

# STATUS MONITOR

COAXIAL COMMUNICATIONS - Technology & Service Through Cable Television



## As If By Magic

by Donna Crawford

When you sit down in your favorite chair after a long hard day at work, prop your feet up and pop on the TV to watch your favorite show, do you ever wonder how all those channels get into your home? Cable television is so simple to use that most of us tend to think of it as a magical, mystical process. Those who work with our system on a daily basis realize that in reality it's a sophisticated and complex network of cable, electronics, amplifiers, processors and modulators.

Coaxial's Columbus system begins with three hub points, commonly called head-ends. The main head-end is located in the general offices on Livingston Avenue and processes signals received from our two earth satellite receiving stations on the property and an 80 foot tower behind the building as well as from other sources. In addition, there are two other head-ends which are located on Beulah Road and Cleveland Avenue. Each are equipped with 100 foot towers for off-air and microwave signal reception. The tower for the Beulah Road head-end is visible as you are traveling north on I-71 near the Hudson

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## Seasonal Message

by Si Stern

As this year concludes, I personally would like to wish each and every one of you the happiness of the holiday season. It has now been a year since I joined the Coaxial Team. I would like to say that it has been one of my most pleasant experiences. Each of you in your own way has contributed to our success over the past twelve months. It is because of this successful year that has just concluded that we can now look for an even brighter 1983 and future for the Company.

I know to some of you, this past year has been a year of change. Hopefully, most of you have seen the change for the better and for the future. Change is always difficult and sometimes the one affected asks why and feels that the change is wrong for them. I find myself, along with my associates, having at times to make decisions that may affect a few individuals negatively but that the result will affect all of us positively in the future.

I look forward to the coming years with you and being able to look back and enjoy the fruits of all of our labor and efforts.

Again, to each and every one of you, many thanks!

## Benetalk

by Lynn Skinner

It's that time of year again - when our thoughts are full of Christmas shopping, parties and family gatherings. So during this family season I thought it might be appropriate to elaborate a little bit on some of the benefits we can sometimes easily overlook, yet which can have a tremendous impact on our families.

Perhaps the most widely used of these benefits is our medical and dental insurance. Most of you are probably unaware that this year we received a 34%

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increase in our insurance premium, none of which was passed on to our employees. The total cost for this insurance is now \$703.68 per year per single employee and \$1,871.76 per year per family. Of this yearly cost, each employee is responsible for only approximately 15%, while the Company pays 85%.

Most of you are probably also not aware that each of us can greatly impact on these insurance rates and increases by appropriate usage of insurance. Future issues of this paper will discuss ways in which each of us can help contain insurance costs and get more for our money.

Life insurance is carried on each employee by the Company (100%) to provide financial assistance to families of employees in the event of their death. This cost is based on each employee's job classification and is equal to 33¢ per \$1,000 worth of coverage. Together, medical, dental and life insurance premiums for the approximately 140 employees who participated in these programs during the last year totalled \$146,329.98.

Another important, but often overlooked benefit that can have an impact on our families, is the contribution made on behalf of all employees by the Company to the Workers' Compensation fund. The purpose of these payments is to provide financial assistance to employees temporarily or permanently disabled due to an industrial injury. In addition, this fund also covers medical costs related to these injuries. Each year a complex formula establishes the premium due from each employer and is based in part on the number of injuries within the Company and in similar industries, as well as the number of employees in each job classification. This past year Coaxial contributions totalled \$35,783.22.

Hopefully, this explains in a little more detail a few of our benefits and the purpose each of them serves. Next issue I will be discussing various ways we can help keep insurance costs in check and also our tuition assistance program.

## Cable Health Network

by Cindy Thompson

Cable Health Network is a daily, 24-hour programming service, located on Channel 19.

Cable Health Network blends information with entertainment in programs about health and science, keeping fit, thinking and feeling, healthy relationships, human interest and life-styles and medical care, growing up and getting older.

All programming is overseen by Medical Advisory Boards of doctors, psychologists, dentists and other health experts.

