

Ongoing Long Distance Issues

Are you still experiencing incoming call problems? Please continue to report these to our office. This has been an ongoing issue over the last two years with long distance (LD) carriers not allowing calls to complete. We believe this is happening because LD companies are looking for ways to save money and call completion into rural areas costs more than urban areas. Even though LD carriers are required by law to make sure this doesn't happen, it has continued to happen. The companies being affected the most are rural carriers, like HCTC. I understand how frustrating this can be for you, our member, as it appears that this is something that is in our network. I assure you that it is not and hope you understand it is equally frustrating for us as we are limited in our authority to make the LD companies fix the problem. We have however, complained to the FCC and other associations, along with companies from 35 other states that are experiencing the same issue. The FCC even has a task force working on this problem.

So, what can we do?

If you experience any issues receiving incoming long distance calls and the call doesn't complete or when you pick up there is no one there, please report this to us. The calling party from the other end should report this trouble to their local phone and long distance companies and ask that they open a trouble ticket. We will need the phone number trying to call you, the time attempted and the description of trouble (i.e. no ringing; call dropped just before being completed; hear ringing but no answer; ringing stops without being answered; a message, etc.). We will see that it is updated to the appropriate agencies working to resolve this issue. If you ever have a problem dialing long distance and have Hamilton County Long Distance, please report this to us so we can resolve the issue. If you have any questions concerning this issue, please call our office as we are eager to assist you.

Thank You & God Bless!
Kevin Pyle
General Manager

NEW DIRECTORY LISTINGS:

Mary Lou Garner	773-4433
Miller Contracting Services	648-2407
Linda Page	736-2097
Kristen Parr	647-2292
Premier 160481	648-2526
Rachel Rubenacker	648-2949
Raleigh Ready Mix	736-2062
Reegan & Holly Schuster	736-2504
Rebecca Underhill	773-4449
Quentin Vickers	773-4403
Ashley White	773-4332
Woolever Trucking	736-2038
Jeremy Wright	756-2339

Coming Soon to a
television near
YOU!!

Hamilton
futiVa
Technology For The Future

February Events:

- Feb 2 - Groundhog Day
- Feb 12 - Lincoln's Birthday
- Feb 14 - Valentine's Day
- Feb 20 - President's Day
Washington's Birthday
- Feb 22 - Ash Wednesday
- Feb 29 - Leap Day

Save the Date!

This year's Annual Meeting has been scheduled for Friday, April 13th at the Dahlgren Grade School Gym.

Directors will be elected to represent the 648 & 728 exchanges. The nominating committees have selected Russell Allen for the 648 exchange and Chris Sink for the 728 exchange. In accordance with the by-laws, any certified member wishing to be nominated is required to complete a petition with a minimum of 35 certified member's signatures of Hamilton County Telephone Co-op within their exchange. Petitions can be picked up at the Co-op office and are required to be in by March 15 to be valid. For any nominee wishing for their information to be included in the Annual Meeting booklet, petitions must be returned by February 15.



Why is a surge protector important?

To understand the importance of a surge protector, let's first explore what a "surge" is. A power surge is an increase in voltage significantly above the designated level in a flow of electricity. When too much electrical pressure runs through a wire—the wire "bursts," kind of like when a filament in a light bulb heats up and burns.

If the voltage from the outlet rises above the accepted level, the surge protector diverts the extra electricity in the outlet's grounding wire.

These power surges can happen for many different reasons: lightning, high-power electrical devices (like refrigerators or air-conditioners), faulty wiring, downed power lines or problems with your electric provider's equipment.

The fact is that a lot of the components in sophisticated modern electronics, like computers, DVD players, gaming devices and microwaves, are much smaller and more delicate compared to older machines. This delicacy makes this newer electronics more sensitive to current in-

creases. Telephone and cable lines can also conduct high voltage, so for your protection, you should also guard against surges from your telephone and/or cable lines. If your computer is connected to a phone line via a modem, you should get a surge protector that has a phone-line input jack. If you have a coaxial cable line hooked up to expensive equipment, consider a cable surge protector. Surges on these lines can do just as much damage as surges over power lines.

There are three main types of surge protectors that most stores will carry: basic, advanced and stations. Basic power surge strips have five or six outlets and will provide limited protection for moderate surges. Advanced surge protectors filter electricity smoother and provide grounding for your internet and telephone connections as well. These strips will provide more protection than the basic strips, but will not prevent all surges. If you run a small business, home office or are heavily involved in using your computer, you may want to consider a surge station. These fit

under your computer or workstation and will protect your internet connection, telephone connection and modem. Surge stations can be costly, but will provide the best protection from a spike or surge in your electrical system.

Something we recommend is a battery backup or UPS (uninterruptible power supply). This provides emergency power to a load when the input power source fails. It differs from a stand-by generator in that it will provide instantaneous or near-instantaneous protection from input power interruptions by means of one or more attached batteries and associated electronic circuitry for low power users. It also protects against low voltages or "brown-outs." The on-battery run time of most battery backups is relatively short, 5 - 15 minutes being typical for smaller units. This is sufficient time to bring an auxiliary power source on line, or properly shut down the protected equipment.

No matter which option you choose, protection against surges is vital for your electronics to work properly and last.

Get protected!

"Winter is a time to gather golden moments and enjoy every idle hour." Judith Boswell

Win \$10 Off Your HCTC Bill

Complete the following crossword puzzle, cut out this section and mail the completed form by March 10, 2012. Your name will be placed in a drawing for \$10 off your telephone bill with HCTC. There will be two winners in March.

				4.					
		2.		5.					
1.									6.
		3.							

Puzzle Hints

DOWN:

1. New listing Linda ____
2. Annual _____
4. Name of new TV service
6. _____ Protector

ACROSS:

1. Feb 20 Holiday
3. Director Lemuel ____
5. Battery Backup

Name: _____

Telephone #: _____

*If you receive or pay your bill electronically, you may email the answers to support1@hamiltoncom.net.

Kevin Pyle

Executive Vice President & General Manager

Board of Directors:

647 Exchange

J.C. Pool

648 Exchange

Russell Allen, Treasurer

728 Exchange

David Clark, President

736 Exchange

Lemuel Gage, Secretary

756 Exchange

Rob Kiefer

757 Exchange

Kelly Woodrow, Vice President

773 Exchange

Robert Abbott

Always remember to check out our website for the latest information, news and alerts.

www.hamiltoncom.net