

Communicator

A Semi-Annual Newsletter for Cooperative Customers



Members attend the 2019 Annual Meeting at East Hardy High School. All details regarding the 2020 meeting are subject to change depending on developments with the COVID-19 pandemic.

2020 Annual Meeting Scheduled For October 2 At EHHS

Hardy Telecommunications, Inc., would like to invite all of our members to attend the Annual Meeting of Members on Friday, October 2, 2020, at the East Hardy High School gymnasium. The agenda includes the election of two members to fill seats on the Board of Directors.



Loring Barr



Victoria Dyer

Two seats on the Board of Directors have terms that expire this year. Present directors may be nominated and elected to succeed themselves, and other members also may submit resumes to the Nominations Committee to be considered. The positions expiring this year are South Fork serving area 1, currently held by Loring E. Barr of Moorefield; and Lost River serving area 3, currently held by Victoria O. Dyer of Wardensville.

Any member interested in serving on the Board of Directors may submit a resume that defines the member's interest and qualifications for the

position. The deadline for resumes is August 11, 2020. The resumes should be delivered to the Nominations Committee, Hardy Telecommunications, Inc., 2255 Kimseys Run Road, Lost River, WV 26810.

Doors will open for registration at 4:30 p.m. October 2 with dinner to follow immediately upon registration. The meeting will begin at 6:00 p.m. Meals are free for each member and one guest (up to two free meals per member), with additional meals costing \$10 each. Drawings for door prizes will be held.

Hardy Telecommunications members will receive a mailing that includes a reservation card and proxy for the annual meeting. If you plan to attend, please return the completed reservation card in the provided postage-paid envelope by Thursday, September 24, 2020.

If a member wishes to vote by proxy, please keep in mind that only the official proxy included in your mailing will be accepted. This proxy will include the member's name, address and account number.

Story continues inside

Hardy Names Assistant General Manager

Derek Barr has been named Assistant General Manager of Hardy Telecommunications. He began transitioning into the position on January 1.

Hardy hasn't had an Assistant General Manager for several years. The Board of Directors decided to fill the vacant position to assist General Manager Scott Sherman with various duties.

In his new role, Derek will help Scott in the management of daily operations with a focus on designated operating areas; participate in policy development and interpret and administer programs; monitor and interpret regulatory developments at the national, state, and local levels to ensure company compliance; and perform special projects as requested.

For now, Derek is continuing to work mostly out of the Moorefield office but frequently reports to the Lost River office as well.

Derek joined Hardy Telecommunications in January 2005. His initial focus was marketing and public relations, but over the years he also has assumed responsibility for certain areas of human resources, customer service, and regulatory policy. His transition period is expected to occur over time as he continues his current duties and learns new responsibilities.



Derek Barr has been named Assistant General Manager of Hardy Telecommunications.

"I'm excited and grateful to the board of directors for this new opportunity with Hardy Telecommunications," Derek said. "The coronavirus pandemic has kind of thrown my training up in the air, as that has taken the full attention of the entire organization, but it's also given me the opportunity to face numerous challenges right from the start."

Derek previously served as Marketing Committee Chair for NTCA - The Rural Broadband Association and is the current West Virginia board member on NTCA's Rural Broadband PAC.

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- Hardy Earns Federal Funds For Hampshire Project
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Calendar

- Aug. 11 Resumes Due To Nominating Committee
- Sept. 24 Responses Due For Annual Meeting
- Sept. 29 Proxies Due For Annual Meeting
- Oct. 2 Annual Meeting Of Members At East Hardy High School

Coronavirus Pandemic Prompts Changes In Office Policy, Procedures

Hardy Telecommunications has made several changes in its office and in its policies and procedures to ensure the safety of customers and employees during the COVID-19 pandemic.

“It’s been a real challenge to keep up with the new safety guidelines and recommendations coming from state and federal authorities, so we’re doing the best we can,” said Hardy Assistant General Manager Derek Barr. “The health and safety of our customers and employees is paramount. We appreciate the cooperation of members while we adapt to new requirements.”

Hardy has installed plexiglass barriers to separate customers and employees. Hand sanitizer is available in Hardy’s offices, and visitors are encouraged to use it when entering and exiting.

Hardy currently is limiting the number of customers allowed in the office at one time. All policies are subject to change according to local, state and federal recommendations.

“We do have small office spaces, so to practice recommended social distancing, we have to limit how many customers we have in the office at a time,” Derek said.

