

Communicator

A Quarterly Newsletter for Cooperative Customers



Hardy Retail Sales Manager Becky Bishoff discusses Sprint mobile phones with Shentel Marketing Manager Matt Krueger at Hardy's new Wardensville office.

Four Employees Receive Service Awards; Two Directors Recognized

Four employees and two directors were honored by Hardy Telecommunications at an awards ceremony Friday, November 20, 2009, for reaching service milestones with the company in 2009.

The event was held at the South Branch Inn. Hardy General Manager Scott Sherman spoke about each honoree's contributions to the cooperative. The employees then received gifts to celebrate their achievement.

Hardy presents service awards for every five years of employment with the cooperative.

"Our people are our most valuable resource, and it's just a small token of appreciation to recognize them in this way. We wouldn't be successful without the quality of employees that we have," said Hardy Marketing/Human Resource Director Derek Barr.

The employees honored this year were Philip Miller, Butch McPherson, and Butch Bird, all for 10 years of service; and Pam Robinette, for five years of service. Also recognized



(Above, from left): Lowell "Butch" Bird, Franklin "Butch" McPherson, and Philip Miller all received awards recognizing 10 years of service to Hardy Telecommunications.

(Right) Pam Robinette was presented with a 5-year service award.



were directors Gerald Smith and Arlie Funk. They earlier had been presented plaques by the National Telecommunications Cooperative Association commemorating 35 years of service to NTCA.

What's Inside

- Board Passes Resolution Honoring Glen Bradfield
- New Website Launched With Free ESPN360.com Service
- Hardy Installing New Central Office Switch
- Employees, Directors Receive Service Awards
- Hardy Manager, Director Cited For Leadership

Calendar

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| May 31 | Memorial Day Holiday - Offices Closed |
| July 5 | Independence Day Holiday - Offices Closed |
| Sept. 6 | Labor Day Holiday - Offices Closed |

Hardy Offering Sprint Service; Wardensville Office Open

Sprint, your new choice in wireless, is now available at Hardy Telecommunications!

Hardy County residents can view the latest Sprint merchandise at Hardy's new Wardensville office at 345 East Main Street, Suite A, and at our Moorefield location at 121 South Main Street.

Hardy Telecommunications previously announced an agreement with Shenandoah Telecommunications Company (Shentel) that establishes Hardy as a Sprint wireless dealer on Shentel's behalf in Hardy County. Shentel, through its PCS subsidiary, Shenandoah Personal

Communications Company, is a PCS affiliate of Sprint.

Hardy's Wardensville and Moorefield offices are now offering a variety of Sprint mobile phones and wireless plans for individuals and families, featuring Sprint's popular Any Mobile, Anytime Plan which lets you call any mobile phone, anytime, on any network.

Hardy Marketing/Human Resource Director Derek Barr invited citizens to stop in at either Wardensville or Moorefield and speak to a customer service representative about Sprint. Whether your interest is talking, texting, or data,

Sprint has a phone and plan to suit your needs.

"The ability to offer Sprint and the opening of our new Wardensville office are major developments in the history of Hardy Telecommunications," Derek said. "This is something our members have wanted, and we're proud to give more choices to county residents."

The Wardensville office, located in the former school building, will start by offering Sprint phones and plans and joining our Moorefield location in selling personal computers. More services likely will be added in the future.

Directors Pass Resolution For Glen Bradford; Board Slots Amended To Reflect Only Geographical Representation

Hardy's board of directors has passed a resolution in honor of Glen O. Bradford, who passed away October 5, 2009, after serving more than 34 years on the board.

"Glen worked tirelessly in the best interests of the members of the Cooperative so as to develop and further expand the services of the Cooperative," the directors said in the resolution.

Glen was a kind person not just in his capacity as director, but in his personal life as well, the directors said.

"In all aspects of his life, Glen approached every person and every project in a friendly and kind manner," the directors said in the resolution. They went on to cite his "contributions, wisdom, integrity, and selflessness that he brought to his position at Hardy Telecommunications."

A copy of the resolution, signed by Board President Phyllis B. Cook and General Manager Scott Sherman, was presented to Glen's surviving spouse, Charlotte Bradford.

Glen had served on Hardy's board of directors since 1975

as an at-large representative, meaning he did not represent any specific geographic region of Hardy's membership area.

The board recently decided not to fill the at-large position, opting instead to amend the company bylaws to reflect only geographical representation on the board of directors.

"This amendment to the bylaws ensures that geographic regions of our membership have representation on the board and is in the best interests of the cooperative," Scott said.

