

HAMILTON TELECOMMUNICATIONS

**CONNECT! NS**

Communication &amp; Technology Solutions

HamiltonTel.com • 402.694.5101 • 1006 12th Street • Aurora, NE 68818

## New Year Cheer!

Looking ahead and reflecting back.

**H**appy New Year! As we look ahead to many exciting things to come this year, we first want to take time to reflect on the past year and thank you for your business. We are grateful for customers like you who help make our work enjoyable and we appreciate your trust as a provider for telecommunications and technology services.

In 2017, we continued our commitment to building our infrastructure and services to better serve you. We began a five-year project to construct a fiber network that will deliver fiber to every household in our local exchange area. We have nearly completed construction to in-town residents of Hampton and have recently begun construction in Aurora. We look forward to getting this superior service to all of our customers as soon as possible. In addition to fiber, we continue to invest in other cutting-edge technologies to keep all of the services we provide meeting or exceeding your expectations.

On January 2nd, 2017, one of our call centers in Albany, Georgia was hit by a severe storm and destroyed. While we did have staff working that evening, no one was seriously injured, and there were only a few minor injuries. We quickly worked together to recover and rebuild our Albany center in record time. We are so proud of the teamwork and hard work that went into ensuring our continued delivery of critical relay services during that time.

Another project we completed was the building and remodeling of our office in downtown Aurora. We now have our internet, telephone, information systems, service and support department teams in the same building so our customers have one place to go for all of their needs. While we are now across the street, the original drive thru is still available for payment drop off. Our goal is to deliver excellent service, whether that is in the field installing fiber to your home or whether you are stopping in our office.

Throughout the year, we continued to build on the same mission that helped us grow from a small, local farmers' telephone cooperative in rural Nebraska to a leading telecommunications and technology company serving individuals across the country. We are committed to continued investment in our products and services as well as delivering outstanding, personalized customer service with the same values that have always been at the heart of this company.

Warmest wishes for a year filled with abundance, joy and many treasured moments!

Sincerely,  
John Nelson



CEO, John Nelson

### Visit our booth at the Home & Garden Show!

**When:**

Saturday, February 10  
8:30 a.m. - 5:00 p.m.

Sunday, February 11  
11:00 a.m. - 4:00 p.m.

**Where:**

Hamilton Telecommunications Hall  
Hamilton County Fairgrounds, Aurora

### Paperless Billing, A Simple Switch!

Save paper clutter, add convenience and help the environment!



Log in or create your e-bill account  
at [my.HamiltonTel.com](http://my.HamiltonTel.com).

*my.***HAMILTON**<sup>®</sup>*Tel*

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TELECOMMUNICATIONS

**Contact Us**

HamiltonTel.com • 402.694.5101  
1006 12th Street • Aurora, NE

**Office Hours**

Monday - Friday 8:00 a.m. - 6:00 p.m.  
Saturday 8:00 a.m. - 12:00 p.m.



Hamilton Telecom



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## Ever wonder about the fees that make up your monthly local TV bill?

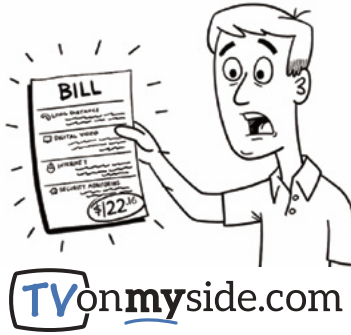
Because we're a hometown business, we are invested in our community, our employees and our customers. With network fees increasing and impacting your monthly bill, we wanted to give you a backstage pass to better understand the economics of the TV business.

Your monthly bill has two cost buckets:

### Programming Costs

TV providers pay each programmer a fee for every household that receives a particular network.

- Approximately 80% of the price you pay for your Cobalt TV® package goes to pay the network owners for the rights to carry these channels.
- Network fees have increased dramatically over the last 15 years.
- Five media companies control 90% of the networks. While we work hard to keep these costs under control, they continue to use their power to demand more money.



### Remaining Cost to Provide Service

This includes installation costs, maintaining and upgrading our network, infrastructure and normal business expenses, such as employee salaries, rent and power. These remaining costs to provide service are less than 20% of your Cobalt TV package cost, including any profit on the service.

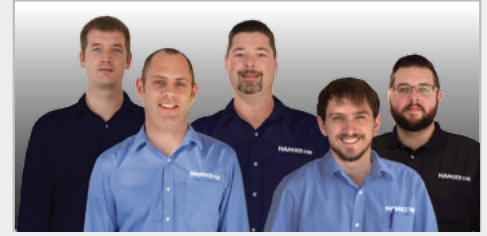
We work hard to deliver the best services for you and your family. To learn more about how we are working hard to keep your costs in check, visit: [TVonMySide.com](http://TVonMySide.com).

