

Mulberry Telecommunications Newsletter

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2018

SERVING THE COMMUNITY SINCE 1901

QUARTER 1 ISSUE

FIBER TO THE HOME

“Lighting Up Tomorrow”

Mulberry Telecommunications continues to push forward with our Fiber to the Home Project (FTTH). To date we have put in over 210 miles of fiber. Thus far we have been able to convert approx. 60% of our customers over to fiber optics. We plan to be 100% Fiber in the next 5 years. It is our continued commitment to meet the evolving needs of our customers and our community.

The Benefits of Fiber

By installing Fiber Optics to your home, we can drastically increase your bandwidth. Increased bandwidth means faster internet speeds and more reliable TV service. Here are the top 5 benefits of Fiber:

1. **Security** – Fiber is the MOST secure network: for example, it is quite possible to attach to a copper line in order to hack into the system, however, fiber connectivity is made out of glass, and the only way to penetrate the system is to break it, which would cause the whole system to go down and in turn would alert you that you have been hacked – *rare disruption of connectivity.*

2. **Speed** – Fiber optic internet runs at the speed of light – the fastest transport medium allowing for quick and instant data retrieval.

3. **High Bandwidth** – Allows for much longer transmission distances and high signal rates.

4. **Private Connection** – No other businesses run off the same line as you, hence a PRIVATE connection.

5. **NO Electromagnetic Interference** – If and when the fiber optic cables need to be run in close or nearby proximity to electrical machinery (especially ones with high-frequency noises), fiber connectivity allows the control signals to be carried without error or interference, making fiber a number one choice for factory and machinery companies.



Fiber Optics: consisting of or using thin flexible fibers with a glass core through which light signals can be sent with very little loss of strength: "high-speed fiber-optic broadband"



Our Commitment

Mulberry Telecommunications is committed to providing our customers with the best options in Telephone, TV, Internet, & Security. We are currently installing Fiber to the Home to meet the demands of our evolving community.

Now Offering Fiber Internet Packages

Silver (up to 25/5M)	\$49.95
Gold (up to 50/10M)	\$69.95
Platinum (up to 100/25M)	\$109.95
Diamond (up to 1G/50M)	\$149.95

ISC SPORTS NETWORK

"A PROUD PARTNER OF THE IHSAA"

We are excited to announce that the ISC Sports Network, a division of Mulberry Telecommunications, has become the home for all IHSAA State Championships not covered by Fox Sports Indiana. In an agreement reached with the IHSAA Champions Network, ISC will become an Exclusive Partner.

Therefore, you will be able to watch State Championship Events like Boys & Girls Soccer, Boys and Girls Swimming, Gymnastics, and more!!! This unique opportunity also allows us to play vintage and classic IHSAA Championships each month on the ISC Sports Network Channel.



Coming in March you will see Classic Basketball Games that feature the likes of Damon Bailey, Glen Robinson, and Alan Henderson to name a few. Pair these events with the hundreds of regular season games we are already delivering our customers and you have yourself a unique Indiana Sports Channel tailored for fans of all ages. ISC Sports Network "Local... Lives... Here."

ISC Sports Network is comprised of MTC Sports Productions & ETC Sports. Each company produces close to 100 events per year.

WHAT TO EXPECT

On the ISC Sports Network:

IHSAA, NCAA, NCAA Div II, NAIA, & More....

(ISC SPORTS NETWORK CH. 28)

WATCH TV EVERYWHERE



Take your TV on the Go!!! With Watch TV Everywhere you can view your favorite TV shows even when you are not at home.



What is WatchTVEverywhere?

WatchTVEverywhere has a lot of different definitions. For us, it is TV programs that are available on something other than a TV set. That means your PC, laptop, iPad, iPhone or Android.

How much does it cost?

Nothing. At this time, there is no extra cost for WatchTVEverywhere so feel free to explore. You only need to be a subscriber to the TV network. There is nothing available at this site that will result in an extra cost to you (except overage charges from your cellular carrier). This may change over time depending on the requirements made by the individual TV networks.

Where can I WatchTVEverywhere?

The answer is just about Everywhere. WatchTVEverywhere works anywhere you can receive an Internet signal: inside your house, at the office, shopping mall, hotel, airport, vacation home, etc. Wired connections and in-home WiFi will provide the best quality. The quality of WatchTVEverywhere signals while roaming (airports, stores, etc.) will vary depending on the strength of the signal. Be extra careful when you travel, especially outside the US. Data roaming charges may apply to networks that allow access outside the US and they can be very expensive.

