

Hardy Mourns Loss Of Director Glen Bradford

The employees and directors of Hardy Telecommunications would like to extend their deepest sympathy to the family of Glen O. Bradford, who passed away October 5, 2009. Glen was an active member of Hardy's board of directors and a long and faithful servant of the cooperative's mission.

"We'd like to ask all of our members to remember Glen's family and friends at this difficult time," said Hardy General Manager Scott Sherman.

Glen was serving as Director-At-Large on Hardy's board at the time of his death. He had been a member of the board since 1975. He was recognized with a 30-year service plaque in 2005.



Glen Bradford with his 30-year NTCA service plaque in 2005.

Glen was a U.S Army veteran who served a tour of duty in Korea with the 40th Infantry Division. He received the United Nations Ribbon, Korean Service Medal, Combat Infantry Badge, two Bronze Stars, and was honorably discharged on June 13, 1953.

Power Surges May Require Reboot Of Equipment

Electrical power surges or outages can leave you believing your broadband Internet connection is malfunctioning. A simple reboot of your equipment may solve the problem.

If you experience problems with your broadband service after a power surge or outage, first try powering off your broadband modem and router (if you have one), then shut down your computer. Wait for one minute.

Power up your modem first and wait two minutes. If you have a router, turn it on next and wait one minute. Finally, power up your computer. In many cases, this will bring your equipment back on line and restore your connection.

To avoid this issue, you may also use a battery backup that will keep your equipment running in the event of a power outage. HardyNet sells battery backup units at our Moorefield office. Call HardyNet computer sales at 304-530-PC4U (7248) for more information.



From left: Gerald Smith and Arlie Funk were presented plaques from NTCA to recognize their 35 years of service.

Two Hardy Directors Honored For 35 Years of Service

Two members of Hardy Telecommunications' Board of Directors have been recognized by the National Telecommunications Cooperative Association for 35 years of service to the industry.

Gerald Smith and Arlie Funk were presented plaques from NTCA at a recent board meeting. The plaques were awarded "in recognition of your loyal and dedicated service in the

telecommunications industry."

Gerald and Arlie represent Lost River serving areas 1 and 2, respectively. Both joined Hardy's board in 1974.

"We're proud to have Gerald and Arlie honored for their service," Hardy General Manager Scott Sherman said. "They've served the members of our cooperative faithfully for 35 years, and the recognition is well deserved."

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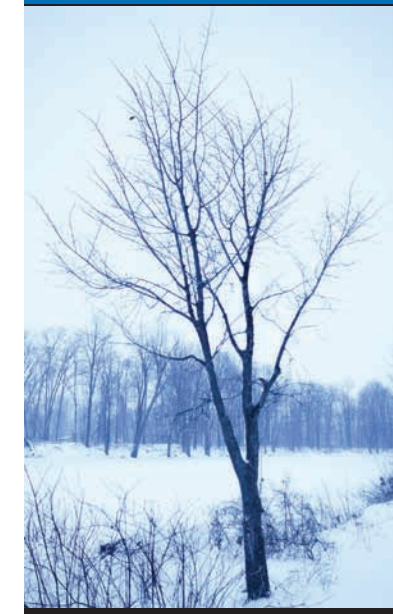
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Hardy's Annual Meeting of Members at East Hardy High School brought out a full house; (inset bottom left) N2 Pickin' provided entertainment; (inset top right) Even the kids had fun!

Three Directors Re-Elected At Hardy Annual Meeting

Hardy Telecommunications, Inc., would like to thank everyone who attended our Annual Meeting of Members on October 2, 2009, at the East Hardy High School gymnasium. A full house turned out for the event, during which three current directors were re-elected to serve new three-year terms.



Ervin Wilkins Jr. **Phyllis Cook** **Harold Michael**

The three directors re-elected were Ervin O. Wilkins Jr. of Baker, serving Lost River Area 4; Phyllis B. Cook of Moorefield, serving South Fork Area 2; and Harold K. Michael of Moorefield, serving Moorefield Area 1.

We would especially like to express our appreciation to the East Hardy High School band, FFA, and kitchen staff, who prepared and served the wonderful pork barbecue meal. As always, the desserts were outstanding!

The meeting proceeded on a sad note with the announcement of the illness of Director Glen Bradford, who passed away soon after the meeting (*see related story inside*). General Manager Scott Sherman asked that those in attendance remember Glen's family and friends during the difficult time.

Hardy Marketing/Human Resource Director Derek Barr said everyone tried to make the best of the situation.

"We all missed Glen, but we wanted to provide our members with the best meeting possible," he said.

A big help in that area was the Keplinger musical group N2 Pickin', who entertained the crowd with several songs while ballot votes were counted. Several people also won door prizes throughout the evening.

We hope to see everyone at next year's meeting!

