



Mulberry Telecommunications Newsletter

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2018

SERVING THE COMMUNITY SINCE 1901

QUARTER 2 ISSUE

2018 Annual Meeting

“Recap”

The 2018 Annual Membership Meeting was held on April 19th, 2018 at 7:30pm, in the large conference room at Mulberry Health. Once again it was announced that patronage checks will be distributed to members later this year. During the meeting members got a glimpse at the past as well as the future of Mulberry Telecommunications.

Our annual Scholarship Winners were announced. Three of the Four winners were able to attend. Each thanked Mulberry Telecommunications while giving speeches about where they would attend college and what they plan to study (See Picture Below).



Gary Gangwer was the big winner on the night when the door prizes were drawn and his name was selected for the 4K 60” TV. Gene Mellinger took home an iPad and Maurice Bruinsma won the 43” Ultra HD TV. Thirty-Three Gift Cards were also distributed to various winners.



SCHOLARSHIP WINNERS

(From Left to Right)

Alyssa Rice – McCutcheon

Logan Martin – Clinton Prairie

Brooklyn Lahrman – McCutcheon

Sam Schoonveld (Not Pictured) – Clinton Prairie

Board Members: Jon Myers & Randy Cooper

Is There Room for Improvement with Your Wi-Fi?

"Sign up for Managed Wi-Fi Today"

When troubleshooting Internet issues, we have found that Internet "Connectivity" and "Wi-Fi" mean the same thing to most customers. When in reality, Internet "Connectivity" is the internet uplink via an ethernet cable/jack we provide to the customer. The Wi-Fi is actually produced from the wireless router, not from the provided uplink. Therefore, just because the Wi-Fi is not working does not mean the internet is out. Approx. 90% of the calls we receive that are tagged as "Internet Trouble" are in fact not internet trouble at all, but actually Wi-Fi related problems.

Troubleshooting this, sometimes requires a service call and can cost the customer money in service fees. In order to combat this scenario and better serve our customers, Mulberry Telecommunications is now offering Managed Wi-Fi.

With Managed Wi-Fi, we are able to get a look "inside" your internal network and see the signal strengths and Wi-Fi Standard for all the devices connected to your network. In addition, Mulberry is able to perform upgrades to the code of the routers whenever there is an update available. This allows us to increase security and add features.

This drastically improves the chances of us being able to diagnose misbehaving devices and trouble within the network remotely. To sign up for Managed Wi-Fi there are two simple steps:

1. Purchase an approved Wireless Router through Mulberry Telecommunications.
 - The cost of the router is \$119.99 + tax.
2. Sign up for our Monthly Maintenance Agreement for \$5 per month.
 - 1 year Managed Wi-Fi Service Agreement required
 - Includes FREE professional installation with signed agreement

When under the maintenance agreement, Mulberry Telecommunications waives all service fees and truck-rolls for internet related issues. Additionally, Mulberry Telecommunications can help/do any router changes the customer may want or need (Examples: Parental Controls, Port Forwarding, Timers). Lastly, Mulberry will be able to graph and diagnose data usage. In simpler terms, we can see if the customer is maxing out their allowed bandwidth, which can cause buffering and slow internet. Therefore, the customer can upgrade their package or limit devices on the network for better performance.

For more information about Managed Wi-Fi from Mulberry Telecommunications

call 765-296-2885 or visit: www.mintel.net



2018 Mulberry Fiber Project

A Fiber Upgrade is coming to Mulberry!

Mulberry Telecommunications is making a major investment in the town of Mulberry in 2018. Our goal is to have the entire town converted to Fiber-Optics by spring of 2019. Fiber-Optic connections will give you access to unbelievably fast internet speeds up to 1 Gig (1,000 Mbps) and provide the best experience for TV and Phone Services too!



Very soon construction crews will begin on the East/Southeast side of Mulberry. Their purpose will be to begin prepping the fiber runs down the roads and alley ways. During that time homeowners in the area can expect to receive a door hanger letting them know what is needed to bring the Fiber to their home. To get started please complete these steps:

1. Visit: www.mintel.net/fiber-connect and either opt-in or opt-out.
 - **Opting-In:** Gives us permission to bury the fiber up to your home.
 - **Opting-Out:** *If you opt-out and choose "Not" to connect your property to the network when your neighborhood is selected, it is important to know, that free installation will no longer be available. In addition, at some point after the Fiber Project is complete the old Copper Network will be terminated leaving you without service through Mulberry Telecommunications.*
2. Once you Opt-In a representative will contact you to schedule a site survey and explain the installation process. A site survey is performed for a few reasons:

1) Locating the ONT: The location of the ONT will usually be on the exterior of the premise next to the electrical power entrance to comply with the National Electric Code, which allows us to utilize the power ground wire. Also, in order to utilize the existing telephone wiring inside the home, we prefer to mount the ONT in the same location as the existing Network Interface Device (NID). Otherwise additional wiring is needed. The exact location of the ONT will be decided during the appointment.

2) Survey the yard: Once the location of the ONT has been determined, a route for the new Fiber Optic Drop from the Fiber Hand Hole to the ONT can be completed. However, during your site survey appointment it is important for the property owner to make the representative aware of any private electrical wires, drain tiles, sprinkler systems, outdoor furnace lines, propane lines, underground pet fences, or any other items that may impact the installation of the new fiber optic cable. The representative will draw a detailed sketch of the property showing all existing items along the path and draw the route of the new cable.



Door Hanger

GET UPGRADED TO FIBER AT NO COST TO YOU!

ISC Sports Network

Local... Lives... Here...

Hey there sports fans!!! As part of our agreement with the IHSAA we were granted the rights to rebroadcast previous State Finals events.



Therefore, on Sunday nights at 7pm on the ISC Sports Network (Channel 28), you can take a trip down memory lane and watch legends like Damon Bailey, Shawn Kemp, Zach Randolph, and more!!!

We will also showcase local Championship Teams like the 1999 (Class 1A) Girls State Basketball Champion, Clinton Prairie Gophers; the 2002 (Class 1A) Boys State Basketball Champion, Rossville Hornets; and the 2015 (Class 1A) State Football Champion, Central Catholic Knights just to name a few.

In addition to the State Finals rebroadcasts, the ISC Sports Network delivers 24/7 content around the clock. With contributions from MTC Sports Productions, ETC Sports Productions, and other outlets we bring you both LIVE and Tape Delayed events throughout the year. When the ISC Sports Network says "Local... Lives... Here..." they mean "Local... Lives... Here..."



Tune in Sunday Nights at 7pm to catch rebroadcasts of IHSAA State Finals Events on the ISC Sports Network (Channel 28)