



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

Special Edition Summer 2010 ~ For Customers of Bristol Tennessee Essential Services

News

If you receive this newsletter, it means that BTES high-speed Internet, telephone and cable TV are now available in your neighborhood. Call BTES at 423-968-1526 or come by our office at 2470 Volunteer Parkway to sign up for these new services.

Sullivan County Schools Takes Technology to Another Level

Imagine being able to take 20 eight-year-olds to the Egyptian pyramids. They could learn how and why the pyramids are built by asking their own tour guide. They would be able to see up-close what the pyramids are built from and have a better understanding of the enormous structures. Imagine being able to do all this from a classroom in Sullivan County, Tennessee!

For seven schools in Sullivan County, this is already a reality with the help of BTES' state-of-the-art fiber optic system. The schools are connected with an optical network terminal (ONT) that provides a 100Mbps (megabits per second) virtual area network data connection and a cable television connection. This network allows for file sharing and distance learning between the sites, among numerous other benefits, on a high-quality private line.

Sullivan East High School, Sullivan Central High School, Holston



Mrs. Dowell, second grade teacher at Blountville Elementary School, uses her smart board - an interactive whiteboard that uses a touchscreen navigation - to review reading words with her students. Students take turns navigating from page to page so they can become familiar with the technology.

View Elementary, Holston Elementary and Middle, Blountville Elementary and Middle, and Bluff City Middle are connected to the network. Emmett, Valley Pike, Bluff City and Central Heights elementary schools will be connected before the new school year begins in August.

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A Tool for Better Education

When our BTES Board and Staff were reviewing the needs and possibilities of adding Internet, telephone and cable to services already offered to our customers, the big drivers were education, economic development and electric system operations. Our goal was to be among the best and lowest cost in the United States.



We have reached that goal! We have affordable triple play services with 6 Mbps Internet included in our \$99.75 Essentials Triple Play Package. Six Mbps is eight times as fast as a "lightning speed" advertisement of a competitor.

All of our Bristol Tennessee schools have a minimum of 100 Mbps of data access. This positions Bristol at the best level — 100 Mbps data to all schools! In addition, we are now providing 100 Mbps to all Sullivan County schools in the BTES service area! This gives teachers and students a data system and Internet access that greatly improves access to information, teaching aids, distance learning and research opportunities that would not otherwise be available.

Our state-of-the-art fiber optic system that goes all the way to the user can deliver 100 Mbps to any location in the BTES service area. The system is already built, and service can be delivered to any customer in a matter of days. This fast service has a price, but if you need it for your business, it is a very good buy, and it is available now! The bottom line is, this world-class Internet connection is available in the Bristol area anywhere BTES provides electricity!

I would like to hear from students who have used or are using BTES Internet as a tool to further their education. Tell me your story. Send it to me at BTES, P.O. Box 549, Bristol, TN 37621 or email it to me at customerservice@btes.net.

Thanks for being our customer and...

Good Luck!

Mike Browder

BTES News

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Dr. R. Michael Browder
Chief Executive Officer

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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.

Customer Comments

"Thank you, BTES! We are extremely pleased and have recommended your services and will continue to do so."

Penny Potter

"I am very happy with my cable and Internet. My telephone is very clear!"

Laura Hale

"I wish I had done this long ago! BTES is doing a fine job serving our city."

William Emmert

BTES Contact Information

Main Number:
968-1526

Help Desk:
793-5555

Website:
www.btes.net



Technology *Continued from Page 1*

"BTES' fiber optic system is going to make a big difference in our schools," explains Sullivan County Assistant Director of Schools Evelyn Rafalowski. "By having the ability to use the high-speed Internet, we will be able to use video conferencing, provide distance learning and so much more. We are hoping to broaden the views of our students outside of just reading information from a book. Our hope is to engage our students with technology and help them to see and learn things that they might not have had the opportunity to experience before."

