

Connections

March 2018 | Wabash Mutual Telephone Company

volume 15, issue 1

COMPANY UPDATE CONSTRUCTION

Our crews are working to extend fiber service on St. Peter Road north of Philothea Road, and have installed fiber service on Harris Road south of State Route 29. As the weather improves, we'll continue working in the original serving area on St. Anthony Road near Erastus, building fiber-to-the-home (FTTH) service.

A new wireless site went into operation between Rockford and Celina. Our team continues to make updates to our wireless network in northern Mercer County.

Don't forget: For every new customer you refer to Wabash, you'll receive a [\\$25 credit on your bill](#). Simply have them mention your name when ordering service. It's that easy!

NEW TV CHANNELS

- E! HD, channel 261 in the HD package
- FS2, channel 195 in the Expanded package
- FS2 HD, channel 196 in the HD package
- Hallmark Drama, channel 281 in the Expanded package
- Hallmark Drama HD, channel 282 in the HD package

WHOLE HOME DVR NOW INCLUDED

Whole Home DVR is now included with your Wabash DVR service! This means you can watch your recorded shows from any of your TVs connected to a set top box.

VERIFY YOUR ROUTER SETTING

FIBER CUSTOMERS: To get the best performance from your Wabash internet service, your router should be set up as DHCP rather than PPPoE. For help in verifying this setting, please contact tech support, available 24/7 – 800-743-5707.

RESPONSE NEEDED

2018 PHONE BOOK OPT-OUT

As Wabash looks to better serve you and keep cooperative costs down, we need your help. Please take a moment to fill out the form on our website to either ensure you receive a printed 2018 phone book or opt-out of a printed copy — an online version of the Wabash phone book is available on our website and at www.wabashphonebook.com. Please fill out the form at www.wabash.com. If you responded last year, you do not need to submit again.

YOUR 2018 BOARD OF DIRECTORS ELECTION RESULTS

Congratulations to Bill Gaerke on being elected to serve on our Board of Directors. Elected by our members, the Board of Directors oversees the CEO, sets company policy and monitors the cooperative's finances to ensure it's acting as a responsible steward of its members' investment and remains solvent.

Thank you to our outgoing Director, Roger Knapke, for his years of dedicated service and contributions made to the company, our customers and our employee team.



FRONT: Karl Schoenherr, Bill Gaerke BACK: John Overman, Vice Chairman Tim Berkenstock, Chairman Frank Dues

BEFORE YOU DIG LOCATE BURIED UTILITIES



- Planting a tree?
- Installing a mailbox?
- Building a deck?
- Digging in the dirt?
- ✓ Call OUPS first.

Have underground utilities located by calling 811 or submitting a ticket online at call811.com at least 48 hours prior to digging. This could prevent costly repairs, service disruption, injury and unnecessary hassle in completing your project.

Learn more at www.call811.com.

JOIN US!

Easter Egg Hunt

March 24, 11am» RAIN OR SHINE «

at the

Mercer Co. CourthouseMore details at www.wabash.com.

sponsored by



THE TURTLES ARE COMING TO TOWN!

Nickelodeon's Leonardo and Donatello from the Teenage Mutant Ninja Turtles are coming to the Easter Egg Hunt! Come out to meet them. It's sure to be a shell of a time!

HOLIDAY HOURS

AFTER HOURS AVAILABLE

Wabash will close at noon on March 30 in observance of Good Friday. As always, if you need assistance, our After Hours department will be happy to help – 419-942-1111.

From all of us at Wabash, have a Happy Easter!

MANAGE YOUR ACCOUNT

CONVENIENCE. SIMPLICITY.

Wabash is putting the power of accessibility right into your hands with SmartHub. This tool gives you access to your account information, mobile payments, and more in a secure environment.

- Pay your bill online
- Enroll in paperless billing
- Sign up for bill reminders
- See payment history
- Report a problem
- Manage account information
- *and new tools to come!*



Login Online or Download the App

Online, with any computer or mobile device, go to wabash.com and select Bill Pay in the top right corner.

Download the SmartHub app on your mobile device. Choose Wabash Mutual Telephone Company and follow the prompts to set up your account.

PAYMENT ASSISTANCE TELEPHONE SERVICE

Struggling to pay for telephone service?
You may qualify for assistance.

The Lifeline Program provides qualified customers with a monthly discount on charges for their primary home telephone line.

Eligibility may be determined based on your income or participation in other assistance programs – Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Medicaid, Federal Public Housing Assistance (FPHA), Veterans Pension or Survivors Benefit Programs.

Contact Wabash for details on qualification and to sign up for the phone assistance program.

