

The
Communicator

Vol. 2, No. 5

October 2003



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October is a special month here at New Hope Telephone Cooperative, as we join others across the nation in celebrating National Cooperative Month.

As you've heard us say many times, a cooperative is a unique form of business that is focused on service. As a customer of NHTC, you are also a member. And as a member, you are part owner of this company. You have a voice in the future of your telecommunications provider. You elect members to the Board of Directors, and you have a vote in matters on the ballot at the Annual Meeting.

Cooperatives provide great customer service because that is our primary focus. We do not have investors on Wall Street to please with big profit margins. Rather, our profits stay right here in the communities we serve, providing telecommunications service in rural North Alabama that's the same quality as that enjoyed in the big cities.

The secret to great customer service is that the employees of NHTC also live in the communities we serve. A total of 34 people are employed by NHTC, and we come to work every day knowing that our friends, neighbors and relatives are counting on us to do a good job. A cooperative is local people caring for their own, and that's why we believe in doing a quality job.

A great example of this commitment is New Hope Long Distance. Your cooperative began offering long distance service not because we thought we could make a quick buck, but because it was a service we believed would benefit the members.

With New Hope Long Distance, our members can choose a quality, reliable long distance provider with an office right here in New Hope, Alabama. When there's a billing question, one phone call gets you to an actual person right here in our

office. Or you can even come into our office and discuss your long distance bill in person with one of our helpful staff members.

Our members evidently appreciate the convenience and reliability of this service. New Hope Long Distance is now the number one provider of choice among NHTC customers. Now that's the cooperative spirit in action.

Because we are a cooperative, we work hard to make certain your money is spent wisely and costs are kept to a minimum. Along those same lines, we must also work hard to provide - in an efficient manner - those services you expect and deserve. Cable television service is a good example. For every channel in your cable package, we are charged a certain amount per month in programming costs.

We have contracts with each channel, and those contracts have escalation clauses that allow them to increase their price. Recently we were informed that Fox Sports South will increase their programming fees by 50¢ per month. As conventional cable costs continue to rise, we may be forced to increase cable rates next year. But you can be assured that decisions such as this are made only after considering what is in the best interest of all members of NHTC.

The family of Mr. Charles V. Lee is in our prayers as we mourn his passing. Mr. Lee was NHTC's first general manager, and was highly respected in the industry. I worked as assistant manager under him for 14 years, and he taught me a great deal about the telecommunications field. He retired in 1987, and was very dedicated to this cooperative. He will certainly be missed. ■



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

Barry Mefford, President
New Hope Exchange

Greg Glover, Vice President
Owens Cross Roads Exchange

Jimmy Segler, Secretary
Grant Exchange

Jeff Cooper, Treasurer
New Hope Exchange

David Ayers
Grant Exchange

Johnny Cobb
New Hope Exchange

Jeff DeArmond
Owens Cross Roads Exchange

Jim Duncan
New Hope Exchange

Dennis Pence
Grant Exchange

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New Hope Varsity Football Schedule

DATE	OPPONENT	PLACE	TIME
Oct. 17	Locust Fork	Away	7:30 p.m.
Oct. 24	Madison Academy	Away	7:00 p.m.
Oct. 31	Fyffe	Away	7:00 p.m.

New Hope High School Volleyball Schedule

DATE	OPPONENT	PLACE	TIME
Oct. 13	Albertville	Home	4:30 p.m.
Oct. 14	Falkville-Decatur Her.	Falkville	4:30 p.m.
Oct. 16	V. County Tournament	Buckhorn	4:30 p.m.
Oct. 20	Area Tournament	TBA	TBA
Oct. 25	Regional Tournament	TBA	TBA
Oct. 30-Nov. 1	State Tournament	TBA	TBA

New Hope High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAM
Nov. 10	Danville	Home	5:00	JVB, VG, VB
Nov. 14	MCHS	Away	5:00	JVB, VG, VB
Nov. 18	DAR	Home	5:00	JVB, VG, VB
Nov. 21	Randolph	Home	5:00	JVB, VG, VB
Nov. 25	Westminster	Home	5:00	JVB, VG, VB
Nov. 28-29	DAR Thanksgiving Tourn.	DAR	TBA	VB

