Please join me in welcoming Carol Juul to the board and in thanking Richard Anderson for more than forty years of dedicated service to Gardonville and our members. The cooperative is in good hands, thanks to strong leadership and the continued support of our members.

What Have We Been Up to This Summer?

Our construction season remains in full swing, with crews building fiber-optic broadband to 585 homes and businesses across 20 project areas. Large-scale projects like these are never simple. Weather, supply chain issues, and financing always add to the challenge, but we continue making steady progress toward our mission of reliable rural connectivity.



We're also gearing up for the next leap in home networking with WiFi 7, offering faster speeds, reduced interference, and stronger multi-device performance. And for members looking to stay connected beyond their walls, our new Outdoor WiFi options have quickly become one of our most popular upgrades. Whether you're working on the patio, streaming by the lake, or monitoring farm cameras, outdoor coverage keeps you connected wherever life happens. Call our office to learn how easy it is to extend your WiFi outdoors.

Finally, a quick reminder about our gopher bounty program. Most townships in our area pay a bounty for gophers to encourage population control. They typically offer a higher bounty for pocket gophers than for striped gophers and always require proof of capture. Each township sets its own procedure, and information about their programs is readily available locally. Gardonville matches the township bounty, doubling the reward for each gopher captured. This summer, we paid 878 bounties, well below our goal of 2,000. Every gopher trapped helps protect our underground fiber network and prevent costly service outages. We need your help; it's a small effort that makes a big difference for everyone connected to Gardonville.

Business Profile

Noonan Sport Specialists: Strength, Community and a New Location

When Mike Hawes and Dustin Schlichting met at Moorhead State studying athletic training and exercise science, they had no idea they would one day help shape Alexandria's fitness scene. After college, they looked around Minnesota for a place to plant roots and noticed something: Alexandria didn't have many fitness options at the time. In 2007, they opened Noonan Sport Specialists (NSS) and have been helping people move, grow, and get stronger ever since.

Over the past 18 years, NSS has grown from a small fitness space into a thriving training facility known for its personal attention, community feel, and commitment to helping people reach their goals. In June 2025, they moved into a new, expanded location featuring high ceilings, easy parking, and a green space for fresh-air workouts. The new facility also houses Alex PT and Aura Body & Soul Massage Therapy, making it a natural hub for health and wellness under one roof.



NSS now has 11 experienced trainers and specializes in semi-private training. Semi-private sessions include 3–6 individuals, each with workouts tailored to their needs, experience level, and even their workout personality, whether they thrive on high energy, quiet focus, or extra encouragement. Every client begins with a kickoff consultation with Mike to discuss goals, nutrition, and reasons for training. The second visit introduces them to Dustin, who teaches the fundamentals before they transition clients to group coaching. If you do not have time to make it in person, NSS

offers an online app to help you stay on track with your goals from home.

NSS also runs youth strength programs for middle and high school athletes, helping 10–18 kids at a time build strength and confidence. During the summer, they host training sessions two or three times a week to keep students active and strong.



Coming soon, NSS is launching extended access hours that will allow clients to use the gym beyond regular training times. It is another way the team continues to respond to member needs.

At the heart of NSS's success is their belief that accountability leads to consistency, and consistency leads to progress. Every session is coached or supervised, ensuring clients get the support they need.

Community giving is also a big part of who they are. Their clients helped raise over \$19,000 for Relay for Life last year alone! The NSS Impact Circle lets clients round up their monthly bill to support local non-profits.

From their beginnings to this exciting new chapter, Noonan Sport Specialists continues to prove that fitness builds more than muscle; it builds community.



www.alexnss.com
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Alexandria, MN



A Little Sweet, a Lot of Spice

Our team brought the heat to this year's United Way Chili Cook-Off, serving up a playful, board game-inspired creation that packed a serious punch! With bold flavors and a fiery twist, we won first place for Hottest Chili and second place for Best Display. A big thanks to everyone who joined in the fun and supported a great cause!

Closed for the Holidays

Our offices will be closed on the following dates. If you need assistance call/text our 24x7 help desk line at (320) 834-5155.

Tuesday, November 11th
Thursday, November 27th
Wednesday, December 24th at Noon
Thursday, December 25th
Wednesday, January 1st

\$100 for Referring Your Friends!

Refer your friends, family and neighbors to one of our services (Telephone, Internet or Stream TV) and each of you will get a \$100 credit on your account! To participate, simply have your friend mention your name when signing up. Ask a customer care representative for details!

Stream TV Free Previews

NFL RedZone - channel 442
Great American Family - channel 116

EVERY TOUCHDOWN FROM EVERY GAME SUNDAY AFTERNOONS

RedZone
From NFL NETWORK

FREE PREVIEW NOVEMBER 2

Great American Family

FREE PREVIEW ALL MONTH LONG
NOVEMBER 1 - 30

Brain Buster

Board games was the theme for the United Way's Chili Cook-Off. Can you guess which game our team chose?

Answer

Name - Please Print

Sept/Oct Brain Buster

How many Twins tickets did we give away to our customers through Facebook giveaways this summer?

88

Last month's winner is Scott Plaster. Stop in at either our Alexandria or Brandon office to get your goody bag, Scott!

Bill Charges Explained

Access Recovery Charge (ARC) for Businesses Only: This is a FCC governed monthly charge to help telephone companies recover some of the costs incurred in the provision and maintenance of telephone services.

Telecommunications Access MN (TAM): TAM is a fee that 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.

FCC Network Access: This is a federally mandated and regulated fee that all telephone users pay, also known as a Subscriber Line Charge. This nationally pooled money is used to subsidize areas of the country where it costs more to provide phone service, similar to the areas we live.

911 Fee: Local telephone companies are obligated to route emergency calls from customers to the proper Public Safety answering center. Costs associated with the 911 systems are determined by your local government. The local telephone company collects those charges through your monthly telephone bill and then pays those amounts to the provider of 911 service in your area.

Federal Universal Service Charge (FUSC): Because telephone communication provides a vital link to emergency services, government services and to surrounding communities, the Universal Service Fund helps make phone service affordable and available to all Americans. This includes consumers with low incomes, those living in areas where the costs of providing

telephone service is high, schools, libraries and rural health care providers.

Telecommunications Assistance Program (TAP): TAP is a state 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.

Optional Local Services Charges: These are charges for added services picked by the customer such as inside wire maintenance, voicemail and caller ID.

Minnesota State Tax: This is a 6.875% charge imposed by the state of Minnesota, and local and municipal government, on goods and services.

Universal Service Fund (USF): This fund was created by the Federal Communications Commission (FCC).

Federal Tax: The Federal Government imposes a 3% tax on local access charges.

Transit Sales and Use Tax: This is a charge that is imposed by the state of Minnesota.

Network Access Charge: The FCC allows local telephone companies to bill customers for a portion of the costs of providing access.

988 Fee: Suicide and Crisis Lifeline offers 24/7 call, text and chat with counselors who can help those experiencing suicidal, substance use, mental health crisis, or other emotional distress.

Consumer Rights Notice

The staff at Gardonville have a basic responsibility to answer your questions and resolve your problems. If you are not satisfied, feel free to ask for a supervisor or manager. If you are still not satisfied, you have the right to file a formal or informal complaint with the appropriate public commission.

MN Public Utilities Commission

160 East Kellogg Rd
St. Paul, MN 55101
800-657-3782

Federal Communications Commission

1919 M St NW
Washington, DC 20554
888-225-5322