



# Laurel Highland Total Communications, Inc.

Laurel Highland

Spring 2011

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*Serving communities in Westmoreland and Fayette counties since 1908.*

## Our Mission

We will strive to be a corporation known for its integrity, providing our customers with a wide range of high-quality communications services delivered at affordable prices and supported by personalized attention.

## From the Desk Of...

It's good to be on the other side of another long winter and I'm looking forward to the warm weather, the colors, and everything else associated with spring. As the spring season unfolds, we are beginning to implement the plans developed during the winter months. There is much to do as we enter a new construction season. Along these lines, we have started the phase out of our old coaxial and analog fiber cable TV systems. As part of the process, over the next two to three years, all coaxial and analog fiber cable TV customers will be converted to our digital fiber system. As indicated in the previous issue, these changes are necessary in order to move to the next phase in modernizing our facilities and services. If you have questions or concerns about these changes, please do not hesitate to contact one of our business offices to discuss the issues further.

Over the past few months, I know some of you have been experiencing service outage problems. Some of the problems have been caused by outside parties or vendors that we rely on to support the equipment used to provide our various services. Unfortunately, vendors don't always live up to our standards, resulting in a negative impact on the quality of our services. I assure you that nobody is bothered more than I am when we come up short. Accordingly, rest assured that we are committed to do everything necessary to address the issues and shore up the quality of our services. Please understand that there's not always a "quick fix" to the problems; depending on the seriousness of the problem, it may take months to develop and implement the appropriate course of action. Along these lines, in the near future, we will be completing the Internet network and equipment overhaul project mentioned in the previous issue. Upon completion of this project, we expect to provide faster Internet speeds, more stability, and increased security.

On another note, we recently entered into an arrangement with ESPN that will allow broadband customers to have access to the ESPN3 Internet service. I know some of you were waiting for this service and we are pleased to offer it at no extra charge. If you have questions or want information concerning this new service, please call one of our business offices.

We recently added two new employees. Christopher Held assumed the newly established role of Controller while Elizabeth Keslar is working as a Customer Service Representative out of the Indian Head office. Both of these individuals are graduates from the Pennsylvania State University and we are pleased to have them onboard. Also, for those of you who have recently visited our Indian Head business office, I'm sure you noticed that the office has been redesigned to make it more customer service friendly. Refer to the article on page 3 for more detail concerning the new office design.

When I say we are committed to providing the very best communications services the industry has to offer, it's not just "talk". This doesn't mean that we have all the "answers" all the time and it certainly doesn't mean there aren't times when we come up short; rather it represents a commitment to do our best to provide high-quality communications services. For those of you impacted by the service outages referred to previously, I apologize and ask that you be patient while we address the issues. On a final note, please mark your calendar and plan to attend our fourth annual Customer Appreciation Day on Saturday, August 27, 2011 - in the coming months, be on the lookout for information concerning this event. We value your support and thank you for your loyalty. Best wishes for a blessed Easter and spring season.

Sincerely,

James J. Kail  
President & CEO

## nEXUS Fiber Optic Network: Cable TV and Fiber Internet

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This spring, Laurel Highland Television Company (LHTV) will begin the mandatory conversion to the nEXUS Fiber Optic Network. Customers will be converted to the nEXUS system on a section by section basis. You will receive a brief questionnaire prior to the conversion. The information collected from the questionnaire will help LHTV prepare the set-top-boxes that are required to receive the new channel line-ups. Without the correct digital equipment you will lose your current channels, so it is important to complete the questionnaire accurately.

Customers that do not currently have the fiber installed in their home will be required to do so at the time their section is being converted to nEXUS. The old coaxial cable system (i.e., the 43 channel system) will no longer be available after your section is converted to nEXUS. Additional packages and plans will be available to choose from at the time of the conversion.

The transition to the nEXUS system will create an all digital platform. All digital platforms take up less bandwidth than analog platforms and the extra bandwidth allows us to add more channels to LHTV. The conversion is expected to last through 2013, so we are asking for your patience and cooperation as we begin the conversion.

### Alternative Payment Options: Online and Auto-Pay Services

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Make bill paying a snap with LHTC's alternative bill payment options! Stop writing checks and save the stamps because our Online and Auto-Pay services make bill paying faster and more convenient.