Watch TV Everywhere cont...

What programs are available?

Different networks make different programs available at different times. Each TV network makes their own decision about what to make available on WatchTVEverywhere. For example, the live feed of CNN is available. However, the live feed of Nickelodeon is not. Instead, Nickelodeon offers full episodes of their popular programs.

Why aren't all programs available?

A TV network doesn't necessarily own all of the rights to all of the programs they transmit. A TV network may have the right to transmit a movie, but only to TV sets, not on WatchTVEverywhere. So, once again, it depends on the TV network.

Will other networks become available?

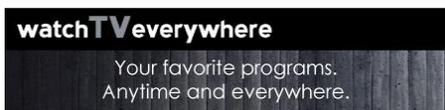
Yes. We are working with many different program providers to expand the number of networks and the number of programs available on WatchTVEverywhere. Registered users are presented with a complete list of all the networks available to them. You will see them automatically when they are added.

How many different devices can I use?

There is no limit to the number of devices you can use. However, TV networks may limit the number you can use at the same time.

Which devices can I use?

Almost all WatchTVEverywhere programs are available on PC, laptop, iPad, iPhone and Android phone. Several TV Networks are also now available on Apple TV, Roku, and Xbox. However, some TV networks have not made their programs available on all devices. Visit your device's app store and search by the network name for available applications.



How do I use WatchTVEverywhere?

It is easy to start using WatchTVEverywhere. The first step is registration.

Select your TV provider from the drop-down menu and click on Submit.

Click on "Register." You will need two pieces of information to register: Your account number and the correct spelling of the last name on the account.

If you are unsure of your account # please call our business office at 765.296.2885

You will be asked to provide an email address. (This will be your user name.) This can be any valid email address.

You will need to provide a password.

Next select a password reset question.

Then supply the answer to the password reset question.

Click on Register.

Now, check the email address you just provided. You will find an email message with your WatchTVEverywhere activation link. Click on the link to complete the registration process.

You are done and can begin to enjoy WatchTVEverywhere.

To WatchTVEverywhere,

Visit: www.WatchTVEverywhere.com.

Click on Log In.

Enter your username and password.

Select the TV Network you want to watch. Click on the network and you will see a list of the available programs.

Just Announced!

HBO GO & CINEMAX GO!!!

We are excited to announce the addition of HBO Go and Cinemax Go to our Watch TV Everywhere Lineup. Coming soon customers who subscribe to HBO and Cinemax will have the ability to view content on the Go! Customers can download the app on their smartphone, tablet, smart tv (if applicable), or PC.

With **HBO GO®**, enjoy instant and unlimited access to every episode of every season of the best HBO shows, movies, comedy, sports, and documentaries.



With **MAX GO®** you can instantly access over 400 of the biggest Hollywood hit movies, indie favorites and Max After Dark Series.



Game of Thrones on HBO® GO. Machoto on MAX® GO.

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Television Pricing Increase

Over the past few years, Mulberry Telecommunications, has seen dramatic increases in our cost to provide Television service to our customers. The bulk of the increases are due to Network Fees, that are charged to us, to offer the channels and programming to you. Until now we have absorbed the bulk of cost. Unfortunately, during the most recent negotiations we have seen increases as much as 300%.

This has put us in a tough situation that leaves us with two options:

- 1) We can let the Channels go black and no longer offer them as part of our lineup.
- 2) Pay the fees demanded by Powerful Media Conglomerates and pass the cost on to you, the consumer.

Neither of which, are a win for Mulberry Telecommunications or its valued customers.

We know you want a good value. When networks demand huge fee increases, **we work to get the best offerings at the best price** so we can keep your bill as low as possible.

*Did you know? Broadcast stations use an outdated law to force all Satellite and Cable customers to **pay for stations that are available FREE over the air**, at an average total rate that has **increased over 6000% in less than a decade.***

Most of the time we can negotiate a fair price. However, in this instance, numerous contracts all came due at the same time with some of our most popular channels. Therefore, we were forced to pay the outrageous fees demanded by these Powerful Media Conglomerates.

Unfortunately, this means that a price increase will be added to each of our Television packages.

Starting on March 1st, 2018 each TV package from Silver to Platinum will increase \$15.00 per month. Bronze Customers will see an increase of \$11.00/mo.

For more information about how Powerful Media Conglomerates operate please visit www.mintel.net and click on the link for TV on My Side.



