

The
Communicator

Vol. 1, No. 6

December 2002

A photograph of a man, Robert Patterson, standing next to a red fire truck. The truck has "GRANT FIRE DEPT." written on its side. The man is wearing a dark blue t-shirt and jeans, and is leaning against the truck. The background shows trees and a clear sky.

**Grant's
award-winning
fire department**

Also inside:
**Channel listings • New bill format
Employee training • More!**

I hope you've done all your Christmas shopping, because the big day is just around the corner. It seems like 2002 started just a few weeks ago, and here we are ready to close out another year.

And what a great year it has been. On behalf of New Hope Telephone Cooperative, I want to thank you for a wonderful 2002. Your telecommunications company has worked hard to build a stronger, more advanced company to serve you better — now and for years to come.

New Hope Telephone belongs to all of us, and this company could not succeed without the support of its members. Thank you for supporting New Hope Telephone.

We are excited that you have made New Hope Long Distance the number one provider in our area. More than half of our subscribers have chosen New Hope Long Distance, and that is something we can all be proud of.

For those not currently using New Hope Long Distance, please consider helping us continue to grow. Simply complete the form on Page 5 of this issue and you'll soon be part of the team.

I have enjoyed serving this year as President of the Alabama-Mississippi Telecommunications Association, or AMTA. The mission of the AMTA is "to promote and represent the telecommunications industry by providing services, support and value for its diverse group of members and their customers through a forum that encourages the sharing of resources, ideas and information."

I know that's a mouthful, but what it really all boils down to is that

AMTA helps New Hope Telephone and other companies like ours in Alabama and Mississippi do a better job representing the interests of our customers. I consider it an honor to have been chosen to serve as the organization's president this year.

We are still pushing forward with our building project. As I write this column, we are hoping to open bids on construction of the new office building January 7. Weather permitting, we could see a groundbreaking before the end of January. We'll just have to wait and see what the weather holds for us.

This is the final issue of *The Communicator* for 2002. We have received lots of positive feedback from the magazine, and I hope everyone has found something of interest in its pages.

I want to encourage you to send us your community news. We can't publish everything, but we'll do our best to spread the word about things going on in New Hope, Owens Cross Roads and Grant. We also want your recipes and home tips. This is your magazine, and we need your participation to make it the best it can be.

Happy Holidays to all our members. I hope you have a wonderful Christmas, and I hope your New Year gets off to a great start. I look forward to working with you in 2003 to continue providing outstanding telecommunications service to the area through *your company* - New Hope Telephone Cooperative. ■



Tom Butler
General Manager

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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www.nehpc.net

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www.WordSouth.com

Holiday Closings

Please note: The New Hope Telephone Cooperative office will be closed
Wednesday, December 25 and Wednesday, January 1 for the holidays.

CABLE SPECIAL

Get a \$30 credit when you sign up for cable in January

New Hope Telephone wants you to see just how good the new cable system is. During the month of January, you will receive a credit of \$30 when you sign up for cable service.

This credit covers the basic installation fee for one television set in a home (there is a \$10 fee for each additional setup the installation fee for mobile homes is \$40).

This offer ends January 31st, so act now! And start enjoying quality cable service from *your* New Hope Telephone Cooperative.

Do you need that cable box?

If you have one or more New Hope Telephone digital cable boxes home, ask yourself these questions:

- 1) Do I want any of the Premium Pay Packages?
- 2) Do I plan to purchase pay-per-view programs?

If you answered 'Yes' to either question, you'll need a cable box. However, if your answer to both questions is 'No,' you should return your cable boxes and remote controls to New Hope Telephone. Call us with any questions at 723-4211.



John Whitaker, Head-End Technician for NHTC, is shown with some of the new equipment that is part of the cooperative's upgraded cable service. Whitaker has been busy the past few weeks setting up the satellite receivers, TV modulators, and other equipment necessary to deliver the new high quality cable service.

Channel Guide

This will be the final Channel Lineup

3-HN	32-Turner Classic
4-TNN	33 Hallmark
5-ESPN	34 HGTV
6-USA	35 Food Network
7-WAFF	36 Travel Channel
8-WAAY	37-Cartoon Network
9-WHNT	38-Animal Planet
10-WDHF-UPN	39-FX
11-WZDX	40-WE
12-TBS	41-E!
13-WGN	42-History
14-AMC	43-Comedy Central
15-TNT	44-TV Land
16-Nickelodeon	45-Court TV
17-CMT	46-SCI-FI
18-A&E	47-Fox Sports World
19-ABC Family	48-Oxygen
20-Learning Channel	49-PAX
21-Discovery	50-MTV
22-Disney	51-FOX News
23-CNN	52-VH-1
24-Community Ch.	53-BRAVO
25-FOX Sports So.	54-Outdoor Channel
26-TV Guide Channel	55-C-Span
27-WB Network	56-HSN
28-ESPN2	57-C-Span2
29-Lifetime	58-Tech TV
30-Weather Channel	59-PBS
31-Turner South	60-TBN (Trinity)

