

# The Messenger

## Statement of Nondiscrimination

Midstate Communications is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all the information requested in the form. Send your completed form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax to (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

## Important Dates to Remember

Please mark the following dates regarding our billing schedule on your calendar. Bills are mailed the last business day of each month and payment is due on the 20th of the month. Paying on time saves frustrating calls and unwanted late fees.

**Last Business Day of Each Month** – Bills mailed out from Midstate's office

**5th of Each Month** – Disconnect of all accounts with a 30 day balance

**20th of Each Month** – Bills are due in either Midstate office by 12:00 p.m.

**20th of Each Month** – Overdue notices mailed out and late fees will be applied to all delinquent accounts.

*All Midstate bills are due upon receipt. Any bills that have not been received by the 5th of the following month will be disconnected. To be reconnected, the bill must be paid in full and will be subject to a down payment and appropriate reconnect fees.*

## General Manager Mark Benton Announces His Retirement

Mark Benton will retire as General Manager/CEO of Midstate Communications, a role he's held for 25 years, effective April 2.

During Benton's tenure, the cooperative underwent tremendous growth and changes to meet the expanding needs of its customer owners and the communities it serves.



"We're thankful for Benton's commitment to our communities," Bob Creasey, Midstate Board of Directors President, said. "Benton began his career with Midstate in the final months of 1995. Under his leadership, our cooperative became an industry leader in the deployment of fiber optics and providing state-of-the-art services over its 100% fiber network. He led the board and his team to evolve Midstate from a provider of only local and long-distance telephone services to a full-service provider offering cable television and broadband internet services."

Benton also grew Midstate's service territory. He had a clear vision of making all Midstate services available to every member, no matter where they lived within the service territory. He led the expansion of Midstate's Competitive Local Exchange Carrier (CLEC) into the Chamberlain-Oacoma area through its subsidiary Midstate Telecom.

Benton's leadership extended to numerous statewide industry boards including SDN Communications, South Dakota Telecommunications Association (SDTA), Express Communications and the Local Exchange Carrier Association (LECA). That involvement earned him a board member position and president of the National Telecommunications Cooperative Association (NTCA) Retirement & Security Committee and the NTCA CCA Committee.

In addition to his dedication to Midstate Communications, Benton has been active in his community as a past member of the Kimball City Council and currently serving on Chamberlain's Planning and Zoning Committee and the Lake Francis Case Development Corporation.

**We would like to thank Mark Benton for his years of service and dedication and wish him and his family best of luck in his retirement!**

## Don't Forget the Do-Not-Call Registry

The Federal Communications Commission and Federal Trade Commission established a national Do-Not-Call Registry that applies to all telemarketers (with the exception of certain 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 for free. Once you register your number on the Do-Not-Call Registry, it will stay on the list forever unless that number is disconnected, or you cancel your number. You may remove your name from the list at any time.

### The Do-Not-Call Registry 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 advertisements.
- Calls by or on behalf of tax-exempt nonprofit organizations.

You may register a residential telephone number, including a cellular number, on the Do-Not-Call Registry at no cost. To register by telephone, 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 at [www.donotcall.gov](http://www.donotcall.gov). Inclusion of your telephone number on the Do-Not-Call Registry will be effective three months following your registration.

# Chad Mutziger Promoted to General Manager/CEO

Midstate Communications Cooperative Board of Directors has promoted Chad Mutziger to General Manager/CEO of the broadband company. Mutziger has served as Midstate's marketing manager for 20 years. He replaces Mark Benton, who recently announced his retirement.



"Midstate is a small-town Cooperative that provides state-of-the-art services and products to our members," Mutziger said. "I'm humbled by the challenge and unique opportunity to serve as only the fifth person to lead Midstate."

Mutziger said Benton's tenure has put Midstate in a progressive position by evolving the company from a telephone and dial-up internet service provider to a 100% fiber optic network capable of delivering 1 Gigabit per second service to every home, farm and business in its south-central South Dakota service territory.

Board President Bob Creasey of Geddes, SD said, "Mutziger has been on the team helping advance the board and the Cooperative's vision for equal service to all the Midstate customers. His experience and leadership in advancing the company gave us the confidence to place him in the top leadership role."

Serving as the Marketing Manager gave Mutziger the unique opportunity to work directly with the Cooperative's membership and develop deep relationships within the communities serviced by Midstate. "In my 20-year tenure, much has changed within the industry and Midstate has positioned itself well to meet the current and future needs of our members and communities. I look forward to what the future holds for Midstate and will continue to work hard to further develop Midstate into the region's broadband leader," stated Mutziger.

Mutziger has almost 20 years of Chamberlain city-elected experience and currently serves as mayor. He understands the importance of improving all communities through economic development and public service.

Mutziger and his family reside in Chamberlain. He holds bachelor's and master's degrees from the University of South Dakota.