BTES representatives have worked closely with Sullivan County schools to set up this network and provide students the ability to expand their learning capabilities. "This high-speed network is not much different than what BTES provides for our residential customers, except that it is on a virtual private network," BTES Supervisor of Networks Michael Parker explains. "BTES can do this for other businesses with multiple locations at speeds up to 100 Mbps as well, such as what we have done for Bristol Tennessee City Schools and Media General."

"Not only will the students benefit from this technology, but it opens a wide variety of tools for the teachers as well," said Rafalowski. "They will be able to share knowledge quickly and access learning applications. We want to provide the most opportunities possible for our students and teachers to make the most exciting and best education possible as the students enter the global environment. We don't want them to leave the Sullivan County School System thinking that we could have done more. BTES is helping us get there."

BTES will continue to work with area school systems to ensure that students are prepared for the 21st century. "We want to ensure that our children have the high-tech education to compete for jobs that are so important to our area's future," explains BTES CEO Mike Browder. "BTES strives to be the best electric, Internet, telephone and cable television provider and having these opportunities available for our children is just another step in the right direction. We are excited to have the opportunity to help our children grow."

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for all your **BTES Services**

• Electric • Internet • Telephone • Cable TV

Internet • Telephone • Cable

\$99.75

BTES
Bristol Tennessee Essential Services
Electric • Internet • Telephone • Cable

Cole Morgan
Lineman

Lola McVey
Supervisor of Accounting

George Williams
Engineering Assistant

www.btes.net **423-968-1526**

A True Story from a BTES Customer...

June 16, 2010

Dear BTES,

I want to say how glad I am that I have BTES for my cable, Internet and telephone services. Second, I want to say how grateful I am to be a customer of a company that strives to provide the best services possible and how lucky we are as a community to have the fast Internet speeds provided by BTES.

I recently house sat for my friend while she and her family went on vacation. On my initial visit to their home, they showed me their house and animals and gave me directions on feeding them, when they go out, etc. Before leaving, I asked the all important question - "Do you have wireless Internet?" I am taking summer classes online and this is of utmost importance to have an Internet connection. To my disappointment, they did not but they did have an Internet connection on their computer - but come to find out, they did not have BTES! Now I could deal with not having wireless Internet by just using their computer, but I wasn't sure how I was going to handle not having the fast Internet I am use to with BTES.

So on my first night there, I gathered my books and sat in front of their computer preparing to take an online quiz. I clicked on the Internet icon and knew right away that I was in trouble. I can't even begin to describe how slow the Internet was. I eventually was able to take my quiz - but not after waiting and waiting some more for everything to load. What took me seconds to do with my BTES Internet connection took what seemed like forever with this terrible connection. I learned from my experience on the first night and then began planning other things around using the Internet. I would click on something and then go make my dinner. By the time I came back, whatever I clicked on would finally be loaded. Then if I needed to navigate to another page, I would click again and go let the dogs out. When I returned, it would FINALLY be up. Needless to say, I was beyond aggravated with this process! I could only take so much! After a few nights of clicking and waiting and clicking and waiting, I gave up. For the next week while I house sat, I decided to just go home when I needed to do homework or take an online quiz or test so that I could have my fast BTES Internet.

Thank you again, BTES! You make taking online summer classes so much easier and less time consuming. I guess the saying is true, "You don't know what you've got until it's gone!"

BTES INTERNET OPTIONS

2Mb/512K - **\$29.95**

4Mb/768K - **\$39.95**

6Mb/1Mb - **\$49.95***

12Mb/2Mb - **\$59.95**

*Included in the \$99.75 Essentials Package



NEW Payment Options!

BTES strives to provide the best customer service and when you asked for more ways to pay your bill, we researched our options and came up with two new ways - just for you!

1 New Drop Box Location!

We know that you are busy and need to have a fast and convenient way to pay your bill. We installed a new dropbox at our BTES office to take care of your needs! It is located in the parking lot between Avoca Elementary School and BTES and is available 24/7. No more waiting in line to drop off your payment - just quickly pull through the parking lot and drop your payment in the drop box!

