



Happy Holidays

From our families to yours we wish you a very happy holiday! You make a choice to do business with a local company and all of our employees and their families appreciate it. We have been very fortunate to have grown during this recession and we know we owe it to you. Thank you!

We wanted to give back, as a small way to say thanks, so we donated over 6,250 pounds of food that fed 1,250 families in Jackson County and we adopted new holiday wreaths for the Ashland Chamber of Commerce's Festival of Light Celebration.

If the entire network goes down we all suffer

In November, AFN upgraded the head end system and it did not go very well. All ISPs were affected and all customers of each ISP were impacted. We learned a lot that couple of days. Our team responded to nearly a thousand phone calls in a very short time. (This was literally a day after our team worked tirelessly to migrate 500 new customers from Open Door Networks into our system.) Most of you were understanding but a few were very upset. We are reviewing our processes and will work hard to correct any part of the process that does not meet our high customer care standards. I am very proud of my team. They do a great job. They are caring, friendly and experienced. Next time you talk to one, please consider joining me in thanking them for their hard work that many times goes unappreciated, especially in times of outages.

Time to replace your cable modem?

How old is your modem? A new modem takes advantage of higher speeds. If you have an old modem that needs to be replaced, give us a call. We have a large inventory of modems in stock at a great price that work very well on the AFN network,

and we will recycle your old modem for you at no extra charge.

2010 Olympic Winter Games TV Package

There are some of you who use our services for high speed internet but not for television. Some of you just do not watch TV. I had a great idea presented to me from one of you to sell a Winter Olympics package. We will come out and turn on cable TV at your home prior to the Olympics starting, and disconnect after the games are done. Please order this package no later than February 1, 2010 to ensure that you will be able to enjoy the entire Olympics.

Some restrictions apply, please call our office for more details.

HBO

If you pay for HBO you know we called you in November to ask if you would keep our service if we eliminated HBO from our line up. Based on the input we decided to keep working with HBO and to find an affordable long-term solution.

AFN confusion

I have received several "Congratulations" and "Are you Crazy?" from several people around town lately about "Acquiring AFN" - Let me set the record straight, we did not acquire AFN. We are proud of the fact that we are the largest ISP on the AFN network with over 50% of the customer base, but there still several choices for your ISP on the AFN network. This is very important to the overall success of the system. Competition is good for all of us. We do realize that being the largest carries a special burden. We can't fly under the radar. We must step up as leaders and help AFN continue to evolve as it celebrates it's 10th anniversary in 2010 and looks forward to the next 10 years.

Ashland Home Net - 541-488-9207

Going Green

I've given it a lot of thought. Many of you love my newsletter and let me know when ever you see me around town, but I'm going to stop publishing it in paper form. (I think) Starting in January I will launch the newsletter online only. I will do this for a couple of reasons. 1. **Green** - I want to use less paper, toner, electricity. 2. **Timeliness** - Sometimes depending on your billing cycle what I write about has passed by the time you get your bill. 3. **Interactivity** - I want to post stories daily and updates. I want to give you a chance to interact and respond if you feel like it. Let me now what you think - Jim@ProjectA.com