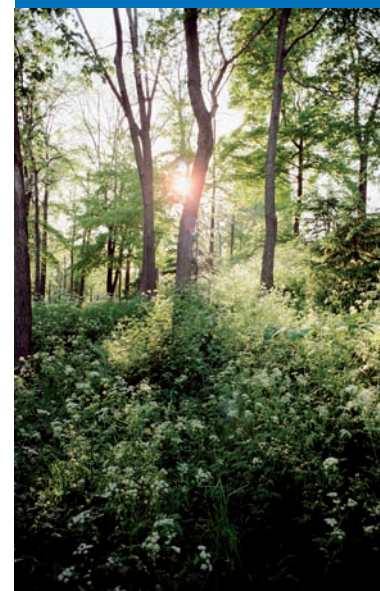


Communicator

A Quarterly Newsletter for Cooperative Customers



HARDY OneNet, Broadband Fiber to the Home




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HARDY AnchorRing, Middle Mile Broadband Network




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Television - Internet - Phone

Top photo: These two signs will soon be seen around Hardy County at construction areas for Hardy Telecommunications Hardy AnchorRing and OneNet Fiber-to-the-Home broadband projects. At right, Hardy has unveiled a new OneNet logo signifying its upcoming offering of digital television, faster Internet and digital voice services.

Hardy Unveils New OneNet Logo, Signs For Broadband Projects

Hardy County residents will see new signs popping up in the coming months as work ramps up on Hardy Telecommunications' AnchorRing and OneNet Fiber-to-the-Home projects.

The two projects are proceeding thanks to loan/grant awards from two federal agencies in charge of broadband stimulus funds: the National

Telecommunications and Information Administration and the U.S. Department of Agriculture's Rural Development programs.

NTIA awarded Hardy funds for the AnchorRing Middle Mile project, which will establish a 117-mile high-capacity fiber network connecting more than 30 anchor institutions in Hardy County, including

emergency agencies, government offices, libraries, and educational facilities. AnchorRing also will spur more affordable high-speed Internet for up to 190 businesses.

The OneNet Fiber-to-the-Home project is moving forward thanks to funds from the USDA Rural

Story continued inside

Local Students Selected For Free D.C. Trip

Hardy Telecommunications is sending two local high school juniors on a four-day expenses-paid trip to our nation's capital.

East Hardy High School's Chelsea Wilson and Moorefield High School's Tori Burdette have been selected as this year's participants in the Foundation for Rural Service Youth Tour June 4-8 in Washington, D.C.

The FRS Youth Tour is a four-day trip during which students from rural areas all over the United States have the opportunity to tour our nation's capital and learn more about the telecommunications industry. Hardy sponsors two students for the tour and pays all basic expenses, including hotel, meals, and transportation.

Chelsea and Tori both have served on Hardy's Youth Advisory Board. Chelsea was on Hardy's second Youth Board in 2008, and Tori is a current member of the group.

The agenda for this year's FRS Youth Tour has the group visiting the Smithsonian Museums, Lincoln Memorial, Korean War Veterans Memorial, Vietnam Veterans Memorial, World War II Memorial, National Zoo, National Cathedral, Newseum, U.S. Capitol, Arlington National Cemetery, and Mount Vernon. Last year about 100 high school juniors attended the Youth Tour.



From left: East Hardy High's Chelsea Wilson and Moorefield High's Tori Burdette will spend four days in Washington, D.C., with the Foundation for Rural Service Youth Tour.

The tour will include educational sessions about telecommunications and the governmental process. The students attend a presentation at the Federal Communications Commission and are able to ask questions of a commissioner.

The students also get first-hand experience on the political and legislative process. Last year they visited their respective congressional representatives' offices to present their opinions about telecommunications issues affecting rural areas.

What's Inside

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- Local Students Selected For Free Trip To D.C.
- Hardy Gives Donation To Heritage Weekend Board
- Hardy Sponsoring EHHS After-Graduation Party
- Hardy Contributes Funds For East Hardy Planners

Calendar

- May 27 East Hardy High After-Graduation Party
- May 30 Memorial Day Holiday - Offices Closed
- July 4 Independence Day Holiday - Offices Closed

Hardy Unveils OneNet Logo

Continued from front page

Rural Development programs. OneNet will provide fiber-optic connections directly to consumers' homes in Hardy County. Fiber-optic technology is the most modern technology in the telecommunications field, capable of providing high-definition digital television, ultra-high-speed Internet access, and digital telephone service through a single connection.

Hardy Marketing/Human Resource Director Derek Barr said the projects will take about three years to complete.

"We will provide updates in the Communicator and on our website, www.hardynet.com, as things progress," he said. "First, we're letting people know what's behind the signs they'll be seeing at our construction areas."

Derek said the company also is excited about the new OneNet logo.

"It's not replacing our existing logos; it signifies the new services we will be able to offer," he said. "AnchorRing and OneNet represent landmark strides in Hardy's history, and they will bring Hardy County residents a telecommunications network on par with any in the United States."

Hardy Sponsoring East Hardy Graduation Party

Hardy Telecommunications is helping to send off graduating East Hardy High School seniors in style by again sponsoring an after-graduation party on Friday, May 27.

