

## Happy New Year to you all!

As we begin 2020, we are excited about the new year ahead of us and the opportunities to continue to serve each of our customers. I also look back at 2019 with appreciation to all our customers, employees and communities for a wonderful year.



John Nelson, CEO

We have been in a lot of your homes, backyards, streets and country roads this year. I am quite certain you have seen our trucks and trailers around town as we continue to work to bring fiber to 100% of the customer base in our local exchange area. By November, we had successfully installed more than 1,500 homes and businesses with fiber access. While this has been quite a feat and kept us very busy, we recognize there are many more customers anxious for access to fiber. Please know that we are working as quickly, efficiently and diligently as we can to serve everyone.

We were also excited to announce that we can now deliver speeds up to 1 Gig with fiber access. As a customer of Hamilton, this puts you among a select group of rural Nebraskans with access to these speeds. We are on course to deliver this service to all of our local exchange customers, whether they reside in a community or rural area. Whole Home Gig is our latest innovative solution to ensure our customers have access to the fastest speeds currently available.

Throughout the year we have continued to look for ways we can help deliver critical communication and technology services that provide accessibility to communication. We have made great strides in our focus on delivering Next Generation 9-1-1 service for Public Safety Answering Points (PSAPs) and we continue to be an industry leader in the Telecommunications Relay and Captioned Telephone Service industry nationwide. We are also proud of our cyber security expertise, delivering the very best network and IT solutions available for businesses.

Above all, our mission remains the same as it was 119 years ago: to provide our customers with the latest in quality telecommunications services — connecting people with the tools they need to communicate. We are grateful for the opportunity to do this every day.

This past year, we have seen tremendous progress and we thank you for your support, excitement and patience as we continue to look for ways that we can best serve you.

From all of us at Hamilton, we hope your new year is full of great friends, family and making wonderful memories. Thank you for allowing us to be part of your connections.



Stop by our booth at the Hamilton County Home and Garden Show February 8th and 9th! We hope to see you there!



## Tell us how we are doing!

A lot has changed at Hamilton over the years and we continue to look for ways to better serve our customers.

Please take a moment to fill out our survey at [HamiltonTel.com/survey](https://HamiltonTel.com/survey), so we can ensure that we are providing services and products that benefit you, our customers.

Tell us about what we are doing well, if there are services you wish we could provide, and what we could do to improve. We would love to hear from you!

### Office Hours

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

 Hamilton Telecom

 Hamilton Telecommunications

# Visit our new website for Hamilton Business Solutions.



If you have not been to our business website lately, you will notice some changes. The new website is easier to navigate and offers more information, new content, an informational tech blog to keep you up-to-date on the latest occurrences and even a way to chat with our sales reps. If you are looking for solutions to make IT work for your business, check out the latest information at [HamiltonISBusiness.com](http://HamiltonISBusiness.com).

## Make a new year's resolution to good computer health!

Each new year is a great time to provide regular maintenance on your computer. Here are a few tips to help you extend the life of your computer:

- **Perform regular backups** to help prevent a loss of access to photos, documents and more. Utilizing an automated system that backs up your system often will ensure peace of mind. A few options include: Windows 10 Integrated Backup and Restore, cloud storage or external drives.
- **Antivirus and anti-spyware are crucial.** View a list of options at [Hamilton.net/spyware-adware](http://Hamilton.net/spyware-adware).
- **Close programs that are not being used.** Multiple applications running at the same time may slow down your computer.
- **Restart your computer regularly** to keep it in good shape. Benefits include increased performance, bug fixes, and prevention of memory leaks.
- **External care** is just as important as the internal care of a computer. Periodically wipe away dust from vents, screens and keyboards with a micro-fiber cloth. Keeping food and drink away from the keyboard is also a good habit to keep - ensuring continued computer health.



## watchTV everywhere



## Stream your favorite shows everywhere!

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Free to all Cobalt TV customers, it is quick, simple and convenient to use. WatchTVEverywhere allows you to view over 90 channels and access your favorite programs from wherever you have access to the internet – whenever you want.

Registering for this free service is easy. Visit [CobaltTV.com](http://CobaltTV.com) and click on the WatchTVEverywhere banner. You will be prompted to register using the account number and last name listed on your invoice. An email address and password will be required for login access. Once finished, you will receive an activation link in your email inbox.

Register on your phone, tablet, or computer today at [CobaltTV.com](http://CobaltTV.com)!

## New Cobalt TV Channel

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Circle network covers the world of country music.