The cooperative is divided into three exchange service areas: Lost River, South Fork, and Moorefield. Current directors on the board include Lost River representatives Gerald Smith, Arlie Funk, Victoria Dyer, and Ervin Wilkins Jr.; South Fork representatives Phyllis Cook and Loring Barr; and Moorefield representatives Harold Michael and Greg Zirk.

Directors are elected to three-year terms, and cooperative members are eligible to vote for every director, regardless of their geographic region. Elections occur at Hardy's annual meeting each October.

RESOLUTION IN HONOR OF GLEN O. BRADFELD

WHEREAS, on the 5th day of October, 2009, Glen O. Bradford, a resident of Wardensville, Hardy County, departed this life; and

WHEREAS, Glen O. Bradford was a Director of Hardy Telecommunications, Inc. of Lost River, West Virginia, having served in that capacity for many years; and

WHEREAS, in that capacity Glen worked tirelessly in the best interests of the members of the Cooperative so as to develop and further expand the Cooperative services; and

WHEREAS, in all aspects of his life, Glen approached every person and every project in a friendly and kind manner; and

WHEREAS, it is the desire of each and every member of the Board of Directors of Hardy Telecommunications, Inc., and the further desire of each and every employee thereof, to honor the accomplishments and service of Glen.

NOW, THEREFORE, BE IT RESOLVED, that the members of the Board of Directors of Hardy Telecommunications, Inc., as well as each and every employee thereof, do hereby publicly honor and pay tribute to Glen for the contributions, wisdom, integrity and selflessness that he brought to his position at Hardy Telecommunications, Inc., as well as each and every aspect of his life.

BE IT FURTHER RESOLVED, that the Board of Directors of Hardy Telecommunications, Inc., transmit a copy of this Resolution to his surviving spouse, Charlotte F. Bradford.

ADOPTED this the 22nd day of December, 2009, at a meeting of the Board of Directors, at which a quorum was present, and those present unanimously voted affirmatively on the Resolution.

HARDY TELECOMMUNICATIONS, INC.,
A West Virginia Telephone Cooperative

By: *Phyllis B. Cook*
Phyllis B. Cook
President

By: *David Scott Sherman*
David Scott Sherman
General Manager

Hardy Manager, Director Honored By NTCA

The General Manager and Board President of Hardy Telecommunications have been honored by the National Telecommunications Cooperative Association in connection with its Excellence in Leadership Program.

General Manager Scott Sherman and Board President Phyllis Cook received

certificates in December citing their achievements.

NTCA's Excellence in Leadership Program, through its Education Department, is designed to recognize managers, directors, and employees with outstanding records of participation in NTCA's seminars and conferences.

Members who attend nine or more NTCA seminars or conferences in any three consecutive calendar years are recognized with a personalized certificate listing these education programs.

"We're proud to have Scott and Phyllis recognized by NTCA. It demonstrates the dedication of our cooperative's



Scott Sherman

Phyllis Cook

leaders," said Hardy Marketing/Human Resource Director Derek Barr.

New Website Launched With Free ESPN360.com

HardyNet has launched a redesigned website featuring the ESPN360.com service, free with your HardyNet broadband subscription.

The website has been completely redone with a new look and easy-to-use navigational tools. ESPN360.com can be reached by simply clicking the link in the upper right corner of the main webpage at www.hardynet.com.

"The launch of our new website represents a great deal of effort by people throughout the organization," said Hardy Marketing/Human Resource Director Derek Barr. "The changes were made based on comments from customers and employees. Visitors to our site will now find it a more user-friendly service."

Another new feature of our website is the option to search our site or Google for the specific information you want. You can find the Search box right below the ESPN360.com link in the upper right corner of our main webpage.

We also invite you to review our award-winning customer newsletter, The Communicator, and Company News items. These items will now be archived so you can review past issues and stories.

As always, information about our many telecommunications services is readily available by clicking on the appropriate tab on our main webpage. We hope you enjoy the new look of HardyNet!

Hardy Installing New Softswitch

Hardy is pleased to announce that we are upgrading our central office telephone switch to provide you with the latest innovative technology and modern telecommunications services.

We currently are installing a new Internet Protocol-based (IP) softswitch in our central office. The central office switch is the heart and brain of our operation, as all calls are routed through the central office

before being connected. The new softswitch will allow us to offer more features and services.

For example, the softswitch will have the capability of reaching all of your various telephone numbers through one single number. You can set up your number to ring in succession to a home phone, cell phone, work phone, your personal computer, and more. You'll never be out of touch if an important call comes in.

The softswitch also gives Hardy the option to offer additional services like expanded voice mail and Internet-based calling.

"We are excited to bring the next generation of telecommunications services to our members," said Hardy Marketing/Human Resource Director Derek Barr.

The installation process will take several months, but stay tuned for updates!

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