

F A L L 2 0 2 3

# Cooperative CONNECTIONS



Photo credit: Joseph Thompson



Big Changes Happening!  
Sparky's Tech Tip  
Co-op Month Activities

# BIG CHANGES ARE HERE!

We are thrilled to offer our customers more flexibility with their services, as well as, an opportunity to save money. With this change, customers' internet will perform optimally, and the included router is built for fiber applications. Marquette-Adams customers will have an unbeatable experience.

As of August 1, customers have been able to remove the phone requirement and choose a new package with considerably higher internet speed. In addition, most customers are saving money on their monthly bills. This came about for multiple reasons.

First, customers have been looking for more flexibility in their services. When our new CEO, Darren Moser, stepped into his role, he began exploring the best way to transition to new packages that would ultimately benefit our customers by saving them money and continuing to provide the best fiber services in the area.

Second, we upgraded our internal technology so we can offer synchronous speed. This means the download and upload speeds match, resulting in a smoother internet experience. As homes begin to use more bandwidth, this is critical to offer. Most homes are connecting an average of 18 devices to their wireless networks. To avoid glitches, buffering, and interference, we need to "open the pipe" to allow more speed. In addition, we're including our Gigaspire router in the packages to ensure that customers have the equipment to handle fiber technology, access to parental controls, and network security.



This is a huge win for our customers! Everyone will get to experience the full potential of fiber internet. The customer service team is staying busy making changes for hundreds of customers. Because there is no charge to make the change, and no more contracts, customers only need to call in and let the CSR know what package works best for them.

Lastly, current customers are not being forced to make any changes. If you are currently in a package or bundle that you are happy with, no changes will happen to your account.

## OCTOBER IS CO-OP MONTH!

This year we will celebrate co-op month with a weekly event. Each Friday in October, we will have something fun with an Oktoberfest theme. Watch our website for more details this October.

WEEK 1:

ROOTBEER MUG



WEEK 2:

BIG PRETZELS



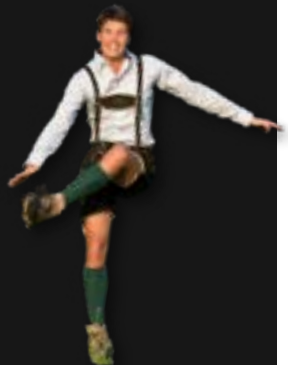
WEEK 3:

BRATS



WEEK 4:

LEDERHOSEN SEARCH



## SPARKY'S TECH TIP



Picture this. Your kids have been begging for a new basketball hoop. One that doesn't fall over in a quick storm. So you get your post-hole digger or, if you're lucky, you have an auger to dig the hole. You're digging away and suddenly hit something before you even think about setting the pole and mixing the concrete. Before you know it, your house erupts with "Hey, the internet is out," "I was just streaming that movie," and "What the heck is going on?"...not a good situation.

This could have been avoided if you had called Diggers Hotline and had them locate underground utilities. You wouldn't have to call us to fix the fiber cut, and your house would've stayed the peaceful and content home it is! Trust me, just call the locate. I'll even give you the number: (800) 242-8511.

Got a question for Sparky? Send a quick message to [info@marquetteadams.com](mailto:info@marquetteadams.com). Use Sparky Says in the subject line. Contrary to popular belief, Sparky doesn't actually know everything. If he can't answer your question, he'll be sure to check in with one of our other friendly experts!

**Thank you for your years of service to our customers!**

Ben Andres, 5 years  
Darren Moser, 1 year  
Jacob Van De Voort, 12 years  
James Montgomery, 7 years  
Jeremy Behling, 2 years  
Jeremy Stephens, 1 year  
Jonah Mabrey, 3 years  
Mark "Sparky" Guderski, 21 years  
Noah Williams, 9 years  
Tyler Nelson, 18 years  
William Dahm, 7 years



## FALL ANNIVERSARIES



## ONLINE PHONE DIRECTORY

We've taken our phone directory online! Customers can now look up phone numbers quickly by using the simple search feature found on the online directory. Simply go to [www.maqs.net/](http://www.maqs.net/)



## VACATION REMINDER

Are you heading out for the winter months? You can put your services on "vacation" for up to 6 months. Each service that is on "vacation" will be discounted to \$10/month.

Earn \$20 bill credits! All new customers can add a "referred by" name in their application. If they add your name, you will receive a \$20 bill credit. No limit on referrals.



## REFERRAL CREDITS



## The giving season is around the corner!

- November is food drive month.
- December we collect Christmas gifts for kids.

Donations will be collected at the Marquette-Adams office in Oxford.

## All of your services on one monthly bill.



Fiber Internet



TV & Streaming



Phone



Bundles



Address: 113 N Oxford St.  
Oxford, WI 53952

Phone: (608) 586-4111

Website: [www.maqs.net](http://www.maqs.net)