

Communicator

A Semi-Annual Newsletter for Cooperative Customers



Members attend the 2019 Annual Meeting at EHHS. Hardy was not able to hold an in-person Annual Meeting in 2020 due to COVID-19 concerns, opting instead for a virtual meeting.

2021 Annual Meeting Scheduled For Oct. 1 At East Hardy High

Hardy Telecommunications, Inc., would like to invite all of our members to attend the Annual Meeting of Members on Friday, October 1, 2021, at the East Hardy High School gymnasium. The agenda includes the announcement of election results of three members to fill seats on the Board of Directors.



Ervin Wilkins Jr.



Phyllis Cook



Harold Michael

Three seats on the Board of Directors have expiring terms. Present directors may be nominated and elected to succeed themselves. The positions expiring this year are Lost River serving area 4, currently held by Ervin O. Wilkins Jr. of Baker; South Fork serving area 2, currently held by Phyllis B. Cook of Moorefield; and Moorefield serving area 1, currently held by Harold K. Michael of Moorefield.

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 10, 2021. 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 1 with dinner to follow immediately upon registration. The meeting will begin at 6 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 23, 2021.

If a member wishes to assign a 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. Your proxy must contain

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Hardy Office Hours Changed For Customer Walk-Ins

Hardy's office hours for customer walk-in traffic for our Moorefield, Wardensville, and Capon Bridge offices have changed effective Tuesday, July 6, 2021. The new office hours are 8 a.m. to 4:30 p.m. This means those offices, which had been open until 5 p.m., now close 30 minutes earlier for customer walk-in traffic. Hardy employees continue to answer telephone calls and respond to troubles until 5 p.m. After-hours procedures continue to start at 5 p.m.

Hardy's Lost River office continues to be open to walk-in traffic from 8 a.m. to 4:30 p.m. as it was previously.

Hardy Assistant General Manager Derek Barr said the change has come about due to changing customer habits, largely due to COVID-19.

"We've seen a tremendous increase in the number of customers using remote methods for payments, troubleshooting, and general inquiries," Derek said. "At the same time, our number of walk-ins has greatly dropped. Over the past several weeks, we've averaged barely one customer per week walking in between 4:30 and 5 p.m. With those numbers, it just made sense to standardize our hours for customer walk-ins across all of our offices."

Derek encouraged customers to continue to do business remotely, citing Hardy's various payment methods that don't require coming in to an office.

- We accept payments by phone. Simply call one of our offices at 304-897-9911 or 304-530-5000.

- Customers can pay online by credit card with our E-Care service through our website at hardynet.com. Through E-Care, customers also can be set up to receive their bills online, eliminating the need for paper bills through the U.S. Mail. We strongly suggest that customers sign up for this option.

- Customers can be set up for automatic withdrawal. Call our offices for details.

- Payments can be mailed. Please direct mail payments to one of two offices: 2255 Kimseys Run Road, Lost River, WV 26810; and 121 South Main St., Moorefield, WV 26836.

- Payment drop boxes are located in the parking lots of our Moorefield, Lost River, and Wardensville office for after-hours payments. These boxes are checked regularly.

Many other services, including service troubles, can be resolved remotely and don't require a technician to visit your home – in many cases we can troubleshoot with you and walk you through a solution. For after-hours telephone issues, call 304-897-9913 or 304-530-HELP (4357); for after-hours internet/TV issues, call 1-800-884-0778. If necessary, an on-call technician can be dispatched.

What's Inside

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- FRS Youth Tour Cancelled For Second Year
- Sun Outages Affect TV Service Twice A Year
- Hardy Urges Customer Action On TV Legislation

Calendar

- Aug. 10 Deadline: Resumes To Nominating Committee
- Sept. 6 Labor Day Holiday - Offices Closed
- Sept. 17 Deadline: Proxies For Annual Mtg.
- Oct. 1 Annual Meeting Of Members At East Hardy High School

FRS Youth Tour Canceled For 2021

The COVID-19 pandemic again forced the cancellation of the Foundation for Rural Service Youth Tour. FRS said they made the decision to cancel the tour “due to safety concerns surrounding the ongoing pandemic, and government and tourist locations in D.C. being closed indefinitely.”

Although many areas are now again open and COVID-related restrictions are easing, the tour requires several months of advance planning to accommodate travel arrangements for some 140 students, chaperones and staff throughout the Washington,

D.C., area for several days. That makes the deadline for tour arrangements much earlier than the tour itself. In this case, FRS ran out of time and couldn’t ensure access to the various government and other D.C. attractions that make the Youth Tour such a valuable experience for students.

“We are sorry that Hardy County students won’t have the opportunity to experience the Youth Tour,” said Hardy Assistant General Manager Derek Barr. “The whole world is suffering through COVID-19, and students certainly have endured their

share of hardship with closed schools and cancelled sports, trips, graduations, proms, and other activities. We hope to resume sending students to the Youth Tour when possible.”

