

A Publication of New Hope Telephone Cooperative

The
Communicator

Vol. 1, No. 5

November 2002



Inside:

**Cable News • Recipes • Internet
Basketball Schedules • More!**



Tom Butler
 General Manager

We are entering one of my favorite times of year. The fall season is a great time to enjoy outdoor recreation. And the upcoming holidays mean time spent with family and friends.

I hope we all remember that November 11 is Veteran's Day. If you know someone who has served our country in the armed forces, make a special effort that day to say "thank you" for the sacrifices they made. Our veterans rose up to the challenge and fought to make this country great, and we certainly owe them our gratitude.

Remembering our veterans puts us in a mood of thankfulness. As the Thanksgiving holiday rolls around, it would do us all good to think on the things we have been blessed with.

When I begin counting my blessings, I certainly list New Hope Telephone Cooperative. Think for a moment what life in New Hope, Grant and Owens Cross Roads would be like without the cooperative. This company has not only brought basic phone service to the area, but has developed an impressive list of services that enhance our members' lives.

I'm also thankful for the great group of employees we have at New Hope Telephone. These men and women are dedicated to providing quality service to our members. They often go the extra mile to make sure the needs of our members are met. They are always learning, and always trying to do the best job possible for those we serve.

In the previous issue of *The Communicator* I reported on our building project. There's still paperwork to shuffle, and things are moving slowly right now in Washington, D.C. But I still hold out hope that we

can clear all the hurdles and begin construction before the end of the year.

We are excited about our new cable lineup. Remember, you helped develop this lineup with your responses to the cable survey earlier this year. On the following page you will find the complete listing of all the channels that will be included in the new plan. We hope to launch the new cable plan before the end of the year.

Also, in effort to better serve our customers, we are analyzing ways to improve our billing process. Our goal is to have a better organized and more easily understood bill. Customers may see the new 8.5-inch by 11-inch format by early 2003.

I would like to remind everyone that we do offer an unlimited residential calling plan into Huntsville. For more details on this, please see Page 4 of this issue. We hope to be able to offer other calling plans sometime in the future.

Please pay special attention to the Community Events section on Page 7. In this edition you will find basketball schedules, Founder's Day coverage, and Christmas parade announcements. We want to use this section to help keep you informed of what's going on in the service area. But we need your help. Please contact us with news we can share with our readers about events going on in your community.

In this season of thankfulness, I am extremely thankful for our members. You make it a pleasure to provide you with cutting-edge telecommunications technology. Thank you for that opportunity. ■

New Hope Telephone Cooperative

is a member-owned corporation dedicated to providing communications technology to the residents and businesses of New Hope, Grant and Owens Cross Roads.

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New Cable Lineup

We are excited to announce the new Cable TV lineup from New Hope Telephone. You'll soon be able to enjoy your favorite programming on these great channels.

CNN Headline News	Cartoon Network
TNN	Turner Classic
ESPN	Animal Planet
USA	FX
WAFF	Weather
WAAY	Lifetime
WHNT	WE
WHIQ-PBS	E!
WZDX-FOX	TV Land
TBS	Comedy Central
WGN	History
AMC	Court TV
TNT	SCI-FI
Nickelodeon	ESPN-2
CMT	FOX Sports
A&E	Oxygen
Family	PAX
TLC	MTV
Discovery	FOX News
Disney	TV Guide
CNN	VH-1
Community CH	Bravo
FOX Sports South	HSN
HGTV	C-Span
Hallmark	C-Span 2
Turner South	Outdoor Channel
Food Network	Tech TV
Travel Channel	WB Network
	WHDZ-UPN

Cable viewers will see the difference

The new cable lineup is just one part of a major upgrade to New Hope Telephone Cooperative's cable system.

"We are upgrading from a 230 megahertz system to a 750 megahertz system," explains Dewey Doss, Assistant Manager for New Hope Telephone. "It's really a whole new hybrid system of coaxial and fiber optics."

The upgrade will bring major changes to cable customers:

Channel Selection

As the list shows, customers will now have more channels available than ever before.

Picture Quality

There will be a noticeable improvement in the quality of television images.