Getting to know your new NHTC bill

Your bill from New Hope Telephone will have a new look beginning in January. "We had really outgrown our bill, with all the new services we've added in recent years," says NHTC

Business Office Manager Teresa Hunkapiller. "I believe members will find the new format easier to understand."

The new bill is the size of a standard sheet of paper and will feature more

information about members' accounts. Members will find it easier to review their charges with the new format.

Below is an overview of the new billing format.

MONTHLY INVOICE
New Hope Telephone Cooperative
P.O. Box 452
New Hope, AL 35780
For Customer Service Please Call : 723-4211

ACCOUNT	256-723-0000	12345
BILLING DATE	NOV. 2002	
PAYMENT DUE DATE	11-01-02	
LATE/OUTGO DATE	11-20-02 / 11-30-02	
BALANCE DUE	\$ 879.57	
AMOUNT PAID	\$	

NEW HOPE TELEPHONE COOPERATIVE
PO Box 452
New Hope, AL 35760-0452

Member's name & address → John Q Public
1234 New Hope Hwy
Greenville, AL 35747

Member's phone number and Membership Number → 256-723-0000 12345

Amount due → \$ 879.57

Tear stub to return with payment → PLEASE RETURN UPPER PORTION WITH YOUR PAYMENT

Summary of Charges →

DESCRIPTION	AMOUNT
BILLING SUMMARY	83.45
Amount from Last Bill	83.45
Less: Payments	-83.45
Less: CREDIT ADJ.	-83.45
Balance Forward	47.44
Local Service	12.44
Long Distance	1.00
Other Toll Charges	25.00
Cable TV Charges	4.00
Distance Advantage	1.00
Discounts Applied	1.00
Federal Tax	1.00
State & Local Tax	1.00
Total Current Billing	79.57
TOTAL AMOUNT DUE	79.57

Detail of Local Service by Category →

DESCRIPTION	AMOUNT
BASIC LOCAL SERVICE	16.25
RESIDENCE AND USER CHARGE	6.00
INSIDE WIRE MAINT. CHARGE	2.00
CATV BASIC SERV. FEE/CHRG	1.00
CALL CHARGES	1.00
FEDERAL UNIVERSAL SERV CHARGE	21.99
INTERNET SERVICE	12.44
SUB TOTAL: LOCAL SERVICE	74.21
State tax amount	1.00
Federal tax amount	1.00
TOTAL: LOCAL SERVICE	76.21

Itemized Detail of Charges (including Cable TV, Internet, and Calling Features) →

DESCRIPTION	QTY	DISP*	PRORATED	MONTHLY	TOTAL
BASIC CATV	1	Yes	0.00	25.00	25.00
MARKETPLACE COUNTY SWILL	1	Yes	0.00	1.00	1.00
FEDERAL UNIVERSAL SERV CHARGE	1	Yes	0.00	21.99	21.99
INTERNET BLUE PLAN	1	Yes	0.00	12.44	12.44
INSIDE WIRE MAINTENANCE	1	Yes	0.00	2.00	2.00
RESIDENCE AND USER CHARGE	1	Yes	0.00	6.00	6.00
BASIC LOCAL SERVICE	1	Yes	0.00	16.25	16.25
Non-Discounted Amount					879.57
Discounted Amount					0.00
Discounted Total					879.57

DISP* The failure to pay these charges may result in disconnection of your local telephone service.

New Hope Telephone Cooperative • P.O. Box 452 • New Hope, AL 35780 • Customer Service: 723-4211

Credit available to Medicaid recipients

You may be eligible for a \$13 monthly credit on your phone bill if any of the following apply. Stop by the New Hope Telephone business office to enroll. You will need to bring your Medicaid card and a photo identification.

- 1) You are a Medicaid recipient and membership in New Hope Telephone Cooperative is in your name
- 2) Your spouse is a Medicaid recipient and membership in New Hope Telephone Cooperative is in your name (you must both come to our office and sign a new contract creating a joint membership)
- 3) You have a minor child who is a Medicaid recipient

Employees learn pole climbing basics



Pictured here with pole climbing equipment are: Jeffrey Maples, left; Shawn Smith (on pole); and Darren Maples, right.