Hardy Kicks Off Third Youth Advisory Board

Hardy Telecommunications' Youth Advisory Board began its third year when the new six-member group met at the company's Lost River Office on Friday, October 9.

The group spent the first part of the meeting getting to know one another before Hardy Marketing/Human Resource Director Derek Barr and Hardy Customer Services Director Tracey Ratliff gave the students a brief overview of the company's operations and a tour of Hardy's Lost River headquarters. The Youth Advisory Board includes six high school students, one each from 9th, 10th, and 11th grades from both East Hardy and Moorefield high schools.

"This is our third year of the Youth Board, and we like for

the students to become familiar with one another at the start," Derek said.

East Hardy High junior Ashley Dove said she enjoyed the initial meeting.

"The meeting was very informative," she said. "I enjoyed meeting new people."

The students also saw a demonstration of Hardy's website, as Derek added a story about the board's first meeting to the website with their help.

In later meetings, the board will learn in more detail about Hardy's business and the general telecommunications industry. Along the way, the students will share their ideas and thoughts about technology important to them.



Hardy's 2009-10 Youth Advisory Board: (Front row, from left) Garrett Keller, Tyler Bradfield; (Back row, from left) Mary Mumford, Tori Burdette, Tressa Parker, Ashley Dove

Besides Ashley, the other members of this year's Youth Board are Moorefield High junior Mary Mumford, East Hardy sophomore

Tressa Parker, Moorefield sophomore Tori Burdette, East Hardy freshman Tyler Bradfield, and Moorefield freshman Garrett Keller.

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Calendar

- Dec.24-25 Christmas: Hardy Offices Closed
- Jan. 1, 2010 New Year's Day: Hardy Offices Closed
- Feb. 12 Deadline For FRS Scholarship, Youth Tour Applications

Hardy Offering FRS College Scholarship

Hardy Telecommunications is proud to offer the national Foundation for Rural Service College Scholarship Program to graduating seniors at Moorefield and East Hardy high schools in 2010.

The one-time scholarship, open to applicants who receive local telecommunications service (telephone or Internet) from Hardy Telecommunications, is worth \$2,500. FRS will provide \$2,000, and Hardy Telecommunications will contribute an additional \$500. Interested students can get an application from their guidance counselors at the two schools or Hardy Marketing/Human Resource Director Derek Barr at 304-897-9911 in our Lost River Office.

Completed applications must bear the signature of Hardy General Manager Scott Sherman. Students are asked to have applications returned to their guidance counselors or to Derek by **February 12, 2010**. Derek will take care of getting Scott's signature and mailing the applications to FRS.

The FRS will award 30 scholarships nationwide. All applications will be reviewed, and winners selected, by a qualified selection committee of current educators. Hardy Telecommunications has no input in the selection process.

Applicants must be accepted by an accredited two- or four-year college, university or vocational-technical school; have at least a C grade point average; express an interest to return to a rural area to work following graduation; and be sponsored by a contributor to, or supporter of, the FRS.



Students and chaperones pose at the U.S. Capitol during the 2009 FRS Youth Tour. Photo courtesy of the Foundation for Rural Service.

Hardy Sending Two Students On Free Trip To D.C.

Hardy Telecommunications is selecting two local students for a free four-day trip to our nation's capital.

One junior each from Moorefield and East Hardy high schools will be chosen to attend the 2010 Foundation for Rural Service Youth Tour in Washington, D.C., June 5-9. The trip includes sightseeing as well as educational sessions about the telecommunications industry. Hardy will pay all basic expenses.

Students visit Mount Vernon; the Smithsonian Museums; Arlington National Cemetery; the Lincoln Memorial; the World War II, Vietnam, and Korean War Memorials; and the U.S. Capitol grounds.

But the Youth Tour is more than sightseeing. The students learn about the telecommunications industry from industry leaders and pay a visit to the Federal Communications Commission.

About 100 students from across the United States attend the tour each year.

Hardy can only sponsor one student from Moorefield High and one from East Hardy High. Applications for the tour may be picked up from the guidance counselors at both high schools or by contacting Hardy Marketing/Human Resource Director Derek Barr at our Lost River Office at 304-897-9911.

"I've had many students tell me that the Youth Tour is an experience that they'll remember for the rest of their lives," said Derek, who serves as a chaperone for the tour.

To be eligible, students must be high school juniors of the 2011 graduating class and be either 16 or 17 years old at the time of the tour. Students must also receive service from either Hardy Telecommunications or HardyNet.

The deadline to return applications is **February 12, 2010**. Applications may be returned to either the high school guidance counselors or directly to Derek at our Lost River Office.

Hardy, Shentel Negotiating Details To Sell Wireless Service

A new choice for wireless service is coming to Hardy County, with help from Hardy Telecommunications!

Hardy Telecommunications, Inc., and Shenandoah Telecommunications Company (Shentel) are finalizing details of an agreement that would allow Hardy to sell wireless service for Shentel at its Moorefield location and its upcoming Wardensville office.

