



## RTMC's Network Operations Specialists: Real People. Real-Time Response.

Behind every smooth connection is a team of dedicated professionals working around the clock: RTMC's Network Operations Center (NOC). These real-time problem solvers monitor and manage the health of the entire network 24/7/365 — identifying issues before they affect

service, responding to outages, and keeping homes and businesses connected. Led by NOC Manager Jennifer Luck, the team combines advanced diagnostics with local expertise to maintain exceptional performance across RTMC's fiber-optic system. Whether it's a signal issue, weather-related disruption, or equipment malfunction, they act fast and efficiently — ensuring the network stays strong no matter the hour.

Jennifer Luck, NOC Supervisor

Although they often work behind the scenes, their impact is anything but invisible. They are RTMC's first line of digital defense — your local line of defense — committed to protecting your connectivity and peace of mind. Their work supports every click, call, and stream, allowing customer service and field teams to deliver fast, accurate help when needed. Because they live in the communities they serve, their dedication runs deep. With real people providing real-time response, you can count on RTMC's Network Operations Center to be on guard — always.





# OCTOBER IS NATIONAL CO-OP MONTH



## Rooted in Community. Powered by You.

October is National Cooperative Month — a time to recognize the impact that cooperatives have in strengthening communities across the country. Sponsored by the Cooperative Network and recognized by the USDA, this month highlights how co-ops in industries like utilities, food, housing, credit unions, insurance, agriculture,

and worker-owned enterprises provide essential services with a mission rooted in shared ownership, equity, and local investment.

At Randolph Communications, we're proud to be a cooperative — owned and governed by the very people we serve. That means our

decisions aren't driven by shareholders, but by what's best for our members, our neighbors, and our hometowns. We listen to your concerns, respond with personal care, and strive to deliver reliable, affordable telecom services that enhance daily life and strengthen the communities of the Piedmont region.

**This Co-op Month, we celebrate not only what we do, but how we do it — together.**

## BOARD MEMBERS RE-ELECTED AT THE 67<sup>TH</sup> ANNUAL BUSINESS MEETING

On Saturday, August 9, 2025, RTMC held its Annual Business Meeting. CEO & General Manager, Kim Garner, reflected on our mission as your local communications and technology partner, now in our 71st year of service to rural communities.

Mrs. Garner updated the membership on the fiber-to-the-home buildout, stating, "By year end we will have almost 99% of our mainline fiber completed, and the home drop construction will be completed as requests for upgraded service are received." Following the review of the 2024 Financial Report, Mrs. Garner noted, "Since our fiber network infrastructure rebuild began,

RTMC has invested more than \$85 million in our communities—supporting our mission statement of improving the lives of our customers and communities."

Your CEO & General Manager expressed sincere appreciation to the Board of Directors for their continued leadership and dedication to the Cooperative, which remain key to its stability and success. She also commended the hard-working employee group that serves our members day and night and thanked the membership for trusting RTMC to provide essential communication services. "One of the main benefits of working with a local cooperative," she

shared, "is that we are here for our members—living and working in our communities to improve the lives of those we serve."

RTMC Member and Nominating Chair, Rebecca Gray, presented the report from the Nominating Committee meeting held on June 5, 2025. The meeting concluded with incumbent Directors Brent Lindley District 1 – Coleridge; Bryan Brown, District 4 – Pisgah, being re-elected for three-year terms.

The 67th Annual Meeting can be viewed at [www.rtmc.net/membership](http://www.rtmc.net/membership).

# SURPLUS VEHICLES FOR SALE

- ▶ The vehicles are sold as is (no warranty).
- ▶ Randolph Communications has the right to refuse any and all bids.
- ▶ Certified bank check or cash required for payment.



2019 Chevrolet  
Colorado 2X4  
187,556 miles



2016 GMC Canyon  
2X4  
204,403 miles



2016 GMC Canyon  
2X4  
192,743 miles



2008 Chevrolet 2500  
Van  
197,808 miles

Sealed Bids Must Be Submitted To Randolph Communications Headquarters by 11:00AM on Thursday, **October 9, 2025**. To view vehicles, or to schedule an appointment, call 336.879.7931.