## We've added new channels!

Channel	SD	HD	Packages
Tennis Channel	25	525	Essential & Ultra
Hallmark Drama	78	578	Ultra
AWE - Coming Soon	100	600	Essential & Ultra



## We make IT work for your business!



In today's fast-paced and connected world, businesses face more technology and communications demands than ever before. With the latest technology alongside certified, experienced technicians, Hamilton delivers IT, network, and security solutions to meet your needs.

- Network Management
- Contract Service & Support
- Network Design & Construction
- Data Hosting & Transport
- Security Systems
- Business Phone Systems
- Server, PC, & Switching Hardware
- Certified Cloud Computing
- Certified Wiring Technicians

Contact us for a tailor-made approach to protecting your IT assets and saving you money. At Hamilton, we make IT work for you.

## Who's New . . . File these names in your directory!

<b>AURORA</b>	Heiden, Nicole .....402-694-5687	Janzen, Emily .....402-725-3876	Werner, Courtney .....402-845-2438
Adams, Daphne .....402-694-3235	Jacobsma, Tyler .....402-694-5628	Kohtz, Jason.....402-725-3559	Wiese, Dorothy .....402-845-9290
Bicknase, Matthew .....402-694-5935	Johnston, James .....402-694-0292	Litz, Brian .....402-725-3429	<b>GILTNER</b>
Bittner, Nichole .....402-694-6838	Lee, Stacy .....402-694-4594	Peterson, Rich .....402-725-3484	Eastman, Amanda .....402-849-2453
Burson, Jade .....402-694-5598	Lees, Josh .....402-694-6692	Rasmussen, Tori.....402-725-3639	Eastman, Josh .....402-849-2308
Champion, Meagan .....402-694-5980	Lepine, Lenny .....402-694-5593	Rodriguez, Andrew .....402-725-3141	Hawthorne, Michele.....402-849-2311
Collingham Jr, Larry .....402-694-4524	Merrihew, Braxton & Shana .....402-694-6682	Taylor, Tatiana .....402-725-3523	Lees, Josh .....402-849-2651
Crosser, Jared .....402-694-5889	Miller, Krysta .....402-694-5397	Walker, Tyler .....402-725-3478	Portenier, Justin .....402-849-2232
Curry, Forest .....402-694-0144	Morrow, Sarah .....402-694-6675	Wall, Alex .....402-725-3895	<b>MARQUETTE</b>
Decker, Gwenda .....402-694-6369	Porter, Jim .....402-694-6485	<b>HORDVILLE</b>	Wiles, Jennifer .....402-854-2235
E's Auto .....402-694-4805	Roberg, Greg .....402-694-6458	Banana Rams.....402-757-3277	Malone, Adam & Khyla .402-854-2288
Farrand, Jordan .....402-694-5846	Rodriguez, Alexis .....402-694-5590	Bedient, Bruce .....402-757-3253	Schafer, Deb .....402-854-2546
Fox, Kenneth .....402-694-6588	Roehrs, Josh .....402-694-5842	<b>DONIPHAN</b>	Smith, Barry .....402-854-3139
Freeman, Kinsey .....402-694-2716	Rose, Sarah .....402-694-5989	Aylor, Doris .....402-845-2432	Lampshire, Matthew ....402-854-5004
Gibson, Diana .....402-694-4419	Schaffert, Terrance .....402-694-4588	Bader, Justine .....402-845-6285	<b>PHILLIPS</b>
Glines, Rich or Barb .....402-694-3594	Smith, Taylor .....402-694-3981	Carson, Brad .....402-845-6682	Anderson, Raina .....402-886-2458
Griess, Paige .....402-694-0134	Tarr, Barbara J .....402-694-3792	Galusha, Markina .....402-845-4528	Brown, Aaron .....402-886-2734
Griffith, Megan .....402-694-4558	Walling, Misty .....402-694-6680	Halte, Josh.....402-845-2434	Friesen, Clayton Jose .402-886-2539
Guptill, Adam .....402-694-4542	Wilder, Susan .....402-694-4557	King, Austin .....402-845-2431	Katt, Duane .....402-886-2229
Gurciullo, Alex .....402-694-4847	<b>HAMPTON</b>	Lancaster, Todd .....402-845-4484	Roe, Abbie .....402-886-2315
Haggerty, Linda .....402-694-6223	Gaughen, Kayla .....402-725-3152	Red Bird Bakery .....402-845-2433	Schmitt, Leroy .....402-886-2761
Hall, Heaven .....402-694-4428		Sybert, Jamie .....402-845-2430	
Hauf, Carole .....402-694-6529			