Reliability

New equipment being added throughout the service area will decrease the number of viewers affected by a single service outage, while allowing repairs to be handled more efficiently.

Look for more information on our cable service in the next issue of *The Communicator*.



Triple J Contractors of Florence is working with New Hope Telephone to complete its cable system upgrade. Picture working with the new cable equipment are: (left to right) Mike Lewis, project coordinator; Allen Scogin, construction supervisor; and David Scogin, splicer.

Freeze the slammers

Hardly a week goes by without a phone call from a telemarketer wanting to switch you to a different long distance provider. Although you tell them you're not interested, there have been cases where a telemarketer will process a request for change anyway.

Changing a customer's long distance carrier without permission is a practice known as slamming. While the Federal Communications Commission (FCC) has taken measures to fight slamming, it still happens.

If you are slammed, it can be a lot of trouble to fix and somewhat expensive. To keep from being a victim, members may sign a PIC FREE E form. This prevents your long distance provider from being changed without your written permission. It's simple, and it's free. Call today and we'll mail you a form

Sign up for Bank Draft

If you've ever had to pay late fees just because you forgot to pay your New Hope Telephone bill, our Bank Draft service is for you.

To sign up for the program, bring a blank voided check to the New Hope Telephone office. Each month, payment for your phone bill will be withdrawn automatically from your checking account. You will still receive a bill from New Hope Telephone showing your charges.

This program is especially good for those who call us often to set up a special arrangement for paying their bill after the first of the month. Special arrangements are designed for emergency use only.

Sign up for bank draft today

Huntsville Calling Plan

New Hope Telephone's unlimited residential calling plan into Huntsville can save you money.

For just \$18.70 per month, residential members can make unlimited calls into Huntsville. All other calls within the Huntsville LATA (Local Access and Transport Area) are only five cents per minute. For a listing of the areas included in the Huntsville LATA, please refer

to Page 13 in your 2002 New Hope Telephone Book.

"This is a great plan for those with family or associates in Huntsville," says New Hope Telephone General Manager Tom Butler. There is no service charge to begin enjoying these savings. Simply call the office and request the Unlimited Calling Plan into Huntsville.

Who's that beeping?

We've all been there. You're on the phone with a friend or family member, and your Call Waiting begins to beep. Do you stop to see who's trying to reach you? Wouldn't it be rude to interrupt your current caller? But what if it's an emergency? Or worse yet, a telemarketer?

With Caller ID/Call Waiting, you'll never have to struggle with that decision again. This exciting service works with Caller ID service to help identify the calling party.

Summary of Service: When a call comes in while you're on the line, your Caller ID display box will show the name/number or both of the calling party.

For Caller ID/Call Waiting to work, you must have a Caller ID/Call Waiting-compatible telephone or Caller ID display box and have a version of Caller ID. We offer Caller ID Name for \$3 per month, Caller ID Number for \$3 per month, or Caller ID Deluxe, which deliver both for \$6 per month.

Regular Call Waiting is \$1 per month and Caller ID/Call Waiting is \$2 per month. If you upgrade from Call Waiting to Caller ID/Call Waiting, you will no longer see the monthly Call Waiting charge on your bill. It will be replaced with the Caller ID/Call Waiting charge.

Please remember to order as many additional calling features as you will need at one time, since there is a \$10 service charge each time you add features. You may call the business office to inquire further, or to request any of these services.

Don't throw those phone books away!

Help us keep thousands of old phone books out of the landfills. Bring your New Hope Telephone directory by our office and drop it in the recycle box located in the foyer. Get rid of the trash while helping conserve our environmental resources. Recycle those phone books!



Explanation of billing terms

In addition to your basic fees for phone service, a variety of charges appear on your bill each month. Following is an explanation of some of the items found on your bill.

\$16.25 Basic Local Service

•Dial Tone - a service that allows you to make and receive local (non-toll) calls. Failure to pay local service rate and applicable taxes and fees will result in disconnection and loss of service. Local service is billed one month in advance.