## Coaxial Communications Credit Union

by Mike Fair

I am sure that you are aware of the new existing company credit union. The credit union officially opened August 2, 1982, with great success. Board members were elected by participating employees of Coaxial Communications. The following were elected as officers: Donna Crawford, President; Mike Fair, Vice-President; Maxine Schwartz, Secretary; Betty Tolbert and Jeanne Mantle, Treasurers. The Credit Committee consists of Bruce Kirch, Toni Brooks, and Jason Campbell; and the Audit Committee includes Carol Caldwell, Lisa Wells and John Adams.

Any employee and their spouses may join the credit union for a non-returnable \$1.00 fee. A five dollar balance that is returnable, must be kept in the credit union to maintain membership.

To date, we have 70 members, 40 of whom actively participate in the payroll deduction plan. Current share balances are in excess of \$12,000. At present, no dividends are being paid until the credit union membership grows. Monthly financial statements of credit union activities are posted on the bulletin board in the lunch room. Keep in mind (for those of you who have not yet joined) that the more members we have, the sooner the dividends can be paid.

The credit union is open every Friday after the bi-weekly pay day in the training room behind Charlie Powell's office.

Again, we cannot stress enough the importance of total employee membership. We would like to thank all of you for your past participation, and expect to see more of you joining next credit union day. In the meantime, **HAPPY SAVINGS!!!**

## MTV Weekend Specials 11:00 p.m.

- 12/11 STEVE MILLER BAND.
- 12/12 Having a Wild Weekend with the Dave Clark Five.
- 12/18 SQUEEZE. Concert from Los Angeles.
- 12/19 The I.R.S. Show; The English Beat and The Lords of the New Church
- 12/24 THE WHO FAREWELL TOUR '82
- 12/25 MEN AT WORK. Concert from Toronto
- 12/26 Liner Notes.
- 12/31 MTV'S 2ND ANNUAL NEW YEAR'S BALL
- 1/1 THE MICHAEL STANLEY BAND. Concert from Blossom Music Center.
- 1/2 News that rocked '82.

Don't forget the Company Christmas Party on December 11th at 8:00 pm at Ilonka's, 4040 E. Broad St. See you all there!!!

# What's New In Your Department?

## Customer Service Keeps On The Move

by Maxine Schwarz

Never a dull moment in Customer Service!!!

New faces and transplanted faces include Jeanie Dodge, our most recent addition who is responsible for the routing of work orders to the installers. We knew we had a winner when she made it through the first "double-order" day with a smile on her face at 5:00!

Carlene Shepherd has moved into Angie Smith's chair in sales and Angie has gone upstairs into the "converter security room". We're setting up a fund to purchase Angie the necessary costume for her new job - dark glasses and a trench coat! Security has become a lot easier with the addition of the BBB. Hats off to them on their good job.

Rose Gray, Terry James and Barb Knowlton have settled into their Sales and CSR roles so efficiently that we nearly forgot they are "newcomers". Rose and Barb have been through enough billing cycles to now qualify as combat veterans. Terry is so good on the Sales phone that he could sell cable TV to someone who doesn't even own a television.

Terry has been joined in Sales by Teri (with an "i") Tunstall. Teri has plunged into her new job just as enthusiastically as she worked the payment window. Robin Weaver scooted her chair across the room from Sales to Billing and it has been a smooth trip, especially with fewer steps to scheduling and the file room.

Diane Hale has moved up to the customer payment window and "converter store", while Sandi Lloyd has settled with ease into Diane's former position as receptionist and switchboard operator. Lucky Sandy and Diane - they get to talk to everybody!!

Moving along into the refrigerator, AKA the Computer Room, finds Jill Beavers who transferred from Security to computer processing. Jill can be seen in her sweater and thermal socks "pecking away" at her terminal while icicles form on her ears.

As if "underground" doesn't sound cold enough, Jan Wittekiend moved her records for customers needing underground drops into the chilly Computer Room. Along with that, Jan keeps employee cable accounts on ice and computer keypunches.

We would be remiss not to mention our computer mentor, James Bisker, whose many bearded disguises keep us guessing. Along with his assistant, Ron Crabtree, James has us nearly ready for our first "A" customer bills. Good luck to the Adams, Allens, Anthonys and Arnolds!!!