2 E-Checks Now Available!

Our customers have always liked the ability to pay their bill using our check-by-phone system. We have now gone a step further and made this option also available online at btes.net. All you will need is your account number and password and the information printed on your check. Your payment will be posted automatically to your account! There is a \$1.00 fee for each transaction.

Other Payment Options

As always, we still offer other ways to pay your bill each month. The easiest, most convenient and least expensive way to pay is through our **bank draft** option. You never have to worry about writing a check or paying late fees. The amount due is drafted out of your bank account on the due date. We also offer our automated **check-by-phone system** (\$1 fee). You will need your account number and your check information. You can also pay your bill with a credit or debit card using our **online bill pay option**. You will need your account number - which is located on your bill - and your password. Your first password is located on your bill until you change it. Once your password has been changed, it will no longer appear on your bill. A convenience fee of 2.45 percent will be charged for each transaction. You can also pay **by mail** by returning your payment in the envelope provided with your bill, **by person** at our BTES office, or by **dropping off your payment** in our two additional **drop boxes** located in downtown Bristol next to the courthouse or at the BTES office in the drive-thru lane. The following **banks** will also take BTES payments: Bank of Tennessee, Regions, Citizens and First Tennessee.

Sign-up for Text Message or E-mail Bill Alerts!

BTES is now offering Bill Alerts! Once you sign-up, you will still receive your monthly paper bill but will also receive monthly reminders notifying you of your bill amount and due date, when your payment has been received, and if your due date passes without BTES receiving your payment. You can receive these alerts via text message, e-mail or both! Sign-up today by filling out the form below and mailing it in with your next payment.

Name: _____ Account # _____

I would like to receive bill alerts by:

Text message Cell phone # _____ Cell phone provider: _____

E-mail E-mail address: _____

Both (Please fill out all information above)



My Challenge

First, I have two ears and only one mouth, so I should listen to others twice as much as I talk. The challenge is to have respect for others, even if I am not interested.

Next, if I use words or a hateful tone of voice that is not appropriate, I am hurting the reputation of myself and other individuals. The effects of a spoken word cannot be taken back after they have been said. The challenge, then, is to think before I speak and to say nothing at all unless it is positive.

The third challenge is for me to give respect if I, in turn, expect to receive respect.

Finally, the greatest challenge of all is to be the best that I can be. Before I get out of bed each morning I will make up my mind, no matter how I feel or what kind of mood I am in, to be positive and work hard throughout the day. Being the best I can be is good for me and, most importantly, for others.

The Lighter Side

A Sunday school teacher was discussing the Ten Commandments with her five and six year olds. After explaining the commandments to "honor thy father and thy mother," she asked, "Is there a commandment that teaches us how to treat our brothers and sisters?" Without missing a beat, one little boy answered, "Thou shall not kill."



Favorite Recipes of BTES employees and customers

Peach Cobbler

- 1 stick of butter
- 1/2 teaspoon almond extract
- 1 cup self-rising flour
- 1 1/2 cups sliced peaches - fresh, frozen or canned
- 1 cup milk
- 3/4 cup sugar

Preheat oven to 375 degrees. Melt butter in a 9-inch square cake pan. Combine milk and almond extract, then mix with flour and sugar. Pour mixture over melted butter in cake pan. Arrange peaches over top of batter. Bake for 40 minutes or until brown. Makes 9 servings and is delicious with a scoop of vanilla ice cream.

Puff Pastry Wrapped Brie

- 1 sheet Pepperidge Farm Puff Pastry sheets, thawed
- 1 Brie cheese round (8 ounces)
- 1 egg
- 1 tablespoon water

Heat oven to 400 degrees. Unfold pastry on floured surface. Place cheese in center. Fold pastry over cheese to cover. Trim excess pastry and press to seal. Reserve scraps for decoration, if desired. Beat egg with 1 tablespoon of water. Brush seam of pastry with egg mixture. Place seam side down onto baking sheet. Brush with egg mixture. Bake 25 minutes or until golden brown. Let stand 20 minutes. Serves 6. Best served with pepper jelly.