\$6.00 Federal Subscriber Line Charge (SLC)

•A flat monthly charge, established by the Federal Communications Commission (FCC) assessed directly to customers to help local telephone companies recover some of their costs in constructing and maintaining the local network. In July 2002, the FCC raised the SLC cap for community based telecom

providers to \$6.00 monthly for residential and single-line business customers. The SLC cap for multi-line businesses remains \$9.20 per line. The caps for residential and single-line business SLCs are scheduled to increase to \$6.50 on July 1, 2003. The FCC's action brings the SLCs of independent companies in line with those charged by urban companies.

\$0.46 Federal Universal Service Charge (FUSC)

•The federal government established national programs to support universal telephone service. The federal Universal Service Fund assists with the costs of providing affordable services to low-income individ-

uals and to residents in rural, high-cost areas. In addition, Congress has expanded the program to help schools, libraries and rural health care providers obtain advanced services, such as Internet access. All providers of telecommunications services contribute to the support of these programs.

E911 Charge

•A state/local government charge to fund emergency 911 services, such as fire and rescue.

Federal Excise Tax

•A 3% federal tax, imposed by the federal government, not the FCC, that applies to all telecom services, not just local service.

Long distance service from a telecommunications company you know and trust. Sign up with New Hope Long Distance for a simple plan with friendly local service!

NEW HOPE TELEPHONE LONG DISTANCE LETTER OF AUTHORIZATION

Yes! I want to switch from my current long-distance company to New Hope Telephone Long Distance.

PLEASE NOTE: When switching to New Hope Long Distance, you must notify your current long distance carrier about the change. You will continue to be billed by your current carrier until you notify them of the switch.

NAME _____

SIGNATURE _____ DATE _____

ADDRESS _____

PHONE NUMBER _____

- I would like to sign up for the **New Hope Long Distance Basic Plan** (14 cents/minute, no monthly fee)
- I would like to sign up for the **New Hope Long Distance Enhanced Plan** (9 cents/minute, \$4.95 monthly fee)
- I would like a **New Hope Long Distance Calling Card** (25 cents/minute. Pay phone surcharges additional if applicable.)

Additional Calling Cards _____

My four-digit Pin Number is

Pin Number should be _____ should not be _____ listed on card.

Send us your recipes and home tips. If we publish them, we'll send you a free gift!

Parmesan-Turkey-Ranch Rollups

ingredients:

3/4 cup ranch dressing (make it with buttermilk dressing mix)
8 (6-7 inch) flour tortillas
1/2 cup grated Parmesan cheese
4 green onions, diced
1 medium tomato, diced
2 cups chopped lettuce
12-oz thinly sliced deli turkey
bacon (use your judgement)

Cook bacon, then crumble. Spread dressing evenly on one side of tortilla. Sprinkle evenly with Parmesan cheese, green onion, tomato, and bacon. Top with lettuce and turkey. Roll up tortillas. Secure with a wooden toothpick.

Yields: 8 rollups • Prep: 10 minutes

submitted by: Kanita Medlen

Crockpot Dressing

Make cornbread:

3 cups self-rising corn meal	1 Tbsp. sugar
3/4 cup self-rising flour	2 whole eggs, and
1 large onion, chopped	2 egg whites
1/2 cup chopped celery	2 cups sour milk
1 stick margarine, melted	1 tsp. baking soda

Mix and bake in 450° oven for 25 minutes, then brown.

Crumble cornbread, then mix with:

1-1/2 Tbsp. sage	1 tsp. black pepper
6-1/2 cups chicken broth with fat removed	

Cook in crockpot on high for 3 hours. Can make ahead of time and freeze, then cook. This is great for family and church gatherings.

submitted by: Martha Cooper

Coconut-Caramel Pies

ingredients:

1/4 cup butter or margarine
1 7-oz pkg. flaked coconut
1/2 cup chopped pecans
1 8-oz pkg. cream cheese (softened)
1 14-oz can sweetened condensed milk
1 16-oz container frozen whipped topping (thawed)
1 12-oz jar caramel ice-cream topping
2 baked 9-inch pie shells

