

Connections

November 2020 | Wabash Mutual Telephone Company

volume 17, issue 3

COMPANY UPDATE

PATRONAGE ALLOCATION

Your November 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.

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 remaining 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 (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 2019 is payable at a future date. If you have any questions, please feel free to contact us.

FIBER CONSTRUCTION

Our crews have been focusing on updating the copper infrastructure to fiber in our original serving area around Wabash. We are currently in the area of our office on Wabash Road, constructing fiber to the south.

Fiber construction has been completed on Burrville Road from Beaver Creek to St. Anthony Road, and from Philothea Road to Siegrist-Jutte Road; on Erastus Durbin Road from State Route 29 to St. Anthony Road; and on Township Line Road from State Route 29 to St. Anthony Road. Construction is also complete on State Route 29, Schroeder and Pine Roads between the Wabash River and Township Line Road.

Our team is working to schedule service conversions in this area.

WIRELESS

On the wireless side, we continue to expand the network and upgrade existing sites. New site locations that are now live are located on the northeast side of St. Henry, southeast of Fort Loramie on West Mason Road, and near the railroad tracks in Union City, Ohio.

The Brand Silo received three additional sectors, allowing for better service coverage. Licensed links, which provide better bandwidth for customers, have been established at our Mendon and Elgin sites.

Our team is currently working to upgrade equipment at customer premise's throughout our serving area to meet new FCC compliance standards.

LIFELINE BENEFIT

If you qualify for the Lifeline Support credit with your telephone service, the FCC is decreasing this benefit to \$5.25 beginning December 1, 2020. To learn more about this benefit, call us or visit wabash.com/about-us/forms/.

SHOWTIME MOVIE PACKAGE

The Showtime package rate will change to \$17.95 beginning December 1, 2020.

HOLIDAY HOURS

Wabash will be closed on November 26 and 27 in observance of Thanksgiving. As always, if you need assistance, our after hours department will be happy to help—419.942.1111.

Happy Thanksgiving!

Free Preview!

November 25-30, 2020

Channels 560-597

To keep these channels, call us!



HBO

CINEMAX

**Not available on Wabash's StreamTV service.*

FREE DRIVE-UP WIFI

CONTINUED DURING FALL

Free WiFi hotspots will continue through the fall! Users can connect while social distancing from their cars.

Connect to: Wabash Free WiFi, no password needed

Available: 8:00am to 8:00pm

- **Celina:** Bryson Memorial Pool parking lot northeast of the pool
- **Chatt:** Fire Department parking lot
- **Coldwater:** Pla-Mor Lanes north parking lot
- **Fort Recovery:** Pavilion parking lot west of the pool
- **Rockford:** Shanes Park Community Building east parking lot
- **St. Anthony:** Schoolhouse parking lot facing State Route 49
- **St. Henry:** Church CCD Building west parking lot

Special thanks to the businesses and communities where these hotspots are located for allowing the use of their parking!

ORDER YOUR 2021 PHONE BOOK

TELEPHONE CUSTOMERS

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 2021 phone book — an online version of the Wabash phone book is available on our website and at localsolution.com

You must respond to receive a printed phone book. Please fill out the form at wabash.com/orderphonebook/ or call our office at 419.942.1111.

SAVE MONEY ON TV SERVICE

NEW OPTIONS

As a loyal Wabash TV customer, we want you to be the first to know of our [new TV choices that could save you money.](#)

Give us a call during business hours to review your account to find options to keep your favorite channels and keep money in your pocket.

INTERNET CUSTOMERS

SAVE \$2 EACH MONTH

If you have Wabash's internet service, you could be saving \$2 each month by signing up for paperless billing and automatic payment.

To sign up, log in to your SmartHub account and sign up for both. Autopay can be set up in the Bill & Payments tab. Your paperless setting can be found in the My Profile tab. Feel free to call us if you have any questions, or find more details at wabash.com/autopay-paperless-credit.

*Package restrictions may apply.

PICTURES WITH SANTA

NEW LOCATION

We're so excited to partner with the Celina-Mercer Chamber of Commerce's first ever Tree Lighting at the Courthouse event! This year, you can get your picture taken with Santa at the Mercer County Courthouse during Midnight Gladness on Friday, December 4, 2020. Watch our website and Facebook page for more details.

TEAM TALK

LEININGER RECOGNIZED FOR 20 YEARS



Jeanette Leininger recently celebrated 20 years with Wabash! In accounting, she is responsible for all aspects of record keeping, receivables, payables, and we

consider Jeanette the company historian. When not at work, Jeanette enjoys spending time with her husband, Mark, children and grandchildren.

Thank you for all of your dedication!

BRUNS RECOGNIZED FOR 10 YEARS



Dave Bruns recently celebrated 10 years with Wabash! As part of the outside plant team, Dave installs fiber from the road to the customer premise.

In his free time,

Dave enjoys spending time with his girlfriend, kids and grandchildren.

Thank you for all of your hard work!

BRUNS JOINS TEAM



Lando Bruns recently joined the Wabash team as Outside Plant Technician. Lando brings nearly 10 years of heavy equipment operation and construction experience. Lando's

favorite part of his job is learning a new trade and running different equipment. When not at work, you'll find him hunting, fishing, trapping and working on projects.

Welcome to the team!

Find us on

