

Connections

January 2023 | Wabash Mutual Telephone Company

COMPANY UPDATE

COPPER TO FIBER CONVERSION

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

To date, our team has converted nearly 70% of the copper-fed locations to fiber. Most recent customer converts have taken place in the region north of State Route 29 to Skeels Road and from Ohio-Indiana State Line Road east to Township Line Road. Converting the remaining 30% is a top priority. Please know availability of equipment is playing a large role in how quickly we can convert customers.



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



*Nearly 70% of the copper-fed locations **have been converted***



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

FIBER CONSTRUCTION

Our outside plant team, in tandem with contractors, continues to expand our fiber footprint while also overbuilding the copper network with fiber. We have constructed fiber and are now serving homes and businesses north of Coldwater, in New Weston, Burkettsville and Rossburg, and are currently working on Watkins Road near Sharpsburg. During the winter months, construction slows and sometimes pauses due to the weather and frozen ground.

WIRELESS UPDATE

Five new tower sites were made operational by our wireless team: in Glenmore, north of Ohio City, north of Portland, north of Osgood, and south of Rossburg. Each of these locations broadens the area we serve. Battery backups have been added to many of our tower sites to boost uptime in the event of a power outage. As bandwidth consumption increases, we work to add licensed frequency, sectorize sites, and build fiber to sites to stay ahead of consumer demands.

SCHOLARSHIPS AVAILABLE

HIGH SCHOOL SENIORS!

Wabash is proud to offer \$3,000 in scholarships to qualifying 2023 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. Applications for Wabash's scholarship must be submitted by March 1, 2023.

Wabash is excited to continue its participation in the NTCA and Foundation of Rural Service 2023 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. Application deadline is February 8, 2023.

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

TRY A FASTER SPEED FOR FREE

HOW FAST IS YOUR INTERNET?

The way you use the internet today is likely different from a few years ago, or even a few months ago. With more connected devices (thanks Santa!), new apps, and more time spent online, you may notice your speed lagging. We can help!

Try out a faster internet speed for 30 days on us. Call us or go online to www.wabash.com/internet-speed-trial to get started. No obligations!

Fiber speed plans range from 30/30 Mbps to 2/2 Gbps (that's 2,000 Mbps!) or even faster to 10/10 Gbps.

CALL RECORDING FOR HPBX

BUSINESS PHONE SYSTEM

Call recording is now available to businesses on our HPBX phone system. Please call us for details.

Wabash's HPBX phone system is the most flexible and versatile phone system to date. Whether your business is adding locations, moving employees to work remotely, or just needing a reliable system, we're happy to show you what HPBX can do.

TEAM TALK



BOLEY RECOGNIZED FOR 35 YEARS

Mike Boley recently celebrated 35 years with Wabash! As President and CEO, Mike works with the Board of Directors and leadership team to make sound decisions for the direction of the company. He can be found most often at his desk working on the business side of things, but you'll also find him in the network department talking through new technology, in the shop

brainstorming plant engineering, at the front desk talking with customers...he enjoys the variety. Out of the office, he enjoys playing golf and spending time with his wife, Julie, and their three children - Allison, Angie and AJ.

To celebrate, the Wabash team surprised Mike with a company breakfast and a commemorative team photo.



FORTMAN RECOGNIZED FOR 10 YEARS

Stuart Fortman recently celebrated 10 years with Wabash! As Network Manager, Stu works to keep Wabash's services online, staying ahead of customer consumption and technology needs. When not at work, you'll find Stu spending time with his three kids, and mastering vehicle mechanics.



RANSBOTTOM RECOGNIZED FOR 10 YEARS

Chad Ransbottom recently celebrated 10 years with Wabash! As Install and Repair Supervisor, Chad's day could range from installing service at a business, to ordering equipment, to quoting projects, to structure maintenance, and more. In his free time, Chad spends time with his wife, daughter, grandkids and great dane.



FICKERT RECOGNIZED FOR 5 YEARS

Doug Fickert recently celebrated 5 years with Wabash! As Install and Repair Technician, Doug visits homes and businesses to install and teach them about their service, and troubleshoot and repair any problems. In his spare time, you'll find Doug spending time with family and friends, and rooting on the Reds!

WAYS TO SAVE

AUTOPAY + PAPERLESS CREDIT

Save \$2 each month off of your internet service simply by signing up for paperless billing and automatic payment. Find more details at www.wabash.com/autopay-paperless-credit. *Not available on grandfathered speed plans.

REFER A FRIEND

Share the experience. Share the reward! If you refer someone to Wabash's service, we'll give you a \$25 credit when their service is installed. And, we'll give them a \$25 credit for letting us know you referred them. No limits!

BUNDLE & SAVE

By having phone service, you could be saving up to \$27 off of your monthly bill. Landline phone service begins at \$24.53 plus tax.

REVIEW YOUR ACCOUNT

If you haven't reviewed your account in awhile, we'd be happy to take a look with you! Give us a call to ensure your service is exactly what your household needs — 419.942.1111.

STRUGGLING TO PAY? INTERNET DISCOUNT

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the internet they need. This benefit provides a discount of up to \$30 per month toward internet service for eligible households. For more details or to apply, visit www.fcc.gov/acp.

PHONE AND/OR INTERNET DISCOUNT

Lifeline is a federal program dedicated to making phone and internet service more affordable for low-income households. This benefit provides eligible consumers with a monthly discount of \$5.25 for phone service, and a monthly discount of \$9.25 for internet. For more details or to apply, visit www.lifelinesupport.org.

Please know we are here to help! Call us at 419.942.1111.