

May 2022

WELCOME NEW TSC CUSTOMERS!!!!

We would like to officially welcome you to the Hanson Communications/TSC family of customers! The transition period is completed, and we are so happy that we can provide you with telecommunication services at your home/business. We are certain that you have a lot of questions, and we are hoping that we can answer a few in this letter.

We have two customer service offices in Ohio that are open 8am-5pm, Monday through Friday. Our main office is located at 2 Willipie St., Wapakoneta, OH and our St. Marys office can be found at 155 E. High St., St. Marys, OH. We have customer service representatives waiting to assist you in each office either on the phone or in person. We do have customer support available to you after hours as well. We have customer and technical support 24/7. Our local, highly experienced technical support team is ready to handle your issues and is also located in Wapakoneta, OH.

If you were previously on Autopayment with Consolidated Communications, you will need to establish Autopayment with TSC. It is really easy! Please make sure to have your June bill available and go to our website at www.telserco.com. Click on Bill Pay at the top of the website (just below the TSC logo). This is where you will register for your online account and can setup Autopay. You will need your June invoice for the invoice number and amount due to establish the account. If you do not want to set the autopay up on your own, please complete the information on the blue envelope found inside this letter and return to our office. If you are setting up your autopayment with a credit or debit card, you can always contact our office and one of our Customer Service Representatives can assist you.

If you are making a payment by check, please make your check payable to TSC. In order to ensure that the payment is posted correctly, we kindly ask you to include the remittance statement with your payment.

We are certain that you are curious about the improvements to the services at your home or business. We have been working very hard over the last four months transitioning equipment, switches, servers, etc. to TSC. We have upgraded the power plants in Orwell and Pandora. Also, we have started the design of Fiber-to-the-Home in Germantown and Pandora. We plan to have improvements to the cable modem system this summer and you will be able to choose packages with speeds up to 100Mbps! (Where cable modem service is available). We will have several other plans for upgrades in the near future and will be communicating those to you as well.

We have inserted a “Know Your Bill” page with your bill. We hope that this helps you familiarize yourself with your bill. You can also find this insert on our website. Did your bill increase from last month? If so, we apologize, but during the conversion process, we discovered that some taxes and franchise fees were not being applied appropriately to your account. We have fixed these items which could have resulted in an increase to you.

We have established local numbers for you to call. The numbers for each location are as follows:

- **Germantown:** 937-855- 4TSC (4872)
- **Columbus Grove:** 419-659-4TSC (4872)
- **Colebrook:** 440-422-4TSC (4872)
- **North Bloomfield:** 440-685-4TSC (4872)
- **Orwell:** 440-437-4TSC (4872)
- **Windsor:** 440-272-4TSC (4872)
- **Leipsic:** 419-943-4TSC (4872)
- **Belmore:** 419-275-4TSC (4872)
- **Gilboa:** 419-456-4TSC (4872)
- **Mt Cory:** 419-477-4TSC (4872)
- **Pandora:** 419-384-4TSC (4872)

If you don't see a number for your immediate location, please call the nearest local number.

We appreciate your patience as we are working extremely hard to improve the service as quickly as possible. However, some things may take longer than others to improve. We want to do things right for our customers and provide the best service possible.

Our customer service representatives are here to assist you with your questions. Our representatives have been working hard to learn the pricing structure that you had with CCI. Therefore, please understand that this is something new and they may not have the answers right away.

Again, we welcome you to TSC!

The TSC Team

FAQ's

Q) When is my payment due each month?

A) Your bill is due on the 15th of every month.

Q) Can I pay my bill with a check over the phone?

A) Unfortunately, we cannot accept payments by check over the phone. However, you can always setup AutoPay with your checking account and the balance due will automatically be withdrawn from your account on the 15th of every month.

Q) Is TSC and Hanson Communications the same company?

A) TSC is the Ohio based company owned by Hanson Communications headquartered in Willmar, MN. If you setup autopayment on your account or pay by credit or with debit card, the transaction will show Hanson Communications.

Q) What happens if I am unable to pay my Current Balance by the 15th of the month?

A) You do have a grace period until the 10th of the following month to pay your bill before you are subject to disconnection of service. TSC completes a temporary disconnection process if you have a 30 day balance of \$25.00 or more on the 11th of each month.

Q) What if I had a contract in place with CCI?

A) The contract information did transfer to TSC's billing system. Therefore, we will continue to honor any agreement that was put into place prior to the purchase of the companies from CCI.

Q) What will happen to my email address?

A) TSC will be sending a letter in the mail to our customers when we need you to change your current email address to one of our email addresses (@bright.net). We are doing our best to maintain your current username, but we may need to change it slightly due to the username being in place for another customer. CCI has agreed to forward your current email to your new @bright.net email address until 5/1/23. We will not be updating everyone at the same time. Our plan is to take a group of 100-200 customers each month to convert over.