Another keyboard specialist is Judy Reid who, when not batching, logging or "thumping", inputs and schedules cable disconnects.

Last, but surely not least, we would like to thank Walnut Ridge High School for sending COE students to work with us. These students are learning that there is more to cable TV than changing channels. Thanks to Vicky McKelvey.

All we need now is the music to complete the Musical Chairs game. Perhaps the Dancersize class could help us out? Thanks to everyone, wherever your chair may be.

## Telephone Sales

by Judy Ware

Around five o'clock every evening, a small army of people known as Telephone Sales Representatives, trek to the Customer Service Office to perform a variety of telemarketing functions.

For four hours each night, Mitch Seremak, Terri Kyser, Dave Hall, Hilary Wallach, David Barbee and Lilly McCoy telephone current subscribers to upgrade to Home Box Office, The Movie Channel or Key Club. Collectively, these people are doing a fine job producing an average of 50 units each night.

Another function of telephone sales is the Save-A-Customer Program. Paula Mayo has been primarily responsible for the success we've had here. Of the subscribers contacted, Paula saves about 40% from disconnecting or downgrading their cable services. Paula also reschedules subscribers who've missed their original installation appointment.

Elizabeth Condopoulos contacts past-due accounts. This aids in keeping our non-pay activity to a minimum.

Mike Kovalic and Pat Jones do the follow-up on the SET and HBO Free Trial survey offered in the residential market. Subscribers on the Free Trial have the option to disconnect or to keep the service. Mike and Pat's "keep" ratio has risen from 65% to 87% since May.

Leo Weinberg does a fabulous job working on our cancel/save program and apartment leads.

The Telephone Sales Department has enjoyed continuing success primarily due to the WASEC Telephone training program. Wednesday, October 20th, set a new record selling twenty-one (21) SET upgrades, thirty-nine (39) Movie Channel upgrades, eleven (11) Home Box Office upgrades, thirty-one (31) Key Club upgrades and three (3) SET-Plus upgrades for a total of one hundred five (105) units.

The team work of the telephone sales reps has produced good results so far with the hope of even better results in the future.



## As If By Magic continued from page 1

Road exit, and the Cleveland Avenue tower is visible from Cleveland Avenue just south of 161.

Each head-end houses equipment and antennas which pick-up the local Columbus channels 4, 6, 10 and 34. All satellite, character generated, and local origination signals originate from the Livingston Avenue head-end only. The signal for WXIX from Cincinnati is integrated into our Columbus system at the Beulah Road head-end after being transmitted across 50 miles on our own microwave path with relay towers at Washington Court House, (200 feet) and Derby, Ohio (310 feet). (See diagram) Beulah also receives off-air signals for Channels 7 (CBS) and 22 (NBC) from Dayton. These channels are used primarily as sources for network pre-empts. The Cleveland Avenue head-end receives and processes all the Cleveland, Toledo, Zanesville and Akron stations. These signals are transmitted from yet another remote tower located near Sparta (Centerburg), Ohio. Sitting "picturesquely" atop a hill in the middle of an active cow pasture in Morrow County, this 300 foot tower is different from the other relay path to Beulah Road in that it generates two microwave paths. Microwave "A" is dedicated to receiving WUAB (43) from Cleveland. Microwave "B" is capable of picking up Cleveland channels 3 (NBC), 5 (ABC) or 8 (CBS), Toledo channels 11 (CBS) or 13 (NBC), Zanesville channel 18 (NBC) or Akron channel 23 (ABC). These channels are used as sources for our network pre-empts and to cover up duplicated programming on other independent stations. By using our two-way radio system, any one of these channels can be switched onto the "B" microwave. The musical tone often heard over the two-way radio occurs when one of these channels is being switched into the system. When "B" microwave is in use with one of these stations, a second pre-empt would be received from the Dayton stations mentioned earlier.