To access our online bill payment service, simply go to our website, [www.LHTOT.com](http://www.LHTOT.com), and click Payment Options. Then Click, **[Pay your Bill Online using a Credit/Debit Card](#)**. There are no additional fees and payments are deducted within 24 hours. Our payment site is a secure credit paying service. Simply complete the two step process and press Pay Now! A confirmation page will be displayed showing the payment processed and an e-mail confirmation will be sent.

Our Auto-Pay services can pay your bill automatically every month with a credit card or directly from a checking or savings account. Call our business office or stop in to enroll for Auto-Pay for your accounts and we will take care of the rest for you! There are no additional fees and all major credit cards are accepted.

### Call Before You Dig

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In Pennsylvania, you are required to contact PA One Call, by dialing 8-1-1 at least three working days before you begin any excavation project. When PA One Call receives a call, it will alert local utilities of your plans to dig and ask them to identify any underground pipes or cables at your location.

Everyday underground excavation results in far-reaching consequences, from serious injury or death to environmental damage and costly delays. To reduce such risks, the Federal Communications Commission (FCC) approved the use of 8-1-1 as the national abbreviated telephone number for commercial and residential consumers to use to provide advanced notice of excavation activities.

In 2006, in keeping with the FCC ruling, the Pennsylvania Public Utility Commission ordered all telephone systems in PA to fully implement 8-1-1.

**Remember, call 8-1-1 before you dig!**



## LHTC gets Connected with Facebook

LHTC has recently launched its very own Facebook page to help stay connected with customers. The page will feature channel updates, such as name or location changes, channels added and new show premieres. Information on new services, features and pro-

motions will also be available.

The page currently features photos from last year's Customer Appreciation Day and will be updated as new events occur.



Have a question, comment or suggestion? Post it to our Facebook page! Search Laurel Highland Total Communications and click the "Like" button or go to [www.facebook.com/LHTotal](http://www.facebook.com/LHTotal) and click "Like"!



**Office hours:**  
**Monday - Friday**  
**8:00 am to 4:30 pm**

**Emergency after hours phone number:**  
**724-593-6666**

## Indian Head Business Office Gets a Face Lift

For those of you who have not been to the Indian Head office, you will notice some major changes when you stop by next time. The business office has been completely remodeled and rearranged. The new design should help the business office be more customer service friendly and efficient.

One major change is the entrance. It has been moved from the front of the building to the side, which was the old employee entrance. Inside, the open floor plan allows for customer service representatives to readily serve customers and work with one another to process orders faster. The front desk has also been relocated to allow more room for customers. Also, you may notice a new face at the front desk; Liz Keslar was recently hired as our new Customer Service Representative.



## New Channels Added

LHTC recently added several new channels to the Digital Basic and HD Basic lineups. More new channels are expected to be added in the next few months, including MLB (Major League Baseball) and ESPN 3 (For Broadband customers).

### New Channels on Digital Basic:

Channel 122 OWN- Oprah Winfrey Network

Channel 149 TCN- The Country Network

### New Channels on HD Basic:

Channel 602 KDKA HD

Channel 327 CNBC HD

Channel 328 MSNBC HD

**Just Added!**  
**ESPN3.com**



Your Favorite Sports.  
 Live. Online.

ESPN3.com delivers more than 3,500 live online events a year from your favorite sports through a rich, interactive, easy-to-use experience.





4157 Main Street  
P.O. Box 168  
Stahlstown, PA 15687

**PRSR STD**

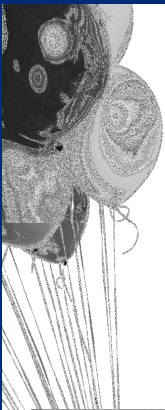
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## Customer Appreciation Day

**Date:** August 27, 2011  
**Time:** 12:00 noon -4:00 p.m.  
**Place:** Donegal Community Center

**FREE Give-a-ways, Prizes, Food,  
Games, Entertainment & More!**



## LHTC Scholarship Opportunities

High School seniors that attend Connellsville Area High School, Mt. Pleasant Area High School and Ligonier Valley High School and are residents of Springfield, Saltlick, Donegal or Cook Townships are eligible for the \$1,000 Laurel Highland Total Communications Scholastic Achievement Scholarship. LHTC will choose a recipient from each high school that has proven their scholastic achievements and dedication to learning throughout their high school career. LHTC is proud to offer these scholarships to help further the education of students in our area.

Students should see their Guidance Counselors for an application and more information.