## WE COULDN'T DO IT WITHOUT YOU

At Randolph Communications, our customers are at the heart of everything we do. Whether we're helping you get connected, stay protected, or stream with ease, our goal is to provide you with reliable, friendly service that makes a difference in your day. That's why your feedback means the world to us.

### Your Voice Matters

When you leave a Google Review, you're not just sharing your experience—you're helping your neighbors discover a trusted local provider. Reviews help others make informed decisions and show our team how we're doing. Each comment gives us insight into what we're doing well and where we can grow. They're a vital part of how we continue improving and serving you better.

If you've had an experience with Randolph Communications that you're willing to share, we'd truly appreciate hearing from you. Thank you for trusting us as your local provider. We're grateful for your support and look forward to your feedback!

WE ALWAYS APPRECIATE YOUR FEEDBACK!



For years our business in rural Chatham County had intermittent internet issues with other service providers. We have had ZERO internet issues since we began our service with Randolph Communications. I am very happy with the personal service they provide as well. In my opinion, best service for rural area hands down!



Monica Mueller

We have dealt with very few organizations in any industry where every single person we deal with is knowledgeable and a pleasure to work with. They provide us with internet, phone and security services. We could not be more pleased with the service we get from them.



Allison Grimm

Randolph Communications is the best company. They are fast to resolve technical issues and are very friendly. You always talk to a real person and not a bot. Highly recommend for your internet needs.



Tisha Wallace

(SEE EDIT BELOW) Our Internet provider (RTTI - Randolph Communications) just dropped our rate by \$5/month and \*tripled\* our Internet speed starting in January. Last time I emailed their customer support folks, one of the techs immediately called me (I was only expecting an email reply - and expecting to wait days); he said, "I figured it'd be quicker to just walk you through it."

I'm stupefied by the level of service, especially from an Internet provider.

EDIT 2 years later. These guys continue to impress. Recently a landscaper inadvertently cut the cable at 3pm on a Friday. I called support. They wouldn't commit to a fix before the weekend and I'd resigned myself to a WiFi-free few days, but an hour later an entire crew showed up and saved the day.

They UNDERPROMISE and OVERDELIVER.



Todd Defren

Hands-down, the best Internet service I've ever had and the customer service is literally perfect. You call, someone answers right away, doesn't matter what time it is. If your Internet is down, you're going to get it a human being on the phone and they will take care of the issue, should there be one. Highly recommend.



Pendragon



Scan me!

Google account required

### How to Leave a Review:

1. Scan QR code
2. Write a review
3. Done!





# FOOD HARVEST DRIVE

1 CAN MAKE A DIFFERENCE





**DONATE TODAY**

All items will be donated to local food banks throughout the areas we serve.

**RANDOLPH COMMUNICATIONS WILL  
MATCH EVERY DONATION.**

**OCTOBER 1<sup>ST</sup> - NOVEMBER 19<sup>TH</sup>**

## ITEMS NEEDED:

-  Canned Food
-  Cereal
-  Pasta
-  Peanut Butter

## DROP OFF LOCATIONS:

Asheboro Office  
317 E. Dixie Dr.  
336-879-5684

Liberty Office  
211 W. Swannanoa Ave.  
336-622-7900

To ensure you receive our bill notifications, please whitelist email: [rtmc-noreply@smarthub.coop](mailto:rtmc-noreply@smarthub.coop).

### PAY ONLINE



<https://rtmc.smarthub.coop>

### PAY BY PHONE



855-940-3889

## DATES TO REMEMBER

September 1 - Labor Day

Business Offices Closed

Randolph Telephone Membership Corp. was established in 1954 as a member-owned cooperative now serving eight exchanges in seven different counties. Randolph Telephone provides complete communication services such as local telephone access, business telephone systems, high-speed internet, security, camera surveillance, computer services, and wireless services through its affiliate Randolph Communications.



[www.rtmc.net](http://www.rtmc.net)

Closed for lunch from 1:30-2:00pm

8:30am-5:00pm

Monday-Friday

Liberty, NC 27298

211 West Swannanoa Ave

**Liberty**

Drive Thru Hours: 8:00am to 5:30pm

Office Hours: 8:00am to 5:00pm

Monday-Friday

Asheboro, NC 27203

317 East Dixie Drive

**Headquarters**

Tech Support: 833-879-2828

Fax: (336) 879-2100

(336) 622-7900

Phone: (336) 879-5684



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