



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Special Edition Fall 2014 ~ For Customers of Bristol Tennessee Essential Services

No Set-Top Box Needed to Receive BTES' Expanded Basic Cable!

Unlike other cable providers in our area, BTES customers who are signed up for the Expanded Basic Cable package (channels 2-82) or any higher-cost package receive the basic channels without any extra equipment needed. This means that you connect the cable directly to your television and receive these channels — no set-top box is required!

"As other companies try to catch up to BTES' technologically advanced fiber-optic system, they are sacrificing customer wants and needs in the process," explains Network Supervisor Mike Parker. "At BTES, we want to offer you the products and services you need and want, and we do so without the hassle of additional fees or the expense of items that you do not want."

Expanded Basic Cable - \$49.95

2 PBS WETP	30 ESPN	57 Spike TV
3 HSN	31 ESPN 2	58 Comedy Central
4 CW4	32 Golf Channel	59 Esquire
5 NBC WCYB	33 NBC Sports	60 MTV
6 MYT WAPK	34 FOX Sports 1	61 VH1
8 TV 68 WLFG	35 Sports South	62 CMT
9 ABC WKPT	36 TBS	63 BET
10 FOX WEMT	37 USA	64 Travel Channel
11 CBS WJHL	38 TNT	65 Disney Jr.
12 QVC	39 SEC Network	66 Discovery Channel
13 BTES Channel	40 FX	67 Animal Planet
14 Inspirational Network	41 PEG 2	68 Nickelodeon
15 TBN	42 T SPAN	69 Disney Channel
16 City of Bristol	43 TV Land	70 Disney XD
17 C-SPAN	44 OWN	71 Cartoon Network
18 C-SPAN 2	45 Game Show Network	72 The History Channel
19 TV Guide	46 Fox News	73 TCM
20 Jewelry TV	47 CNN	74 AMC
21 Weather Channel	48 CNN HLN	75 Bravo
22 WGN	49 MSNBC	76 A&E
23 Lifetime	50 CNBC	77 Hallmark Channel
24 Oxygen	51 tru TV	78 ABC Family
25 Women's Entertainment	52 National Geographic	79 ION
26 E! Entertainment	53 The Learning Channel	80 FXX
27 Style	54 HGTV	81 SEC Network
28 Fox Sports South	55 Food Network	82 UP
29 ESPN Classic	56 SyFy	

Since BTES' services are delivered over fiber-optic cable, we will not have to "go digital" to provide you with high-quality cable services — we already are!

"It is also important for our customers to remember that BTES does not do promotional pricing," Parker says. "This means that we are not going to offer you a certain price to get you to switch to us and then significantly raise your rates down the road. The price is the price, whether you are a new customer or have been with us since we started providing these services nine years ago."

If you would like to sign up for BTES' Internet, telephone or cable television services, visit btes.net or give us a call at 423-968-1526.

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Cable Networks Demand Excessive Fee Increases



The cost of cable television **has increased 3.5 times the rate of inflation** over the past nine years because of demands from television networks for higher programming fees. These fees account for the bulk of your monthly cable bill. As content costs from television networks have continued to increase, cable providers are forced to pass these fees on to their customers.

One of our goals at BTES is to manage our customers' monthly bills by fighting against excessive television network fee increases. We know you want a good value and fair pricing. When television networks demand huge fee increases, we work to get the best offerings at the best price so that we can keep bills as low as possible.

Consolidation among major television network media companies and local broadcasters means they have power and programming leverage ... and they are not afraid to use it to boost their bottom line at our customers' expense. Along with demanding excessive fee increases, they may package unpopular television networks with popular ones and force us to buy channels that none of our customers ever watch. This is another added expense for our customers. Additionally, while we are in the negotiation process, television networks may hold their channel hostage from our customers. When television networks pull their signal, their goal is for you, the customer, to negotiate for them ... and everyone ends up paying more.

In retrospect, over the past nine years, **BTES has been able to increase our Internet speeds in our packages four times without raising the price of our Internet service.** We have also added features to our telephone service offerings in our packages, including unlimited long-distance, voicemail and Caller ID for Call Waiting **without raising the price** of our telephone service offerings. Our packages offer big discounts for our customers! Our **Essentials Plus Package** (details on the next page) offers a **savings of more than \$57 per month!** We have continued to add value to our packages while trying to save our customers the most money possible.

BTES will continue to fight for fair pricing from television networks and work to keep cable pricing as low as possible.

Thanks for being a BTES customer and ...

Good luck!!

Mike Browder

BTES News

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Bristol Tennessee Essential Services,
serving more than 33,000 electric customers
and more than 15,000 fiber customers.

