

MONTHLY NEWS

October 2026

Your source for exciting news, member updates, and things to know.



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It's Our 75th Anniversary!

On March 15, 1950, a group of farmers in Liberty Pole, Wisconsin, decided to form a cooperative to provide services to the underserved rural areas of Vernon County, aiming to match the level of service available in urban areas. With financial assistance from the Rural Electrification Act, the Articles of Incorporation for the Vernon Telephone Cooperative (VTC) were officially filed on October 11, 1951.

Come Celebrate With Us!

We're turning 75, and we want to celebrate with our members! Join us on Friday, October 9th, from 3–8 PM at the VernonCom office for an afternoon and evening filled with fun, food, music, and memories.

This FREE event is open to all VernonCom members and their families. Come celebrate 75 years of VernonCom and everything that makes our cooperative community so special!

What's in Store:



Food & Drinks



Children Activities



Amazing Prizes



Live Music

Chance to
WIN | A FULL YEAR
OF SERVICE! 



From The CEO

Greetings and Happy National Co-op Month! According to the Google AI definition, Co-ops are a "trusted, people-centered way to do business and build inclusive communities". I think that is a pretty

succinct definition of how VernonCom tries to conduct business.



You probably are aware by now that VernonCom is celebrating its 75th Anniversary, what a monumental milestone! And to top it off, the Co-op surpassed the 10,000 member mark this year! If you attended the annual meeting

this year, I went into more detail as to how the current state of the Co-op came to be, from its beginning in the Liberty Pole exchange, through growth and acquisitions to our most recent grant buildouts.

To celebrate our 75th, we plan on holding a member appreciation evening on Friday, October 9th, from 3-8 pm here at the Westby headquarters. We'd like to say thank you to all of our members that evening with some good food, music, and conversation. Our plan is to allow you to come and go as you find convenient, so stop by, spend a minute, and enjoy a relaxed atmosphere with your fellow members.

The 75th certainly brings up discussion about our history, as it should; however, I do want to take a minute to discuss current and potential future developments too. As you read this, I'm proud to say that we are past our 50% mark for our equipment conversions! Considering we're over 10,000 members, this is a fantastic number, and our goal is to complete our final conversion by mid-2027. The team has done an amazing job in streamlining and finding efficiencies to make this conversion happen. I also have to thank those of you who have been so responsive in scheduling your conversions. We only ask for a few minutes of your time, and we can install the latest equipment in your home or business. In the long run, this equipment will allow us to better serve you, while also allowing you more control of your broadband experience.

We've also wrapped up the majority of our fiber buildouts in Norwalk, Ontario, and Wilton. We want to welcome the newest members of the Co-op and hope that they find VernonCom to be everything you have for the past 75 years.

Thank you for being a member,

Garin



KnowBe4 Security Tips

October is Cyber Security Month, learning more about AI and the associated scams can help you stay safe.

AI voice cloning scams occur when a cybercriminal calls you on the phone and uses AI to pretend to be someone you trust. Cybercriminals can use AI to mimic the voice of a friend or loved one, which can make these scams tough to identify. Their goal is to trick you into sending them money or into giving them your personal data!

How Does It Work?

Cybercriminals can use AI to impersonate people you are close to, such as co-workers, friends, or even family. Usually, they only need a small recording of someone speaking, such as a short video posted on social media. The cybercriminals take the recording and use AI to create a convincing replica of the person's voice. Then, they can call you and use that replicated voice to trick you.

An AI Phone Call

If you answer their phone call, cybercriminals use the cloned voice to create a distressing story. They can sound like a friend or loved one who is in trouble and urgently needs you to send



them money. Cybercriminals can look online or on social media to find more information about the person they're impersonating and use it to make their stories even more believable. The details of the stories

vary, but they often involve kidnapping, jail, or other reasons for needing money immediately. It's important to familiarize yourself with these types of scams so that you know what red flags to look for!

What Can I Do to Stay Safe?

