

PC Telcom

CONNECTIONS



Our Umbrella of Products Keeps You Covered

PC Telcom is here for our customers through sunshine and storms. We provide state-of-the-art technology coupled with friendly local service—a strong combination designed to keep you smiling regardless of what the day brings. Our umbrella of products includes a variety of phone, Internet, and Cable TV options. Call 970-854-2201 to learn more.

Contact

Holyoke Office:

240 S. Interoccean Avenue • PO Box 387
Holyoke, CO 80734
970-854-2201 • 866-854-2111
Hours: Monday - Friday,
8:00am to 5:00pm

Julesburg Office:

123 Cedar Street
Julesburg, CO 80737
970-474-5002 • 866-854-2111
Hours: Tuesday and Thursday,
9:00am to 1:00pm

For help during non-business hours,
please call 970-854-2201 or 866-854-2111.

Office Closures:

- March 25th for Good Friday
- May 30th for Memorial Day

Internet Tech Support: 970-854-7500
Toll Free: 866-398-1660
Email: customerservice@pctelcom.coop
Visit Online: www.pctelcom.coop



Annual Meeting Thursday, April 7th, 2016

Notice of Annual Meeting

Phillips County Telephone Company's 2016 Annual Meeting is right around the corner. Mark your calendars for Thursday, April 7th, 2016. A catered meal will be served in the old gymnasium at Holyoke High School at 5:30pm, followed by our Annual Meeting at 6:45pm in the school's auditorium. There will be a movie with popcorn and juice for the children.

PC Telcom (which consists of Phillips County Telephone Company, Phillips County Communications, LLC. and PC Telcorp, Inc.) has expanded its footprint over the last couple of years and now offers services beyond its original cooperative service area. The public is welcome to come and enjoy our meal. Please note that only members of Phillips County Telephone Company may register to vote on Cooperative matters at our business meeting.

Phillips County Telephone Company's membership will elect two directors at this

Annual Meeting—one to fill the position of Rural Director and one to fill the position of Urban Director. Our Bylaws currently permit directors to serve four consecutive three-year terms, for a total of 12 consecutive years of service.

Phillips County Telephone Company's Board of Directors has appointed a Nominating Committee, which consists of the following individuals:

Randy Martin—854-2723
Debra Dusenbury Doran—854-3351
LaVonne Dalton—854-5125

As a Phillips County Telephone Company Cooperative member/shareholder, your opinion is always valued. The Annual Meeting is one of many ways to become involved in your company. **Exercise your right as a member and plan to join us on the evening of Thursday, April 7th, 2016, at Holyoke High School.**



Our 2016 Phone Directory Features Homesteaders Park

We shipped the new 2016 PC Telcom phone directory to your home earlier this year and hope you're keeping it handy by the phone. This directory's cover features a beautiful photo of Homesteaders Park in Holyoke—a popular spot for residents and visitors, especially during the spring and summer seasons.

If you would like additional copies of this phone directory, please stop by our office in Holyoke or Julesburg.



PC Telcom is Celebrating a Big, Gig Accomplishment

PC Telcom is the first NTA-certified Gig Internet provider in Colorado.

To give you an idea of just how incredibly FAST Gig Internet is, one Gig is equal to 1,000 Mbps, which is 100 times faster than a typical Internet speed for a U.S. household!

PC Telcom can currently provide Gig Internet services in our fiber areas of Holyoke and Amherst. Call us for more details.



What Factors Impact Your Television Bill?

Being a local business, PC Telcom invests heavily in our community, our employees, and our customers. We always strive to offer the best values possible in communication services, including television packages with the most popular networks at an affordable price.

While we pledge to hold rates as low as possible, we have no control over the substantial increases in network programming fees charged by broadcasters. To help you understand the challenges we face, we wanted to give you some insight on the economics of the television business.

