

# Co-op Connection

Hamilton County Telephone Co-op  
September 2019

## FROM THE MANAGER'S DESK

*"Will I ever get Fiber?"*

It's a question that the co-op employees hear every day. While fiber is better, it is only better if you need higher speeds than what we cannot deliver on copper.

Some of the questions we ask our patrons... *Why do you need fiber? Do you need more speed? Are you streaming television services across the Internet, such as Netflix, hulu or YouTube? Do you game? Do you have kids who have many connected devices? How many connected devices do you have in your home? What speed are you needing: 6 Meg, 10 Meg, 20 Meg, 50 Meg, 100 Meg or 1 Gig.* Unless you need speeds 100 Meg or higher, we can most likely get you bandwidth up to 50 Meg now (depending on the resources to your location).

As you have heard me speak before, funding once allocated to furnish the co-op with a fiber network was eliminated for approximately 75% of our co-op due to false information provided by a competitor in their filings to the government. This hurt us bad, about 27 million dollars bad. That's a lot of money, but it would take that much to build our rural network. But while patience is a virtue, time is not on our side. Time that does not exist when folks want it yesterday. So, we realized that it was going to take longer or we would not be able to do it all with the loss of this funding.

So, we looked and found alternative technology solutions that has been developed over the last few years with the ability to squeeze a little more bandwidth through our copper network. We actually thought we were done with the copper but we have once again breathed a little more life into the network giving it a second wind.

We now offer higher broadband speeds but it does take a little bit of work and expense to line condition a copper loop to your location. And not everyone is a candidate, but we will do everything we can to meet your needs. The question now is, is it available in your area? Each location is different, each location has its own set of physical characteristics that have to be addressed to qualify it for delivery of a DSL line adequate to provide a higher broadband speed service.

So, *will I ever get fiber?* At this time this is hard to answer, however give us a call and let us know if you need more bandwidth. We will do our best to find a solution best for you.

Sincerely,

Kevin Pyle  
General Manager

## Calendar of Events:

- Sep 2 - Labor Day  
**OFFICE CLOSED**
- Sep 8 - Grandparents Day
- Sep 11 - Patriot Day
- Sep 23 - 1st Day of Autumn



Manage your online account with us with ease by downloading the app on your mobile device.



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support1@hamiltoncom.net

**H** Hamilton County  
Telephone Co-op

618-736-2211  
Fax: 618-736-2616  
Mon - Fri / 7:30 a.m. - 5:00 p.m.

# Co-op Connection

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## Hamilton County Telephone Co-op

BUILDING GREAT CONNECTIONS



September 2019

Area Code 618

Including Listings for and Distribution to:

BELLE PRAIRIE | BELLE RIVE  
BLAIRSVILLE | BROUGHTON  
DAHLGREN | DALE | MACEDONIA

Also Including Listings for:

CARMI | ENFIELD  
MCLEANSBORO | NORRIS CITY

## The Telephone Books Are Here!

You should have received or will be receiving soon your Co-op telephone directory by mail. The book is compiled the same as the last couple of years with all the white page listings being in one section. All listings are still in alphabetical order. For a numerical reference of just our Co-op members and customers, refer to the back of the White Page Listings section.

If you would like to advertise in the yellow pages next year, please let us know. Our telephone books are still highly requested in our area.

Kevin Pyle  
Executive Vice President &  
General Manager

### Board of Directors:

647 Exchange  
Steven Douglass

648 Exchange  
Alan Monroe, Secretary

728 Exchange  
Chris Sink, President

736 Exchange  
Lemuel Gage, Vice-President

756 Exchange  
Rob Kiefer, Treasurer

757 Exchange  
Justin Woodrow

773 Exchange  
Robert Abbott

### *There's a lot going on this month in our communities:*

September 5 - 7 McLeansboro Fall Festival  
Parade - 7th @ 6 pm

September 18 - 21 Eldorado T&C Days  
Parade - 21st @ 1 pm

September 27 - 28 Norris City Dairy Days  
Parade - 28th @ 5 pm

October 3 - 5 Enfield Mule Days  
Parade - 5th @ 1:30 pm

### *Pay your bill online:*

<https://hcc.smarthub.coop>

### *Pay your bill by phone:*

1-855-386-9912

# Win \$15 Off Your Bill

Complete the following questionnaire, cut out this section and mail the completed form by September 10, 2019. Your name will be placed in a drawing for \$15 off your telephone bill with HCTC. There will be two winners in September.

1. Name one event happening in September? \_\_\_\_\_
2. What day will our office be closed? \_\_\_\_\_
3. When is the McLeansboro Fall Festival parade? \_\_\_\_\_
4. What web address allows you to pay your bill online? \_\_\_\_\_

Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_

*Congratulations to August's Winners: Dean Parker and Loy & Sue Flannigan.*

**Check out our website at [www.hamiltoncom.net](http://www.hamiltoncom.net)  
for more information about the Co-op.**