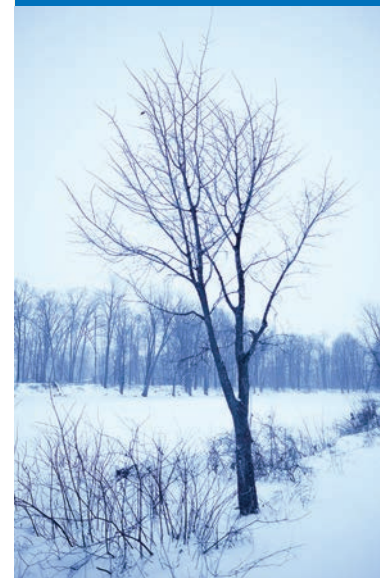


# Communicator

A Biannual Newsletter for Cooperative Customers



Members stream through the meal serving line and stretch down the hallway at East Hardy High School at Hardy's 2016 Annual Meeting.

## Hardy To Send Two Students To Youth Tour In D.C.

Hardy Telecommunications will send two local students on a four-day trip to our nation's capital, giving them the chance to see our country's historic sites and meet students from all over the United States.

One student each from Moorefield and East Hardy high schools will be selected to attend the 2017 Foundation for Rural Service Youth Tour in Washington, D.C., June 3-7. The trip includes sightseeing to D.C.'s famous landmarks as well as educational sessions to teach today's youth about the telecommunications industry. Hardy will pay all basic expenses, including travel.

The Youth Tour provides students from rural areas with a first-hand look at the telecommunications industry and educates students about the legislative and governmental processes. Students will visit the U.S. Capitol Building and hear presentations from representatives of Capitol Hill and the Federal Communications Commission. Other stops include Mount Vernon; the WWII, Vietnam, Korean and Lincoln Memorials; Arlington National Cemetery; and the Smithsonian Museums.

Applications for the tour may be picked up in late December from the guidance counselors at both East Hardy and Moorefield high schools or by contacting Derek Barr at Hardy's offices. To be eligible for the trip, students must be either 16 or 17 years old at the time of the tour and receive telephone, Internet or



East Hardy High Senior Makayla Perry and Moorefield High Senior Hunter Ayers visit the Federal Communications Commission during the 2016 FRS Youth Tour.

television service from Hardy Telecommunications. Preference will be given to students from the 2018 graduating class.

The deadline to return applications is February 15, 2017. Applications may be returned to either the high school guidance counselors or to Derek at Hardy's offices.

### What's Inside

- Hardy Surprising Fiber Customers For Christmas
- Hardy Sponsoring FRS College Scholarship
- Hardy Making Changes To Computer Repair Policy
- Hardy Selecting Students For Youth Tour To D.C.
- Wardensville Cam Added To OneNet TV Lineup

### Calendar

- Dec. 23-26 Christmas Holiday - Offices Closed
- Jan. 2, 2017 New Year's Day Holiday - Offices Closed
- Feb. 15, 2017 Deadline for Foundation for Rural Service Youth Tour and Scholarship Applications

## Directors Elected For New Three-Year Terms At Annual Meeting

Two directors were elected to serve new three-year terms at Hardy's Annual Meeting on October 7 at East Hardy High School.

The directors re-elected were Gerald Smith of Baker, representing Lost River serving area 1; and Greg Zirk of Moorefield, representing Moorefield serving area 2. Both were re-elected by acclamation with no others running for the positions. Greg is the current president of the Board of Directors, and Gerald will be entering his 43rd year on the board.

More than 425 people attended the meeting. We thank the East Hardy High Band Boosters and students, EHHS FFA, Boy Scouts, and EHHS faculty and staff for preparing and serving the



**Gerald Smith**

meal and their hospitality in allowing us to take advantage of the new school facility.