The tour also was cancelled in 2020 due to the pandemic. FRS representatives said they plan for the Youth Tour to return in 2022.

The Youth Tour provides students from rural areas with a first-hand look at the legislative and governmental processes concerning the telecommunications industry. Students from across the country visit the U.S.

Capitol Building and hear presentations from Capitol Hill and Federal Communications Commission representatives. The trip includes sightseeing to D.C.’s famous landmarks.

Hardy Telecommunications sponsors one student each from East Hardy and Moorefield high schools to attend the tour, paying all expenses. Past attendees have called the tour the “experience of a lifetime.”

The Foundation for Rural Service (FRS) was established in 1994 as a non-profit 501(c)(3) by NTCA - The Rural Broadband Association.

Hardy Urges Members To Contact Congress Over Broadcast TV Laws

The saying goes that money doesn’t grow on trees. It seems that television content providers, however, do believe that money grows freely on the backs of traditional cable TV subscribers, and they’re willing to keep charging higher and higher prices, relying on federal law, to service providers who offer traditional TV.

In addition to increasing prices charged to service providers, content providers also are scrambling to create and promote streaming networks with additional fees, often at the expense of their regular programming.



Broadcast stations keep raising prices on service providers, and federal law forces Hardy to carry unwanted channels.

Content providers certainly are free to pursue the best business opportunities, but current federal law stacks the deck against service providers like Hardy by requiring us to carry multiple major network channels that our customers don’t watch or even want, simply because they’re in our “designated market area.” Hardy falls in the Washington, D.C.-Hagerstown, Md., market.

Content providers often demand huge price increases each year, and service providers have no recourse to resist these exorbitant increases short of dropping

channels. While broadcast stations are supposed to negotiate “in good faith,” Hardy and other television service providers are often forced to carry numerous channels in order to get just the few channels that customers want.

It’s an all-or-nothing proposition. Hardy cannot allow its customers to pick and choose certain channels. Instead, Hardy is forced to carry many channels, even being told in what service tier to place a channel.

Yet another frustrating aspect is that Hardy is forbidden by contract from disclosing how much it pays for specific channels. That means we can’t even share with customers what channels cost the most to provide, even if we’re required to carry those channels.

We urge all Hardy customers to contact their congressional representatives and urge them to update outdated federal laws and not force citizens and service providers to pay for unwanted channels.

Sun Outages Affect OneNet TV Service Twice A Year

Hardy OneNet’s TV signal may be affected briefly by sun outages in the spring and fall each year.

A sun outage is an interruption or distortion of geostationary satellite signals caused by solar radiation. The problem occurs when the sun is in direct line with a communication satellite and the sun’s radiation overwhelms the satellite signal.

In the Northern Hemisphere, sun outages typically occur in late February or early March before the March equinox and in late September or early October after the September equinox. Sun outages are common and can be expected at these times of year.

The first period for sun outages typically occurs February 28-March 11, and the fall period lasts October 4-12. During the day from about 9 a.m. to 6 p.m. is the most common time for sun outages.

A sun outage can last for several minutes, during which



The sun’s radiation overwhelms satellite signals periodically, affecting TV service.

time your TV signal may experience interference with picture and/or sound quality. Estimates usually have sun outages lasting anywhere from two minutes to about 13

minutes. The channels affected depend on which satellites are being impacted by the solar radiation and what channels OneNet receives from those satellites.

The sun outage phenomenon only affects Hardy OneNet’s television signal. Internet or telephone service are not impacted by sun outages and will operate normally.

2021 Annual Meeting Scheduled For October 1 At EHHS

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both your signature and the signature of a witness to be accepted. Only proxies that are received by Friday, September 17, 2021, will be accepted. No proxies will be accepted at the meeting.

If an election by mail-in voting is necessary, your mailing will include a ballot. (NOTE: Ballots by proxy for election of directors must be voted at Hardy’s Lost River or Moorefield office at a designated date and time to be communicated to each proxy.)

If you would like to read more information about our election process, please see our bylaws, which begin on page 28 of the 2021 directory. Our bylaws also can be viewed by visiting our website at www.hardynet.com.

How To Reach Us

Lost River Office
2255 Kimseys Run Road
Lost River, WV 26810

Phone:
304-897-9911

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

Moorefield Office
121 South Main Street
Moorefield, WV 26836

Phone:
304-530-5000

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

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

Phone:
304-897-2355

Hours:
Tues., Thurs. 8 a.m. - 4:30 p.m.

Capon Bridge Office
199 Capon School St.
Capon Bridge, WV 26711

Phone:
304-897-9911

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

Toll-Free
800-838-2497

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.