These three vital hubs are connected to each other by a very important transportation link called the intertie. Our system uses two of these interties built side by side. Signals traveling from Cleveland to Beulah to Livingston are carried on a  $\frac{3}{4}$ " cable appropriately named the Southbound Intertie. Conversely, signals traveling north are carried on the Northbound Intertie (see diagram). These interties do not directly serve any subscribers, but rather they link the three head-ends together so that signals can be traded back and forth. Regardless of which head-end receives the various channels, all signals are sent to the Livingston head-end first and they are then directed back to the head-end which distributes them to the various Primary trunk areas into which our system is divided. Therefore, when a subscriber in the north end is watching WUAB, he

## Profile



### Meet Charles Timothy Rice; *Monitoring Our System*

by Mary Deavers

Combine a softball player, drummer, ex-disc jockey and a football pool enthusiast and what do you have? Charles Timothy "Tim" Rice, Coaxial's supervisor in the Video Room, where he monitors our system.

Personal background plays an important role in pursuing a career, and Tim Rice is no exception. Following his speech education at Worthington High School, Tim completed studies at the International School of Broadcasting in Dayton. With this newly acquired training under his belt, Tim battled a winter snowstorm driving to Lancaster, Kentucky, where he landed the position of disc jockey at WXIX radio.

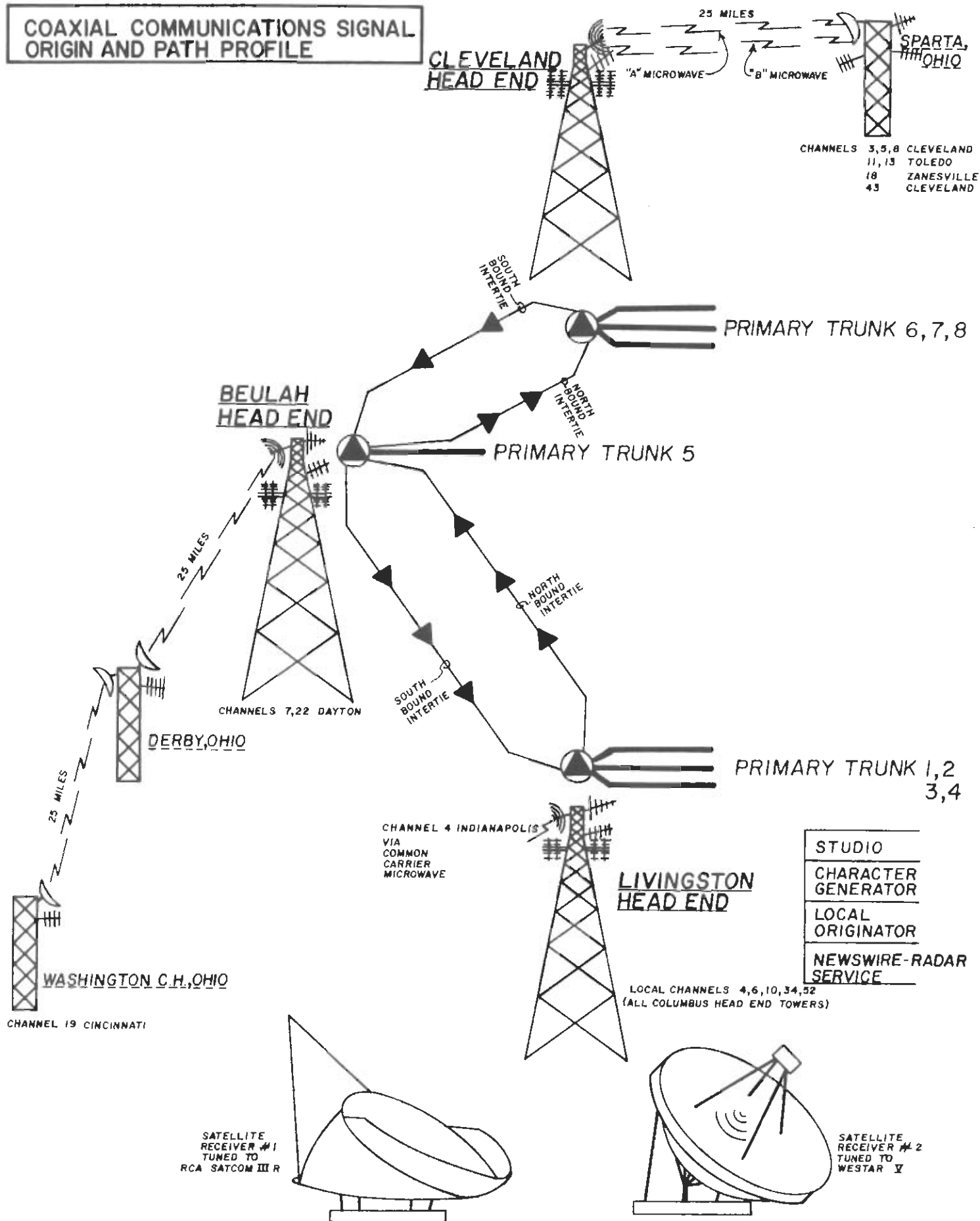
Central Ohio beckoned Tim home when, having passed up a DJ slot in Portsmouth, Tim successfully responded to a newspaper advertisement run by Coaxial. In the ensuing three years, Tim has been promoted from his position as video room operator to his new role of supervisor.

