

The  
**Communicator**

Vol. 2, No. 1

February 2003



**Touch of  
grace found  
at New Hope  
Senior Center**

Recipes • NHTC News  
and more!

I hope 2003 has gotten off to a great start for you. It has been busy around New Hope Telephone, and this is shaping up to be a great year.

With our cable system upgrade completed, and the new package of channels selected by our members, the New Hope Telephone cable system is positioned for growth in 2003. Some have expressed concern about the new pricing structure, but I believe our customers will see they are getting even more for their money now.

You may have received a letter recently from the New Hope Telephone Board of Directors concerning the cable system upgrades. If you missed that, please see Page 3 in this issue. The letter contains important information about the cable system, and explains the decisions that went into the upgrade.

Our cable system is another great example of the cooperative spirit. As you well remember, it wasn't too long ago that the Owens Cross Roads-New Hope-Grant area had no cable service. And no *for-profit* cable company was willing to build a system to serve this area because of the low density — there just weren't enough customers per mile of line to make it profitable for them.

But the people, through the telephone cooperative they own, decided to bring cable television service to the area themselves. Because we are a cooperative, we do not have to send dividends to investors on Wall Street; the money stays right here in your communities to provide the services you want and deserve.

It was a similar case some 50 years ago when residents tried to get the big investor-owned telecommunications company to bring phone service to the area. Again, we were just too rural for them to make enough money on us.

We were left to take care of ourselves, and that we did. From that desire for quality service and a better life, the people of this area built New Hope Telephone Cooperative from the ground up. And even after 50 years, the cooperative continues to improve service and expand its offerings for its members.

And the best part is that we have done it ourselves. No big-city investors. No corporate conglomerates. Just hard-working folks joining with their neighbors and friends to make good things happen in their communities.

Just as with the cable system, New Hope Telephone continues to invest its margins (what the other guys call 'profit') back into the area. You receive capital credit refunds most years, dollars which circulate in the local economy. And we reinvest some \$1 million per year into upgrading and expanding this vast system of wires and equipment.

Thank you for the part you play in helping New Hope Telephone do its job of bringing good things to our little corner of the world. We have proven time and again that, working together, we can accomplish just about anything. ■



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.

### Board of Directors

Johnny Cobb, President

*New Hope Exchange*

Robert Layne, Vice President

*Owens Cross Roads Exchange*

David Ayers, Secretary

*Grant Exchange*

Jeff Cooper, Treasurer

*New Hope Exchange*

James Cantrell

*Grant Exchange*

Jim Duncan

*New Hope Exchange*

Greg Glover

*Owens Cross Roads Exchange*

Barry Mefford

*New Hope Exchange*

Jimmy Segler

*Grant Exchange*

## The Communicator

Vol. 2, No. 1 February 2003

is a bimonthly magazine published by New Hope Telephone Cooperative, © 2003. It is distributed without charge to all members/owners of the Cooperative. Send address corrections to:

**New Hope Telephone Cooperative**  
P.O. Box 452  
New Hope, Alabama 35760  
Telephone: (256) 723-4211  
[www.nehp.net](http://www.nehp.net)

*This publication is produced for  
New Hope Telephone by:*



[www.WordSouth.com](http://www.WordSouth.com)

## What do you think about the new bills?

New Hope Telephone recently introduced a new billing format. We hope you find it easier to understand your charges and what services you are paying for. Please let us know what you think. Call or email us today (see contact information to the right) and give us your opinion!

## Special Notice regarding Cable Television Service from the New Hope Telephone Cooperative Board of Directors

Johnny Cobb, President

To all New Hope Telephone Cooperative Members:

For many months, the Board of Directors has been faced with the daunting task of how to best maintain an obsolete cable television system. Among the company's top goals are to provide the customers with quality service. This goal could no longer be attained with the existing cable system. The original cable system was placed in service over 30 years ago. Many of the necessary parts for routine maintenance were no longer available. The dilemma came down to three alternatives:

1. Shut the system down completely
2. Sell the obsolete system to another company for them to upgrade
3. Upgrade the system

After much discussion, thought and research, the decision was made to install a new system and continue to provide high quality, reliable and prompt service to our members. The contract was awarded via sealed bids. The channels offered were selected by our members who participated in a survey conducted in July and August of 2002. The monthly rate was established based on cost versus estimated income. The \$2 million dollar investment in plant and the monthly cost per subscriber from the channel providers must balance with the estimated income. The smallest package available to generate the necessary estimated income was the package chosen.

