



**LOCALLY DRIVEN,  
GLOBALLY CONNECTED.**  
**BTC SERVICES.ORG**

**December 2024**

## **NEWS FROM THE MANAGER**



It's the most wonderful time of the year, and what a wonderful year it has been at BTC. We started 2024 with our goal being to spend more time visiting with our members and supporting our local communities. And we did just that! At our BTC office, we held our first annual Customer and Community Appreciation Day, and we were so excited to see so many people join us. In October, we held our 69th Annual Meeting followed by our December open house where the coffee mugs were once again a big hit! We also hit the ground running regularly visiting the Ballard Senior Center, our local schools and many community events. Be on the lookout in 2025 because you will likely see BTC in places you regularly visit!

Many people contribute to the success of BTC. Your BTC Board of Directors have been hard at work this year planning for the future. They are fully committed to making improvements and doing what is best for all stakeholders. BTC is also blessed with a team of

employees who work hard every day to offer a level of customer service that is second to none. Our employees are local people serving our local communities by maintaining a state-of-the-art fiber network keeping you connected to the world. At BTC, we are proud to say we are "Locally Driven, Globally Connected".

Thank you for the opportunity to be your local telecommunications provider. We appreciate the relationships we have built with each of you and the communities where we live. And from all of us at BTC, we wish you a year of blessings and look forward to seeing you in 2025!

- Karen Hensley



# 2024 Christmas Open House



## BTC SCHOLARSHIP INFORMATION

The BTC Harlon Parker Memorial Scholarship is \$1,000 offered to a senior that resides in the BTC service area, and their parent or guardian is a member of the Cooperative. BTC gives a scholarship to a student that attends Ballard Memorial High School and McCracken County High School. Please see the school's guidance counselor for applications and deadlines.

## SECURE, FREE PAYMENT OPTIONS

\*Your account number is located on the top right corner of your invoice.

\*\*Your PIN is the last four of your SSN provided for membership until you change it.



To set up EFT/Auto payments call the office  
270-665-5186

Your payment will automatically be paid on the 7th of every month!



Toll Free 1-833-526-0295

You will need your \*account number and your \*\*PIN



Save time. Avoid service interruptions. Eliminate late fees.

Your credit card or banking info is stored so your payment is a click away!

Download the FREE app!

Best



BTC reminds all customers and contractors to call 811 or go to [kentucky811.org](http://kentucky811.org) before you dig to help prevent injuries, property damage, and utility outages. According to the Common Ground Alliance, nearly 40 percent of homeowners planning to dig this year will put utility service at risk by not calling 811 before they get started.

Underground utilities, including fiber optic cable, electric lines, natural gas lines, and water lines, are located everywhere, including private property. Sometimes, they are just inches below the surface. That is why it is critical that you call 811 at least three days before starting any digging projects on your property, including installing a fence or mailbox or planting trees, gardens and flower beds.

Whether you are a homeowner or a contractor, respecting the markings is critical to ensuring that you are not putting yourself or your community in harm's way. It also can save you from potentially paying hefty fines if you hit underground utility lines.

## BTC HOLIDAY CLOSURES

New Year's Day - Wednesday, January 1

Presidents' Day – Monday, February 17

Good Friday - Friday, April 18

Memorial Day - Monday, May 26

## ANNUAL MEETING WINNERS



Ricky Myatt and Anita Campbell



## Having Wi-Fi Problems?

**Maybe it is time to consider a Wi-Fi Mesh solution.**

Are you having trouble connecting to Wi-Fi when you're in certain areas of your home? Does your device suddenly disconnect from the network for no apparent reason?

If there are dead spots in your home and you have our GigaSpire router, we can easily add a Wi-Fi mesh to give you seamless coverage throughout your house. Once you are connected to your home network, there's nothing else to do. You can roam freely in your home with any of your devices and not worry about losing your connection or dealing with poor performance. Leave all the work on to us, we will manage your Wi-Fi network, and it is all part of your current service. So, if you do experience any technical issues, BTC's support team is just a call away.

If you are experiencing issues with coverage, the BTC support techs can determine the best location for the mesh device, so you have seamless coverage. The mesh device is just \$5 per month if needed. If you are ready to move on from your current Wi-Fi challenges, contact us today and we will upgrade your network so you can enjoy worry-free Wi-Fi that just works.

## PASSWORDS – WHAT NOT TO DO!

No one likes managing their passwords. It's much easier to use the same, simple password for every account. Unfortunately, using the same, simple password for every account can make for a bad time! Always use different passwords for every account. When it comes to making good passwords, don't choose something that means anything to you. The more random and/or obscure the password, the harder it will be for someone to guess or crack.



Also, you can use a password manager, and you will only need to remember one password, because the rest of them will be managed by the password manager. And we highly recommend coupling good password management with two-factor authentication (2FA) on any account that supports it. If you have 2FA set up, a compromised password won't be enough for hackers to break into your account; they will also need access to the code on your trusted device. If you have any questions about password management or how to set up two-factor authentication, please contact our office and we will be glad to help you with those questions.





# UNIVERSITY OF KENTUCKY MEN'S BASKETBALL



Saturday, Jan 4 @ 10AM

**FLORIDA** | ESPN

Tuesday, Jan 7 @ 6PM

**GEORGIA** | SECN

Saturday, Jan 11 @ 7:30PM

**MISSISSIPPI STATE**  
SECN

Tuesday, Jan 14 @ 6PM

**TEXAS A&M** | ESPN2/U

Saturday, Jan 18 @ 11AM

**ALABAMA** | ESPN

Saturday, Jan 25 @ 1:30PM

**VANDERBILT** | ESPN2

Tuesday, Jan 28 @ 6PM

**TENNESSEE** | ESPN

Saturday, Feb 1 @ 8PM

**ARKANSAS** | ESPN

Full schedules will be available closer to game times

# SAVE \$5

## ON YOUR NEXT BILL

Customers that enroll in both auto-pay and paperless billing earn a \$5 credit towards their monthly bill!

### How to Enroll:

1. Visit [btcservices.org](http://btcservices.org) and log in to your account.
2. Select auto-pay and paperless billing options.
3. Follow the simple steps to complete your enrollment.

Or call our customer support line anytime at 270-665-5186 for assistance!