Melt butter in large skillet. Add coconut & pecans. Cook until golden brown, stirring frequently. Set mixture aside. Combine cream cheese & condensed milk; beat until smooth. Fold in whipped topping. In each pie shell, layer 1/4 of cream cheese mixture; drizzle 1/4 of caramel topping; sprinkle 1/4 of coconut mixture evenly. Repeat layers with remaining ingredients. Cover & freeze. Let frozen pie stand at room temperature 5 minutes before slicing.

submitted by: Frances Woody

Cranberry Walnut White Fudge

ingredients:

1 tsp. plus 1/2 cup butter (no substitutes), divided
2 cups sugar
3/4 cup sour cream
1 pkg. (10-12 oz) vanilla or white chips
1 jar (7-oz) marshmallow creme
1 tsp. vanilla
2 cups coarsely chopped walnuts
1 cup coarsely chopped dried cranberries

Line an 8-inch square pan with foil and grease foil with 1 tsp. butter. Set aside. In a heavy saucepan, bring to a boil sugar, sour cream, and remaining butter on med. heat. Cook and stir until candy thermometer reads 234° (soft ball stage; approx. 10 minutes.) Remove from heat. Stir in chips, marshmallow creme and vanilla. Beat until smooth. Fold in cranberries and walnuts. Pour into prepared pan. Let stand at room temperature until cool. When cool, lift fudge out of pan and remove foil. Cut into squares and refrigerate in airtight container.

submitted by: Brenda Jones



Area Basketball Schedules

New Hope High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAMS
Nov. 12	Westminster	Home	4:00	JVG, JVB, VG, VB
Nov. 14	Danville	Home	4:00	JVG, JVB, VG, VB
Nov. 15	MCHS	Home	4:00	JVG, JVB, VG, VB
Nov. 19	DAR	Away	4:00	JVG, JVB, VG, VB
Nov. 22	Randolph	Home	5:00	JVB, VG, VB
Nov. 26	Westminster	Away	4:00	JVG, JVB, VG, VB
Dec. 3	Madison Academy	Home	4:00	JVG, JVB, VG, VB
Dec. 7	Catholic	Away	1:00	JVB, VG, VB
Dec. 10	Plainview	Home	4:00	JVG, JVB, VG, VB
Dec. 13	Skyline	Home	4:00	JVG, JVB, VG, VB
Dec. 17	MCHS	Away	4:00	JVG, JVB, VG, VB
Dec. 20	Danville	Away	5:00	JVB, VG, VB
Dec. 27-28	NH Christmas Tourn.	Home	TBA	VG, VB

DAR High School Basketball Schedule

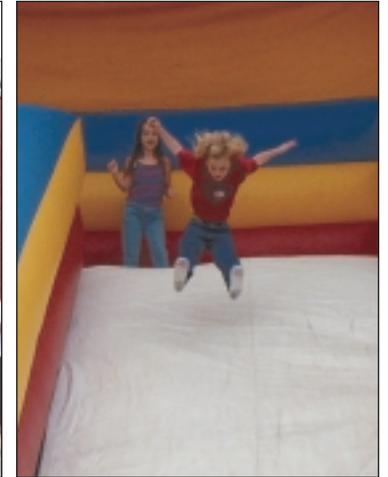
DATE	OPPONENT	PLACE	TIME	TEAMS
Nov. 12	Randolph	Away	4:00	9B, JVB, VG, VB
Nov. 15	Douglas	Away	4:00	9B, JVB (MS Gym)
			4:30	JVB, VG, VB
Nov. 19	New Hope	Home	4:00	JVG, JVB, VG, VB
Nov. 22	Guntersville	Away	3:30	9B, JVG (elem. gym)
			4:00	JVB, VG, VB
Nov. 23	Skyline	Home	4:30	VB
Dec. 3	Randolph	Home	4:00	9B, JVB, VG, VB
Dec. 5	Plainview	Home	4:00	JVG, JVB, VG, VB
Dec. 7	Boaz	Away	2:00	9B, JVG, JVB, VG, VB
Dec. 10	Madison Academy	Home	3:30	9B, JVB, VG, VB
Dec. 13	Arab	Away	4:00	JVG, 9B (elem. gym)
			4:30	JVB, VG, VB
Dec. 17	Skyline	Away	4:30	JVB, VG, VB
Dec. 20	Arab	Home	3:30	JVG, JVB, VG, VB
Dec. 27-28	Peoples State Bank Christmas Tournament			TBA