BTES Channel Lineup — New and Improved!

Basic Package

- 2 PBS WETP – Sneedville
- 3 Home Shopping Network
- 4 CW4
- 5 NBC WCYB
- 6 MYT WAPK
- 7 PBS WSBN – Norton, VA
- 8 TV 68 WLFG
- 9 ABC WKPT
- 10 Fox WEMT
- 11 CBS WJHL
- 12 QVC
- 13 BTES Channel
- 14 Inspirational Network
- 15 Trinity Broadcasting Network
- 16 PEG 1
- 17 C-SPAN
- 18 C-SPAN 2
- 19 TV Guide
- 20 Jewelry Television
- 21 The Weather Channel
- 22 WGN

Expanded Basic Cable

- 23 Lifetime
- 24 Oxygen
- 25 Women's Entertainment
- 26 E! Entertainment TV
- 27 Style
- 28 Fox Sports South
- 29 ESPN Classic
- 30 ESPN
- 31 ESPN2
- 32 The Golf Channel
- 33 VERSUS
- 34 Speed Channel
- 35 Sports South
- 36 TBS Superstation
- 37 USA
- 38 TNT
- 39 SoapNet
- 40 FX
- 41 PEG 2
- 42 T Span
- 43 TV Land
- 44 Discovery Health
- 45 Game Show Network
- 46 Fox News
- 47 CNN
- 48 CNN Headline News
- 49 MSNBC
- 50 CNBC
- 51 tru TV
- 52 National Geographic
- 53 The Learning Channel
- 54 Home & Garden Television
- 55 Food Network
- 56 Syfy
- 57 Spike TV
- 58 Comedy Central
- 59 G4
- 60 MTV
- 61 VH-1
- 62 CMT
- 63 BET
- 64 Travel Channel
- 65 BTES Channel
- 66 Discovery Channel
- 67 Animal Planet
- 68 Nickelodeon
- 69 Disney Channel
- 70 Disney XD
- 71 Cartoon Network

- 72 The History Channel
- 73 Turner Classic Movies
- 74 American Movie Classics
- 75 Bravo
- 76 Arts & Entertainment
- 77 Hallmark Channel
- 78 ABC Family
- 79 ION
- 80 CSS
- 81 Bravesvision
- 82 Gospel Music Channel

Digital Basic Package

Family Entertainment: Digital set-top box required to view these channels. An HD capable set-top box or a television that is cablecard equipped is required to receive these channels in HD format.

- 101 Nick Jr
- 102 TeeNick
- 103 Nickelodeon Too
- 104 Nick Toons
- 105 Discovery Kids
- 106 Boomerang
- 107 The Science Channel
- 108 Biography
- 109 History Int'l
- 110 Investigation Discovery
- 111 Military Channel
- 112 diy Network
- 113 Planet Green
- 114 BBC America
- 115 Sundance
- 116 Independent Film Channel
- 117 Fox Movie Channel
- 118 Lifetime Movie Network
- 119 GAC
- 120 MTV2
- 121 MTV Hits
- 122 MTV Jams
- 123 CMT Pure Country
- 124 VH-1 Classic
- 125 VH-1 Soul
- 127 MTV Espanol
- 130 CNN International
- 131 Fine Living
- 132 Fit TV
- 133 ESPN U
- 134 NFL Network
- 135 National Geographic Wild
- 136 Chiller
- 137 RTN WKPT – DT#
- 138 Bloomberg
- 139 RFD TV
- 140 Fox Business News
- 247 WJHL – Weather

Digital Sport Tier

- 301 ESPNNews
- 302 Fox College Sports (Atl.)
- 303 Fox College Sports (Cen.)
- 304 Fox College Sports (Pac.)
- 305 Fuel
- 306 Fox Soccer Channel
- 307 Outdoor Channel
- 309 The Sportsman Channel
- 310 Horseracing TV
- 311 The Tennis Channel

