



2020
**ANNUAL
REPORT**

GROWING WITH YOU



Paul Bunyan
COMMUNICATIONS®

POWERED BY
GIGAZONE®

YOUR BOARD OF DIRECTORS



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DISTRICT 3



MARK MATTESON
DISTRICT 4



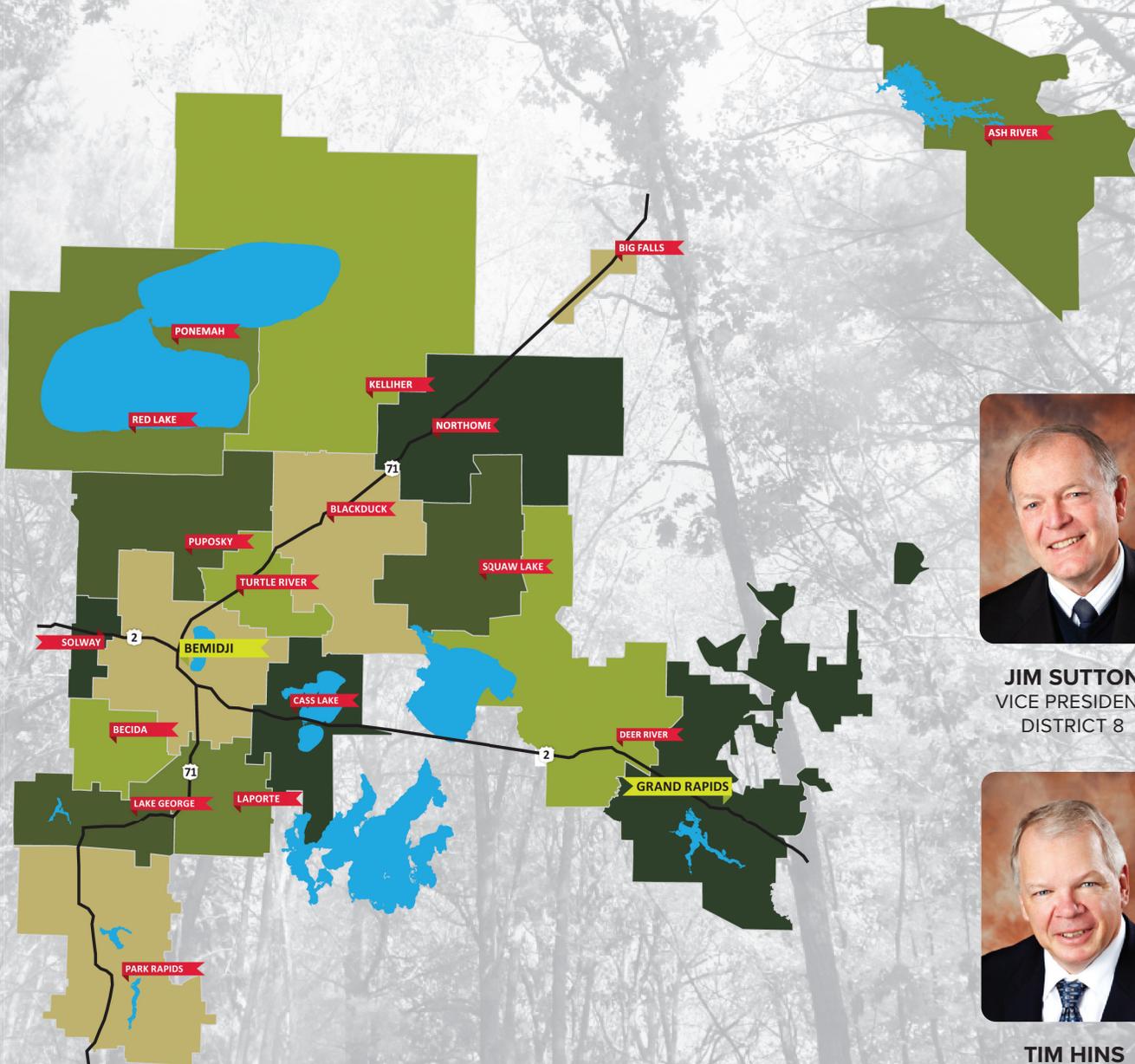
RANDY FRISK
PRESIDENT
DISTRICT 5



GLENDA 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

“Fortunately, thanks to years of work and the foresight to build one of the largest rural all-fiber optic networks in the country, our network had no problem handling the additional demands the pandemic brought.”