Hardy General Manager/CEO Scott Sherman gave an update on the OneNet fiber-to-the-home network. Since the federal portion of the project ended last July, Hardy has spent more than \$1.5 million in capital expenditures to expand the service to new customers.



**Greg Zirk**

Hardy has installed OneNet at more than 800 homes and businesses since the federal project ended and made fiber available to another 355 locations during that time.

Scott said that, despite high programming costs to provide video content and federal funding challenges, the company was committed to continuing to expand OneNet as revenue allows.



# Merry Christmas From Hardy OneNet!

To help  
celebrate  
the season,  
we have an  
Internet  
surprise  
for you.



## OneNet Increasing Internet Speeds Free For Customers

To help celebrate the season, Hardy OneNet is increasing the Internet download speeds for its standard service bundles at no additional cost.

"This is our way of thanking our OneNet customers for their support," said Derek Barr, Hardy's director of customer service and sales, marketing and human resources. "This is only possible with our OneNet fiber-optic network; other Internet technologies like copper and wireless have limitations. OneNet is the biggest project we've ever done and response has been wonderful, so we decided to do something special."

OneNet started with standard Internet choices of 5 Mbps download/2 Mbps upload, 15 Mbps download/7 Mbps upload, and 25 Mbps download/10 Mbps upload. Hardy is increasing the

download speed for each package by 5 Mbps. Upload speeds will remain the same.

The new OneNet Internet choices will be 10 Mbps download/2 Mbps upload, 20 Mbps download/7 Mbps upload, and 30 Mbps download/10 Mbps upload.

Current OneNet Internet customers will see their download speeds increased by Christmas at no additional cost. New customers who sign up for OneNet will choose from bundles that already include the standard higher download speeds.

Derek stressed that the new speeds will be the standard OneNet offering going forward. The increase is not just a promotion for the holiday season, although the company did consciously decide to make the change at

this time of year as a Christmas surprise.

"It's not something that rolls back at the end of the holidays. OneNet customers will keep the new faster download speeds," he said. "We're rolling out the speeds sooner than first planned so families can enjoy them at Christmas."

Tom Wheeler, chairman of the Federal Communications Commission, recently visited Hardy County with West Virginia Democratic Senator Joe Manchin. Both praised Hardy for the company's efforts to improve broadband service in West Virginia.

"Chairman Wheeler said it was a pleasure to see a company use federal funding for the exact purpose for which it was designed," Derek said. "He called Hardy the 'poster child' for Universal Service."

## Wardensville Cam Added To OneNet TV

Hardy OneNet has added a Wardensville/Emergency Scanner cam to its exclusive lineup of local channels.

OneNet channel 908 now features a 24-hour live view of Wardensville's Main Street. The audio for the channel is the Hardy County Emergency Scanner.

The new Wardensville scanner cam joins OneNet's Helmick Rock (channel 910) and Brighton Park (channel 909) weather cams, and the Moorefield/Emergency Scanner cam (channel 911).

The Moorefield and Wardensville emergency scanner channels feature audio from the Hardy County Emergency Scanner, while the Helmick Rock and Brighton Park weather cams deliver the latest weather information from the National Oceanographic and Atmospheric Administration.

Derek Barr, Hardy's director of customer service and sales, marketing and human resources, said the company is looking at adding more such local channels in the future.

"If we can find a suitable location that gives a good view of a public area in a locality, we will consider adding a camera there," he said. "It depends on cost, how accessible the location is and other factors. We like to offer these local camera channels as a public service."

Derek said Mathias is one area under consideration.

We hope you enjoy our exclusive emergency scanner and weather cams on Hardy OneNet!

## Hardy Sponsoring FRS Scholarship

Hardy Telecommunications is sponsoring the 2017 Foundation for Rural Service College Scholarship, valued at \$2,500, for graduating seniors from East Hardy and Moorefield high schools.

Members of the Class of 2017 at EHHS and MHS can apply through Hardy for the national scholarship program.

