



October 2020 Cable Co-op Newsletter

A Message from John Memmott, President of the Oberlin Cable Co-op Board of Trustees

2020 has certainly turned out to be an exceptional and interesting year. A year that accentuated the services offered by Oberlin Cable Co-op. The Board of Trustees could not anticipate how essential those services would become. At the beginning of this year who could foresee the arrival of Zoom meetings or the need to stream TV series? Who knew that our community would be so dependent on internet connectivity – our schools, churches, and businesses all communicating with our technology? The Board of Trustees and I have been very pleased that the Cable Co-op infrastructure could adjust to that heightened need – that our services could expand to address the lifelines needed to keep our homes, schools, and businesses connected. We are especially pleased to have worked with the Oberlin City Schools to ensure that all students have the equipment and connectivity to be educated remotely in their homes last spring and continuing into this fall. The Board of Trustees would like to commend the Oberlin Cable Co-op staff who kept operations going, who answered and solved the distress calls of subscribers, and who made our co-op better and better even under the stress of a pandemic. Hopefully our new year will become more "normal" and Oberlin Cable Co-op will continue to provide excellent service to the Oberlin community.

2020 Annual Membership Meeting

Cable Co-op will hold its 32nd Annual Membership Meeting virtually on Tuesday, October 13, 2020 at 7:00 PM. In past years, all members were invited to our office to hear the Board and staff report on the activities of the past fiscal year. This year you are still invited with your computer. We will host a Zoom Webinar for the Board to give their reports and to announce the newly-elected Board members from the ballots that were sent to you in September. If you would like to join the meeting you must pre-register by going to our website (www.oberlin.net) and click on the link named "2020 Annual Meeting Webinar Registration". You will be asked to fill-in the appropriate information and a confirmation email will be sent to you with the meeting log-in credentials. Please note that only current members of Oberlin Cable Co-op will be authorized to join the meeting. If you have any questions about how to register or have difficulty registering, please do not hesitate to contact our office. To be authorized, you must register by 5:00 PM on Monday, October 12, 2020.

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Continuation of Late Fee Moratorium

At the beginning of the COVID-19 crisis, Oberlin Cable Co-op suspended the policy of charging a \$5.00 late payment fee on members' accounts to help ease financial burdens. We are going to continue this practice until the end of 2020. At that time, we will re-evaluate and determine if it should be reinstated or not. We greatly appreciate you keeping up with your account, though, as we have bills to pay, too, and our suppliers are not excusing anything.

Big Ten Network

Our contract to carry BTN expired on August 31, 2020. This Network is owned by Fox Sports as a Regional Sports Network. The three-year renewal agreement mandated a 20% increase in rates the first year and a 10% increase in each of the following years. It was also at a time when the Big Ten Conference had canceled all sports for this year. To help keep any increases in our rates to a minimum, it was decided not to renew the contract at this time. If things change in the future pertaining to their programming and a more reasonable rate structure, we may be able to carry it in our line-up again. For those of you that are Big Ten fans, they do offer a streaming service you can purchase.

COVID-19 Update

Due to the pandemic, we had to make alterations in the way we operate. Our front office was closed for two months, but is now open for you to come in and see us. We ask that you wear a mask and maintain social distancing to help keep yourself and our staff safe. If we visit your home, we will wear masks and use sanitizer. We have been fortunate that none of our staff have become ill; we vigilantly watch for symptoms. There have been many events in our community that have been canceled because of this virus. Sadly, our Annual Santa Visit the day after Thanksgiving will be another. If that changes or if other arrangements are made, we will certainly get the word out.

With the holidays fast approaching, we sincerely wish all our best to you and your families and, as always, appreciate the opportunity to be of service to you!