I’ve written many years in review for our annual report but as we all know, 2020 was a year unlike any other. Just as it did for your family and/or your business, COVID-19 challenged our cooperative in ways we could never have imagined and I could not be more proud of how our team responded.

When the first lockdown came in March, for the health, safety, and continued operation of the cooperative, we closed our lobbies in March and they remain closed at this time. We also changed our day to day operations to allow for as many staff to work from home as possible and implemented numerous other protocols to reduce the risk of exposure and spread. While definitely a shift in how we operate, the services we provide enable our members to continue to do business without having any in person contact.

Our team also mobilized to partner with local school districts to quickly provide Internet service to students and their families that did not already have access. For students outside of our fiber network, we also set up several free WiFi hot spots to provide that access.

What was made even more clear as the pandemic hit was that high quality reliable internet access

is vital. Distance learning, working from home, and telehealth were thrust into homes around the region. Fortunately, thanks to years of work and the foresight to build one of the largest rural all-fiber optic networks in the country, our network had no problem handling the additional demands the pandemic brought.

In addition to all of the efforts I’ve already noted, the cooperative sent out a record capital credit return in June months earlier than usual and contributed \$100,000 to our local area food shelves as they faced unprecedented demands.

I could keep going but I think you get the picture. Our Board, management, and staff have done a phenomenal job rising to the challenges faced. We all live and work here, just like our members and customers. We are your local cooperative and we truly care about the communities we serve.

We learned this year that while we never know for sure what the future holds, you can be confident that our unique fiber infrastructure and talented and dedicated team are positioned and committed to continue to provide our members the latest in technology and highest quality service. It’s who we are and why we’re here. That won’t change.

EMPLOYEES

CHIEF EXECUTIVE OFFICER & GENERAL MANAGER

Gary Johnson

CHIEF FINANCIAL OFFICER

Dave Schultz

NETWORK OPERATIONS MANAGER

Rob St. Clair

INFORMATION TECHNOLOGY & 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

Nate Nolting

Isaiah Olson

Jared Orgon

Beau Seeger

Loren Scramstad

Darryl Sobey

Ryan Speck

Stacy Trask

David Thomas

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

Brian Kuhrke

Brandon Odegard

Crystal Peterson

Chris Tangen

Bonnie Wichern

HUMAN RESOURCES

Heather Hanson

Amanda Sande

ENGINEERING

Chris Battista

Tiffany Falk

Andy Fisher

Patti Horazuk

Tonya Jaycox

Ryan Maher

Brian Mustonen

Matt Proulx

Sharon Swanson

Ron Vold

CUSTOMER SERVICE

Jennifer Baker

Zach Bodien

Wendy Britton

Jennifer Deeds

Charlene Draper

Dawn Drotts

Tia Graham

Bobbi Gunderson

Melinda Hall

Madison Liapas

Meghan McDonald

Jenny Miller

Cindy Nyhusmoen

Noel Peck

Gail Pederson

Tonya Place

Wanda Rieger

Bobbi Sampson

Terri Schaubhut

Jackye Severts

Micha Smith

Judy Stacklie

Megan Stolte

Jordan Sweep

Jen Tomlinson

Trey Volk

Melissa Wehland

Brenda Williams

CENTRAL OFFICE

Daryl Bjerke

Darren Bock

Bradley Hess

Stephen Mathias

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

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

Jeffrey Schaper

Mike Smith

Gary Storlie

Travis Tyler

Wayne Vredenburg

BUSINESS SALES

Rosie Berg

Kari Gregg

Chuck Hildebrandt

Leah Hendricks

Lorie Karas

Jacob Lien

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**

510 SE 21st St.
Grand Rapids, MN 55744

PAULBUNYAN.NET

