

Connections

March 2019 | Wabash Mutual Telephone Company

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COMPANY UPDATE

CONSTRUCTION

Our crews continue to update copper infrastructure to fiber, bringing the most reliable service to our original serving area. The winter weather has hampered progress, but we're taking advantage of every break in the weather possible. Crews are splicing fiber on State Route 219 from Burrville Road west to the Wabash River, including Macedon. This area and homes on St. Peter Road north and south of State Route 219 will have access to fiber service very soon. We are also working to install fiber to homes on Siegrist-Jutte Road between Erastus Durbin and Wessel Roads, including Natures Lane.

Homes on Siegrist-Jutte Road between St. Peter and Erastus Durbin Roads have fiber service available, as well as homes on Erastus Durbin Road from State Route 219 to Siegrist-Jutte Road, and on State Route 219 between Erastus Durbin and Burrville Roads. If you are in this area and haven't been converted to fiber, please call us!

Our team added a wireless site in Darke County near Union City. An additional site in Darke County is still in the works.

REMEMBER: If you know anyone in the Wabash serving area, please refer them! We'll give you a \$25 credit for referring them when they order service and we'll give them a \$25 credit for letting us know you did! No limits!

HOLIDAY HOURS

Wabash will close at noon on April 19 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!

ORDER YOUR 2019 PHONE BOOK

RESPONSE NEEDED

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 or call our office to ensure you receive a printed 2019 phone book — an online version of the Wabash phone book is available on our website and at www.wabashphonebook.com.

You must respond to receive a printed phone book.

Please fill out the form at www.wabash.com or call our office at 419.942.1111.

YOUR 2019 BOARD OF DIRECTORS ELECTION RESULTS

Congratulations to John Overman and Karl Schoenherr on being reelected 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.



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

Easter Egg Hunt

April 13, 11am

» RAIN OR SHINE «

at the

Mercer Co. Courthouse

More details at www.wabash.com.





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starting at
\$89.45
*no hidden fees!

- 33+ Channels
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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 www.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.

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, online 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 www.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 PHONE & INTERNET SERVICE

Struggling to pay for telephone or internet service?

You may qualify for assistance.

The Lifeline Program is a federal benefit that helps families in need obtain phone or internet connectivity services. This benefit lowers monthly costs for eligible customers by \$9.25.

Your household can qualify for Lifeline if you use SNAP, Medicaid or other qualifying Federal or Tribal programs, your income is 135% or less than the Federal Poverty Guidelines, or you may also qualify through a child or dependent.

More information can be found at www.wabash.com/about-us/forms/.

