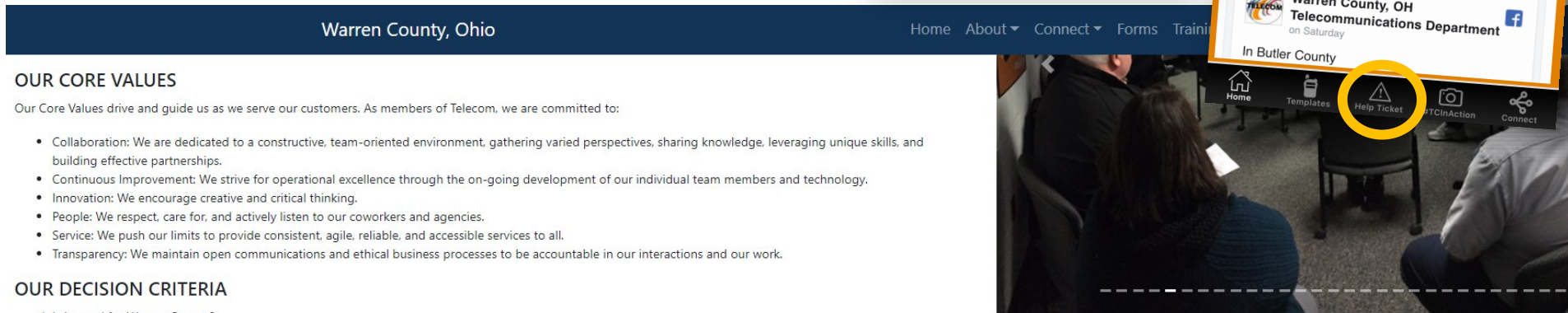
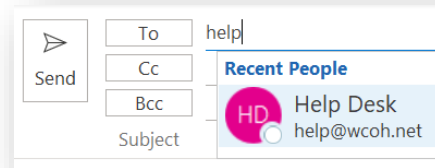


HOW TO REACH TELECOM'S HELP DESK

1. From your email: help@wcoh.net to generate a trackable ticket.
2. From any phone: Call 513-695-HELP then follow the prompts.
3. From a county desk phone: dial 4357 (HELP).
4. From the Powered by Telecom App: click the Help Ticket button in the lower toolbar.
5. From www.WarrenCountyTelecom.com: click the footer's email address or 'Submit a Help Ticket' button.



OUR CORE VALUES

Our Core Values drive and guide us as we serve our customers. As members of Telecom, we are committed to:

- Collaboration: We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge, leveraging unique skills, and building effective partnerships.
- Continuous Improvement: We strive for operational excellence through the on-going development of our individual team members and technology.
- Innovation: We encourage creative and critical thinking.
- People: We respect, care for, and actively listen to our coworkers and agencies.
- Service: We push our limits to provide consistent, agile, reliable, and accessible services to all.
- Transparency: We maintain open communications and ethical business processes to be accountable in our interactions and our work.

OUR DECISION CRITERIA

1. Is it good for Warren County?
2. Is it good for our Customers?
3. Is it good for our Tax Payers?