Digital Spanish Tier

- 401 CNN en Espanol
- 402 Discovery en Espanol
- 403 Discovery Familia
- 404 History en Espanol
- 405 La Familia

HD Broadcast*

- 201 NBC –WCYB HD
- 202 Fox – WEMT HD
- 203 ABC – WKPT HD
- 204 CBS – WJHL HD

HD Tier*

- 801 HDNET
- 802 HDNET Movies
- 803 ESPN HD
- 804 ESPN2 HD
- 805 Hd Theater
- 806 TNT HD
- 807 Universal HD
- 808 WETP HD
- 809 Discovery HD
- 810 The Learning Channel HD
- 811 The Science Channel HD
- 812 Animal Planet HD
- 813 Food Network HD
- 814 HGTV HD
- 815 A&E HD
- 816 The History Channel HD
- 817 Bio HD
- 818 Nat Geo HD
- 827 CNN HD
- 828 TBS HD
- 829 Bravo HD
- 830 CNBC HD
- 831 Syfy HD
- 832 USA HD
- 833 Speed HD
- 834 NFL Network HD
- 835 Planet Green HD

HD Premiums*

- 620 HBO HDTV (East)
- 621 HBO HDTV (West)
- 622 Showtime HD (East)
- 623 Showtime HD (West)
- 624 TMC HD
- 625 Starz! HD
- 626 Cinemax HD

*HD Set-Top Box Required

Premium Packages

- HBO:**
- 501 HBO
 - 502 HBO 2
 - 503 HBO Signature
 - 504 HBO Family
 - 505 HBO Latino
 - 506 HBO Comedy
 - 507 HBO Zone
 - 508 HBO (West)
- Cinemax:**
- 509 Cinemax
 - 510 More Max
 - 511 Action Max
 - 512 Thriller Max
 - 513 Cinamax West
- Showtime:**
- 514 Showtime
 - 515 Showtime 2
 - 516 Showtime Showcase
 - 517 Showtime Extreme
 - 518 Showtime Beyond
 - 519 Showtime Family Zone
 - 520 Showtime Women
 - 521 The Movie Channel
 - 522 The Movie Channel Xtra
 - 523 Flix
 - 524 Showtime West

Starz!:

- 525 Starz!
- 526 Encore
- 527 Encore Action
- 528 Encore True Stories
- 529 Encore Westerns
- 530 Encore Love
- 531 Encore Mystery
- 532 Starz! Edge
- 533 Starz! In Black
- 534 Starz! Comedy
- 535 Starz! Cinema
- 536 Starz! Kids & Family
- 537 Encore WAM
- 538 Starz! (West)

In Demand Channels

- 701-70 Pay Per View
- 721-72 ESPN Pay Per View

Music Choice Digital Music

- 901 Hit List
- 902 Hip-Hop and R&B
- 903 MC Mixtape
- 904 Dance/Electronica
- 905 Rap
- 906 Hip-Hop Classics
- 907 Throwback Jams
- 908 R&B Classics
- 909 R&B Soul
- 910 Gospel
- 911 Reggae
- 912 Classic Rock
- 913 Retro Rock
- 914 Rock
- 915 Metal
- 916 Alternative
- 917 Classic Alternative
- 918 Adult Alternative
- 919 Soft Rock
- 920 Pop Hits
- 921 90s
- 922 80s
- 923 70s
- 924 Solid Gold Oldies
- 925 Party Favorites
- 926 Stage and Screen
- 927 Kidz Only!
- 928 Toddler Tunes
- 929 Today's Country
- 930 True Country
- 931 Classic Country
- 932 Contemporary Christian
- 933 Sounds of the Season
- 934 Soundscapes
- 935 Smooth Jazz
- 936 Jazz
- 937 Blues
- 938 Singers and Swing
- 939 Easy Listening
- 940 Classical Masterpieces
- 941 Light Classical
- 942 Musica Urbana
- 943 Pop Latino
- 944 Tropicales
- 945 Mexicana
- 946 Romances



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 Summer 2010)

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

Name and address (Optional)

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