



Are you tired of SPAM calls?

Americans received a staggering **77 billion** unwanted robocalls in 2020. We are confident whoever reads this article has received their fair share of unwanted calls. As revealed in TNS's 2021 Robocall Investigation Report, 37% of all calls made to a landline number is unwanted.

BTC has partnered with TNS Call Guardian to address the problem of robocalls. TNS analyzes over 1 billion daily call events, which enables BTC to more accurately identify spoofed robocalls. BTC felt it was vital to partner with a reliable solution for call analytics to address and solve the negative impact of robocalls on our members. BTC realizes that robocalls are more than a nuisance to our members; they can have more serious implications if a bad actor gets hold of personal information and/or money.

Each call that comes into our network is validated and a reputation history of that phone number is established by TNS Call Guardian before you receive the phone call. Your Caller I.D. is now displaying "Potential Spam" or "Potential Fraud" and the call is rated as -2 or -3. BTC recommends not answering any calls that you receive and have been identified as a potential spam or fraud call. The worst of the worst calls are rated -4 and we reject those calls on your behalf. The reputation history of a -4 call means we are certain that these callers are fraudulent and should be blocked. If you detect a number is incorrectly marked as spam or fraud, please call and alert us so that we can isolate the number as legitimate. Also, you are able to opt out of the protection.

Each day we block thousands of calls and send through many that are considered -2 or -3. The FCC has mandated that carriers be able to identify fraudulent calls and remove them from being sent out of our networks. By the end of 2021, BTC will be fully compliant with this regulation. We have two years to become compliant, but we have chosen to move forward now and hopefully protect our members, especially those who may be easily misled by these fraudulent calls. BTC looks to provide the highest quality of services to our members, and we are excited to have the opportunity to also protect our members. If you have any questions, please call us before answering a call that you are not sure if it is legitimate. Finally, if you have not signed up for the Do Not Call List or it has been years since you signed up, please go to the provided link and enroll. It is free and adds another layer of protection for you to fight against people desiring to commit fraud against you.

donotcall.org



www.getemergencybroadband.org

SIGN UP TO GET UP TO \$50 off WiFi



*Helping Households Connect
During the Pandemic*

Call 270-665-WiFi for more info!



News from the Manager



Randy Grogan

Hello Members! I would like to share some information with you. It is difficult to think we have been in this pandemic for a year and half now. We did seem to get a bit of a reprieve from this virus, but it now seems to be back and possibly worse than we have seen it in our area. BTC has adapted our business to keep you and our employees healthy and safe. We have continued to keep our lobby closed and our office staff have done a great job assisting customers at our drive through window and by phone. Please be aware that if anyone in your household is ill, we will not be able to install or repair services until your symptoms are better and quarantine is complete. This is not the way we like to do business, but it is the best way to keep our staff and our community safe.

There is nothing like a pandemic that can bring to light how important broadband internet service is to the people of our nation. I'm not sure I used the word "virtual" much before Covid, but virtual has certainly become the forefront as with virtual schooling, virtual work, and virtual meetings, etc. Our number of broadband internet customers have grown by over twelve percent since the beginning of the pandemic. If you are still not aware, you can now get BTC internet service without subscribing to landline telephone service and those numbers of internet customers have grown by 48% over the past year and a half. As I have said before, many people in our nation, including those adjacent to our service area, (including the New Hope area of McCracken County) have little to no internet service. The New Hope area is where we will be building our fiber-to-the-premise network in the near future using the USDA ReConnect grant monies that we were awarded early last year. The government required an archaeological survey of this area as part of the environmental study before any construction can begin. We are hoping the bidding of this project can be done in the next few weeks. Many calls have been received asking when they can expect BTC's service, but connection of New Hope subscribers is not likely to happen before next year.

The Cooperative's annual meeting is coming up in a couple of months on Saturday, October 30th. We have planned on having the annual in-person-meeting back at the school, but with the spike in Covid cases recently we may have to revert to having a virtual meeting as we did last year. Please stay tuned as to the plans for the meeting as we approach our meeting day. We will share information about our plans for the meeting and during our meeting we will let you know what has been going on with your Cooperative over the past year and let you know about our future plans. Again, please bear with us as these strange Covid pandemic times continue.

Thank you again for your patronage of BTC and have a great rest of your summer as fall quickly approaches!

How Much Does Google Know About You?

