

PC Telcom

# CONNECTIONS



Kayla Knight and Patricia Cano at the Turkey Trot 5K and Family Fun Mile that took place on November 24th and was sponsored by Holyoke Fitness Club and PC Telcom benefiting Family Education Services.

## 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:

- January 2nd for New Year's Holiday

Internet Tech Support: 970-854-7500

Toll Free: 866-398-1660

Email: [customerservice@pctelcom.coop](mailto:customerservice@pctelcom.coop)

Visit Online: [www.pctelcom.coop](http://www.pctelcom.coop)



GET YOUR HANDS ON  
WINTER SHOPPING DOLLARS  
EARN A FREE \$50, \$100 or \$150 VISA CARD

Warm up winter with this hot deal on new PC Telcom services.\*

- Sign up for one new service and receive a \$50 Visa card.
- Sign up for two new services and receive a \$100 Visa card.
- Sign up for three new services and receive a \$150 Visa card

You'll also get FREE installation, plus you'll save every month with our Bundle Discount on two or more services.

**CALL 970-854-2201 OR 970-474-5002 NOW**

\*New service only (not subscribed with PC Telcom in the past year). Not applicable to telephone service in Holyoke and Amherst. Offer expires March 31, 2017. Service may require equipment lease and/or purchase. Digital telephone service requires PC Telcom Internet service of 6 Mbps or faster. Visa card will be issued 30-45 days after installation of services. All services not available in all areas. Other restrictions may apply. Call for details.



## Lifeline Program Now Covers Phone and Broadband Services

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family, and emergency services. The Federal Communications Commission, which sets the rules for the Lifeline program, added broadband to the list of subsidized services beginning in December 2016. Previously, the Lifeline program offered subsidies only for landline or wireless phone service. Broadband providers are now eligible to participate in the Lifeline program and to offer subsidized internet, which can be a wireless service or a fixed service such as cable, DSL, or fiber optic.

In addition, the FCC also changed the rules for demonstrating eligibility for Lifeline services. Some proofs of eligibility will no longer be accepted; others have been added. Lifeline subsidies will remain limited to one per household. Eligible customers have a choice of obtaining federally subsidized telephone (landline or cellular) or broadband service.

For more information on the Lifeline program, consult the FCC's online guide at [www.fcc.gov/general/lifeline-program-low-income-consumers](http://www.fcc.gov/general/lifeline-program-low-income-consumers) or call PC Telcom at 866-854-2111.



# How to Spot Ransomware and Avoid This Common Threat

Ransomware is a type of malicious software (malware) that cyber criminals can install on your computer, enabling them to hold your files for ransom. They use a variety of means to do this, including email attachments, fake websites, and phony ads. They're counting on you opening their attachment, or clicking on links within their emails or on a website. But, no need to feel foolish if you've ever done this—the fakes can be very convincing.

**One of the latest ransomware scams is called Fantom, and it's particularly harmful. Here's why:**

- It poses as a Windows update that you need to install.
- It looks realistic, complete with the Microsoft copyright and "critical update" file name.
- It locks up all your files and prevents you from using your computer while it's "downloading."

Once it's installed, you'll receive a notice informing you that your files have been encrypted, and you need to pay a ransom before the criminals will unencrypt them. You can pay the ransom, and the bad guys *may* unencrypt your files. A better strategy is to ignore the request for a ransom and just restore your backed up files; this is one reason regular backups are so important.

**But the best strategy is to avoid ransomware in the first place. You can do this by installing a strong computer security system. In addition, follow all the standard online safety rules:**

- Don't open email attachments or click on links within emails from unfamiliar senders.
- Stick to well-known websites, and be thoughtful about where you click.
- Don't accept file transfers from unknown sources.
- Keep your applications up to date (with the real updates your system provides).
- Never give personal information, such as login data, to someone calling you from out of the blue. If it's a company you do business with, always call them back at a number you already know.

**To learn about the computer security and backup services available from PC Telcom, call 866-854-2111.**





## When to Reboot Your Router and When to Replace It

It may seem simple, but one of the easiest ways to fix a wide variety of technical issues is to simply reboot (or restart) the device, including your router. This is because routers are like small computers that use memory, a processor, and an operating system. And like your desktop or laptop computer, routers also benefit from a fresh start every now and then.

For example, if your internet service goes down at your home, the first thing to try is to reboot your wireless router. It's a quick process that will often take care of the problem:

1. Unplug your router from its power outlet (don't just turn it off).
2. Wait about a minute, then plug it back in.
3. Allow the device a minute or two to turn back on.

If your Wi-Fi problems persist, it might be time for you to buy a new router. With the increasing number of internet-connected devices in homes today, "old school" router technology may not be up to the demands. That older router may not be equipped for your home's current Wi-Fi network load.