Just a few of the additional factors involved in the decision making process are briefly mentioned below:

- 1) The Pre-December 2002 Basic CATV package was made up of 22 channels for \$25.00 per month, or \$1.14 per channel. The New Basic Package is made up of 58 channels for \$44 per month or \$0.76 per channel. According to the latest cable television news magazines, we now offer 33 of the top 35 most requested channels. With new state-of-the-art equipment, your cooperative is now able to provide our customers with high quality, reliable cable television service. We now have a cable system that we can all be proud of.
- 2) The national average density per mile for cable television systems is 30 subscribers per mile. We strive to provide any member of our cooperative cable service, who does not have access to any cable system, without regard to distance from existing lines or density. Our density is 9 subscribers per mile. This means that companies serving more heavily populated areas have many more subscribers among which to share the cost of recovery of their investments in plant and equipment.
- 3) Being a member/owner of the cooperative, we each receive the benefit of earning equity in the company. We are fortunate that we have the privilege to elect those who make the financial decisions for us and that annually, they have voted to refund a portion of the company's earnings to us. The monies that are paid in for services provided, including cable services, are used in the computation of your capital credits earned. This directly affects the amount of the refund check that you have received each May.

As you consider the benefits of membership in your local cooperative, we hope that you will choose to continue to be a vital part of the community with us. If it had not been for the determination, dedication and teamwork of the cooperative members in the past, we would not be enjoying the benefits that we do today. We feel it is very important to support and be an active member in our local community – we urge you to do the same.

Remember, one of our top goals is to provide quality service to our customers. To acquaint everyone with the great programming now available, we will continue to offer a credit of \$30 on cable television installation through March 31, 2003.

### Did you know?

New Hope Telephone now offers 33 of the top 35 most requested cable channels, according to the rankings of *Cable News* magazine.

## Sign up now for Cable and save \$30!

**Now through the end of March, you will receive a \$30 credit when you sign up for Cable Television service from New Hope Telephone. This credit covers the basic installation fee for one television set in a home (the installation fee for one television set in a mobile home is \$40; the fee for each additional cable television extension is \$20). This offer will end soon. Act now, and start enjoying quality Cable service from *your* New Hope Telephone.**



# DSL from New Hope Telephone Co-op

The chart below proves there's really no comparison. For reliable DSL, plus exceptional customer service, New Hope Telephone is the greatest value for getting you on the Internet *fast*. Come by the office and sign up today!

### New Hope Telephone DSL

Each customer has their own dedicated connection to the Internet

Activation fee: \$25

Personal Web site space: 15 MB

No additional fees for having multiple computers connected

### The Competition

With cable Internet, bandwidth is shared - the more customers, the slower the speed

Activation fee: as much as \$100

Personal Web site space: 10 MB or less

Additional fees for having multiple computers connected



## COMING SOON

# The 2003 telephone directory from New Hope Telephone Cooperative

Your new telephone directory from New Hope Telephone Cooperative should arrive in the mail soon (in fact, you may have already received it). Remember, don't throw your old phone books away. Put one in a basement or spare room next to a phone. Keep one in your car for those

times on the road when you need a phone number.

If you simply don't need the old phone book, stop by our office and drop it in the recycling box in the foyer. Thank you for pitching in!

And thanks for helping us keep old phone books out of the landfills.

## 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!

# Advanced Capital Credit Refunds



Capital credits may be refunded in advance for the following reasons (please note that with all advanced refunds, 2/3 of the total amount is refunded, with the remainder being forfeited to NHTC):

**1) The member is inactive for more than one year**

A refund is available one year from the date of disconnect. A form must be completed with the customer's notarized signature.

**2) The member is deceased**

If phone service is disconnected at the time of death, a refund is processed as soon as all the files related to the capital credit are updated. This is after the closing and reconciling of the last quarter in which the member had cash activity.

