

Happy New Year!

Building on the Past and Present for an Exciting Look Ahead

Happy 2022! The New Year gives us a great opportunity to reflect on the past year and share the exciting things we are already working on in the coming year.

Looking back, we have much to be grateful for, and we are proud of the ways we innovated and grew to better serve our customers.

We continued Fiber to the Home construction in Aurora, Giltner, Doniphan and Hampton, making great progress and connecting more and more customers. Over the summer, we announced we were expanding our fiber-optic infrastructure into Central City and parts of Merrick County. We added a second crew to bury and construct fiber-optic lines throughout Central City and have begun to connect residents with direct access to fiber-optic internet.

We acquired Nebraska Central Telephone Company (NCTC) this fall and expanded our service area to include 21 more Central Nebraska communities. We were thrilled to welcome so many new employees to the Hamilton family and are looking forward to offering new service options to the residents in that area!

We are proud to have been instrumental in helping so many businesses navigate the pandemic and the remote working environment. As more and more businesses moved to a digital workspace there were new network vulnerabilities to mitigate. That's why we launched Cybersecurity Solutions to help businesses protect their digital assets as well as train each employee on how they can be their organization's first line of defense.

Throughout the year and still today, we continue to have measures in place to keep our employees, communities and our customers safe and healthy. We appreciate your patience as we have worked to make sure our processes are in alignment with the safest standards.

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John Nelson, CEO

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Customer Service Hours

Monday - Friday 8:00 a.m. - 5:30 p.m.
Saturday 8:00 a.m. - Noon

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Happy New Year! *(Continued)*

As we look ahead, there are more great things to come! We look forward to completing work with our fiber-to-the-home construction in our local exchange communities, including the newly added communities in the NCTC area and Central City. We will continue to work with our communities, states and regulators to meet the needs of those we serve and provide the highest quality of services. Most of all, we will continue to find new, innovative ways to keep you connected.

Whatever your world consists of – personally, professionally or otherwise – we are proud and honored to be connecting your world.

Thank you for your business in the past year, and thank you for continuing to choose Hamilton.

From all of us at Hamilton – Happy New Year! We hope your days are filled with good health, great friends and an abundance of joy.

John Nelson, CEO
Hamilton Telecommunications

Fiber to the Home **Progress Update!**

Hamilton crews have been steadily making progress converting current Hamilton customers to Fiber to the Home service! At this time, main fiber lines have been buried in Hampton, Aurora, Doniphan and Giltner. If you live inside the city limits of these communities and are not yet connected to fiber, please contact us! We plan to start burying fiber in Marquette in Spring 2022.

Over the past year, Hamilton has been excited to bring Fiber to the Home to residents of Central City. Expanding our fiber service to Central City means we can provide you with the fastest, most reliable internet as well as Cobalt TV, Managed Wi-Fi and voice service.



As the splicing crews move through neighborhoods, we have been contacting customers to schedule a Fiber Site Survey. The Fiber Site Survey gives our technicians the opportunity to find the best location in your home to bring your fiber. Once that is complete, the crews can connect your home to the fiber buried in your neighborhood.

As winter draws in and colder temps arrive, main line construction will slow down a bit. However, we will pick up as soon as we can in the spring. In the meantime, contact us to let us know you are interested in Fiber to the Home. We can conduct a Fiber Site Survey at your home to determine the best location for the fiber to enter your home so that when the fiber is buried in your neighborhood, you can get connected right away.

Do you already have Hamilton Fiber to the Home? We'd love to hear from you! If you love it, tell your friends and neighbors about it.

If they mention your name when they sign up for Fiber to the Home, you'll get \$5 off your next bill!

Hamilton Telecommunications Announces the Acquisition of NCTC

Hamilton Telecommunications has completed the acquisition of Nebraska Central Telephone Company and Nebraska Central Telecom, Inc. (collectively NCTC), a provider of broadband, voice and television services based in Gibbon.

We are excited about the opportunities this recent acquisition gives us to enhance the service offerings to current NCTC customers. NCTC's reputation, culture and focus on providing first-class services to its customers align with the Hamilton's core principles making it a perfect fit with our business model.

We are excited to serve more communities of Central Nebraska and welcome the NCTC staff to our team!



Cobalt TV® Channel Lineup **Announcement**

Over the past few years, the majority of providers for the channels we carry have delivered their content in high definition (HD). As picture quality in televisions has improved and HD has become the norm, you may not have even noticed the change.