DAR High School Basketball Schedule

DATE	OPPONENT	PLACE	TIME	TEAM
Nov. 10-11	DAR Varsity Girls Tip-Off Tournament (games & times TBA)			
Nov. 14	Douglas	Home	3:30 p.m.	9B, JVG, JVB, VG, VB
Nov. 18	New Hope	Away	TBA	JVB, VG, VB
Nov. 21	Guntersville	Home	3:30 p.m.	9B, JVG, JVB, VG, VB
Nov. 22	Boaz	Home	2:00 p.m.	9B, JVG, JVB, VG, VB
Nov. 27-29	Snead State Thanksgiving Tournament			VG
Nov. 28-29	Peoples State Bank Thanksgiving Tournament			VB

DAR Middle School Basketball Schedule

DAR Middle School Tip Off Tournament Oct. 27 – Nov. 1, 2003

DATE	OPPONENT	PLACE	TIME	TEAM
Nov. 3	Guntersville	Home	4 p.m.	7G, 7B, 8G, 8B
Nov. 6	Scottsboro	Away	4 p.m.	7G, 7B, 8G, 8B
Nov. 10	Boaz	Away	4 p.m.	7G, 7B, 8G, 8B
Nov. 17	Albertville	Away	4 p.m.	7G, 7B, 8G, 8B
Nov. 20	Arab	Home	4 p.m.	7G, 7B, 8G, 8B
Nov. 24	Douglas	Home	4 p.m.	7G, 7B, 8G, 8B
Nov. 25	Brindlee Mtn.	Home	1 p.m.	7G, 7B, 8G, 8B

New Hope Fall Festival



Make plans to join the fun at the New Hope Fall Festival. The event is set for **Saturday, November 1** at New Hope School. A dinner will be held from 4 to 6 p.m., with games running from 6 to 9 p.m. Bingo begins at 6 p.m., with a dance from 8 to 11 p.m. (5th – 12 th graders in Middle School Gym). For more information, contact Stephanie Maples at 723-5789.

Owens Cross Roads Fall Festival

Don't miss the fun of a great holiday tradition at the Owens Cross Roads Fall Festival. The event will be held **Saturday, November 8**, at Owens Cross Roads school. Enjoy a barbecue dinner, served from 4 to 6 p.m., with traditional festival games from 6:30 to 9 p.m. A silent auction will begin at 6 p.m. Everybody's favorite game, bingo, will kick off at 6:30 p.m. Bring the family and come enjoy an evening of fun at Owens Cross Roads.

New Hope City Park Festival

The park music committee would like to invite everyone to New Hope City Park on **Saturday, Oct. 25** for a full day of music, fun and activities. You will be able to enjoy a horse-shoe tournament while listening to great music. Many of the bands that have performed at Music in the Park on Tuesdays will return to perform at this Festival. And kids will enjoy the day at Kid Zone. A variety of concessions will be available. So bring your entire family, along with your lawn chairs, and enjoy the day at the park! If you would like to help with the festival or enter the horseshoe tournament, please contact Dale Ballard at 723-7791, or Dennis Martin at 725-2994 or 723-3184.

Owens Cross Roads school news

Following is a summary of upcoming events to be held at Owens Cross Roads school:

- **October 21** - PTO Meeting - 7 p.m.
- **November 13** - Holiday pictures. The community is welcome.
- **December 6** - Come have breakfast with Santa in the lunchroom!



Charles V. Lee, cooperative's first manager, passes away

The region lost a telecommunications leader on August 5, 2003, with the passing of Charles V. Lee.

Lee was the first general manager of New Hope Telephone. He retired in 1987 after 35 years of service.

"Mr. Lee was respected for his knowledge and experience in the telecommunications industry," says Tom Butler, NHTC general manager who served 14 years as assistant manager under Lee. "He served a term as president of the Alabama-Mississippi Telephone Association."

The New Hope, Owens Cross Roads, and Grant areas saw tremen-

dous progress in telecommunications service under Lee's leadership. While he was general manager of NHTC, party lines gave way to private, one-party lines. Touch tone service and calling features became a reality. A digital switch was installed to bring new features to NHTC's members.

Lee also brought cable television service to the area.

Virginia Mann worked with Lee from the time she was hired in 1953 until Lee's retirement more than 30 years later. "He was a fair person," Mann remembers.

Mann also describes Lee as "a tight manager" who ran the company in a financially responsible manner.

"He dedicated his life to that co-op," Mann says of her former employer. He spent many evenings and weekends at the office, she says, especially when NHTC brought in computers to do its own billing.

"Mr. Lee knew all phases of the operation," Mann says. "He could do the book work, climb poles, or work in the central office. Anything that needed to be done, he could do it."

