

Connections

December 2020 | Wabash Mutual Telephone Company

volume 17, issue 4

COMPANY UPDATE

PATRONAGE CAPITAL REFUND

This month, Wabash returned patronage capital. Eligible members received a refund as a credit on their December bill.

Patronage capital is a cooperative's margins, or money left after all bills have been paid. After Wabash uses these margins as working capital, the money is returned to members as patronage capital refunds. Patronage represents each member's ownership, or equity in the cooperative. Patronage capital is allocated to members in proportion to the dollar amount of services used during that year.

This year, Wabash is returning patronage to those who used Wabash Mutual Telephone Company's services in 1999. The amount represents 33% of the patronage from 1999.

CONSTRUCTION

Our crews continue to update the copper infrastructure to fiber, bringing the most up-to-date technology available to our original serving area.

To date, our team has converted nearly 55% of the copper-fed locations. Work is currently being completed on Wabash Road between State Route 29 and Pine Road.

In tandem with a contractor, our outside plant team continues to expand our fiber footprint while also overbuilding the copper network with fiber.

If you are on our copper network, we're coming your way with fiber! As soon as it's available, we'll be calling you.



Began with **90 square miles** of copper network to update



Nearly **55%** of the copper-fed locations **have been converted**



When fiber is ready, **we will call to schedule** a time to install

REMEMBER: 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.

SCHOLARSHIPS AVAILABLE

HIGH SCHOOL SENIORS!

Wabash is proud to offer up to \$3,000 in scholarships to qualifying 2021 high school seniors who wish to further their education. Applicants must be a child or under legal guardianship of a Wabash Mutual Telephone Company member.

Further, Wabash is excited to continue its participation in the NTCA and Foundation of Rural Service 2021 College Scholarship Program. This program offers 30 scholarships, awarding \$2,000 to at least one person per region. If you're awarded, Wabash will contribute an additional \$500 to the scholarship, bringing this one-time scholarship award to a \$2,500 total.

Details and applications for Wabash's scholarship and the FRS scholarship program can be found on our website: wabash.com/scholarships.

Applications must be submitted by March 1, 2021.

HOLIDAY HOURS

MERRY CHRISTMAS & HAPPY NEW YEAR!

December 24 | *Open 8am-Noon*

December 25 | *Closed*

December 31 | *Open 8am-Noon*

January 1 | *Closed*

As always, if you need assistance, our after hours department will be happy to help — 419.942.1111.



AUTOPAY + PAPERLESS CREDIT

INTERNET CUSTOMERS

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.

MANAGE YOUR ACCOUNT

CONVENIENCE. SIMPLICITY.

Have you tried SmartHub? This tool gives you access to your account information, online payments, and more in a secure environment.

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

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.

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 by December 10, 2020. Please fill out the form at wabash.com/orderphonebook/ or call our office at 419.942.1111.**

PAYMENT ASSISTANCE

PHONE & INTERNET SERVICE

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 up to \$9.25.

Your household can qualify for Lifeline if you use SNAP, Medicaid or other qualifying Federal 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/.

PICTURES WITH SANTA

EVENT CANCELED

Due to updated mandates recently provided by Governor DeWine, we've decided to cancel our Pictures with Santa event during Celina's Midnight Gladness on December 4. Please watch the Celina Mercer County Chamber of Commerce's Facebook page for updates on times to visit Santa this season. Many downtown stores and restaurants will be open for shopping and dining for Midnight Gladness specials.

TEAM TALK

SWARTZ JOINS TEAM



Kaytie Swartz recently joined the Wabash team as a Customer Service Representative. She brings five years of customer service experience to the team. Kaytie's

favorite parts about her job are her co-workers, the positive work culture, and assisting a variety of customers each and every day! She and her son, Braylon, along with their goldendoodle, reside in Celina. When not at work, you'll find Kaytie spending time with family and friends and attending her son's sporting events.

Welcome to the team!

CAIRNS JOINS TEAM



Justin Cairns recently joined the Wabash team as a Network Technician. He graduated in March with an associate degree in network security from UNOH. His

favorite part about his job is the variety of things he gets to work with — from how fiber, copper and wireless work, to troubleshooting everything that connects to the internet. Justin enjoys spending time with his friends, playing video games, and listening to music.

Welcome to the team!

GIVE THE PERFECT GIFT YOUR SEARCH ENDS HERE

- Wabash Gift Certificate
- Faster Internet Speed
- DVR Service
- Wireless Router
- Movie or Sports Package

Contact us for details. We're happy to help! *Added packages and upgrades can be given in increments of one or more months. Gift certificates are good for one year and can be applied toward a current bill, new service and more!*