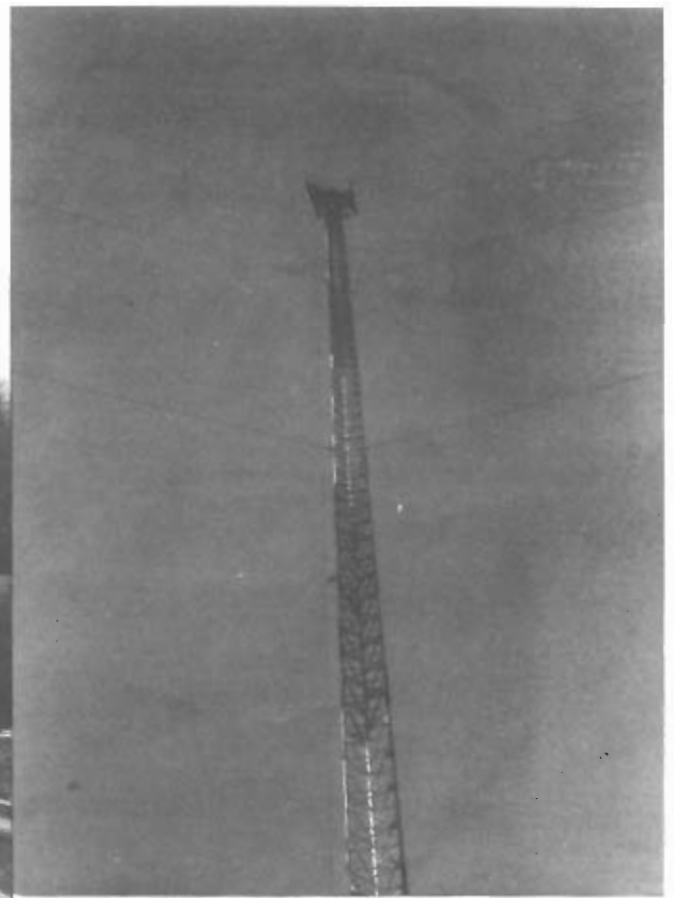
"Since I joined Coaxial, I've known what a very special team we have working in Video," Tim said. "We each do the work of two people in monitoring the cable system - and under slightly cramped conditions."

Tim is always quick to credit the efforts of his staff: Peter Messmer, Karen Ables, Matt Muetzel and part-timer, Ed Gibson.

"Our desire to do a good job is supported by our close working relationship with Cindy Thompson in programming and Dave Folk and Charles Hanchett at the head-end.

# COAXIAL COMMUNICATIONS SIGNAL ORIGIN AND PATH PROFILE





TOP LEFT: 100 ft. Cleveland head-end tower. CENTER LEFT: Looking down from the top of the tower at Washington Court House. BOTTOM LEFT: At one time the head-end equipment for Sparta was housed in the abandoned milk truck on the right. Now the concrete building on the left holds the equipment. TOP RIGHT: Derby tower. BOTTOM RIGHT: Mark Rockwell climbing to the top of the Beulah tower. FRONT PAGE: Mark Rockwell and Bill Ricker on their way up the Sparta tower.

