

Connections

September 2016 | Wabash Mutual Telephone Company

volume 13, issue 2

COMPANY UPDATE

The first phase of our fiber-to-the-home in Rockford is complete and we have begun installing Triple Play into homes and businesses. Our crews have been extending fiber in Coldwater to the new Wenning Acres subdivision. If you have a friend or neighbor in these areas, be sure to refer them to Wabash service to receive a \$25 credit!

With the expansion to Rockford, we were able to replace the last copper trunks in our network with fiber trunking to the Lima/Mansfield tandem. This gives us better quality and more capacity. We are also able to port Rockford numbers and assign our new exchange for the Rockford area of 567-789-xxxx.

We have completely transitioned over to our new Central Office Switch to provide enhanced voice services including our new Cloud Business Solutions.

CUSTOMER NOTICE

RATE ADJUSTMENTS

Effective with the October 1, 2016 billing cycle, Wabash Mutual Telephone Company will be making the following adjustments to rates.

The Company currently assesses nonrecurring charges to change your IntraLata and InterLata long distance carrier. These charges will be eliminated.

The Federal Universal Service fee will be assessed to your Interstate Toll & FCC Interstate Access charge. The Company has been absorbing this fee, but regulations require that it be paid directly by customers.

The Company's Regulated & Deregulated Trip charge will change from \$52.50 to \$60.00, and the Regulated & Deregulated Labor rate will change from \$45.00 to \$50.00 per hour.

Due to area directory publisher's price increase to the Company, the Company's Foreign Listing charge will change from \$1.60 to \$5.00 and the Additional Listing charge will change from \$1.00 to \$5.00.

If you have any questions, please call us at 419.942.1111 or 800.988.1618, or visit us online at wabash.com.

PATRONAGE ALLOCATION

YOUR SEPTEMBER BILL

Your September bill states the amount allocated to your patronage capital account based on last year's margins. The information appears on the front page in the right message column. Also enclosed are the audited financial statements for 2015.

As a member of Wabash Mutual Telephone Company, you have a share in the earnings of your non-profit cooperative. Any net profit is allocated back to members in the form of patronage capital. Your percentage is tied directly to what you've invested – in other words, your patronage. Our rates are set to bring in enough money to cover operating cost, loan payments, and investments in outside plant and equipment. The money left after all expenses have been paid is allocated to each member based on the total amount each member paid for services during the year.

Patronage capital represents your equity ownership in your cooperative. In order to operate, the business patronage remains with the cooperative for a certain amount of time before it is retired, or returned, to members in the form of patronage payments. The Board of Directors determines when such payments can be made after taking into consideration the financial condition and overall business plans of the cooperative. Payments are typically paid or applied to your bill during the month of December.

The amount allocated to you from 2015 is payable at a future date. If you have any questions, please feel free to contact us.

Free Preview!

Friday, October 7
— through —
Monday, October 10



HBO®

CINEMAX™

Get your kids up to Speed!

Multiple family members using internet-capable devices at the same time can slow the homework process. *Who wants that?*

Get the speed you need with Wabash.

Call us to review your speed needs — **419.942.1111**.



NEW!

SPORTS PACK

For our sports fans, we've added the Sports Pack!

- ESPN Bases Loaded
- ESPN Buzzer Beater*
- ESPN Goal Line*
- Fox College Sports
- NFL Red Zone*
- NFL Red Zone HD^
- World Fishing Network
- World Fishing Network HD^



This package can be added to any Local, Basic or Expanded package for \$3.00 per month. To add, simply call us at 419.942.1111.

* Available on WatchTVEverywhere

^ Must also be subscribed to HD package

TEAM TALK



BOLLENBACHER RETIRES

Congratulations and best wishes to Linda Bollenbacher on her retirement! Linda has been a part of the Wabash team for five years in customer service. Her dedication and patience are commendable and will be missed. We send our best and our highest hopes with her on her new endeavor!



MUHLENKAMP JOINS TEAM

Jackie Muhlenkamp joined the Wabash team in April as the Marketing Director. She is a graduate of Ft. Recovery High School and holds a bachelor's degree in agricultural communication from OSU. Jackie and her husband reside in Coldwater and enjoy spending time with family and friends.

SUMMER FUN

We enjoyed seeing everyone this summer at local community parades and the Mercer County Fair! Be watching our website and Facebook page for more upcoming events.