Staying safe from voice cloning scams starts with slowing down and verifying who you're talking to. Follow these tips to protect yourself:

- If you receive a suspicious call from anyone, even if they claim to be someone you know, hang up and try texting or calling them back at a number you know belongs to them to verify their story.
- If a caller tries to pressure you into taking immediate action, treat it as a red flag. Cybercriminals will frequently try to rush you into acting quickly before you've had a chance to think.
- Be on the lookout for unusual instructions. Cybercriminals may ask you to send a large amount of money immediately, or they may tell you to keep what you're doing a secret. If something about a situation feels off, always stop and think before you take action!

School Supplies Donation

During the month of August, VernonCom accepted donations and also purchased supplies for local schools and students who are in need of supplies. Donating directly to the schools helps not only students, but teachers and staff throughout the year.



Employee News



Grant Engfer recently joined the VernonCom team as our Member Service Supervisor. We're excited to welcome Grant to the team and look forward to the leadership and support he will provide to our members and team.

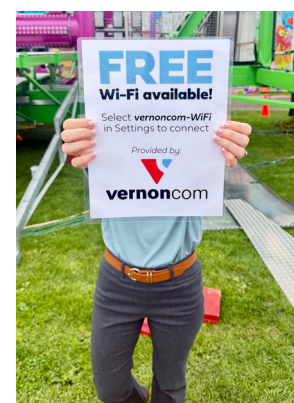
Events



We had a great time at Cashton Fall Fest! Thank you to everyone who came out, said hello, and joined in on the fun. We're always happy to be part of the communities we serve and loved seeing so many familiar faces along the parade route!

Vernon County Fair

We were happy to once again provide free Wi-Fi at the Vernon County Fair this year! We hope fairgoers were able to stay connected while enjoying everything the fair had to offer.



Business Spotlight



This month, we're doing something a little different with our Business Spotlight. In honor of our 75th birthday, we're turning the spotlight on ourselves! VernonCom has been serving local communities since October 11, 1951. What began as Vernon Telephone Cooperative (VTC), created by local farmers to bring reliable telephone service to rural families, has grown into the VernonCom you know today. Over the years, Vernon Telephone Cooperative evolved into Vernon Communications Cooperative (VC Co-op) as our services expanded beyond traditional telephone lines. We built a 100% fiber-optic network and grew to provide internet, telephone, and television to homes, farms and businesses throughout our communities.



In 2024, Vernon Communications Cooperative rebranded as VernonCom, a name that reflects our growth and evolution. While our name has changed, who we are has not. We remain a local, member-owned

cooperative dedicated to providing dependable communication solutions and exceptional local customer service.

Being part of the community means more to us than providing communication services. It means supporting local schools and organizations, participating in community events, sponsoring local programs and giving back to the places our members and employees call home. In 2026, we have even more to celebrate. Along with reaching our 75th anniversary, VernonCom reached the milestone of serving 10,000 members and continues expanding our fiber network into new rural communities.

None of these milestones would be possible without our members. Whether you've been with us for decades or recently joined VernonCom, you are an important part of our story. We hope you have a wonderful time at our 75th Anniversary Party! We can't wait to celebrate with the members, employees and communities who have helped make VernonCom what it is today. Thank you for being part of our story and helping us celebrate 75 years!



Customer Service Week

October 5-9, 2026



We would like to acknowledge our Member Support staff. This dedicated team assists our members with a wide range of needs. Whether answering phone calls, discussing our services, addressing billing inquiries, or resolving technical issues, this friendly and knowledgeable team is always ready to help. They are (Top) Patty Johnson, Kathy Madden, (Middle) Therese Flock, Jen Krings, (Bottom) Taylor Freed and Kaidren Williams.

Sun Outage

A sun outage is an interruption of geostationary satellite signals caused by interference of the sun when it falls directly behind a satellite, trying to receive data from or transmitting data to. Disruption in TV service could occur. Here is the schedule for possibilities of sun outages in October.

Sun Outage	Start Time	End Time
Oct 7 - 12	12:00 PM	4:00 PM



103 N Main Street
Westby, WI 54667

Lobby Hours:
8:00 am - 4:30 pm (M-F)
(608) 634-3136
www.vernoncom.coop

Payment Options
Go To: www.vernoncom.coop
and click "Pay Now"
Call (855) 940-3938

EFT (Automatic Payment) - Sign up and get a one time \$5.00 credit.

