

# Connections

March 2020 | Wabash Mutual Telephone Company

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## COMPANY UPDATE

### CONSTRUCTION

Our crews have been working across the county installing fiber service. Our main focus still remains on updating the copper infrastructure to fiber in our original serving area around Wabash. We've completed fiber installation on the Ohio side of RST9 which includes: State Route 49 from State Route 219 to just south of Pine Road, and St. Anthony and Menchhofer Roads west of the river. If you're in this area and haven't converted to fiber, please call us!

We've completed a small run of fiber on Burkettsville-St. Henry Road between Ruby Lane and St. Anthony Road.

In Rockford, we are working to install fiber to the remainder of the town. Currently, fiber service is available for all homes south of Market Street.

Our crews have also been working in St. Henry, preparing to install fiber in-town on State Route 118.

On the wireless side, we completed a new site to serve the town of Willowdell, and a new site on Clover Four Road near Goettemoeller Road. We are also working to get fiber directly to a few more of our tower sites to provide more bandwidth.

### REFERRALS

If you refer someone to Wabash service, [we'll give you a \\$25 credit](#) when they order service just for recommending us. And we'll give them a \$25 credit for letting us know you did! No limits.

### TV CHANNEL ADDED

Big 10 Network OH Alternative 2 has been added to our Basic package. You can find it on channel 198, 199HD.

Find an updated channel guide online at [wabash.com/channel-lineup](#) or stop by one of our offices.

### HOLIDAY HOURS

Wabash will close at noon on April 10 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!*

## YOUR 2020 BOARD OF DIRECTORS ELECTION RESULTS

Congratulations to Tim Berkenstock and Joe Bruns on being elected to serve on our Board of Directors. Elected by our members, the Board of Directors oversees the CEO, sets company policies, 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, Frank Dues, for his nine years of dedicated service and contributions made to the company, our customers and our employee team.

## WATCH TV EVERYWHERE IT'S FREE!

Wabash TV subscribers have FREE access to content of up to 92 TV channels online! That means if you miss a show, want to see extra web-only content, or are away from home, you can view with a suite of apps/websites called [Watch TV Everywhere](#). Each channel has different items available—live TV, exclusive content, past episodes and more.

To get started, go to [wtve.net](#), select Wabash Mutual Telephone as your provider and register (you'll need your Wabash account number). Once you are logged in, you will see the channels available to you. Click on the channel icon to go to their website, or download their app. You'll have to login using your WTVE credentials to access all of the content.

## 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 [call811.com](#).

JOIN US!

# Easter Egg Hunt

## April 4, 11am

» RAIN OR SHINE «

### at the Mercer Co. Courthouse

More details at [www.wabash.com](http://www.wabash.com).

sponsored by



## TEAM UMIZOOMI IS COMING TO TOWN!

Hold on to your helmets! Nickelodeon's Geo and Milli from Team Umizoomi are coming to the Easter Egg Hunt! Come out to meet them. It's sure to be an "Umirific" time!

## MANAGE YOUR ACCOUNT

SIMPLIFY. SAVE TIME. AVOID SERVICE INTERRUPTIONS.

Make life simpler—view your account online with SmartHub! This website and app allows you to securely take control of your account any time, anywhere.



- View and pay your bill
- Set notifications
- Receive important updates
- and new tools to come!

Login online or download the app.

**Online**, on your computer or other device, go to [wabash.com](http://wabash.com) and select Bill Pay in the top right corner. Fill in the details to set up your account.

**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 phone or internet service? You may qualify for assistance.

The Lifeline Program provides qualified customers with a monthly discount on charges for their primary home phone line or internet plan. Eligibility may be determined based on income or participation in other assistance programs.

Contact Wabash or visit us online at [wabash.com/forms](http://wabash.com/forms) for details on qualifications and an application.

## TEAM TALK

### KLOSTERMAN RECOGNIZED FOR 10 YEARS



Dave Klosterman recently celebrated 10 years with Wabash! As Outside Plant Supervisor, Dave works with his team to develop, construct and maintain our fiber and copper plant. Dave enjoys spending time with his children, grandchildren, and his canine sidekick, Harley.

*Thank you for all of your hard work!*

### BRUNS JOINS TEAM



Steph Bruns recently joined the Wabash team as a Customer Service Representative! She brings 8 years of experience in working with the public to the team.

Steph resides in Maria Stein with her husband, Dale, and their son. When not at work, Steph likes to bake, spend time with her family and garden.

*Welcome to the team!*

Find us on  