



POWERED BY
GIGAZONE

The background of the entire page is a photograph of several evergreen trees, likely spruce or fir, set against a bright, clear sky. The trees are silhouetted against the light, and the overall color palette is dominated by various shades of green and blue.

2021
ANNUAL REPORT
Focused to Serve

Board of Directors



**KATHY
PETERSON**
DISTRICT 3



**MARK
MATTESON**
DISTRICT 4



**RANDY
FRISK**
PRESIDENT
DISTRICT 5



**GLEND
MARTIN**
DISTRICT 6



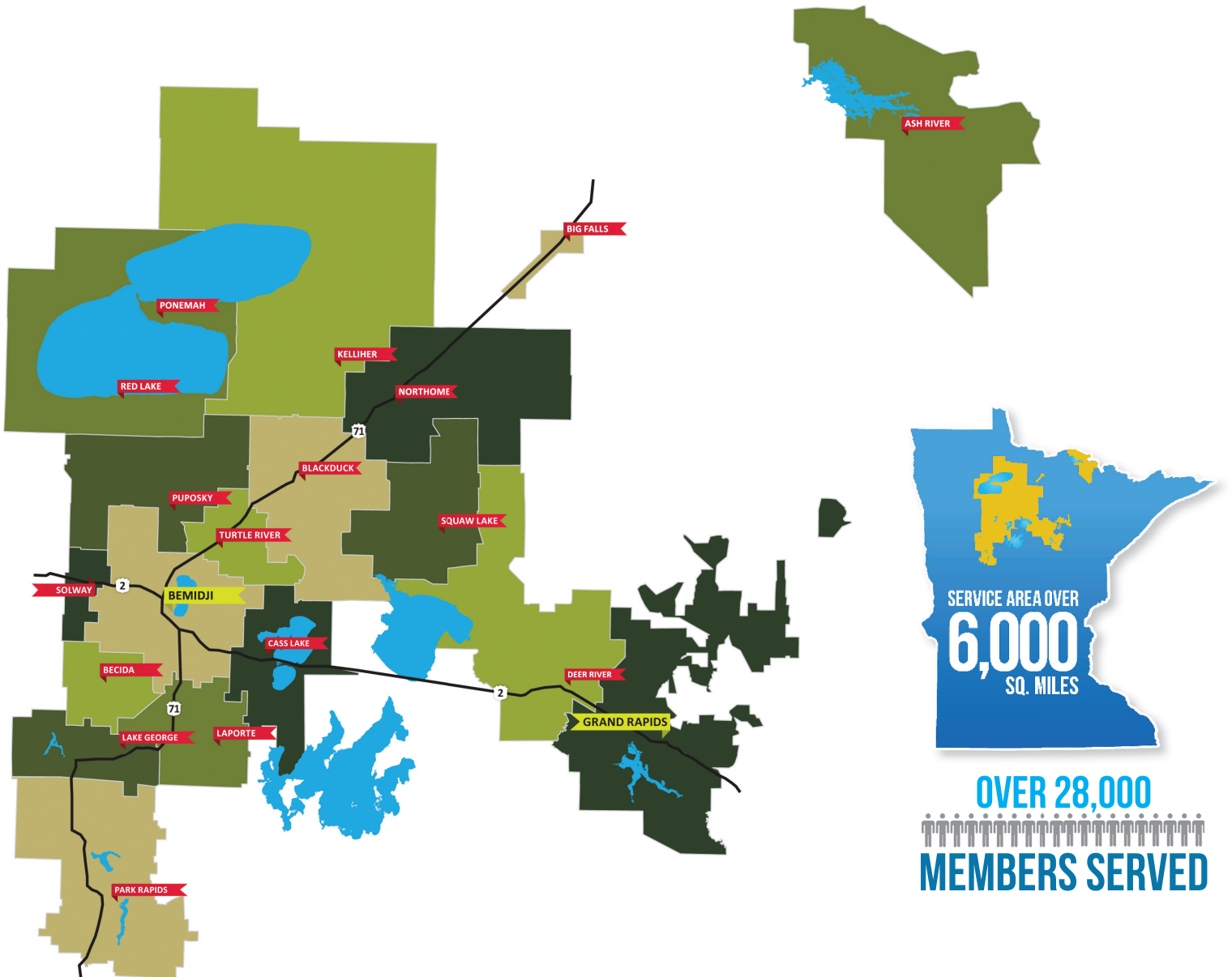
**BRUCE
CAMPBELL**
SECRETARY
DISTRICT 7



**JIM
SUTTON**
VICE PRESIDENT
DISTRICT 8



**TIM
HINS**
TREASURER
DISTRICT 9





Message from CEO/GM

Gary Johnson

As Minnesota's largest member-owned broadband cooperative, our continuing focus on service rather than profit and on mission rather than bottom line has allowed us to thrive as we navigated the last couple of challenging years. Our team of talented and dedicated employees and engaged, member-elected board of directors focused on opportunities to serve and creatively responded to a number of issues which certainly included the pandemic, but also supply chain issues, staffing pressures, and a historic demand for quality broadband technology and services. But none of this happens without our dedicated member/owners that make up our unique cooperative. We sincerely appreciate your continued support and patronage.

Throughout 2021 we continued to aggressively grow and expand our all-fiber optic network in order to be able to offer our broadband services to hundreds of additional locations beyond our existing network and current cooperative service area. Many of these areas lack any access to broadband and the health care, education, employment and entertainment opportunities quality access enables. You can imagine their excitement as no Internet access turns into the fastest fiber-optic, multiple-gigabit service available anywhere!

As the Covid-19 pandemic continued, our creative technical team pivoted and held the GigaZone Gaming Championship 5 virtually over three weekends in March. This one-of-a-kind regional gaming event is free to play or watch and showcases our IT and web development team which

custom built and integrated much of the online technology to make the virtual event possible.