## As If By Magic continued from page 4

is watching a signal which has traveled from Cleveland, Ohio to the Sparta Tower, to the Cleveland head-end to the Beulah head-end to the Livingston head-end back to Beulah to Cleveland and finally into his home. All this amazingly occurs within a split second. The diagram shows which head-end distributes to which Primary trunk area. Each head-end, therefore, serves a three-fold purpose: receiving, processing and distributing. In addition to the towers and microwave paths, our system also utilizes signals which are received from satellites orbiting 23,500 miles above the earth. We have two earth satellite receiving stations because we carry programming from two different satellites. The oddly shaped earth station situated in the "bone yard" is called a conical horn and receives signals from Satcom IIIIR. This satellite sends us signals for Home Box Office, The Movie Channel, Nickelodeon and ARTS, The USA Network, ESPN, WTBS, CNN, The Cable Health Network, WGN, MTV, MSN and Daytime. The 4.6 meter dish in front of the building receives signals from Westar V for Satellite News Channel I, WOR and CBS Cable. All these signals are processed at Livingston Avenue and then distributed to the rest of the head-ends and then throughout the system. Our signal for WTTV from Indianapolis is transmitted to us via a company called Tower Communications. This company is a "common carrier" and its function is to provide microwave signals to cable companies like ours.

Hopefully, you now understand a little bit more about how our cable system works and how those pictures arrive at your home. But, maybe as you're sitting there watching in the evening it's just easier to think of the whole process as magic.

*Technical Advisor: Harry Cushing*

## Women In Cable

*by Judy Ware*

Women in Cable, a professional society founded in 1979 was created by cable professionals to open an organized forum for the purpose of exchanging information and ideas.

Women have always held high level jobs in the cable industry, but as our business grew, more women began to emerge in the less traditional areas of franchising, programming, sales and marketing. In 1979, women professionals joined together to form an organization with the sole purpose of preparing themselves and others to take advantage of new opportunities within the dynamic cable television industry. They recognized women in the industry needed to further develop their skills and knowledge and create a support network.

Women In Cable work in all areas of the cable television industry. Some are presidents, others are sales people, company owners or customer service representatives and programming managers. Women in Cable highlights individual accomplishments of members while serving to encourage and promote a high standard of business conduct.

In its brief existence, Women in Cable has made significant contributions which benefit the entire cable industry.

The organization has:

- Developed career seminars designed especially for cable professionals.
- Implemented Future Force, an internship program designed to introduce talented young people to the cable industry.
- Created the industry's first video reports, on-the-spot satellite news coverage of major industry meetings.

Key to the association's success and acceptance has been performance. With strong national leadership, supported by corporate commitments of many of our industry's most prominent companies, Women in Cable has the attention and respect of the entire cable industry.

The Central Ohio Chapter of Women in Cable was formed in June of 1982. For membership information contact either Debby Stuff or Judy Ware.

## Meet Charles Timothy Rice continued from page 4

Despite the zoo-like atmosphere of the Video Room, behind transparent walls, Tim and his staff control the switching of the eight variable cable channels as well as running the editing for programming such as Key Club, inserting local commercials and, of course, being Coaxial's "link" to the customers and employees from 9:00 p.m. to 8:00 a.m. each day.

"We are able to do a good job for Coaxial's customers despite the nightmare moments of sun outages or a violent storm like the one which struck Livingston Avenue last June," Tim said. "That was a difficult as well as frightening time - no lights, no phones, no power. In other words, no Video Room — no Cable TV."

What does Tim see for the future for Coaxial? "I hope to see us expand much further into the area of local productions. I think we have the talent and desire to be an asset to Columbus in that area."

## Congratulations New Parents!

John and Phyllis Alden, a boy.  
Bill and Shirley Steinmetz, a boy.  
Pete and Renita Messmer, a boy.  
Bob and Carolyn Michel, a boy.



## Marketing News

by Sharyn Fialla

The Direct Sales force is currently working hard to achieve a goal of 56% market penetration by year end.