Dr. R. Michael Browder
Chief Executive Officer

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Editor: Leslie Boughers

Our Mission

To provide service to our customers,
employees and community that exceeds
their expectations.

Our Vision

To be the best electric, Internet,
telephone and cable television provider.

REMINDER

Please be sure that you have your account number readily available when conducting business at BTES. This will ensure the quickest and most reliable service for you!

All payment transactions require your account number. If you choose to use our drive-thru lane or inside window to pay your BTES bill, please provide your bill payment stub or your account number to the cashier with your payment.

Your account number is located on the upper left-hand side of your bill.

Thanks for allowing
us to serve you!



Essentials *plus* \$109.95

per month
plus tax

- Expanded Basic Cable
- 60Mb High-Speed Internet
- Basic Telephone Service with 7 Features
- Voicemail
- Unlimited Long-Distance

IPTV ESSENTIALS *plus* \$134.95

per month
plus tax

- IPTV Cable
- Video on Demand
- HD Box
- Caller ID on TV
- 60Mb High-Speed Internet
- Basic Telephone Service with 7 Features
- Voicemail
- Unlimited Long-Distance



Choose
the package
that best fits
your needs!

ordernow.btes.net/ordernow

Order Your Cable, Internet and Telephone Services Online!

BTES' Order Now page offers many options for our customers to compare prices and order our cable, Internet and telephone services!

The *Order Now* page has three main options to start with: the Essentials Plus Package, the IPTV Essentials Plus Package or Build Your Own. From the Essentials Plus and IPTV Essentials Plus tabs, you can add services to the existing packages. The Build Your Own option allows you to create your own package. Once you are satisfied with the products you have selected, click the green *Order Now* button on the right side of the page.

The next page will ask you to enter some information, such as your name, address and phone number. Once we receive this information, a customer service representative will contact you to complete the ordering process and set up a time to install the services requested, if necessary.

As always, BTES does not participate in promotional pricing offers. This means that our price is the price — the discounts you receive in the packages are our standard rates, and you don't have to worry about your bill skyrocketing once your contract is up. We strive to treat all of our customers fairly. This means that both our existing customers and our new customers get the



same pricing for their services. You won't find such consistent pricing with our competitors!

Visit ordernow.btes.net/ordernow to sign up for our cable, Internet and telephone services today!

More HD Channels than Ever!

NBC - WCYB
FOX - WEMT
ABC - WKPT
CBS - WJHL
AXS TV
HDNET Movies
ESPN
ESPN 2
Velocity
TNT
Universal
WETP
Discovery
The Learning Channel
The Science Channel
Animal Planet
Food Network
HGTV

A&E
The History Channel
Biography
National Geographic
Lifetime
Hallmark
Hallmark Movies
Oxygen
E!
Disney
MSNBC
CNN
TBS
Bravo
CNBC
Syfy
USA
Speed

NFL Network
Planet Green
MLB
NBC Sports
Comedy Central
Palladia
FX
FOX News
FOX Business
The Weather Channel
FOX Sports South
Sports South
Golf
BBC America
The HUB
Investigation Discovery
SEC Network

All HD channels available with IPTV cable!





Behind the Scenes of Fiber Engineering

The fiber engineering department operates and maintains our fiber-optic system, which provides Internet, telephone and cable television services to our customers, along with communications and data transfer between BTES' facilities. They plan, design, engineer and oversee the construction and operation of the cable headend, telephone switch, Internet service provider system and fiber system connectivity from the customer to the larger world. They plan, design and control the maps, records, computer and system studies, and they investigate customer service requests. Ultimately, they are the backbone that keeps our fiber-optic system up and running!



"As network supervisor, I oversee the help desk and our Internet and cable television networks. This includes the satellite feeds, receivers and delivery network for cable television, and the servers and routers for the Internet. I love every aspect of my job, but one of my favorites is adding new services that benefit our customers. Something that our customers may not be aware of is that we have a technical support website that has a lot of useful information for our fiber services."

Michael Parker



"My role as network specialist involves internal IT for the BTES facilities, as well as support for the fiber services. I really enjoy seeing the things that I do on a daily basis immediately make a positive impact on the services we provide to our customers. As BTES customers ourselves, we love our services as much as our customers do. When we get to launch a new channel or have an Internet speed increase, we are just as excited as they are."

Jesse Adams

"I am a systems engineer at BTES, and my role is to help support the fiber-optic system. My primary responsibilities include upkeep of the phone switch, design and deployment of IP telephone solutions and addressing security concerns. My favorite part of my job is helping develop new products and features for our customers. I really enjoy working with the BTES family. Much like a family, we're all different people, but we use our differences of opinion, strengths, weaknesses and areas of focus to work together for the greater good of our customers."