The scholarship, open to applicants who receive local telecommunications service (either telephone, Internet, or television) from Hardy, is worth \$2,000, and Hardy Telecommunications will contribute an additional \$500 to the amount, bringing the total one-time scholarship award to \$2,500.

Interested students can contact their guidance counselors

at the two schools or download the application at the FRS website at [www.frs.org](http://www.frs.org). Students also can contact Derek Barr, Hardy's director of customer service and sales, marketing and human resources, at 304-530-5000 for an application.

Completed applications must be sent to FRS postmarked no later than March 1, 2017, and must bear Derek's signature as Hardy's official representative, so students are asked to return their applications locally no later than February 15, 2017. *Students should not send their applications directly to the Foundation for Rural Service.* Applications should be returned to the guidance counselors at Moorefield and East Hardy high schools or to Derek at one of Hardy's

offices in Moorefield or Lost River. Derek will mail all applications to the FRS.

The FRS will award scholarships nationwide. A qualified selection committee of current educators determined by the Foundation for Rural Service will select the winners; Hardy itself has no input in the selection process.

Applicants must be a U.S. citizen and graduating high school senior; 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 in returning to a rural community following graduation; and be sponsored by a contributor to, or supporter of, the FRS.

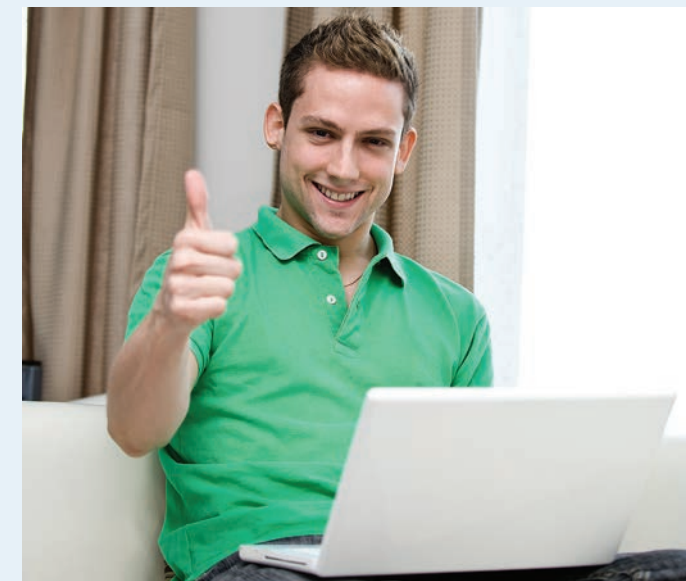
## Computer Repair Policy Changes Announced

HardyNet has announced changes to its computer software repair policy. These changes will take effect January 1, 2017.

HardyNet's computer software repair policy has included a free 30-minute diagnostic examination of a customer device for HardyNet customers. Starting in January, this free diagnostic will be limited to two (2) visits in a rolling six-month period per customer account. Any software repair requests beyond that number will result in a minimum charge.

This minimum charge will be \$30 for each visit beyond the two allowed in a rolling six months. Subsequent repair work will be charged at the following rates:

- \$60 minimum charge for one hour and \$60 per hour for each additional hour



- \$99 for computer software restore
- \$45 residential/\$51 business trip charge to visit a customer location
- \$100 networking fee to connect multiple computers

Non-HardyNet customers will be charged at regular rates. Please ask our customer service representatives for full policy details.

*Prices are subject to change at any time at HardyNet's discretion.*

## How To Reach Us

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Phone:  
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Hours:  
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**Toll-Free**  
800-838-2497

**Personal Computer Sales**  
304-530-PC4U (7248)

**Visit Us On The Web**  
[www.hardynet.com](http://www.hardynet.com)

**Emergency After Hours**  
Lost River:  
304-897-9913

**Moorefield:**  
304-530-HELP (4357)

**24-Hour Internet Technical Support**  
800-884-0778