The 2021 Annual Meeting business was again held by mail but we also hosted two exceptional live virtual events for our members in May. The first was "Wisdom with Woz" featuring Steve "Woz" Wozniak, co-founder of Apple Computer. When I was 16, I saved all of my summer and after-school job earnings to purchase an Apple][plus personal computer. This amazing device sparked my love for technology, programming, and all things Apple. Imagine my excitement and honor to be able to have a live interview with one of my long-time tech heroes. It was a phenomenal opportunity for our business membership to hear from one of the most influential innovators of our time. The second virtual event was "The Challenge of Change" featuring Joe Theismann. The former NFL Quarterback shared his experience and advice on how to tackle change by keeping a positive mental outlook and committing to a vision that guides you to the top. It never ceases to amaze me how talented our staff is and that was again reiterated with the incredible job they did in pivoting to these virtual events in 2021!

In June, our new Grand Rapids office was open to the public and is a wonderful new location for our team and members to do business with us. The new office also includes a certified Apple Service Center offering service on Apple products and PC repair. I encourage you to stop by and check out our new facility and meet our great Grand Rapids team.

Also in June, the cooperative sent out the annual capital credit return earlier than usual and once again contributed \$100,000 to our local area food shelves as they faced continued high demand due to the ongoing pandemic. We're committed to support the region we serve and the amazing staff and volunteers at food shelves across our region who work everyday to improve the lives of our cooperative members.

On September 1st, we upgraded what is already the region's fastest all-fiber optic network, the GigaZone®, and are now able to deliver Internet speeds both upload and download up to 10 Gigabits per second. As a result, we now offer additional high speed service options and we lowered the price of our Gigabit service. These speeds and capabilities are unprecedented, even in the most urban areas of our country, and enable our members to innovate, attract talent, and compete globally.

In addition to our core services of broadband internet, voice, and television, we continued to see growth in our additional services like our Apple Service Centers, Business I.T., website development, data storage, data security, managed WiFi, managed voice, and more. The state of the cooperative remains strong and I can assure you, our member/owners, that our mission is clear and we will continue to offer the latest in technology and highest quality services possible. Thank you for being a valued member of our cooperative and we look forward to continuing to serve you well into the future.

