



CONNECT

**JANUARY
2018**

MANAGEMENT

Nathan Brickner, General Manager

BOARD OF DIRECTORS

Dennis Hohman, President
Thomas Daniel, Vice President
Connie Coppus, Secretary/Treasurer
Brent Berrier
Tonya Breidenbach
David Coppus
Matthew Hoover
Jeff Oakleaf
Jerry Swander

BUSINESS HOURS

Monday thru Friday 8:00-5:00

MAILING ADDRESS

PO Box 316 Bascom, OH 44809

PHYSICAL ADDRESS

5990 W Tiffin St, Bascom, OH

WEB ADDRESS

www.bascomtelephone.com

FACEBOOK PAGE

[FB.com/BascomTelephone](https://www.facebook.com/BascomTelephone)

E-MAIL ADDRESS

contact@bascomtelephone.com

PHONE

419-937-2222

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**Know what's below.
Call before you dig.**

Holiday Closing



Our office will be closed on Monday January 1st. We will reopen Tuesday,

January 2nd. During that time you can still reach us if you have a service effecting outage by calling our office at 419-937-2222, follow the voice prompts. Our friendly on-call employee will return your call. We appreciate your business and please have a SAFE and HAPPY New Year!

NEW MEMBERS

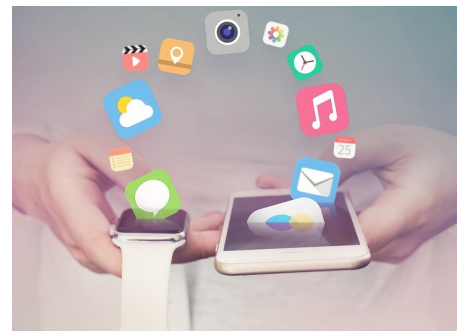
Keith A Elchert	James L Logsdon
Brian P Bower	Richard Kessler
Sharon K Thacker	William Reinhart
Rachel K Level	Craig N Reinhart
Jesse J Williman	Chris A Williams

DATES TO REMEMBER

January 1	New Year's Day
January 15	Martin Luther King Jr. Day

Digital Devices

Did you add more devices to your home this holiday season? Since all devices share your connection, you may need to increase your internet (Gigabit) package and/or upgrade your router or you may be at risk of all your devices running slow. Call our office for more details or check our website at www.bascomtelephone.com.



GET GIGABIT!

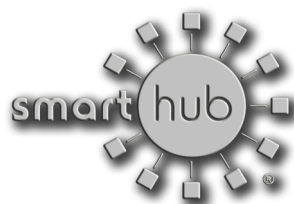
The Fastest Internet in Seneca County



Upgrade today and never worry about speed again when you sign up for Accelerate Full Throttle, Bascom Communications' Gigabit capable access over our state of the art fiber to the premise infrastructure! Call the office and a friendly employee can help you choose a package that's right for you! 419-937-2222. Check out our website for more details www.bascomtelephone.com

**NEVER WORRY ABOUT SPEED AGAIN WHEN YOU ALLOW
YOUR DEVICES TO GO AS FAST AS THEY WILL LET YOU!**

SmartHub Account Management



With SmartHub the power of data is in your hands through convenient account management and detailed usage information. SmartHub, a Mobile and Web app delivers accurate, timely account information and allows you to make payments in a secure environment with the touch of a button. The two-way communication available with SmartHub allows you to notify us of account and service issues while providing us a way to let you know about special offers, programs, and more. Download it from your app store today or call our office for more details.

BASCOM MUTUAL TELEPHONE COMPANY CPNI PRIVACY POLICY

Customer Proprietary Network Information (CPNI)

Customer Proprietary Network Information, or CPNI, is information that we know about you solely because you are our customer. It includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications services and related billing for these services. You have a right and we have a duty under state and federal law, to protect the confidentiality of CPNI. This notice will explain our CPNI privacy policy. Like you, we are concerned about protecting your privacy. We work hard to provide you with the best products and services, but we remain sensitive to customer privacy issues.

