

# Co-op Connection

Hamilton County Telephone Co-op  
July 2018

## From the Managers Desk

Your co-op continues to change as the needs of our members and customers continue to change. In May, we implemented the new “High Speed Broadband only Service”, which is now available in some areas of our co-op. We continued our mission to upgrade our equipment and network to provide additional broadband to your home or business.

One thing I want to mention, as folks reach out to me all the time concerned about losing their landline...the landline telephone service is not going away. While we talk a lot about broadband and we see the majority are wanting to move to this type of service, we will still provide basic telephone service like we have always done, to anyone that desires or needs a traditional phone. In fact, this is something we will do until you tell us no more. But, we would be remiss, if we didn't continue to change along with the consumers and our members that are adopting the “internet of things” technology.

Already we are seeing appliances being connected allowing the user to stay connected with his home. Heating and cooling that can be controlled from the internet sending you alerts if there is a problem. Televisions that now connect to the internet letting you watch OTT “over the top” video and updating the software to keep your TV up to date. Even cars are interconnecting with phone and applications and will one day drive themselves. They too will rely on Broadband and the internet.

What an amazing world when you look at it through the eyes of technology advancements.

May God Bless You and we thank you for choosing Hamilton County Telephone Co-op as your service provider.

Sincerely,  
Kevin Pyle

## Managed Wi-Fi

The Co-op and its subsidiaries recently started providing a new option when it comes to your home's wireless needs - it's called Managed Wi-Fi. This new carrier grade router provides more penetration throughout your home to provide a greater customer wi-fi experience. The router itself is called a Gigacenter, and it allows more throughput than the traditional wireless router. Additionally, we can now troubleshoot any wi-fi issues you might be having over the phone. The Gigacenter remains the property of the Co-op and therefore no additional cost to you should it need to be replaced.

Customers that convert to the new HSBoS plan are required to have the Managed Wi-Fi. However, anyone with our internet service can subscribe to our Managed Wi-Fi for \$9.99/month. For more information, call our office at 618-736-2211.



Know what's below.  
Call before you dig.

### Calendar of Events:

July 4 - Independence Day  
Office - CLOSED

July 6 - Music in the Park - Peyton Sisters  
@ the park off the McLeansboro square

July 20 - Music in the Park - Snake Lane Revue  
@ the park off the McLeansboro square

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## Net Neutrality - What is it?

There has been so much hype about Net Neutrality in the national news lately, and it has a lot of people in our area wondering what it is and how will it affect me? Net Neutrality is the principle that Internet service providers treat all data on the Internet equally, and not discriminate or charge differently by user, content, website, platform, application, type of attached equipment, or method of communication. At the end of 2017, the Federal Communications Commission (FCC) voted three to two to roll back an Obama-era law that protects “net neutrality.” The change will enable internet service providers to speed up or slow down different companies’ data, and charge consumers according to the services they access. That change is the thing that has people worried about the quality of their service or what they will have to pay for content they want to access.

However, let us remind you once again, that if you are receiving this newsletter, that means you belong to our Co-op. Our Co-op is an organization that is owned and governed by our members. Any profits that we make are reinvested into the co-op or distributed to its members. Even though Net Neutrality may be going to the wayside, we have no intent or the technical ability to discriminate or manipulate your internet traffic.

We are simply here to serve you and your communication needs by providing the best and affordable communication services we can. Thank you for choosing us!

*Pay your bill online:*

<https://hcc.smarthub.coop>

*Pay your bill by phone:*

1-855-386-9912

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



**JULY  
UV SAFETY  
MONTH**



# Win \$10 Off Your Bill

Complete the following questionnaire, cut out this section and mail the completed form by July 10, 2018. Your name will be placed in a drawing for \$10 off your telephone bill with HCTC. There will be three winners in July.

1. What day will our office be closed? \_\_\_\_\_
2. What new service are we offering? \_\_\_\_\_
4. What number do you call before you dig? \_\_\_\_\_
5. What dates are the HamCo Chamber's Music in the Parks? \_\_\_\_\_

Name: \_\_\_\_\_

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

*Congratulations to June's Winners: Rachel Voss and John & Janie Beth Lovin.*

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