Employees

CHIEF EXECUTIVE OFFICER & GENERAL MANAGER

Gary Johnson

CHIEF FINANCIAL OFFICER

Dave Schultz

NETWORK OPERATIONS MANAGER

Rob St. Clair

I.T. & DEVELOPMENT MANAGER

Steve Howard

CUSTOMER SERVICE MANAGER

Christie Turn

TECHNOLOGY EXPERIENCE MANAGER

Leo Anderson

ADMINISTRATIVE ASSISTANT

Kalsie Vanasse

DATA & VIDEO SERVICES

Josh Almendinger
April Azure
Daniel Burdick
Kim Capra
Nelson Castillo
Justin Delaurier
Lisa Geerdes
John Harty
Grant Hicok
Aaron Huls
Carly Huls
Garrett Johnson
Kristopher Kolkin
Russ Krook
Maria Kuechle
Sarah Lemke
Jonathan Lundstrom
Dan Maloney
Crystal Mattfield

Jesse Mix
Wakinyan Moore
Nate Nolting
Isaiah Olson
Jared Orgon
Beau Seeger
Loren Scramstad
Darryl Sobey
Ryan Speck
Stacy Trask
Aurora Vogt
Daniel Walden
Adam Washburn
Marcus Winters
Barb Zdenek

MAINTENANCE

Pat Dockendorf
Travis James
Chad Netland

ACCOUNTING

Jackie Bergerson
Terri Crews
Jon Dancker
Karen Gaasvig
Patti Horazuk
Brian Kuhrke
Jake Mechtel
Brandon Odegard
Crystal Peterson
Chris Tangen
Bonnie Wichern

HUMAN RESOURCES

Heather Hanson
Amanda Sande

ENGINEERING

Chris Battista
Tiffany Falk
Andy Fisher
Tonya Jaycox
Lorie Karas
Ryan Maher
Brian Mustonen
Matt Proulx
Jeffrey Schaper
Sharon Swanson
Ron Vold

CUSTOMER SERVICE

Jennifer Baker
Wendy Britton
Jennifer Deeds
Charlene Draper
Dawn Drotts
Tia Graham
Bobbi Gunderson
Melinda Hall
Stephanie Karl
Madison Liapas
Bryan Lundquist
Meghan McDonald
Jenny Miller
Cindy Nyhusmoen
Noel Peck
Jaslyn Pemberton
Tonya Place
Wanda Rieger
Bobbi Sampson
Terri Schaubhut
Jackye Severts
Micha Smith
Jordan Sweep
Britani Tessier
Jen Tomlinson
Ashley Tran
Trey Volk
Melissa Wehland
Brenda Williams

CENTRAL OFFICE

Daryl Bjerke
Darren Bock
Bradley Hess
Jacob Lien
James Novak
Cheryl Pauly

DISPATCH

Deanna Black
Tammy Eidenschink
Sarah Gillman
Craig Maas
Corina Pafko
Meggen Solheim
Alison Voss

OUTSIDE PLANT

Kent Aker
Chris Anderson
Tog Anderson
Jeremy Arlt
Joe Best
Jason Bowles
Brett Carlson
Kyle Christianson
Dwight Crandall
Casey Fering
Tyler Fisher
Brett Folland
Randy Garrigan
Scott Geerdes
Mike Gregg
Ryan Hopke
Mark Howard
Thane Jansen
Tim Karas
Trent Larson
Chris Lucia
Tadd McFarren
John Nistler
Ryan Otting
Mike Plotts
Kevin Preble
Dusty Reul
Ted Rutherford
Danny Samson
Mike Smith
Sean Stenberg
Gary Storlie
Travis Tyler
Brea Varda
Wayne Vredenburg

BUSINESS SALES

Rosie Berg
Kari Gregg
Chuck Hildebrandt
Megan Stolte
Mega Stolte

MARKETING

Brian Bissonette
Bob Lindberg

Paul Bunyan Rural Telephone Cooperative is committed to meeting the needs and expectations of our members and other customers by providing quality innovative communications services.

We commit ourselves to caring, cooperation and respect in our relations with members, customers, employees and our communities.

We strive to enhance the quality of life in our service area by accepting a leadership role in rural communications and economic development projects.

We operate in the highest tradition of the cooperative philosophy, as stated in our by-laws, while providing for the financial well-being of the cooperative and its members.

BEMIDJI
Cooperative Headquarters

1831 Anne St. NW
Bemidji, MN 56601

GRAND RAPIDS
**Customer Service and
Technology Center**

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Grand Rapids, MN 55744

PAULBUNYAN.NET