DAR Jr. High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAMS
Nov. 4	Guntersville	Away	4:30	7B, 8B, 9B (elem. gym)
Nov. 4	Guntersville	Away	5:30	7G, 8G (HS gym)
Nov. 5	Albertville	Away	4:00	7G, 7B, 8G, 8B
Nov. 7	Scottsboro	Home	4:00	7G, 7B, 8G, 8B
Nov. 11	Boaz	Home	2:00	7G, 7B, 8G, 8B, 9B
Nov. 12	Arab	Away	4:00	7G, 7B, 8G, 8B
Nov. 18	Albertville	Home	4:00	7G, 7B, 8G, 8B
Nov. 21	Scottsboro	Away	4:00	7G, 7B, 8G, 8B
Nov. 25	Douglas	Away	4:00	7G, 7B, 8G, 8B
Nov. 26	Brindlee Mt.	Away	1:00	8B, 8G, 7B, 7G
Dec. 2	Guntersville	Home	4:00	7G, 7B, 8G, 8B
Dec. 5	Skyline	Home	5:00	8G, 8B
Dec. 9	Douglas	Home	4:00	7G, 7B, 8G, 8B
Dec. 12	Boaz	Away	4:00	7G, 7B, 8G, 8B
Dec. 19	Brindlee Mt.	Home	1:00	8B, 8G, 7B, 7G

Another great New Hope Founder's Day celebration!

Last month's event offered great fun for the entire family.



AREA CHRISTMAS ACTIVITIES

New Hope Community.

Dec. 7 - Lighted Christmas Parade • 6 p.m.

Grant Community

Nov. 30 - Lighting of Tree at Town Hall • 6:30 p.m.

Dec. 7 - Fire Dept. Chili Supper on Main Street • 3 p.m.

Grant Christmas Parade on Main Street • 4:30 p.m.

Send us your news!

We want to know what's going on in your community. Please send information about upcoming events to:

New Hope Telephone Cooperative
 Attn: Upcoming Events
 PO Box 452
 New Hope, AL 35760

While space in *The Communicator* is limited, we do want to publish information when possible about events that are important to the communities we serve. So send in your news... and thanks for the help

High-tech equipment is secret to quality service

Have you ever wondered about those metal cabinets New Hope Telephone has installed on the road-sides? Those shiny contraptions are the key to great technological advances in your cooperative's telecommunications system.

Each cabinet is known as an RCU-



The RCU-800 is the key to state-of-the-art telecommunications. These units make it possible for NHTC to provide high-tech services, including DSL.

800, and houses state-of-the-art telecommunications equipment. These units are the key to NHTC's ability to provide outstanding customer service.

"Many rural areas never see this kind of technology," says Tom Butler, General Manager of NHTC. "But because we're a cooperative, we can make the same technology available to our members that their friends in larger, metropolitan areas enjoy."

The RCU-800 units make 56k Internet dial-up possible. They also bring DSL (digital subscriber line) capabilities to the NHTC system. DSL provides dedicated Internet connections that are blazing fast compared to traditional dial-up.

"These cabinets are on a fiber optic ring," explains Mark Beem, a

member of the Central Office team. "This provides a more stable and reliable platform for voice, data and information transfers."

NHTC has 34 units in operation, with eight more units scheduled for installation within the coming months.



NHTC's Central Office personnel are (left to right): Donald Morrison, Mark Beem, Steven Campbell (supervisor), and David Whitaker.

The current DSL service from New Hope Telephone

512k
upload speed

1,536k
download speed

49.⁹⁵ /mth

How fast do you want it?_____

Currently, New Hope Telephone has only one plan for our digital subscriber line, or DSL service. We'd like to know how this plan fits your needs. We also want to know what related services you'd like to see offered by your telecommunications company.

? Should we offer DSL plans with slower speeds at lower costs?

? Would you like to be able to purchase DSL modems from NHTC?

Email us your responses to the above questions. Thanks for your feedback!

DSL@nehp.net

New Hope Telephone Cooperative

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