Local television stations like ABC, CBS, NBC, FOX, CW, and cable networks like ESPN, TNT, USA, Discovery Channel and Comedy Central, all charge fees for every household that receives that particular channel. These fees have increased dramatically over the last 10 years, and are the driving force behind the annual rate increases you see on your television bill. Consolidation among the major network media companies means they have negotiating power and programming leverage. We are forced to choose between two tough options — pay the exorbitant fee or lose the network(s) on our channel lineup through a “blackout.”

In addition to network fees, there are other factors that come into play on your television bill. They include the costs for PC Telcom to provide service to our customers, such as what we spend for installation and the maintenance and upgrades of our network and infrastructure. This work helps us provide a better customer experience for both TV entertainment and Internet activities.

If you have any questions about your television bill, don't hesitate to call us.

Tips for a More Secure Home Network

Many families have a variety of Internet-connected devices—including computers, laptops, gaming systems, TVs, tablets, and smartphones—that all access a home Wi-Fi network. To protect your network and your family from online threats, the National Cyber Security Alliance offers these tips:

- **Keep a clean machine.** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.
- **Automate software updates.** Many software programs will automatically connect and update to defend against known risks. Turn on automatic updates if that's an available option.
- **Protect all devices that connect to the Internet.** This includes computers, smartphones, gaming systems, and other web-enabled devices. They all need protection from viruses and malware.
- **Plug and scan.** USBs and other external devices can also be infected by viruses and malware. Use your security software to scan them.
- **Use a firewall.** A firewall is like a guard, watching for attempts to access your system and blocking communications with sources you don't permit. Your operating system and/or security software likely comes with a pre-installed firewall, but make sure you turn on these features.
- **Secure your wireless router.** Change the name of your router from the default ID (called a "service set identifier" or "extended service set identifier") to a name that is unique to you and won't be easily guessed by others. Also change the pre-set password on your router to a new password that's long and strong, using a mix of numbers, letters, and symbols.
- **Back it up.** Protect your valuable work, music, photos, and other digital information by making an electronic copy and storing it safely.

PC Telcom can help you set up a secure home Wi-Fi network. Call 970-854-2201 for details.



Get a Computer Tune-up!

Is your computer running slower than it did in the past? Over time, computers acquire bloatware, other programs and files that can slow them down. Files become fragmented and data access slows. PC Telcom now offers a Computer Tune-up service (Windows operating system) to optimize your computer so it runs like new. A trained and certified PC Telcom technician will perform the following:

- Remove Unnecessary Software
- Update Windows
- Free Up Space by Removing Unused Files
- Optimize Startup
- Run Antivirus / Malware / Adware Scan
- Defragment Your Computer
- Create Restore Discs
- Restore Your Computer to Factory Defaults
- Configure or Reconfigure PC Telcom Email (POP to IMAP)

Get all this for just \$59.95 for a four-business-day turnaround or \$79.95 for expedited two-business-day turnaround. Computers/laptops can be dropped off at a PC Telcom office: 240 S. Interocean in Holyoke (Monday-Friday, 8:00am to 5:00pm) or 123 Cedar Street in Julesburg (Tuesday and Thursday, 9:00am to 1:00pm).

PC Telcom also offers Tech Home service that includes web security and antivirus, anti-theft for phone or tablet, 5GB file backup, firewall protection, anti-phishing, safe surfing, parental controls, and unlimited virus removals. It covers one computer and one mobile device for a very affordable \$5.95 per month.

For more information on our Computer Tune-up and Tech Home, call us at 970-854-2201.

