

Co-op Connection

Hamilton County Telephone Co-op

May 2021

Annual Meeting Update:

At the time that this newsletter was printed, the status of the Annual Meeting is still *PENDING*. Our region remains in Phase 4 of the IDPH Restore Illinois plan, which limits crowd size to 50 or fewer. The next Board of Directors meeting will be Monday, April 26, and hopefully we will determine the status of the 2021 Annual Meeting at that time. We will try to post to our Facebook page any updates. If we do hold the Annual Meeting, we will also notify members with Annual Meeting booklets mailed directly to you.



Memorial Day is Monday, May 31st. 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 all those who have served our great country. Our office will be closed in observance of Memorial Day.

10 Digit Dialing

If you missed our article last month, starting April 24th, you should start dialing all 10 digits (area code + telephone number) for all local calls. At this time, dialing only seven digits will work, but this transition time is to help you get into the habit of dialing all 10 digits. On October 24th, only 10 digit dialing will be connected. For more information about these changes, please visit the FCC Website at <https://www.fcc.gov/suicide-prevention-hotline>.

Broadband Only Service

It's hard to believe that we started offering our High Speed Broadband only Service three years ago. We made the announcement in April of 2018 at our Annual Meeting and started taking orders the next week. We now have 787 customers and members on our HSBoS. Although a majority of these subscribers were already customers/members who wanted to drop their landline for faster speed, we have gained many new customers along the way. As landlines continue to diminish, we will continue to look for ways to better serve you. For those of you worried about the future of landlines, we intend to keep serving you for as long as you want it. We still serve 895 subscribers with landline service today.

Calendar of Events:

- May 1 - May Day
- May 5 - National Teacher Appreciation Day
- May 9 - Mother's Day
- May 15 - Armed Forces Day
- May 31 - Memorial Day - Office CLOSED



JULIE stands for Joint Utility Locating Information for Excavators.

E-Request is also available on their website: www.illinois1call.com.

As the weather gets nicer out, you may be planning to do some digging in your landscaping, yard or around your property. Please remember that it is now the law in Illinois to call J.U.L.I.E. a minimum of two days before you dig.



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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? Over the last year or so 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...you can make changes to your plan at any time. No hidden fees and in most cases no visits to your home are needed.

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 your home internet experience as enjoyable as possible! Give us a call today! We can tell if your household is maxing out your bandwidth and what we can do to help you out!



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>



Hamilton County Communications

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, 2021. 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. What number do you call BEFORE you dig? _____
4. Have you setup a Smarthub account to pay your bill online? Yes No

Name: _____ Telephone #: _____

Congratulations to April's Newsletters Winners Pat & Judy Harvey and Bev Gardner!

You can also email your answers to support1@hamiltoncom.net.

Check out our website at www.hamiltoncom.net for more information about the Co-op.