Lee often called or came by after his retirement "to see how things were going," Mann remembers.

The NHTC Board of Directors recently voted to make a donation to the American Cancer Society in Lee's honor. ■

Community says goodbye to a friend



His badge said Chief of Police, but everyone called him Verlon. To the town of Grant, he was more than just the long arm of the law; he was the heart of compassion that cared deeply about his community and worked hard to make a difference in people's lives.

Verlon Lemaster was shot and killed on August 15, 2003, while attempting to serve a warrant.

The 49-year-old Grant native touched many lives in his career of public service. "He was like a brother to me," says New Hope Telephone Cooperative employee Robert Patterson. As chief of Grant's Fire Department, Patterson worked closely with Lemaster on a regular basis.

"Verlon was a friend to everybody," Patterson says. "He was a special person, kind-hearted and compassionate.

He was there for everyone."

"He was a lot like Andy Griffith of Mayberry," says Phillip Cooper, another NHTC employee and Grant resident. "He didn't try to be macho or intimidating. He was a friend to everyone."

"Verlon worked hard with our young people," says Grant Mayor Carolyn Dennis, "to try to keep them out of trouble." Dennis remembers Lemaster as "a friend to all, no matter who they were, no matter what their station in life."

"He cared a lot about people, and people knew that," says Bethany King, Grant's court clerk. "That's why it's so difficult for people to get on with things."

Alan Edmonds has been hired as Grant's new chief of police. He is humbled to follow in the footsteps of a man he considered his mentor. "I worked with Verlon for nine years," Edmonds says. "He knew how to communicate with people. I learned a lot from him."

A memorial fund has been started

at the local banks in Grant to accept donations in Lemaster's memory. The money will be used to erect a memorial to the slain officer near city hall and the police department, to commemorate the life of one who gave so much to his community. ■



Many children held up farewell signs as Verlon Lemaster's funeral procession passed through town.

Milestones

Congratulations to these employees who recently celebrated employment anniversaries.



Tim Wright
25 Years

Tim is a seasoned telephone installer/repairman who serves as an outside plant team leader. He is a resident of Owens Cross Roads and has worked in each of our service areas.



Ken Wood
15 Years

Ken is a cable television installer/repairman technician. He and his wife Rikki make their home in

New Hope, along with their daughter Trisha.



Tammy Pritchett
10 Years

Tammy is the CABS settlement coordinator. She and her husband David make their home in New Hope, along with their granddaughter Haley.



Rickey Lemons
5 Years

Rickey is an installer/repairman. He and his wife Sylvia reside in Grant, along with their daughter Amber.

NHTC selects new company to publish annual directory

New Hope Telephone Cooperative has contracted with a new publishing company to compile and print the 2004 directory.

Directory Publishing Solutions, Inc., (DPS) will begin contacting area businesses in mid-October to prepare for the new directory. All changes to business or residential listings need to be in our office by November 10 to insure inclusion in the new directory.

"The people at Directory Publishing Solutions have many years of experience in the publishing industry," says NHTC Office Manager Teresa Hunkapiller, "and they will answer your questions quickly and professionally." Anyone with questions about the new company should contact the NHTC office at 723-4211.

The new directory is scheduled to be published in February of 2004.

Open letter to Employees and Members of New Hope Telephone Cooperative:

I have been a member of New Hope Telephone Cooperative for the past five years. When I first moved here from an area serviced by one of the larger "Baby Bells", I was – to say the least – concerned. However, my initial service was handled in a professional and above all, friendly manner.

Since that time I have had two occasions to report a problem. Both have been weather related. Both times I called and spoke to an actual person and a truck was at my home in probably less than an hour. This may be normal but I think we are somewhat spoiled.

As a retiree of one of those "Big Baby Bells", I can speak with some knowledge and experience. I have several friends and relatives that live in the "Big Company" service areas. Two of them have experienced more troubles in the same time frame as I. When they called in the trouble, they were greeted by a recording– not a person– and the problem typically took 2 to 4 days to be corrected.

The New Hope Telephone Cooperative and its employees do not take a second place to any telephone service provider. I applaud you and appreciate the service you provide.

Thank you, Lemuel M. Mauck

SPECIAL OFFER: Subscribe to any of our Custom Calling Features in the month of November and we'll waive the service charge! Call 723-4211 today!