While bucket trucks help linemen do their jobs faster and more efficiently, there are still occasions where a bucket truck is of no use. "We have areas on our system where the utility poles don't follow the roads," explains Tom Butler, New Hope Telephone general manager. "A bucket truck can't get to many of those, so our men have to climb the poles to work troubles."

In October, three NHTC employees received intensive training in pole climbing. Jeffrey Maples,

Shawn Smith and Darren Maples spent a week at the Transmission Power Supply training facility operated by the Tennessee Valley Public Power Association. The site is located in Scottsboro near the Bellfonte Nuclear Plant.

The men were taken through an intensive one-week training program. In addition to classroom instruction, they spent time climbing poles, tying knots, working ropes and simulating actual lineman working conditions.

Training helps NHTC offer great customer service

New Hope Telephone is owned by its members, and that's why our top goal is to provide excellent service. In October, two customer service representatives received specialized training at a customer relations seminar hosted by the National Telecommunications Cooperative Association. Paula Hendrix and Susan Eubanks

attended the seminar, held in Texas, where they studied various issues relating to effective customer service.



Susan Eubanks



Paula Hendrix

Thanks to you, we're the **#1** long distance provider in the area. Fill out this form to find out why!

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
(cannot begin with "1" or "0")

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



AWARD-WINNING FIREMEN — Chief Robert Patterson is quick to point out that the members of Grant Fire Department are what make the unit so effective. Pictured left to right are: (front row) Mickey Antwine, Gene Tidwell, Jason Cornelius, Jack Hodges, Shawn Bevel, David Wright, James Fuell, Mike Boozer, Junior James, Ben Long, Billie Westbrooks, (back row) Verlon Lemaster Jr., Mike Bowman, Robert Davis, Cliff Brown, Robert Patterson, Robert Patterson Jr., Phil DeSouza, Doug Hartman, Wade Morrison, Joey Sutphin, Adam Davis, Kevin Luther and Ray Pressel.

The best department in Alabama

The people of Grant have reason to be proud — and to feel well protected. Their volunteer fire department was recently named the best in the state.

Grant Fire Department was chosen out of Alabama's 997 volunteer fire departments to receive the Walter Vest Award. This honor is given annually by the state Forestry Commission to recognize those departments doing an outstanding job serving their communities.

"I'm proud of these guys," says Robert Patterson, who has served as the department's chief for the past 16 years. "You can always depend on them, day or night."

Departments nominated for the award go through a rigid evaluation. Factors considered include the support they provide their community, the fire chief, membership, services provided, equipment and training.

Last year, the department moved its operation into a new building. Volunteers did most of the work inside. "There were a lot of hours put into it," Patterson says. "This building should serve Grant for many years to come."

Patterson serves as outside plant engineer for New Hope Telephone Cooperative. "Community service is at the heart of the cooperative way of doing business," says Tom Butler,

NHTC General Manager. "We are proud of what Robert and his department have accomplished, and of what they do for the people of Grant."

How the community really feels about its fire department is summed up in a letter Patterson recently received from a woman whose son attends New Life Christian Academy, where the Grant Fire Department recently participated in Fire Prevention Week activities. "You not only taught him about fire trucks and cool helmets but you taught him a little bit about patriotism, too," she wrote. "Thank you for providing such a positive role model for our sons and daughters to look up to."



New Hope High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAMS
Jan. 7	Madison Academy	Away	4:00	JVG, JVB, VG, VB
Jan. 10	DAR	Home	4:00	JVG, JVB, VG, VB
Jan. 14	Catholic	Home	4:00	JVG, JVB, VG, VB
Jan. 17	Plainview	Away	4:00	JVG, JVB, VG, VB
Jan. 20-25	County Tourn.	Buckhorn	TBA	JVB, VG, VB
Jan. 28	Randolph	Away	5:00	JVB, VG, VB
Jan. 31	Skyline	Away	4:00	JVG, JVB, VG, VB
Feb. 4-11	Area Tournament	TBA	TBA	VG, VB
Feb. 13-14	Sub.Region. Tourn.	TBA	TBA	
Feb. 18-22	Regional Tourn.	TBA	TBA	
Feb. 25-Mar. 1	STATE TOURNAMENT			