How We Obtain Information And How We Use It

Generally, the information we obtain from you is necessary to provide you with the services you already subscribe to, and to design and offer new services for you future use. For example, we need to know your name, address, and the services you subscribe to in order to provide and bill for you phone service. When you call us, we may access your account records and refer to your bill, calling patterns, and other information we have to answer your questions or to recommend the best services to fit your needs.

Disclosure Of CPNI

We may access your CPNI to offer you: (i) services of the type you already purchase from us, and (ii) the full range of products and services available from us that may be different from the type of services you currently buy from us. In addition to the local telephone services, our services include long distance, cable TV, high-speed Internet, security systems and monitoring. If you already subscribe to one of these service categories, we may use your CPNI to market additional services within that category without first seeking your approval. Use of your information will permit us to offer you a package of services tailored to your specific needs. We may also share your information with our affiliates (Bascom Advanced Services, BTC Multimedia, & Bright.net) who already provide services to which you subscribe. We are not required to seek your approval before sharing your CPNI with these affiliated companies for this purpose.

At times, we may wish to use your CPNI to offer you services that are different from the types of services you already buy from us or our affiliates. You must notify us if you do not want us to use your CPNI in this way. Such notice is called "opting out." To "opt out," you must contact us at 419-937-2222 within 30 days of receiving this notice. If you do not contact us within 30 days, we will assume that we have your permission to begin using your CPNI to offer services different from those you currently purchase from us or our affiliates.

Your decision will remain effective until you change it by notifying us in writing or by calling our business office. Please be aware that if you choose to "opt out," your services will not be affected in any way.

Disclosure Of CPNI To Unaffiliated Third Parties

In the future, we may wish to disclose your CPNI to unaffiliated third parties with whom we have a business relationship so that they can provide you with products or services that may fit your needs. If we enter into such relationships, we cannot disclose CPNI to such third parties without your "opt in" consent, which means that you must expressly allow us to share your CPNI in such a manner. We will notify you before we disclose your CPNI to such third parties and provide you with the ability to provide your consent in writing. You should also note that if we release your CPNI to such third parties, they will be legally obligated to keep your CPNI confidential. As with "opt out" approval, your decision will remain effective until you change it by notifying us in writing or by calling our business office, and your decision will not affect your services in any way.

We may provide account information to collection agencies when customers do not pay their bills. We restrict the use that can be made of this information to collection activities for our charges and for the charges we bill for others.

We may also use CPNI to protect customers, employees, or property, such as to investigate fraud, harassment, or other types of unlawful service activities involving us or carriers we do business with. In some cases, we may need to provide this information to the government or others who make a lawful demand for it.

We may provide CPNI to regulatory or administrative agencies so that they can accomplish their regulatory tasks (e.g., responding to a customer complaint) or to maximize the efficiencies of our own processes (e.g., ensuring mailing addresses are correct). Other disclosures will be driven by legal requirements imposed on us. We must comply with "legal process," such as a subpoena or court order or other similar demand, associated with either criminal or civil proceedings.

If we or any of our affiliates or subsidiaries are acquired by another entity or merge with a third party, our customers' personally identifiable information may be transferred as part of the transaction.

Additional Authorization

You may find it convenient to allow us to provide CPNI to someone else in your household or business. We will be able to honor your request upon written authorization from you. Please contact us for an authorization form.

Future Changes To This Privacy Policy

We may update this policy from time to time when necessary to comply with state and federal law, or to inform you of changes to our own CPNI policies. We will send you and updated policy and obtain any additional required approval before using your CPNI in a manner different than we have outlined here.



Increase in Speeds - Not in Price!

If GIGABIT FULL THROTTLE Internet is not for you, don't worry, you may still choose one of our unlimited ACCELERATE packages. We have already begun increasing bandwidth packages, for example 1st Gear increased 40%, at NO ADDITIONAL COST! We have increased other Fiber Accelerate packages as well, and look to make additional upgrades moving forward. This is just one of the many advantages to being part of the co-op. Check out our website for speeds and prices at www.bascomtelephone.com or call the office at 419-937-2222 with any questions.