What if you had a device in your home that acted like a personal secretary. It would screen your calls, dial numbers for you, and even handle those pesky telemarketers. Your telephone can do all this – and much more – when it is empowered by Custom Calling Features from New Hope Telephone. For just a few dollars per month, you can put your phone to work around the house.

Customize your phone with these and other custom calling features

Automatic Call Back - \$2/mo.	Caller ID Name Only - \$3/mo.
Automatic Recall - \$2/mo.	Caller ID Number Only - \$3/mo.
Call Forwarding - \$1/mo.	Caller ID Deluxe - \$6/mo.
Call Waiting - \$1/mo.	Three Way Calling - \$1/mo.
Voice Mail - \$4/mo.	Speed Calling - \$1/mo.
Caller ID Call Waiting - \$2/mo.	Telemarketers Do Not Disturb - \$2/mo.

See page 9 and 10 in the 2003 Directory for additional information.

Fall Photo Contest Winners



**1st
Place**

READY FOR HUNTING SEASON - Shelby Brown, granddogger of Joe & Elaine Ledbetter of New Hope. Photo by Elaine Ledbetter.



**2nd
Place**

TRICK OR TREATERS
Scarecrow Dustin Key and Tin Man Kyle Key of Grant. Photo by Patricia Key.



**3rd
Place**

AT TATE'S PUMPKIN PATCH
Pictured are Haley Pritchett and Marissa Spivey. Photo submitted by Maw Maw Tammy.

PHOTO CONTEST: Everyone loves Christmas, and we're looking for your favorite Christmas photos. Send them to NHTC, and we will select winners for publication in our next issue of *The Communicator*! If your entry is selected, you'll see your photo in print, plus receive a free gift from New Hope Telephone. Deadline for entry: October 31, 2003

NOTE: Be sure to include photographer's name, address and phone number, as well as name of any people featured in your photos.

All submissions become the property of New Hope Telephone Cooperative and will not be returned. By submitting your photos: (1) you attest that you are the creator and owner of the photos, (2) you give New Hope Telephone permission to publish your material in *The Communicator*, (3) you agree to offer said photos without the expectation of payment from New Hope Telephone, and (4) you understand that photos are selected for publication in *The Communicator* at the sole discretion of New Hope Telephone, and that submission of your photo does not guarantee your photo will appear in the magazine.

RECIPES

Tammy's Tortilla Soup

- ingredients:*
- 4 boneless chicken breasts, cooked & shredded
 - 3 cans Campbell's chicken broth
 - 1 4-oz. can diced green chilies
 - 1 can rotel
 - 1 onion, chopped
 - 2 cloves garlic, minced
 - 1 Tbsp. fresh lime juice
 - 2 Tbsp. chopped fresh cilantro
 - 1 small can tomato sauce
 - 1/2 tsp. cumin
1. Combine chicken broth, green chilies, rotel, onion, and garlic in a soup pot. Add the shredded chicken. Bring to a boil, stirring frequently. Reduce heat and simmer for 30 minutes.
 2. Add the lime juice, cilantro, and cumin. Simmer for 10-15 minutes longer.
 3. Ladle soup into bowls. Garnish with shredded Monterey Jack cheese and tortilla strips.

Submitted by Tammy Pritchett

Joe's Crab Shack Crab Dip

- ingredients:*
- 2-oz. cream cheese
 - 1 Tbsp. mayonnaise
 - 1/4 cup sour cream
 - 1 Tbsp. butter, softened
 - 1/4 tsp. seasoned salt
 - 1/8 tsp. paprika
 - 4 tsp. onion, diced
 - 4 tsp. green pepper, minced
 - 1/4 cup shredded mozzarella cheese
 - 6-oz. crab meat
- Mix cream cheese, mayonnaise, sour cream and butter until smooth. Blend in salt and paprika. Stir in onion, green pepper, cheese and crab meat. Bake at 350° for 10-15 minutes, until bubbly. Serve with chips or toasted French bread.

Submitted by Paula Hendrix

Adult Education means it's never too late to learn

Somewhere, there's a man working hard to get ahead, knowing that a GED would help him earn a promotion. Somewhere, there's a woman wishing she was better prepared to help her children with their homework. And somewhere, there's an adult who, having never learned to read, tries desperately to hide the fact that letters, words and sentences seem strange and meaningless.

People in these and similar situations can find the life-changing help they are searching for through the Huntsville City/Madison County Adult Education Program. Locally, classes are held at New Hope School,

where Ouida Cobb and Sue Mann have helped enhance the lives of hundreds of adults.