When we rolled out Cobalt TV, we offered two different channel lineups - one for SD channels and another for HD channels. For example, Cooking Channel could be found on channel 87 and channel 587.

Beginning this year, we will combine the channel lineup and only utilize the lower numbered channels. We encourage you to begin using the lower numbered channels.

If you currently have your DVR set to record a particular series, please update that schedule to record the program on the lower numbered channel. That way you will continue to have all of the same channels and content as these channel line-ups are updated.



Whole Home **Cloud DVR**

Hamilton has updated to a cloud-based DVR. That means, you no longer need DVR equipment. If you sign up for service now, you will only need a set top box and will be able access your recorded programs through any of your set top boxes.

We are excited to begin offering this new service.



New Whole Home DVR customers can add this service to their Cobalt TV package FREE for the first three months.

Customer FAQ • **Remote Issues**

The Hamilton customer service team is always happy to help with your Cobalt TV, internet or telephone questions. This month, we're adding a new section to our newsletter to help address some of the most frequently asked questions.

One question that gets asked frequently:

My remote doesn't work. What could be wrong?

Answer:

One of the most common reasons your remote may seem like it isn't working is that the "input" button got pressed. The "input" button changes the device from where your TV is receiving the signal. If it is pressed, it may change the signal from Cobalt TV to something else. Press the "Input" button until you get to the correct input. If that doesn't help, pick up the phone and give us a call. We'll be happy to help you figure it out!



Input Button •

Directory Cover **Photo**

Finnley, pictured on the cover, is enjoying the good life. Finnley is one of hundreds of animals that has been cared for and adopted from Aurora Adopt-a-Pet, an all volunteer animal shelter, established in 1996.



Cover photo taken by Deb Miller of Aurora, Nebraska. To learn more, visit auroraadoptapet.org.

Movies to Watch about **Hearing Loss and Deaf Culture**

If you're looking for something new to watch, consider these award-winning movies that feature characters who are deaf or hard of hearing.

CODA (2021)

This coming-of-age film from the Sundance Festival features a main character that is a Child Of Deaf Adults, or CODA for short. Ruby Rossi is the only hearing member of her family, and the film follows her through high school as she supports her family's fishing business, pursues her passion for singing and finds love along the way.

Crip Camp (2020)

This award-winning documentary film takes place in 1971 at Camp Jened, a summer camp in New York for disabled teens. The film focuses on campers who become disability rights activists and follows their fight for accessibility legislation.

Sound of Metal (2019)

Featured at the Toronto International Film Festival, this award-winning drama tells the story of a heavy metal drummer named Ruben who begins to lose his hearing. The film follows his journey as he connects with other hard of hearing community members and tries to find balance between his high-volume creative passions and his well-being.



From Our Kitchen to Yours

This winter, cozy up at home with some homemade Cinnamon Banana Bread. Here is a recipe from our own Andrea Groelz, Director of Relay.



Andrea Groelz

CINNAMON BANANA BREAD

Prep Time: 10 min • **Cook Time:** 55-65 min • **Total Time:** 75 min

Servings: 12 • **Allergens:** Dairy, Eggs, Gluten

INGREDIENTS

| | | |
|-------------------------|-------------------------|------------------------|
| 8 Tbsp. unsalted butter | 1/4 cup milk | 1 cup wheat flour |
| 1 cup granulated sugar | 1 tsp. vanilla extract | 1 tsp. baking soda |
| 2 large eggs | 4 bananas, very ripe | 1/4 tsp. salt |
| | 1 cup all-purpose flour | 1/2 cup cinnamon chips |

DIRECTIONS

1. Heat the oven to 350°F. Line a 8x5-inch loaf pan with parchment paper and spray with cooking spray.
2. Cream together softened butter and sugar in a mixer until fluffy.
3. Add eggs, milk and vanilla and mix until smooth.
4. Mash bananas in a separate bowl and add to mix.
5. In a separate bowl, sift together all-purpose and wheat flours, baking soda and salt. Use a spatula to stir dry ingredients into wet mixture. Fold in cinnamon chips.
6. Transfer batter to loaf pan and smooth the top. Bake 55-65 minutes until bread is dark brown and an inserted toothpick comes out clean.
7. Let cool for 10 minutes in the pan, then transfer to a wire rack for an additional 10 minutes of cooling.