In order to reach the 1982 projections for new subscribers, the sales force is presenting one of two promotional offers to the potential new subscriber.

The first is a thirty (30) day free trial, and is used in the residential market. This offer enables new subscribers to try Coaxial's basic, SET and HBO services. There is no installation charge and service is free for thirty (30) days. At the end of the thirty (30) day period, subscribers have the option to either disconnect their service or to keep it and be placed on billing.

Mike Kovalic reports that 95% of all new subscribers whose trial was up as of the week ending November 5 decided to keep the service! The year to date figures for the program indicate that 87% of all homes that tried the service liked it and are now regular subscribers!

The week of November 8 marked the beginning of the second promotion, which provides new subscribers with free cable until 1983. For an installation charge of \$19.82, new subscribers are able to sample any or all of Coaxial's entertainment offerings - free until January 1 of 1983. After January 1st, the subscriber would be billed for the services that he or she decided to keep.

The "free 'til '83" offer is available to both the residential and apartment market.

It is too early in the program for any concrete figures to be available, but judging from the response to the newspaper and radio ads, the "free 'til '83" campaign is on its way to being very successful.

As the thermometer in the lunchroom gets even closer to the goal of 56% penetration, it is not only reflecting the efforts of the direct sales representatives but that of everyone in Customer Service and the Installation Department.

These two departments have done a super job in supporting the high volume of sales activity that is currently being accomplished. Our warmest thanks go to all of the other departments in the company for their support. It proves that any objective is achievable when everyone gets behind a goal and pushes hard for its achievement.

Who was that dark-haired beauty? Susan Gross Nistelbeck, Jr., of course! Winners were Sheryl Maple, Tim Rice, Sharon Caldwell, Bill Ricker, Pete Messmer, Andy McGillicuddy and Bruce Kirch. What was your first clue?

## Technical Operations News

by Harry Cushing

The economy must be on the upswing, judging by the vast amount of new housing starts that have resulted in numerous dig-ins to our underground plant in many of the new subdivisions we have built during the last two years. Many hours have been spent by our technicians digging in the mud to repair these damages. Please remind all your friends and neighbors who have their utilities underground to call Ohio Utilities Protection Service (OUPS) at 1-800-362-2764 at least two working days prior to digging. Not only can they save a cable outage, they can also prevent an electrocution if they cut into the electrical power line.

Many thanks go out to Bill Ricker, John Dillon, Dave Folk and their crewmen who have reinstalled our WXIX microwave and also done extensive work winterizing our tower at Sparta. It sure gets cool and breezy up there on those fall days. We would like to welcome John Coombs, our new service technician. He comes to us from KBLE. Another new service technician is Jon Herbst, who has moved over from the Apartment Maintenance Department.

Another major portion of our Etna Township franchise was activated recently and our thanks going out to Paul Siemer and his aerial line crew. The additional homes are well needed at this time.

The installation department is the largest and busiest it has ever been. We now have 30 installers. We have drastically increased our installation completion percentage, now averaging 85%, our highest day being 89%. This reflects a substantial increase over an average of 70% in the beginning of the year. Keep those orders coming!

It has been a constant battle to keep up with the ever increasing installation workload in the converter department. We have added a new processing technician, Hank Hittner and would like to welcome back Del Messer. With their help, we are attempting to keep pace with heavy activity, resulting from our free cable promotion. New records are being set daily for converter production.

The design department has just completed mapping and engineering for the Harley and Bargaintel Hotels. Work is also progressing on many small extensions to existing plant and also on many commercial accounts, such as restaurants and lounges. Work will begin soon on our new franchise in Plain Township and New Albany.

We would like to welcome Mark Nowlin to the warehouse and commend him on the fine job that he is doing. Please remember to remind Mark of any special packages you are anticipating, so he will see that they are promptly delivered. We would like to welcome back Curt Gussler who assisted Mark during his knee surgery.