MULBERRY
TELECOMMUNICATIONS
VOICE-VIDEO-DATA-SECURITY

NOW OFFERING

Triple Play Your Way...

Continued on Pg. 5

Triple Play Your Way...

Choose any 3 of our "Core Services" and SAVE \$15 Per Month off your Total Price. You pick the Service... You Pick the Level... That is how you BUNDLE & SAVE!!!



Core Services
Internet, Television, Telephone, & Security



Copper Internet	Price
Silver DSL up to 10M	\$ 44.95
Gold DSL up to 15M	\$ 64.95

Fiber Internet	Price
Silver Fiber 25/5M	\$ 49.95
Gold Fiber 50/10M	\$ 69.95
Platinum Fiber 100/25M	\$ 109.95
Diamond Fiber 1Gig/50M	\$ 149.95

Telephone	Price
Basic Voice	\$ 18.30
Unlimited Local Calling, No Features Included	
Featured Voice	\$ 25.50
Caller ID, Call Waiting, Voicemail, & Touchtone	
Prices Exclude Taxes, Government Fees, Surcharges and 911 Fees.	



Television	Price
Classic TV	\$ 90.94
Prime TV	\$ 106.45
Prime PVR/HD	\$ 124.45
Premium	\$ 134.45
Premium PVR/HD	\$ 152.45
Ultimate	\$ 160.94

Security	Price
MTC Life Monitoring	\$ 19.95
MTC Basic Monitoring	\$ 24.95
MTC Wifi Monitoring	\$ 29.95
MTC GSM Monitoring	\$ 34.95
MTC Life and MTC Basic Require a Landline Telephone Connection	

Prices listed are a per month charge. Customers currently in one of our former Triple Play Packages **will not** be automatically enrolled in the New Triple Play. Not all services are available in all areas. For some services, Taxes and Fees are Extra. For more information about each service listed above visit: www.mintel.net or call 765-296-2885 to speak to a customer service representative.



New TV Channels

Continued on Pg. 6

Thanks to upgrades on our Video Hardware, we are now able to add more than 60 NEW TV Channels. We feel this will add value to our TV lineup. Thank you for choosing Mulberry Telecommunications.

NEW Channels Coming Soon!

New Additions to our Channel Lineup:

SD Channels Coming Soon:

Community Channel
 PPV Previews
 CSpan 3
 TBN.2
 TBN.3
 Qubo
 PBS Kids
 Create
 Charge
 QVC 2
 Crime & Investigation
 Hallmark Drama
 HBO Latino East
 Thriller Max East
 Max Latino East

HD Channels Coming Soon:

WIPX HD
 SEC HD
 FXX HD
 Fox Business HD
 Discover Life HD
 Cooking Channel HD
 Hallmark Drama HD
 Crime & Investigation HD
 Nicktoons HD
 Turner Classic Movies HD

Own HD
 QVC HD
 IFC HD
 MTV HD
 MTV 2 HD
 VH1 HD
 Oxygen HD
 GSN HD
 TV Land HD

HD Premium Channels:

7 – HBO HD Channels
 8 – Cinemax HD Channels
 9 – Showtime HD Channels
 10 – Starz Encore HD Channels

Thanks to upgrades on our Video Hardware, we are now able to add more than 60 New TV Channels. Though these channels have been previously available, bandwidth restrictions did not allow us to add them to our TV Platform. With the looming Television Price Increase, we felt it was important to find a way to add more value to our TV Lineup. We hope the addition of the NEW Channels will be to your viewing pleasure.

**** Please note that not all channels are included in every package. Example: You will need to have an active subscription to HBO to receive the 7 HBO HD Channels. If you have any questions please call us at 765-296-2885.*

A few other items to note:

1. Due to the addition of approximately 50 new Channels along with Multiple Channel Rebrands we are taking this opportunity to rearrange our channel lineup. We will be grouping categories together to better streamline our Television offerings. We understand that people do not like change, but hope this will be a small hurdle and that all customers will see the benefits after a short transition phase.
2. Going Forward all NEW replacement remotes will be \$11.99 +Tax. This charge can be added to your monthly bill if you so choose. You may purchase a Refurbished remote instead for \$3.99 + Tax. All Refurbished remotes will come with a 30-day replacement warranty.
3. Mulberry Telecommunications will now be selling Calix Wireless Routers. The purchase price is \$119.99 + Tax. In addition, we will monitor and maintain your wireless network for you for a fee of \$5 per month. This Calix Router will give us the capability to look at the devices connected to it and diagnose remotely what may be causing intermittent Wireless Internet.