If the surviving spouse continues

service, the refund is processed through the end of the quarter in which the member passed away (this is also after the closing and reconciling of that quarter). From this point forward the capital earned belongs to the surviving spouse, even if the phone listing is never changed.

You will need the following forms to request a refund on the account of a deceased member:

- copy of the death certificate
- legal documents naming an administrator/executor
- refund release with notarized signature of administrator/executor

**3) The member is placed in a nursing home**

Documentation is required certifying that the member has been permanently placed in the facility.

## Payment Policy

- Payments must be in our business office by the 20th of each month in order to avoid a late fee and a final notice.
- Payments must be in our business office by the last day of the month in order to avoid interruption of service.
- Please remember that when you drop your payment in the mail or pay in person at one of the banks in Grant, the payment may take several days to reach our business office.

## Please note

New Hope Telephone experiences a high volume of traffic at the beginning and end of each month.

Our customer service representatives appreciate your patience and courtesy as they work to serve everyone in a timely, hospitable manner.

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.

# There's food, fun and fellowship at the New Hope Senior Center

**T**hey fought wars. They raised strong generations. They made sacrifices for their families and communities. Our senior citizens helped make America great.

And now, as they enjoy the Golden Years of life, it's our turn to make sure their lives are blessed. The New Hope Senior Center works toward that goal every day of the week.

Located on Church Avenue behind New Hope School, the Center provides a place for senior citizens to enjoy each other's company. Every weekday, beginning around 8 a.m., seniors from New Hope and surrounding communities arrive at the Center to start their day.

While many still drive (including 91-year-old Minnie Tabor in her purple Buick), some are transported by the Center's bus. "I pick up six or seven people each morning," says Diane Honea.

Rook cards slap the tables. Dominoes fall into place. While some work jigsaw puzzles, others team up to sew beautiful quilts.



"They really enjoy it here," says Center manager Mary Hosch. "On Wednesday's, they even have music, when people come and bring guitars, banjos and fiddles."

All activity comes to a halt at 11 a.m. That's when the food is served and lunch begins. The meals are delivered to the Center in bulk each morning, then dipped into individual servings by volunteers.

Honea leaves the Center at 10:30 a.m., the bus loaded with some two dozen meals. Her visits to homebound seniors provide a warm meal and a friendly face for those unable to travel.

"We enjoy the fellowship with each other," says Justine Jones, who serves as president of the Center's Council (which meets to discuss the Center's needs and plan fundraisers). "This is really an outlet for people."

Georgia Cooper agrees. "I like it so well here I come from Marshall County every day."

At one time, Evelyn Aday made the drive from her Hobbs Island home into New Hope to visit the Center each day. She recently moved to New Hope, and says that the Center was one of the reasons she made the move.

Everyone age 60 and above is invited to join the fun at the New Hope Senior Center. Call 723-2208 for more information.



## Lend a hand

The basic operation of the Senior Center is funded through the Top of Alabama Regional Council of Governments (TARCOG), along with city and county allocations. However, the Center must hold fundraisers (such as yard sales, quilting, raffles) to buy supplies. And while area churches donate money toward utility bills, the Center must come up with the balance.

You can help. Make a donation to help the Center serve our senior citizens. Or volunteer a few hours to help deliver meals to the homebound. Your efforts will be rewarded many times over by the joy you bring to our senior neighbors. To learn how you can lend a hand, **contact Mary Hosch at 723-2208.**

### *Pecan Pie*

#### *ingredients:*

3 eggs  
 1/4 to 1/2 cup sugar  
 2 Tbsp. flour  
 1 Tbsp. butter or margarine  
 1 cup pecans  
 1 cup white Karo syrup  
 1 pinch salt  
 1 tsp. vanilla  
 1 unbaked pie shell

Beat eggs until fluffy. Mix sugar and flour together, and add to eggs. Add Karo syrup, margarine, salt, and vanilla. Mix well and pour into an unbaked pie shell. Drop in pecans. Bake in moderate oven (375 degrees) for about 45 minutes.

