



## 25 Year Anniversaries

James Graft has served as our CEO for 20 of his 25 years and led our team through many technological advancements. He is an excellent leader who is approachable and easy to work with. His leadership style fosters trust and encourages us to take initiative and excel in our work.

Nichole Sobolik has excelled in several roles during her twenty-five years at NVC/JVT. She worked as an Administrative Assistant, CSR, and Internet

Technician before starting as our Mapping/Inventory Coordinator in 2018. Nichole is proactive and detail-oriented, traits that are essential to our operations since she is responsible for ordering inventory for both our Central Office and Outside Plant.

Board member Bill Ewalt is pictured presenting James his plaque and James is pictured with Nichole.

Thank you both for your years of dedicated service!



## Grand Giveaway Winner

*Congratulations to Gwendolyn Petrich, who won \$300 cash in our Grand Giveaway!*

Wondering how to register? No problem, because there's no purchase or registration, just winners! Each month we randomly select one of our "grand" residential customers to win. Our next winner could be you!

# Open House & 12 Days of Christmas Winners

At our holiday open house, customers enjoyed cookies, cider, and coffee and could sign up for credits on their account. Congratulations to the following credit winners: \$50 Rich Engel, \$75 Dean Click, \$100 Janice Reich.

We also continued our 12 Days of Christmas Drawing. Customers could register online or in store. Below is a list of the winners.

Kessler's \$100	April Nehlich
Smart Air Fryer	Tracy Hofer
Roma's \$100	Gina Rekow
\$100 Cash	Bryan Delzer

Krave \$100	Cathy Robertson
Runnings \$100	Ryan DeRouchey
Roku Streaming Stick & \$50 Credit	Trista Ulmer
Pounders \$100	Nickie Woizeschke
Netflix \$100	Tami Feiock
Ken's \$100	Donna Johnson
Allevity Entertainment \$150	Madison Menzia
NVC Credit \$500	Miranda McCarty

**Congrats to all the winners!**

## Customer Loyalty Discount

We're so thankful for our long-time customers and want to thank you for your years of continued business. If you've been a customer for 5 years or more, you may be eligible for our customer loyalty

discount of 10% off all your monthly recurring services!

Contact us to hear more about our loyalty discount.

*Discount for residential customers only, restrictions apply.*

## National Do-Not-Call Registry

The federal government created the National Do-Not-Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov), if you have an active email address; or you can call toll-free 1-888-382-1222 (TTY 1-866-290-4236) from the number you wish to register.

Registration is free and will not expire. Your phone number, when placed on the Do-Not-Call Registry, will remain there permanently. If you would like to remove your number from this list, you must call 1-888-382-1222 from the number you wish to delete.

If you receive telemarketing calls after you have registered your telephone number and it has been on the registry for 31 days, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do-not-call" complaint.



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## AAHS Sponsored Pet

As of printing deadline, our December Aberdeen Area Humane Society sponsored pet, Merci, is still available for adoption. Merci is a 3 to 5- year-old female. She's a certified mixed breed weighing about 45lbs. She is a volunteer favorite and is always ready for walks and adventures! We donate \$250 to the AAHS if our sponsored pet is adopted during that month. Our November pet, Buttercup, was adopted!

You can find out more about Merci and other available pets at [anewleashonlife.net](http://anewleashonlife.net) or call the AAHS at 605-226-1200 to schedule a time to visit.



## Simplify Your Life By Using the Ebill App



By signing up for Ebill, you will be notified each month by email that your bill is ready for online viewing. You can also make payments through the app. Customers who already have

Ebill can simplify even more by downloading the app. Search for NVC Ebill in the Google Play Store or Apple Store and click on the icon pictured to the left.

Once you've downloaded the app, type in your zip code and scroll down to NVC & JVT's Ebill.

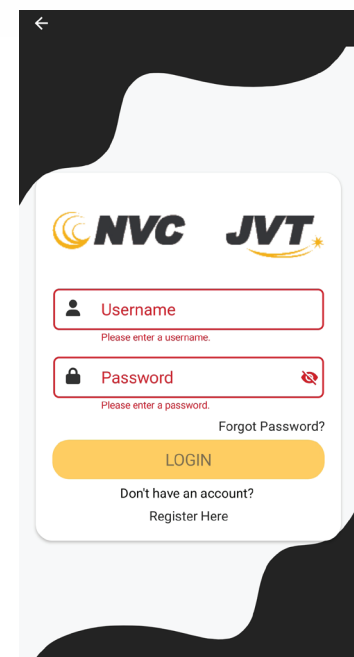
Log in using your existing eBill/bill pay website account. Don't have one? Not a problem! Using your

latest invoice, register for a new Ebill account and say goodbye to cluttered paper invoice statements.

In the app, you can pay your bill, see payment history, usage, invoices, and more.

Sign up for Ebill in January and you'll be entered into a drawing for \$100!

Offer for new Ebill customers only.



## Refer A Friend

Looking for some easy money? Just refer a friend to NVC and you and your friend will each get a \$100 credit on your next bill! Just have them give us your name as the referrer.

# NVC/JVT Managed Wi-Fi

As today's technology continues to advance, almost every device in your home needs a solid Internet connection: computers, smart phones, tablets, TVs, and products like doorbells, lights, and security systems. Many people confuse the Internet and WiFi for good reason. The words are often used interchangeably.

The Internet is connected networks all over the world. Wi-Fi is your personal wireless network within your home. A wireless connection is made possible using Wi-Fi technology; specifically, by another device in your home called a router.

An older router is one potential cause of Wi-Fi issues. Wi-Fi technology has improved a lot recently, so if your router is a few years old, it won't work nearly as well as a new one.

If your router itself is not the problem, its location might be. For you to enjoy the best possible online experience, your router needs to be able to send

out a strong signal to your wireless device. In general, the signal gets weaker the farther you are from it.

If you are frustrated by the Wi-Fi coverage in your home or unsure if your current Wi-Fi router is up to date, Managed Wi-Fi from NVC can help. Called a Mesh Wi-Fi network, this technology combines a Wi-Fi router with one or more small wireless devices that act as a single network, so there are multiple sources of connectivity around your house.

The small size of our Managed Wi-Fi router can be hidden about anywhere, including in plain sight, with its sleek design. Let our technicians solve your Wi-Fi problems so you don't have to worry about it.

Call us today to find out more and to receive your first 3 months of Managed Wi-Fi service FREE!



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 SIGN UP FOR NVC'S MONTHLY ENEWSLETTER AT [NVC.NET](http://NVC.NET)

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Open Mon- Fri 8:30am-5:30pm

## REDFIELD

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Open Wed 10am-4pm