"Adult Education classes are free," says Chris Miller, the program



Adult Education teacher Sue Mann works with a student while Ouida Cobb handles the paperwork in the background.

director for Limestone, Madison and Morgan counties. Miller was recently named Director of the Year among Adult Education directors throughout Alabama.

"A lot of people are afraid," Miller continues. "They have met with failure before, and are inhibited about meeting with failure again. This pro-

gram helps build their confidence and self-esteem, and therefore helps them accomplish what they want in life."

"When we enroll students, we begin by administering tests to assess where they need to start," explains Ouida Cobb, a New Hope Elementary Computer Aide by day who serves several evenings each month as the Adult Education proctor and instructor. She says the New Hope class is filled with adults from the local community, as well as Grant, Owens Cross Roads and beyond.

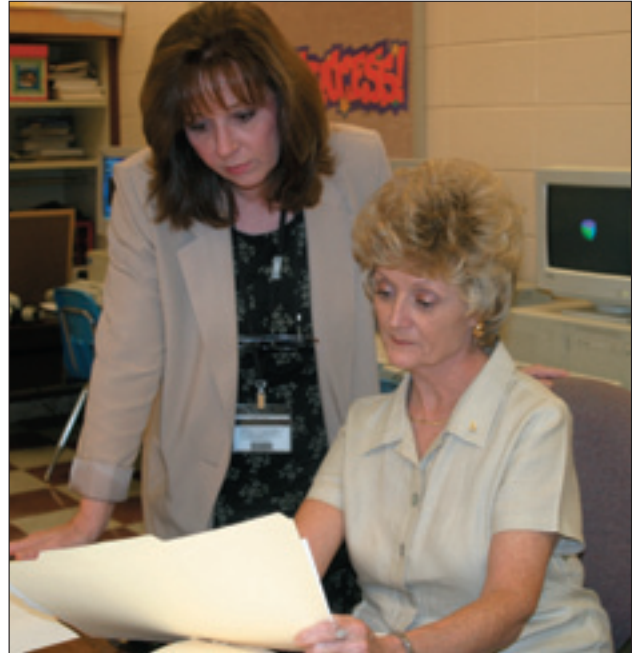
While students come with various goals in mind, many seek Adult Education's help in passing the General Educational Development, or GED, exam. Satisfactory test scores on the GED exam can earn adults a high school equivalency diploma.

"Many come here and want to know how long it will take to be ready for the GED exam," says Miller. "It depends on how much time and energy they put into it."

While the services of Adult Education are free, they do not come without a cost. Learners must be committed to improving their lives. "We're serious about education, serious about attendance, and we're serious about progress," says Cobb.

"We have a waiting list," Miller adds, "so every seat is precious."

When an adult signs up for the program they must sign an atten-



Adult Education Director Chris Miller (standing) discusses student progress with Ouida Cobb, Proctor and Instructor for the Adult Education program in New Hope.

dance agreement. "The learner sets the hours they can be here," Miller says. Even though the Adult Education staff tries to be flexible in establishing schedules, every student understands one key principle: "They need to be in the classroom in order to advance," Miller says.

Another focus of the Adult Education program is teaching English to those who speak another native language. This program is known as ESL, or English as a Second Language. "We've seen a tremendous increase in the number of foreign-born people coming into this area," says Miller. "We served over 200 foreign-born individuals last year in Madison County alone."

Those wishing to find out more about the free learning services provided by Adult Education should contact Cobb at New Hope School, at 723-8879. They may also call the Huntsville office at 890-4729.

(NOTE: While Adult Education classes are free, there is a fee for taking the GED exam. Currently, that fee is \$40.)■

New Hope Long Distance



*We're
making life
a little simpler.*

Call us today to join your friends and neighbors who have discovered the joys of being a New Hope Long Distance customer.

One Bill — Your long distance charges are added to your monthly New Hope Telephone bill. That's one less bill to pay, one less envelope to mail.

Flat Rates — Don't worry about what time you make your calls. You pay the same low rate during the day as you pay for nights and weekends. Anytime, anywhere in the country.

Keep It Local — As an NHTC member, the money you pay for long distance helps your company to grow, while earning capital credits for you.

Outstanding, Local Service — First-rate customer service from someone right here in New Hope, Alabama. Talk to a real person, *in person*, or over the telephone.

**Find out how New Hope Long Distance can make life simpler for you.
Call 723-4211 today!**

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