It's probably more than you think

- Every search term you've ever typed into the Google search engine
- Every YouTube (which is owned by Google) video you've ever watched
- Games you play on your phone
- Your online purchasing activity
- Which friends you communicate with
- Which ads you view

- from WebsiteCompass

**Download the SmartHub app
to pay your bill online**





proudly supporting the
Class of 2021

Recipients of the BTC/Harlon Parker Memorial Scholarship



Jake Lane
Ballard Memorial



Jackson Allen
McCracken

CONGRATULATIONS!

POSITIONS AVAILABLE FOR TRUSTEE ELECTION 2021

If you would like to serve as a trustee for BTC, petitions are available for the upcoming Board of Trustees election at the headquarters building in La Center.

Completed petitions must be returned by Friday, September 24, 2021.

Trustee elections will be held for the exchanges of Bandana and Gage.

You must reside in one of these exchanges (Bandana or Gage) and have a petition signed by at least fifty (50) members of BTC with active service.

For more information regarding the trustee election, members may contact Randy Grogan, CEO/General Manager or review BTC's by-laws in the telephone directory.

The Annual Meeting is scheduled for Saturday, October 30, 2021. With the uncertainty of the Covid-19 pandemic, more detailed information will follow prior to October 30th on how and where the meeting will be conducted.

2021 ANNUAL MEETING AND TRUSTEE ELECTION

This is your official notice of meeting and annual report. The Annual Meeting and Trustee election has been set for Saturday, October 30, 2021.

More detailed information on how and where the meeting will be held will follow nearer to the date of the meeting. The meeting will be called to order at 2:00 p.m. for the election of the Gage and Bandana Trustee positions. The incumbents are Durwood Whipple for the Bandana exchange and Tyler Pittman for the Gage exchange.

Every member is entitled to one vote; where two people hold a joint membership, either may vote, but not both. The purpose of this meeting is to transact business and allow you to take part in your cooperative.



- FENCING FOR THE NEW PUPPY**
- PLANTING A TREE**
- BUILDING A DECK**
- INSTALLING A MAILBOX**





Mark S. Medlin

Mark S. Medlin stepped down in May of this year as BTC's council for over 16 years. Thank you Mark for your many years of service to the Cooperative. We wish you the best as you continue your service to our community as the 59th Judicial District Judge for Ballard and Carlisle Counties.

Thank you!

Welcome!



Ben E. Stewart

The board of trustees appointed Ballard County native, Ben Stewart as the cooperative's new council. Ben received his bachelor's degree in Government from Centre College in 2008 and he graduated from the University of Kentucky College of Law in 2011. Ben is a partner in the law firm Grumley, Riley & Stewart, P.S.C. located in Paducah. The trustees, management and staff would like to welcome Ben to BTC.

DEAR MEMBER SUBSCRIBER:

We would like to clarify what the bylaws say about voting so you can be aware before the Annual Meeting. In Article III Section 5, the bylaws state "Each member shall be entitled to only one vote upon each matter submitted to a vote at a meeting of the members." Therefore, only the person or persons listed on the membership are entitled to vote. If the membership is listed as a joint membership with both spouses' names, either may vote, but not both. A spouse may not vote if the membership is only the other spouse's name whether the other spouse is alive or deceased. The staff will be following the bylaws as written for the upcoming annual meeting and election which states only the member is entitled to vote, although, everyone who attends will be eligible for the drawing for gifts. Thank you and we look forward to seeing you at the October 30th annual meeting of the membership.

BTC Management



Lex Habeck

BTC Summer Intern

Lex is a Senior at Ballard Memorial this year and took 1st place in Accounting at FBLA's State Competition in April.

Bringing Home The



**HEATH
PIRATES**



270-665-WIFI

We are proud to supply each student with a custom laptop sleeve to keep their computers safe this school year. As you can see, each child will get a sleeve decorated with their school logo and a friendly reminder of how to contact us about fast and efficient internet service! They will be distributed to the students very soon!

RURAL COOL

BTC WILL BE CLOSED FOR THE FOLLOWING HOLIDAYS:

Labor Day, Monday, September 6th

Veterans Day, Thursday, November 11th

and Thanksgiving Day, Thursday, November 25th

BTC
PO Box 209
La Center KY 42056

POSTAGE
BLAH
BLAH
BLAH

ELITE SERIES WIFI PACKAGES
NO LAND LINE REQUIRED!

THE PEAK 1GIG X 1GIG 136.99	THE EDGE 300 X 300 96.99	THE NEED FOR SPEED!
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IT'S ALMOST SNUGGLE SEASON!



**MEETING
BEGINS AT 2**



BTC
BRINGING TECHNOLOGY CLOSER

ANNUAL MEETING

OCTOBER 30TH