



# In Touch

APRIL 2013

## We Can Improve Your Home Improvement Projects

Planning to do some home improvement projects soon? Don't forget to include your TV and Internet services when updating a room. Like new furniture or appliances, switching to the latest communications services can greatly enhance the functionality of your home.

At WIN, we offer a growing number of communications services to help make your time at home more enjoyable and efficient. So when your "to do" list includes a visit to the home improvement store, add us as well. Give us a call at 618-662-3636. We'll help make room for today's technology in any room.

## Contact

### Wabash Independent Networks

113 Hagen Drive, PO Box 719  
Flora, IL 62839  
Local: 618-662-3636  
Toll Free: 877-878-2120

### 24/7 Internet Tech Support

888-808-7394

### Tech Support

techsupport@wabash.net

### Office Hours

Monday–Friday, 8:00 a.m. to 5:00 p.m.

### Email Us

winita@wabash.net

### Visit Us Online

www.wabash.net

### Facebook

<http://www.facebook.com/wabashindependentnetworks>



Wabash Independent Networks



High-Definition (HD) service from WIN offers you a higher resolution of traditional TV images. You'll get an incredibly lifelike picture with truer colors and sharper details. Plus you'll enjoy the crystal-clear action when you watch the HD channels on our lineup including ESPN, Lifetime Movie Network, Outdoor Channel and more!



**Sign up for HD service now, and get your first month of HD for FREE!**

*\*Service availability may vary. Offer ends Friday, April 30, 2013. Contact us for complete details.*

## Stay Safe During Thunderstorms

Spring is here, and with it will undoubtedly come another wave of thunderstorms. Remember – a lightning bolt can carry billions of watts of electricity. If a strike occurs near your home, it can send a powerful surge that could damage your electronics and potentially injure you.

To help stay safe and protect your electronic investments, be sure to unplug your computers, televisions, modems, DVRs, cable outlets, and telephones before bad weather hits, so you're not in contact with these items during the storm. In addition, avoid contact with metallic items and plumbing, including faucets and bathtubs, until the storm is over.

For more tips on staying safe this season, and throughout the year, visit the Electrical Safety Foundation International website at [www.esfi.org](http://www.esfi.org).

## When You Buy Local, We All Win

At WIN, we have a dedicated team of communications experts working on your behalf every day. As your local provider, we live and work alongside you in our communities—and that local service is something our competitors can't offer. With WIN at your side, you gain advantages such as:

**Personal Attention** – You can walk into our office and talk face to face with a fellow resident, and immediately get all the help you need.

**Faster Response Times** – We're here to serve you, and we value your time. So our team works to ensure that your needs are taken care of quickly.

**24/7 Emergency Technical Support** – Our tech support specialists are always ready to help with digital cable TV or Internet issues, and are available by calling our office at 618-662-3636 or 877-878-2120. After hours, leave a message at this number and a supervisor will be paged to take care of your outage.

**Commitment to Improved Services** – We always strive to provide you with the best services available. Since we're your neighbors, we understand your needs.

**We look forward to continuing to serve you for many years to come. If you have questions or concerns about the services we provide, please stop by or give us a call.**

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## Cable TV Survey

While we are committed to providing local and dependable service, we're more interested in hearing what our customers think. We value honest feedback, because it identifies areas for improvement and helps us provide our customers with a better experience.

**Please fill out this survey to help us better serve you.**

If you had your choice would you?

(Check One)

- Keep current Line-Up
- Add additional channels to the Line-Up with a price increase of approximately \$5.00.

Please list any channel/s you would like to see added to the Cable Channel Line-Up.

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Return this survey with your next monthly payment or mail to PO Box 719, Flora, IL 62839.