*submitted by: Margaret Brockway*

### *Sweetheart Salad*

#### *ingredients:*

1 small jar maraschino cherries  
 1 29-oz. can crushed pineapple  
 1 16-oz. can sliced peaches  
 2 15-oz. cans of fruit cocktail  
 1 15-oz. can of pears  
 1/2 pkg. mini marshmallows  
 Cool Whip  
 pecans or walnuts

Chop pecans or walnuts. Drain fruit thoroughly. Combine fruit and marshmallows in large bowl. Toss with Cool Whip. Before serving, top with chopped pecans.

*submitted by: Teresa Hunkapiller*

### *Peanut Butter Pie*

#### *crust:*

1-1/4 cups chocolate cookie crumbs (20 cookies)  
 1/4 cup sugar  
 1/4 cup butter or margarine, melted

#### *filling:*

1 8-oz. pkg. cream cheese, softened  
 1 cup creamy peanut butter  
 1 cup sugar  
 1 Tbsp. butter or margarine, softened  
 1 tsp. vanilla extract  
 1 cup heavy cream, whipped  
 grated chocolate or chocolate cookie crumbs

Combine crust ingredients; press into a 9-in. pie plate. In a mixing bowl, beat cream cheese, peanut butter, sugar, butter and vanilla until smooth. Fold in whipped cream. Gently spoon into crust. Garnish with chocolate or cookie crumbs if desired. Refrigerate. Yield: 8-10 servings.

*submitted by: Billy Colburn*

### *Sweetheart Cookie Sandwiches*

#### *ingredients:*

1/4 cup shortening	1/4 cup butter
1 cup white sugar	1 egg
2 cups all-purpose flour	1/2 tsp. salt
1/2 tsp. baking powder	3 Tbsp. milk
1/4 tsp. peppermint extract	1 cup rolled oats
2 drops red food coloring	
1 16-oz. container prepared chocolate frosting	

In a large bowl, beat together shortening, butter, and sugar until light & fluffy. Add egg & peppermint extract; beat well. Sift together flour, baking powder & salt; add to shortening mixture, alternating with milk & mix well. Stir in oats; add in just enough food coloring to make a pink dough. Cover and chill for 1 hour. Preheat oven to 375 degrees. Roll out dough on lightly floured board. Cut out cookies with 2-inch heart-shaped cookie cutter. Place on lightly greased cookie sheet. Bake for about 6 minutes. Remove cookies from sheet to cool. Frost half of the cookies with frosting; top with remaining cookies, sandwich style. Makes 3-4 dozen.

*submitted by: Debby Reynolds*

**Send your recipes and home tips to: New Hope Telephone, PO Box 452,  
 New Hope, Alabama, 35760. If we publish them, we'll send you a free gift!**

THIS SERVICE WILL BE AVAILABLE AS SOON AS WE HAVE APPROVAL FROM THE PUBLIC SERVICE COMMISSION



# Goodbye Telemarketers!

## Sign up for new service from NHTC, and telemarketers will *get the message*

Put a stop to many of those annoying calls with Telemarketer Do Not Disturb (TDND) from New Hope Telephone. This great feature lets you send a strong message to telemarketers.

With this feature activated on your phone, any unidentified caller will hear this message: "You have called a number which does not accept calls from telemarketers. All other callers may press '1' if they wish to complete the call."

If telemarketers press '1' and complete the call, they violate FCC (Federal Communications Commission) rules and are subject to prosecution.\*

Only <sup>\$</sup>2/mth

**SPECIAL: Sign up now through the end of March and we'll waive the \$10 connection fee.**

### How it works...

Once your Telemarketer Do Not Disturb service is available, you simply dial \*55 to activate it. If at any time you want to temporarily disable the service, dial \*56. You may leave the service active at all times, or activate and deactivate as often as you like.

*Please note: your account is still charged when service is in deactivated mode.*

**Call New Hope Telephone today at 723-4211 to put a stop to telemarketers.**

**\*IMPORTANT NOTICE:** New Hope Telephone will not participate in any cases arising from wrongful action by telemarketers. Prosecuting an offender will be the sole responsibility of the affected customer.

Telemarketer Do Not Disturb does not work with Unidentified Call Rejection. If you have Unidentified Call Rejection you must cancel this service before signing up for TDND.

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

Pre-sort  
Standard  
US POSTAGE PAID  
Metro Mail  
36201