Greg Drewry



"As a systems analyst, I handle server maintenance, database administration, programming and upgrades/improvements to our fiber system. I enjoy getting to work with new technology and planning things to benefit our customers in the future. Everything we do is for the customer. Although we may not have face-to-face contact with our customers on a daily basis, we do everything we can to provide the best service possible."

Joe Thacker

"I am a systems engineer at BTES, which involves the engineering and managing of our fiber-optic system. One of my favorite aspects of this job is being able to provide triple-play services to customers who would otherwise be unable to receive it from other providers. We are providing our customers with cutting-edge technology that is unavailable in most of the United States, and it is a thrill to be part of such an accomplishment."

Chris Gass





Christmas Tree Safety Tips

Picking your tree

Choose a tree with fresh, green needles that do not fall off when touched.

Placing the tree

Before placing the tree in the stand, cut 1 to 2 inches from the base of the trunk.

Make sure the tree is at least three feet away from any heat source such as fireplaces, radiators, candles, heat vents or lights.

Make sure the tree is not blocking an exit.

Add water to the tree stand daily.

Lighting the tree

Use lights that have the label of an independent testing laboratory. Some lights are only for indoor or outdoor use, but not both.

Replace any string of lights that have worn or broken cords or loose bulb connections. Connect no more than three strands of mini-string sets and a maximum of 50 bulbs for screw-in bulbs. Read manufacturer's instructions for the number of LED strands to connect.

Never use lit candles to decorate the tree.

Always turn off Christmas tree lights before leaving home or going to bed.

After Christmas

Get rid of the tree when it begins dropping needles. Dried-out trees are a fire danger and should not be left in the home or garage, or placed outside against the home.

Information from the National Fire Protection Association



Ham & Cheese Pinwheels

- | | |
|---------------------------|----------------------------|
| 8 oz. package of deli ham | 16 slices American cheese |
| 4 large tortillas | 1/4 cup mayonnaise |
| 1/2 tsp. dill weed | 1/2 tsp. garlic powder |
| 1/2 tsp. onion powder | 8 oz. package cream cheese |

Combine cream cheese, mayonnaise, dill weed, onion powder and garlic powder. Spread a thin layer on each tortilla. Place four slices of ham and four slices of cheese to cover to the edges of each tortilla. Roll up the tortillas tightly. Cut off small portion of each end, then cut the remaining rolled tortillas into six to eight slices. Enjoy!

Creamy Crockpot Hot Chocolate

- | | |
|---------------------------------------|----------------|
| 1 cup whipping cream | 8 cups milk |
| 1 14 oz. can sweetened condensed milk | 1 tsp. vanilla |
| 2 cups milk chocolate chips* | |

Pour all ingredients into crockpot and whisk together until well combined. Cover and cook on low for two hours, stirring occasionally, until mixture is hot and chocolate chips are melted. Whisk well before serving. Garnish as desired with marshmallows and enjoy!

**For other flavor options, consider using white chocolate, butterscotch or mint chocolate chips!*

The Lighter Side

Dear Santa,

This year for Christmas I would like a fat bank account and a small body. Please don't mix them up like you did last year!





A Word from Our Business Customers about Their BTES Services



“I chose BTES for my home and business because they are local, fast, efficient and affordable!”

*Mitch Walters
Friendship Automotive*

“My favorite part of our BTES business services is the fast speed of the Internet!”

*Dr. James Schrenker
Integrated Health Concepts*



“I chose BTES for my business because of all the services they provide and the fact that they are our hometown provider. Local businesses should support other local businesses.”

*Roland Ramirez
Little Italy*



How are we doing? Let us know and you may win \$100!

We continue to survey every customer who purchases Internet, telephone and cable television services from BTES. The results are great!

- Installer on Time — 100% Satisfied
- Courtesy of Installer — 100% Satisfied
- Ease of Equipment — 100% Satisfied
- Clarity of Cable — 100% Satisfied
- Internet Speed — 100% Satisfied
- Overall Happiness with Cable — 100% Satisfied
- Overall Happiness with Internet — 100% Satisfied
- Telephone Features Available — 100% Satisfied

May 2014 Survey Results

Every customer who returns a completed survey to us is registered for a drawing to win \$100. Drawings are held once a month.



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Permit 72
Bristol, TN



TENNESSEE FIBER OPTIC COMMUNITIES



Your Comments Are Important

Please list the articles you found most interesting in this issue of **BTES News**, then clip out this form and mail it with your electric bill to the address below. (Special Edition Fall 2014)

- 1. _____
- 2. _____
- 3. _____

Other comments, story ideas or questions.

Please return to:
BTES News, P.O. Box 549, Bristol, TN 37621
Phone (423) 793-5511

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