

# Co-op Connection

Hamilton County Telephone Co-op

May 2020

## From the Manager's Desk:

Normally in this newsletter, I would be thanking all those who attended our annual meeting and giving a recap of the event. The annual meeting is something I look forward to each year and enjoy very much as I get to visit with you about your concerns and visions for our Co-op. It is always my pleasure to address the membership and provide you with information about your co-op as we continue to evolve and move into a broadband world.

Please rest assured, we plan to hold an annual meeting this year, or something similar as soon as the Covid-19 shelter in place restrictions let up and we feel it is safe for our members to proceed. Covid-19 has brought many new challenges for all of us, and our business is no exception. We are considered an essential business because we are a utility and therefore have continued to report to work every day and provide services to our members. However, we have taken some safety precautions, such as, closing our front lobby, limiting new installations and changing the way our technicians report to work. Our team is still addressing troubles and service calls daily, so we are doing what we can to protect you and our team. We know how important it is to keep your phone and internet service working, especially through these stressful times, and we just want you to know we are here to serve you.

There were many things I wanted to discuss at the annual meeting this year including new projects, funding and even the USDA grant we were awarded in February. The grant is exciting for us and is an opportunity to get more fiber built throughout our coverage area. This is the first positive we have had for awhile, so it had definitely boosted our spirits at the Co-op. Also, all directors up for renewal will be reinstated for another term at the annual meeting. The deadline for anyone interested in running for board election was March 15th, and we did not have any additional petitions turned in. This will include Steven Douglass of the Broughton exchange, Lemuel Gage of the Dahlgren exchange, and Robert Abbott of the Dale exchange.

It seems that spring is finally here, at least most days. Many of you are working from or staying home during the shelter in place and beginning to mow, plant or do outdoor projects. Please remember to call "the Illinois One Call System" ("Julie") before digging so that we may locate lines in your area. Also, if you are burning brush or trees, do not burn near any of the co-op's pedestals or on top of the buried cable as the heat will damage the coatings surrounding the lines. We work hard to keep service interruptions minimized and this will help to reduce outages that have been caused by these types of events.

Thanks again!

Sincerely,

Kevin Pyle  
General Manager



Memorial Day is Monday, May 25th. Memorial Day is a solemn day of remembrance for everyone who has died serving in the American armed forces.

We hope you will do something to honor the all those who have served our great country. Our office will be closed in observance of Memorial Day.

## Calendar of Events:

May 1 - May Day

May 5 - National Teacher Appreciation Day

May 10 - Mother's Day

May 16 - Armed Forces Day

May 25 - Memorial Day - HCTC Office Closed

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## ARE YOU GETTING THE SPEED YOU NEED?

Have you been working from home or spending more time home as a family? Has your internet service suffered? We have had several people call in to upgrade their service to a faster plan. With everyone home trying to do work, kids doing classwork, more movie streaming, online gaming, etc, many people are experiencing slower speeds. In many areas we have faster plans available. Some of you may already be subscribing to the maximum speed available, but most of you are not. Actually, we still have many families trying to operate their home internet service on just 1.5 Mbps or 3 Mbps service. We no longer even offer these plans to new subscribers because they do not adequately meet the needs of today's household users.

The good news is...if you want to upgrade your plan just during this shelter in place order, then downgrade when things return to normal, we can easily do that for you. We do not charge

additional fees to change your plan. And we will prorate your bill, so you are only paying for the plan you subscribe to. We are here to serve you and want to make this time at home as enjoyable as possible! Give us a call today! We can tell you if you are maxing out your bandwidth and what we can do to help you out!



Hamilton County Communications

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

**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 May 10, 2020. Your name will be placed in a drawing for \$15 off your telephone bill with HCTC. There will be two winners in May.

1. What day will our office be closed in May? \_\_\_\_\_
2. What day is Mother's Day this year? \_\_\_\_\_
3. Name one director who will serve another three year term on our Board. \_\_\_\_\_
4. What number do you call before your digging projects? \_\_\_\_\_

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

Congratulations to April's Newsletters Winners Mary Karcher and James & Jenny Allen!

You can also email your answers to [support1@hamiltoncom.net](mailto:support1@hamiltoncom.net).

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