

# Co-op Connection

Hamilton County Telephone Co-op

June 2020

## UPDATE FROM YOUR CO-OP

We know Covid-19 has provided much uncertainty in 2020, and there's no exception for your Co-op. However, we are here and have been working through all of this. We made some adjustments to our processes within our office and our employees to provide some added layers of protection. Our lobby has been closed due to recommendations by our state government and remains closed at this time. We are still just one call away from helping you though. Our technicians are still making service calls as well, to make sure you are receiving the services you need. With all this being said, our job is to make sure you have all the communication tools you need at all times, not just during this pandemic.

Last month, we had an article in this newsletter about getting the speed you need. We just want to remind you that as you and your family are spending more time at home, chances are your broadband needs have increased. If you feel your internet seems slower, you may just be maxing out your bandwidth usage. Give us a call at any time and our team is happy to work with you and figure out what will work best for your family.

The Co-op was started on the principles to serve the underserved and we hold true to that commitment even today. Several years ago we lost out on some major funding due to a phantom competitor claiming they covered 85% of our Co-op area. Even though that was so disappointing, we still continue to hope for future funding to help bring all of our Co-op area into the new fiber era. We are excited to get the recently awarded Reconnect areas into construction and look forward to finalizing all the paperwork associated with that project. Additionally, we are still applying for funding or grants for other areas within our Co-op as well.

We hope you all have a fun and safe Memorial Day Weekend!

## MANAGED WI-FI

Last year we started offering Managed Wi-Fi to our members and customers. This service is to enhance your internet experience. Typically, internet service providers bring an internet connection to the house and the Wi-Fi experience inside the home is generally left to the customer's responsibility. As technology use increased, interference became a reality and increased number of devices grew, we knew we needed to step and provide a service experience within the home that compliments our internet service.

Managed Wi-Fi is a monthly service that provides the customer/member with a carrier grade router and Wi-Fi extender when needed. With this service we are able to diagnose and even most of the time even resolve the issue remotely. When a service call is required, it is covered under the monthly plan. Having this service available has really complimented our internet service and increased customer satisfaction.

If you are interested in learning more about our Managed Wi-Fi, give us a call today at 618-736-2211.

## Calendar of Events:

June 14 - Flag Day

June 20 - Summer Begins

June 21 - Father's Day

## New Directory Listings:

Dark Horse Tek

736-3275

*Welcome to Hamilton County  
Telephone Co-op!*



Congratulations to Lisa Harlow on 10 Years of Service with Hamilton County Telephone Co-op!

Lisa works in our Accounting Department and processes all of our organization's Accounts Payable.

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## SCHOLARSHIPS!



### 2019 Foundation Scholarships Awarded

For the past several years, the Hamilton County Telephone Foundation awards college scholarships to students yearning to continue their education. This year, the Foundation awarded nine scholarships to recipients who applied directly to us totaling \$4,500. Congratulations to the following recipients: Celia Beaty, William Jones, Grace Lueke, Camryn Parker, Brandon Peters, Tanner Rubenacker, Adam Wellen, Kasey Whipple, and Frank Zachman III. We wish you all the best of luck in your continuing education goals.



Photos courtesy of Hamilton County Senior High. Not pictured: Celia Beaty who attends Mt. Vernon Township High School.

Kevin Pyle  
Executive Vice President &  
General Manager

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*Pay your bill by phone:*  
1-855-386-9912

*Pay your bill online:*  
<https://hcc.smarthub.coop>



# WIN \$15 OFF YOUR BILL!

Complete the following questionnaire, cut out this section and mail the completed form by June 10, 2020. Your name will be placed in a drawing for \$15 off your telephone bill with HCTC. There will be two winners in June.

1. Name one event/holiday in June? \_\_\_\_\_
2. How many scholarships did our Foundation award this year? \_\_\_\_\_
3. Which employee will be celebrating 10 years of service in June? \_\_\_\_\_
4. What number do you call to pay your bill online? \_\_\_\_\_

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

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

Congratulations to June's newsletter winners: David Musgrave and Dennis & Jackie Frey.

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