Shentel is installing equipment on three cell sites being built in the Wardensville, Baker, and Moorefield areas. Shentel, through its PCS subsidiary, Shenandoah Personal Communications Company, is a PCS affiliate of Sprint. Hardy

Telecommunications would become a wireless dealer of Sprint on Shentel's behalf for mobile phones and accessories in Hardy County, according to the agreement.

Hardy is providing the backhaul for the three cell sites, meaning the wireless traffic from those towers will travel over Hardy's infrastructure and reach the world via Hardy's landline network. Hardy has also signed an agreement with the town of Wardensville to lease office space in the former school building.

Hardy Telecommunications would be selling wireless service for Shentel at that Wardensville office, said Hardy Marketing/Human Resource Director Derek

Barr. With a Moorefield tower also on the horizon, Hardy would be acting in the same capacity in Moorefield.

Derek said Hardy and Shentel have enjoyed a good working relationship during the towers' construction.

"The talks about Hardy selling wireless service for Shentel through Shentel's Sprint affiliate is a natural progression of that relationship," he said. "We both are committed to serving our customers as best we can."

The agreement is beneficial to both companies and to their customers, Derek said.

"Wireless service is the most frequently requested new service by our members, but

the costs involved to build and equip the towers made it unfeasible for us," he said. "That's why this agreement with Shentel is the best solution. Shentel is making the investment to provide wireless service in our area, and we can offer Shentel an organized presence in Hardy County that has been established for more than 50 years. It's a win-win situation for residents."

Derek stressed that the companies did not have any definitive dates for when the sites would be operational and exactly what wireless services would be available.

"We'll certainly let people know those details at the earliest opportunity, so everyone should stay tuned."

HardyNet Expands Web Capability

HardyNet has made recent upgrades in its connection to the World Wide Web, providing for more bandwidth capacity and the potential for more expansion in the future.

The result for HardyNet subscribers will be a more reliable Internet connection with the possibility of more connection speed offerings in the future.

HardyNet has increased its "pipe" capacity to the World Wide Web. The pipe is the connection through which all web traffic from subscribers' computers (both uploads and downloads) travels back and forth. All Internet browsing by HardyNet customers is done through this connection.

With the upgrades, HardyNet has increased the size of its pipe more than 10 times, from a capacity of 90 Megabits (90 million bits) per second to a capacity of a 1 Gigabit (1,000 million bits) per second. Plus, the pipe's capacity is expandable even beyond that if future needs require.

The individual customer connection speeds offered by HardyNet (768 kilobits per second, 1.5 Mbps, 3 Mbps, and 6 Mbps, depending on your plan) are not changing at this time. However, the upgrades mean that the overall capacity of HardyNet's network to handle the volume of customers' web traffic has increased exponentially.

HardyNet is now providing a 100 Mbps bandwidth capacity to the World Wide Web with a new fiber Ethernet circuit. Again, that capacity is expandable. Prior to the upgrades, HardyNet's bandwidth capacity to the web was 75 Mbps.

HardyNet constantly monitors the volume of traffic on its Internet pipe to the World Wide Web. As the applications used by subscribers (such as video and games) require more and more bandwidth, the bandwidth usage on HardyNet's pipe increases. By increasing bandwidth capacity and allowing ample room for expansion, HardyNet is well prepared for future customer needs.

To put HardyNet's new pipe capacity in perspective, consider that a typical movie downloaded from the Internet at good viewing quality is about 2 Gigabytes in size. With a 1.5 Mbps connection, that 2 Gigabyte file would take more than three hours to download. Downloading the same file at 100 Mbps would take about three minutes.

Remember, the 100 Mbps speed reflects HardyNet's entire network, but the example still provides a good illustration of the magnitude of HardyNet's upgrades.

HardyNet will continue working diligently to provide its customers with the best Internet browsing experience possible.

Simple Steps Can Help Protect Your Online Privacy

It is extremely important to protect your privacy online. The United States Computer Emergency Readiness Team suggests several safety tips when using the Internet.

Read a company's privacy policy before submitting any personal information. This policy should tell you if the company shares any of its customer information with other organizations.

Be sure that any online form asking for personal information is encrypted. The website address should read "https:" at the beginning instead of "http:", and the site may have a lock icon in the bottom right corner of the window.

Other tips suggested by US-CERT:

1. Do business only with established, credible companies.
2. Do not use your primary email address in online submissions. Get a second email address if necessary.
3. Devote one credit card to online purchases, and keep a minimum credit line on this account.
4. Avoid using debit cards for online purchases. Credit cards usually offer some protection against identity theft, but debit cards do not.
5. Do not allow web browsers to remember your password, in case a hacker gains control of your computer. Also be sure to limit what information you share on social networking sites.

Hardy Wishes You...



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