# For Employees Only

## Announcements

### Happy Birthday!

Sharon Caldwell	12/3	Dempsey Fry	8/8
Alex Fisher	12/30	Gary Goettel	9/17
Terry James	12/11	Dottie Goldhardt	11/30
Jeanne Mantle	12/30	Joan Gossett	11/21
Mark Nowlin	12/27	Dan Gouhin	11/30
Maxine Schwarz	12/6	Rose Gray	10/15
Ross Shipley	12/11	Phyllis Grimm	11/27
Walt Snyder	12/17	Susan Gross	10/8

### Happy Belated Birthday!

Cheryl Alfonso	10/17	Dianna Hale	8/21
Mike Bath	8/1	Jon Herbst	8/14
Jill Beaver	9/9	Bruce Kirch	11/25
Don Bellomy	11/17	Barb Knowlton	10/10
James Bisker	9/16	Marti Kraner	11/8
Dan Blake	9/25	Steve LaRue	11/27
Tom Border	10/2	Don McCurdy	9/22
Glenn Bowers	10/17	Jeff McGlocklin	10/14
Tom Bryant	9/25	Tim Mellott	8/27
Carol Caldwell	9/23	Debbie Moore	11/20
Jason Campbell	10/8	B. J. O'Dea	10/25
Doug Carder	9/10	Ken Pensyl	11/30
Ron Crabtree	10/14	Mark Poulson	9/23
Donna Crawford	8/17	Charlie Powell	10/22
Teresa Curry	8/29	Craig Prentice	8/18
Harry Cushing	11/1	Tim Rice	10/12
John Davis	8/5	Steve Rohan	10/14
Woody DeWeese	8/24	Maxine Schwarz	12/6
John Dillon	9/23	Joy Schworm	9/27
Sharyn Fialla	8/14	Carlene Shepherd	11/29
Dave Folk	10/30	Rick Smith	8/15
		John Sommer	10/9
		Bob Tarhalla	10/7
		Marty Taynor	11/24
		Brian Watkins	8/19
		Lisa Wells	9/8
		Jan Wittekiend	11/25
		Sean Martin	11/24

## Cook's Corner

by Susan Gross

Here's a simple side dish that anyone can make. Boy is it good!!

- 1 cup rice
- 1/4 cup margarine or butter
- 1 5 to 6 oz. jar of cooked mushroom slices drained
- 1 packet onion soup mix
- 2 cups water

Saute rice in butter until a golden color. Add mushrooms, onion soup mix and water. Simmer covered until water evaporates, usually 10 minutes.

## New Faces

### Customer Service:

Barb Knowlton  
Carlene Shepherd  
Jean Dodge  
Terry James  
Sandi Lloyd  
Vicki McKelvey

### Repair:

Cheryl Alfonso

### Installers:

Terry Baird  
John Davis  
Dempsey Fry  
Kevin Hix  
Jim Hoffercker  
Sid Wright  
Craig Patterson  
Ron Dove

### Technicians:

John Coombs

### Marketing:

Sharyn Fialla  
Patti Newland  
Joy Schworm

### Converter Processing:

Hank Hittner

### Sales Reps:

Penny Christ  
Vicky Coulson  
Ned Ely  
Bill Steinmetz  
Doug Carder  
Ed Sadler  
Chuck Parrish  
Kelly Fellers  
Steve Winter  
Don Baird  
Elizabeth Condopoulos  
Terri Kyser  
Paula Mayo  
Mitch Seremak  
Kim Buckner  
Judy Perry  
Lilly Clay  
David Barbee  
Hillary Wallach  
David Hall  
Mellie Davis

### Engineering:

Alex Fisher

## Welcome Back!

Tom Kraft  
Curt Gussler  
Del Messer

## Going Up In The World! Congratulations to . . .

Mike Martini on his promotion from installer to Apartment Audit Coordinator.

Mark Nowlin on his promotion to Warehouse Clerk.

Tim Rice on his promotion to Video Supervisor.

Mark Rockwell on his promotion to Maintenance Technician.

Vint Walters on his promotion to Installer.

## Wedding Bells!

Sue Fletcher and Jason Campbell  
Bruce and Debra Kirch  
Susan Gross and Jerry Nistelback

# HAPPY HOLIDAYS

