



The

BLUE LIGHTNING Connection

January 2021

<<<Bringing you more than a phone and Internet connection>>>

OUTAGES AND A BROADBAND BOOST

Volume 7 - Issue 10

BY TERRY HENDRICKSON, GENERAL MANAGER

IN THIS ISSUE:

<<COVER>>

Outages and a Broadband Boost

<<SAYING GOODBYE>>

Jayne McAden Retiring

<<DID YOU KNOW?>>

Call 811 Before You Dig

<<COMMUNITY>>

Blue Lightning Announces Virtual Annual Meeting

<<BLUE LIGHTNING NEWS>>

Allen Scott recognized for decade of service

Apparently 2020 wanted to see its way out in typical 2020 fashion.

As I'm sure everyone is aware, Blue Lightning experienced a widespread outage over New Year's weekend. A hardware malfunction knocked our internet service out to all our customers for a few days. Blue Lightning had not experienced an outage this large since 2008. The hardware issue was diagnosed quickly and repaired in as timely a way as was possible.



Thank you to our outstanding customers for your patience and understanding. We know how frustrating it can be to not have internet service for an extended period. We sincerely appreciate the support and consideration shown to us during the outage.

I would also like to commend the Blue Lightning staff for their hard work and dedication throughout the outage. Their commitment to restoring service and providing customer support during a stressful time was greatly appreciated. I am honored and humbled to lead such a fantastic team.

Now for the good news. As a thank you to our customers, now through February 28 we are providing you with a broadband boost to the next internet speed level. So, if your internet broadband speed is normally 30 mbps, you are now receiving 60 mbps; 60 mbps is now seeing 100 mbps, and so on.

This is at no cost to you - it is just our way of saying we appreciate your business and your dedication to Blue Lightning during a rare service interruption.

This also presents an opportunity for our customers to evaluate their service. If, during your normal service levels, you sometimes experienced that dreaded buffering wheel, but during the speed bump your service was more consistent, perhaps consider upgrading your internet broadband to the next level. In many cases a service upgrade is more affordable than you would expect. Our customer service representatives would be happy to provide more information at (970) 483-7343 or by email at customersupport@wigginstel.com.

On behalf of the board of directors, management staff and employees at Blue Lightning, we sincerely wish everyone a prosperous 2021.

Blue Lightning Says Farewell to Jayne McAden

It is with mixed emotions that Blue Lightning says goodbye to a longtime employee who will be retiring on January 29.

Jayne McAden began her duties as Accountant for Wiggins Telephone Association in June 2010. During her nearly ten-year tenure, she has seen the company grow and develop into what is now Blue Lightning.

“This has been my favorite job ever,” she explained during an interview about her time with the organization.

During her tenure, Jayne has also been active in the community. She represented WTA/Blue Lightning as a member of the Wiggins Pre-school Council for 10 years and was also actively involved in the Wiggins Stakeholders organization (now known as the Wiggins Business Alliance).

Jayne said performing her accounting duties was fun for her but came with their own challenges as well. “I won’t miss the deadlines, but I enjoyed the work, the responsibility, and watching Blue Lightning grow,” she said.

While there are many things about Blue Lightning that have created fond memories for Jayne, it is the staff that she will miss the most.

“I have enjoyed being a part of such a quality team of coworkers,” she explained. “Everyone takes their job seriously and helps one another when they can and has fun, too.”

While looking back on her most memorable experiences, Jayne singled out working on and helping with the Blue Lightning Annual Meeting. “Annual meetings were a big process and I enjoyed being a part of making it special each year,” she said.


Prior to joining the staff at Blue Lightning, she worked for Brush Head Start. She and her husband Steve were co-owners of Wiggins Auto Supply from May 2007 to September 2019.

Jayne and Steve have moved to Greeley, and said she has some big plans for her retirement. Those plans are her grandkids.

“I look forward to some free time with my 10 grandchildren; three in Greeley, two in Northglenn, and five in Southern California,” she explained. “I would also like to quilt and travel, too.”

Everyone at Blue Lightning extends Jayne our best wishes in her retirement.



A photograph showing a person's legs in blue jeans and brown work boots, standing on a pile of dark soil and mulch. The person is holding a shovel, and the background is a blurred view of the ground.

ALWAYS CONTACT 811 BEFORE YOU DIG IT'S THE LAW!

When you need to dig for any reason, dial 811 or click on the Colorado 811 logo at the bottom of the homepage at getbluelightning.com and Blue Lightning's technicians will be notified to locate your fiber optic line.

www.co811.org





PRSR STD
U.S. POSTAGE
PAID
WIGGINS, CO
PERMIT NO. 34

Office Hours:
8 a.m. to 5 p.m.
Monday - Friday

Contact us:
Ph: 970-483-7343
Fax: 970-483-7713

Blue Lightning Support:
Available 24/7
970-483-TECH (8324) or "777#" from your
home phone

Email Us:
customersupport@wigginstel.com

Like Us on Facebook:
www.facebook.com/wtbluelighting

**Postal Customer
Wiggins, CO 80654**

**Congratulations and thank you to Allen Scott (left) for his 10 years of service to Blue Lightning.
Allen was awarded a congratulatory plaque from Plant Manager Casey Quint.**