DAR High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAMS
Jan. 3	Plainview	Away	12:00	9B, JVB, VG, VB
Jan. 7	Douglas	Home	3:30	JVG, JVB, VG, VB
Jan. 10	New Hope	Away	4:00	JVG, JVB, VG, VB
Jan. 11	Pisgah	Home	3:00	JVG, JVB, VG, VB
Jan. 14	Boaz	Home	3:30	JVG, JVB, VG, VB
Jan. 17	Guntersville	Home	3:30	JVG, JVB, VG, VB
Jan. 20-25	MARSHALL COUNTY TOURNAMENT			TBA
Jan. 28	Madison Academy	Away	6:00	VG, VB
Jan. 31	Pisgah	Away	6:00	VG, VB
Feb. 4, 7, 10	VARSITY GIRLS AREA TOURNAMENT			TBA
Feb. 6, 8, 11	VARSITY BOYS AREA TOURNAMENT			TBA
Feb. 13	VARSITY GIRLS SUB-REGION			TBA
Feb. 14	VARSITY BOYS SUB-REGION			TBA
Feb. 18-22	REGIONAL TOURNAMENT			TBA
Feb. 25-Mar. 1	STATE TOURNAMENT - BIRMINGHAM			

DAR Jr. High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAMS
Jan. 6	Arab	Home	3:00	7G, 7B, 8G, 8B, 9B
Jan. 13-18	COUNTY TOURNAMENT			TBA

Goodbye telemarketers

If you're like most people, your name is on plenty of lists. But did you know there's one list you can get on that can actually reduce the number of sales calls you receive? The Public Service Commission maintains a 'Do Not Call' register for residential consumers who do not want to receive

unsolicited sales calls. Currently, there is no charge to be included in the list. Simply write to the address below, and you'll receive informational material with an enrollment form in the mail. **Please note in the material that some businesses are exempt and may still call you.**

Alabama Public Service Commission

Attn: Do Not Call Register

PO Box 304260

Montgomery, AL 36130-4260

DIAL BEFORE YOU DIG

Before you take the shovel in your hand, put the phone to your ear. That perfect spot for your new excavation project may have one or more utilities buried underneath. By checking first, you'll not only save yourself — and others — possible inconvenience, you'll also be complying with state law. One simple phone call can accomplish this for you. Call us at the number below at least two (2) working days before excavation begins.

723-4219

New Hope Telephone Cooperative

Send us your news!

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

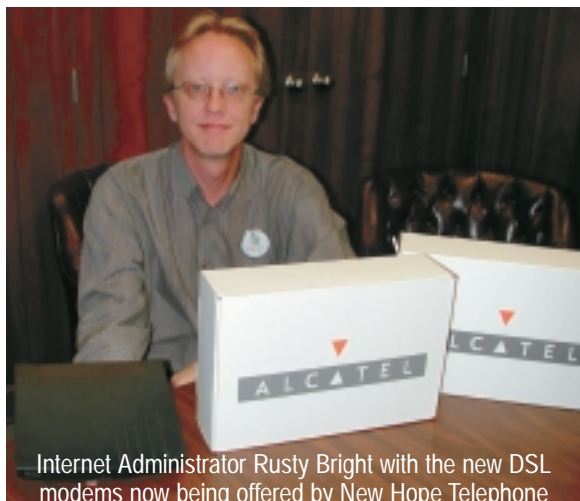
New Hope Telephone Cooperative

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 area. So send in your news... and thanks for the help!

DSL modems now available



Internet Administrator Rusty Bright with the new DSL modems now being offered by New Hope Telephone

To enhance service to members of New Hope Telephone, we now offer modems to our DSL customers.

"Several members have asked us about making these DSL modems available," says Rusty Bright, Internet Administrator for NHTC. "When we found out the demand was there, we began looking for a quality product to offer our members."

The chosen unit is the Alcatel Speed Touch Home™, an ethernet-based modem that combines fast data transfer with ease of use.

"We're pleased with the performance of this modem," says Bright, "and believe our members will be, too." NHTC is selling the units for \$150 each.

The modems come with a three-year warranty, which does not cover lightning damage.

Alcatel Speed Touch Home DSL Modem *at a glance*

- High-speed Internet and regular phone service on the same line
- Easy connection to a single PC, or multiple PC's with a router
- Can operate as a stand-alone network adapter
- Up to 200 times faster than traditional modems
- Easy-to-use graphical installation and configuration wizard
- No software installation
- Can be used with any existing software platform (works with Win95, 98, 2000, NT, XP, Mac OS and OS X)
- Approved for connections to all major network operators
- Light and compact design



January Internet Special

Sign up for dial-up
Internet access from

New Hope Telephone during January,
and we'll **waive the connection fee.**
Just stop by our office in New Hope.
Hurry! There's a world of information
just waiting at your fingertips!

New Hope Telephone Cooperative
P.O. Box 452
New Hope, Alabama 35760

Pre-sort
Standard
US POSTAGE PAID
Metro Mail
36201