Employees

Vince Kropp
CEO / GM

Bill Thompson
Manager of Plant
Operations

Jessica Cumming
Controller / Office
Manager

Lonnie Krueger
Lead Central Office
– Transmission Tech

Marlin Kumm
Lead Internet –
Broadband
Technician

Changa Gorham
IT – Computer
Repair – Broadband
Technician

Steve Beavers
Combination
Technician

Brent Fine
Lead CATV – Broad-
band Technician

Jesus Hermosillo
Broadband
Technician

Carol Krumm
Customer Service
Representative

Janet Roberts
Customer Service
Representative

Kim Dickmeyer
Customer Service
Representative

Susanne Drescher
Capital Credits
Representative

Brenda Adams
Accounting
Assistant

Michael Cline
Marketing Manager

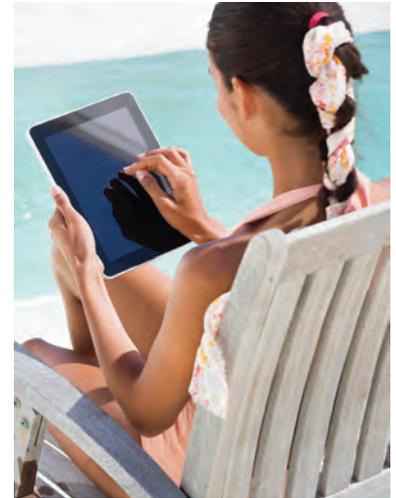
Get Internet Access at PC Telcom HotSpots

PC Telcom Internet customers can enjoy free unlimited high-speed Internet access (WiFi) at the following HotSpots:

- **Holyoke High School Gym**
- **Holyoke Fitness**
- **PC Telcom Office at 240 S. Interoccean Ave.**
- **Holyoke Swimming Pool**

All you need to login is your PC Telcom email credentials. For those who are not PC Telcom Internet customers, you can enjoy limited access for free and then purchase an affordable pass for continued access.

More HotSpot locations will be coming soon!



Board of Directors

Rick Krueger
President –
PCTC – PCC, LLC.

Terry Andersen
Director –
PCTC – PCC, LLC.

Diane Sagehorn
Director –
PCTC – PCC, LLC.

Jerold Brandt, D.C.
Secretary –

PCTC – PCC, LLC.
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PC Telcorp, Inc.

John Schneider
Vice President
Director –
PCTC – PCC, LLC.
Vice President –
PC Telcorp, Inc.

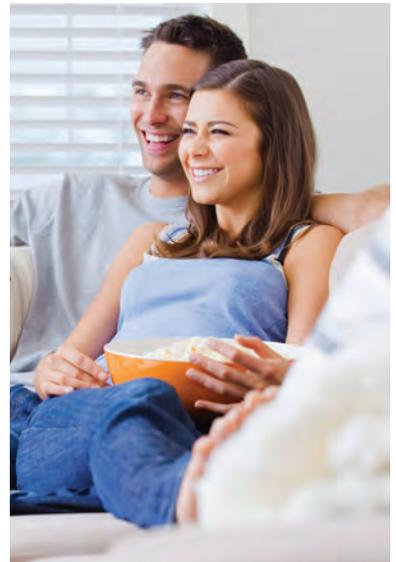
Vince Kropp
Secretary –
PC Telcorp, Inc.

Who Needs Pay-Per-View? Use Streaming Video Instead!

You may think you need a TV service with Pay-Per-View in order to select a movie to enjoy at home. Thanks to new technology, that's no longer the case. You can enjoy the same type of convenience and entertainment variety of Pay-Per-View by watching streaming video.

What do you need to get started with streaming video? Not much, and you probably have some of the technology already. Here are the essentials:

- **A high-speed Internet connection.** In order to get good video quality while streaming—without buffering—you'll want a connection with download speeds of at least 10 Mbps for HD and 20 Mbps for 4K. (Multiple devices require more speed.)
- **An Internet-ready (Smart) TV or external device.** There are many devices to choose from including Apple TV, Roku Streaming Media Player, and Google Chromecast.
- **A streaming service.** For a small monthly fee, you can get access to virtually an unlimited number of movies through a streaming service. The most popular ones today are Netflix and Amazon Instant Video, and they both offer vast movie libraries. Some streaming services are free.



If you have any questions, stop in our office at 240 S. Interoccean and we can show you the options. If you already have a Roku Streaming Media Player, bring it in along with your Roku account information and we can help you find "hidden" Roku channels for your device.