Hardy also is encouraging customers to use alternative methods to visiting the office when possible. Most transactions can be handled remotely. Hardy has several payment options available:

- Payments can be mailed to any of our three offices. Business



Sheets of plexiglass hang from the ceiling of Hardy’s Moorefield office. The changes are part of Hardy’s response to the COVID-19 pandemic to ensure the safety of our customers and employees. Below are the outside telephone that rings automatically inside our office and the Moorefield office drop box, located on the side of our parking lot and recognizable by its bright orange sign.

addresses are printed in this newsletter.

- Pay by phone. Simply call one of our offices. Telephone numbers are printed in this newsletter.

- Customers can pay online by credit card with our E-Care service through our website at hardynet.com. Automatic withdrawal also is available.

- Payment drop boxes are located in the parking lots of our three offices.



Hardy is dispatching employees for in-home visits only after asking proper health



questions and ensuring that social distancing precautions can be followed.

Hardy Receives Federal Funds For Hampshire Project

Hardy Telecommunications has been awarded a \$3 million Community Connect Grant to construct a 56-mile fiber-optic network in the Carpers Pike area of Hampshire County.

U.S. Department of Agriculture Rural Development West Virginia State Director Kris Warner announced the investment.

“Broadband is an essential tool for businesses, residents, and public institutions to be competitive and prosperous

in a 21st century, global economy,” Mr. Warner said.

About 600 homes and businesses will be passed in the Carpers Pike area. As part of the project, a community center will be established where residents can access the Internet free of charge for at least two years.

The Community Connect project is scheduled to be completed in three years. The path will extend along W.Va. 259 at the Hardy-Hampshire county line (Carpers Pike)

and turn toward Capon Bridge, ending outside the town. Hardy is contributing required funds as well and will extend its OneNet fiber network along W.Va. 259 outside Wardensville to the Hardy-Hampshire line to connect to the federal project.

“We’re happy to receive this Community Connect award, which demonstrates the USDA’s commitment to bringing broadband to more areas of rural West Virginia,” said Hardy Assistant General Manager Derek Barr.

Hardy Collecting GPS Info In County To Meet Federal Requirements

Hardy employees will be working throughout Hardy County this summer and fall gathering required GPS coordinates and other information required by the Federal Communications Commission. This is specialized work to satisfy Hardy’s requirements for receiving federal funding that allows Hardy to offer better prices for our customers.

New FCC regulations require us to verify locations, using very detailed information, where we are able to provide broadband service. These

locations include not only structures where we currently are providing service, but also structures that could receive our service if it is requested. Part of the required FCC information is verifying location information, such as GPS latitude and longitude readings, of structures that are receiving or could receive our service.

Failure to register and deliver this information to the FCC will result in the loss of funding that goes toward helping us provide service in Hardy County.

We understand that it is unusual to see people with GPS equipment driving around an area, so we have done our best to make our employees easily identifiable. Employees have colored vests with our OneNet logo, Hardy ID badges, vehicles with Hardy Telecommunications or OneNet logo, and an identification letter.

Please call our office if you have any questions. We appreciate your cooperation as we seek to expand and deliver broadband service in Hardy County.

2020 Annual Meeting Set For October 2 At East Hardy High

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Your proxy must contain both your signature and the signature of a witness to be accepted. Only proxies that are received by Tuesday, September 29, 2020, will be accepted. No proxies will be accepted at the meeting.

All details regarding the meeting are subject to change depending on developments with the COVID-19 pandemic. We are working closely with the school system to ensure that proper safety precautions are followed. We will post updates or changes on our website at

hardynet.com and on our Hardy Telecommunications Facebook page.

For more information about our election process, please see our bylaws, which begin on page 28 of the 2020 directory, or read them at www.hardynet.com.

How To Reach Us

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Lost River, WV 26810

Phone:
304-897-9911

Fax:
304-897-6585

Hours:
Mon. - Fri. 8 a.m. - 4:30 p.m.

Moorefield Office
121 South Main Street
Moorefield, WV 26836

Phone:
304-530-5000

Fax:
304-530-5100

Hours:
Mon. - Fri. 8 a.m. - 5 p.m.

Wardensville Office
345 East Main St., Suite A
Wardensville, WV 26851

Phone:
304-897-2355

Hours:
Mon. - Fri. 8 a.m. - 5 p.m.

Toll-Free
800-838-2497

Personal Computer Sales
304-530-PC4U (7248)

Visit Us On The Web
www.hardynet.com

Emergency After Hours
Lost River:
304-897-9913

Moorefield:
304-530-HELP (4357)

24-Hour Internet Technical Support
800-884-0778

Hardy Telecommunications is an equal opportunity provider and employer.