The latest router models from PC Telcom support the 802.11ac standard, which can effectively handle 20 or more devices. By contrast, the 802.11g standard—introduced in 2003—was designed to handle just two or three. One of the best ways to make sure your home's Wi-Fi network is as fast and reliable as possible is to contact PC Telcom and get a new router that supports 802.11ac.

Another factor to consider is the speed of your internet service. Some older routers have a speed cap limiting the maximum internet speed possible, which means your outdated router may be preventing you from receiving the full speed of your internet plan.

**If you have any questions regarding your current router and other models that are available, call PC Telcom at 866-854-2111.**



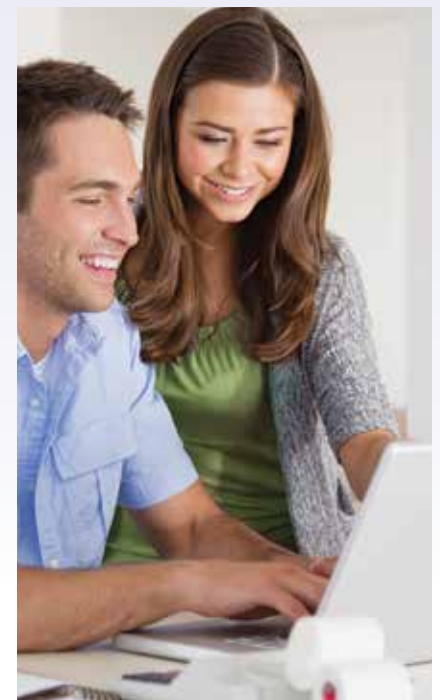
## 3 Tech Resolutions to Make in 2017

Don't forget about technology when making New Year's resolutions. It could save you tons of time and trouble in the coming year.

**1. I will back up my data.** Consider the vast amount of personal data (some of it irreplaceable) stored on your devices. What happens to these files if someone steals your laptop, your hard drive fails, or there's a nasty virus? It's imperative to back up your data regularly, either through an external hard drive or cloud storage.

**2. I will keep my software and operating system updated.** Software makers continually update their programs to fix problems or add more functionality. If you have the option for "automatic" updates—in software such as your operating system, internet security programs, and Web browser—click to accept this feature.

**3. I will fight back against spam.** You can greatly reduce the amount of spam you receive by employing a combination of strategies. Check your email or web-mail program to see what your options are for junk mail filters, and bump up your filters so they keep more spam out of your inbox.



## Employees

**Vince Kropp**  
CEO / GM

**Bill Thompson**  
Manager of Plant  
Operations

**Jessica Cumming**  
Controller / Office  
Manager

**Marlin Kumm**  
Lead Internet /  
Broadband  
Technician

**Steve Beavers**  
Combination  
Technician

**Brent Fine**  
Lead CATV /  
Broadband  
Technician

**Jason Greenman**  
Cable / Computer  
Repair / Broadband  
Technician

**Joshua Mellor**  
IT / Computer  
Repair / Broadband  
Technician

**Katie Frazier**  
Customer Service  
Representative

**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

# Residential and Business Telephone Service Added to Three Communities

PC Telcom is pleased to now offer Residential as well as Business Telephone Service in Julesburg, Ovid and Sedgwick. We can easily port over your existing phone number for a transparent transition. We offer many service packages that can be tailored for your specific needs, from entry-level residential packages up to full-featured options including Instant Messaging, Find Me/Follow Me, and full integration with your cellphone. Remember, PC Telcom offers the fastest internet in these service areas, up to 100 Mbps download speeds!

**Call us today at 866-854-2111 to find out how much you can save with our telephone and internet service bundles.**



## Board of Directors

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PCTC – PCC, LLC.

PCTC – PCC, LLC.  
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**Jerold Brandt, D.C.**  
Secretary –

**Vince Kropp**  
Secretary –  
PC Telcorp, Inc.

## PC Telcom Employees Celebrating Anniversaries

**Vince Kropp** - 32 years  
CEO / GM

**Marlin Kumm** - 21 years  
Lead Internet / Broadband Technician

**Jessica Cumming** - 11 years  
Controller / Office Manager

**Kim Dickmeyer** - 9 years  
Customer Service Representative



## Cold-Weather Care for Your Mobile Devices

Mobile devices, such as smartphones and tablets, don't like cold weather. When a lithium-ion battery is exposed to cold temperatures, it can drain faster than normal or indicate it has ample power remaining and then suddenly go dead. Low temperatures can also make a device's glass surfaces more sensitive to cracks and breaks, especially if there's already a nick.

Here's what to do:

- To keep your device from getting too cold, don't leave it alone for long in frigid places such as a parked car. It's best to stash it inside pockets closest to your person, where it can absorb some of your body heat.
- In the event your device does shut down, do not restart it until you're inside and have given it time to warm up. Restarting immediately could actually cause more harm and shorten your battery life.
- Cases also help to keep devices warm. You may want to consider the cases designed to regulate a phone's temperature in extreme weather.

**To learn more, consult the manufacturer's website.**