The purpose of the after-graduation party is to provide

Hardy Assists Purchase Of EHHS Student Planners

A donation from Hardy Telecommunications will help East Hardy High School to continue providing a "vital" tool for students.

Hardy Marketing/Human Resource Director Derek Barr presented EHHS Principal Brad Simmons with a \$500 check Friday, March 18, to help with the costs of purchasing student planners for the 2011-12 school year. It is the seventh consecutive year that Hardy, a business partner with the school, has contributed toward the cost of the planners.

"On behalf of the entire population at EHHS, I would like to thank you for helping us purchase our student handbooks," Mr. Simmons said.

"The planner is a vital part of our mission here in teaching responsibility to our students," he said. "Each student at the school, as well as staff, receives a planner so the entire school community benefits."

Each East Hardy High student receives a free planner at the beginning of the school year. The planners also serve as the students' handbooks and contain important information such as school standards of conduct and graduation requirements.



From left: East Hardy High Principal Brad Simmons accepts a \$500 donation toward the cost of student planners from Hardy Marketing/Human Resource Director Derek Barr.

The school purchased the planners itself in the past, but costs for the handbooks greatly increased. Since then, Hardy has assisted with the tab every year.

Derek said Hardy Telecommunications knows the importance of the handbooks for both the students and the faculty.

"We're proud to do our part in providing these planners to help East Hardy High students and staff," he said.

Mr. Simmons said Hardy Telecommunications always has demonstrated its commitment as a business partner to East Hardy High.

"It is truly an honor to be partnered with such a community-oriented company that places such a high value on our students and their learning," he said. "We look forward to a long and successful partnership as we continue to educate our students."

Derek, who also serves on East Hardy High's Local School Improvement Committee, said Hardy Telecommunications takes its business partnership with the school very seriously.

"A major part of our mission at Hardy is helping our community, and nowhere is that more important than in our schools," he said.

door prizes and must be present to win.

Hardy, a business partner with East Hardy High, has sponsored the party for years.

"It's a lot of fun," said Hardy Marketing/Human Resource

Director Derek Barr. "We appreciate the support for the party from the community."

If you would like to donate to this year's party, please contact Hardy Customer Services Director Tracey Ratliff at 304-897-9911.

Call Completion Issues For Rural Carriers Called "Nationwide Epidemic"

Hardy Telecommunications is one of hundreds of rural carriers nationwide experiencing problems related to the transmission and completion of calls.

The problem is so widespread across the United States that several organizations representing rural telecommunications companies have appealed to the Federal Communications Commission for help. At a recent presentation to the FCC, the groups said the call completion problems have become a "nationwide epidemic", according to Joan Engebretson in industry blog Telecompetitor.

Hardy General Manager Scott Sherman said the problem is not with any Hardy equipment or network. Rather, the issue lies with outside carriers, many of whom use substandard resources to relay calls to other companies' networks. The expansion of telephone technology to include landline, wireless, cable, and the Internet being used to connect calls has

resulted in some companies sacrificing quality and reliability in favor of the least expensive method.

Some of the issues reported to Hardy and across the country are:

1. The calling party hears ringing but hears only dead air when they answer;
2. The called party hears ringing but only dead air when they answer;
3. Unusually long call set-up times, sometimes as long as 50 seconds;
4. Garbled, one way or otherwise poor quality voice on completed calls;
5. Inability to receive faxes;
6. Missing or altered Caller ID.

Scott said Hardy has been doing everything in its power to tackle the problem, including contacting other companies with whom call completion issues are

identified and joining with other rural companies in compiling and presenting information to national organizations.

He urged customers to let Hardy know when they experience these problems. Customers having a call completion issue should write down the following information if possible:

1. Date and time of the call;
2. The number and carrier used to place the call;
3. The number that was called;
4. Description of the problem (i.e. dead air, ringing with no answer, etc.).

"The more examples and details we can collect, the stronger our case will be for the FCC to crack down on these providers causing the problems," Scott said.

To report a call completion problem, call Hardy at 304-897-9911 or 304-530-5000.

Hardy Funds Heritage Weekend Booklets

Hardy Telecommunications has given a donation to help ensure that Heritage Weekend booklets continue to be available free to the public.

Hardy County Tour and Crafts Association Chairperson Julie Barb accepted a \$250 donation on April 14 from Derek Barr, Hardy Telecommunications marketing/human resource director. The donation will be used to fund the production and distribution of thousands of informational booklets promoting Heritage Weekend, held each year during the last weekend of September.



Hardy Marketing Director Derek Barr presents a \$250 check to Hardy County Tour & Crafts Association Chairperson Julie Barb.

"We are very grateful to Hardy Telecommunications for its support of Heritage

Weekend," Julie said. "The booklets are our most effective promotional tool, and we've been able to count on Hardy Telecommunications to assist with their production every year."

Derek said Heritage Weekend benefits the community in several ways.

"It celebrates our wonderful history while drawing visitors to the area and our local businesses," he said. "We at Hardy are happy to play a part in the success of such a worthy event."

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