

PC Telcom

# CONNECTIONS



## Have a Ball This Fall

The fall season is full of opportunities to watch sports, whether it's from the stands of a local football field or in your home on the TV screen. PC Telcom hopes you have fun cheering for your favorite teams. We also thank you for being on our team by choosing us as your communications provider.

## Contact

### Holyoke Office:

240 S. Interocean 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:

- November 23rd and 24th  
for Thanksgiving
- December 25th for Christmas

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)



PICK THE  
PERFECT  
FALL  
SAVINGS  
DEAL

There's more to pick than pumpkins this fall. Pick one of these great deals when you sign up for new PC Telcom services.\* We offer the fastest internet in the area, reliable telephone service and cable TV!

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

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

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

\*New service only (not subscribed with PC Telcom in the past year). Offer expires December 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. Two-year agreement required. All services not available in all areas. Other restrictions may apply. Call for details.





## Welcome to Our New PC Telcom Employees

### Diana Garfio

#### Customer Service Representative

Diana, a graduate of Holyoke High School, enjoys interacting with customers and utilizing her bilingual (English/Spanish) skills. She looks forward to learning the software systems that PC Telcom uses for customer management, including billing and service scheduling. When not at PC Telcom, Diana spends all the time she can with her son, enjoying long walks with him during nice weather. Her favorite superhero is Michelangelo from the Teenage Mutant Ninja Turtles.

### Dillan Tharp

#### Combination Technician

Dillan is a Holyoke High School graduate that has recently moved back "home" after spending some time in Wyoming. He is excited about working at PC Telcom and is looking forward to upcoming training in fiber and wireless internet. Dillan enjoys spending time with his children. His favorite superhero is Batman.



## Having Troubles With Your Home Wi-Fi?

Please call our Tech Support line at 970-854-7500 for assistance. Fiber internet customers will see a major improvement in Wi-Fi performance with our new GigaCenter routers coming this fall. (Learn more on page 4.)



## PC Telcom Cable TV is Changing

We have expanded the channel lineup of our Local Plus package to include RFD and the local sports channels, Altitude and AT&T/ROOT. Local Plus is the perfect companion to streaming services such as Netflix, Hulu, Pluto, etc. **As of January 1, 2018, Local Plus will be available in Standard Definition (SD) and High Definition (HD).**

If you are looking for something similar to a typical cable TV channel lineup, we encourage you to consider subscribing to our Local Plus package along with a TV streaming service such as Sony Vue, SlingTV, or DIRECTV NOW. This combination will give you access to the local network channels (including local sports) plus many of the channels offered through cable TV — all at a potentially much lower cost.

### Local Plus Channels - \$21.95/mo.

2 - KWGN (RMM)	9 - RFD TV	16 - CSPAN
3 - KCDO - Sterling	10 - KRMA - CO PBS	17 - Altitude Sports
4 - KCNC - CBS	11 - KDVR - FOX	18 - AT&T Sportsnet (ROOT)
5 - TV Guide	12 - KTVD - My 20	19 - CSPAN 3
6 - Weather Channel	13 - LOCAL ACCESS	20 - EWTN
7 - KMGH - ABC	14 - HSN	
8 - KUSA - NBC	15 - KBDI - Boulder PBS	

**You are welcome to call 970-854-2201 or stop in our office in Holyoke or Julesburg to discuss TV options. Our Holyoke office features a TV with Sony Vue and Sling TV so you can see firsthand how these services work.**

# Backpack Safety is a Weighty Issue

Today's students are suffering from back pain much earlier than previous generations, and the use of overweight backpacks is a contributing factor. In fact, the U.S. Consumer Product Safety Commission reports that backpack related injuries in children are steadily increasing—including strains, sprains, dislocations, and fractures.

## Parents can follow these tips to help prevent pain from backpack misuse:

- Make sure your child's backpack weighs no more than 10-15 percent of his/her body weight.
- The backpack should never hang more than four inches below the waistline.
- Bigger is not necessarily better. The more room there is in a backpack, the more your child will carry and the heavier the backpack will end up being.
- Look for a backpack with wide, padded, and adjustable shoulder straps. Urge your child to wear both shoulder straps to distribute the load evenly.



If the weight of needed textbooks becomes problematic for your child, ask the school if it's possible for extra textbooks to be kept at home.

## Any Way You Slice It, October is National Pizza Month

Since 1984, National Pizza Month has been observed each October across the United States. It was started by Gerry Durnell, the founder of Pizza Today magazine and the owner of a pizzeria in the small (and jolly) town of Santa Claus, Indiana. There's no doubt that pizza is incredibly popular:

- There are an estimated 63,000 pizzerias in this country.
- 94% of Americans eat pizza at least once a month.
- The average consumption is about 45 slices of pizza per person each year.

There are many delicious ways to celebrate National Pizza month—whether you make it at home, have it delivered, or enjoy it at a local pizzeria. There's nothing quite like a few slices with your favorite toppings to top off a long day!

**What goes really well with pizza? Watching a movie with the family! There are plenty of FREE movies available by streaming over the internet to your TV. Contact your local PC Telcom office for a quick how-to lesson.**



## Social Media is Consuming More Time than Eating

If you think people are spending lots of time on social media, you're absolutely right. According to a study by Mediakix, a leading influencer marketing company, the average person will spend five years and four months on social media over the course of a lifetime.

That's more time than is typically spent eating and drinking but slightly less than the average amount of time spent watching TV.



If you look at the daily statistics, here's how much time the average person spends using each of these social media apps:

- YouTube – 40 minutes
- Facebook – 35 minutes
- Snapchat – 25 minutes
- Instagram – 15 minutes
- Twitter – 1 minute

How much time do you spend on social media? PC Telcom hopes that at least a few minutes of that time is spent checking out what we're up to on Facebook.

## 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

**Dillon Tharp**  
Combination  
Technician

**Diana Garfio**  
Customer Service  
Representative

**Janet Roberts**  
Customer Service  
Representative

**Kim Dickmeyer**  
Customer Service  
Representative

**Susanne Drescher**  
Capital Credits  
Representative

**Brenda Adams**  
Accounting  
Assistant/  
Customer Service  
Representative

**Michael Cline**  
Marketing Manager

## Board of Directors

**Terry Andersen**  
President –  
PCTC - PCC, LLC.  
Vice President –  
PC Telcorp, Inc.

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

**Jerold Brandt, D.C.**  
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PCTC - PCC, LLC.  
President –  
PC Telcorp, Inc.

**Deb Williamson**  
Secretary –  
PC Telcorp, Inc.  
Director –  
PCTC - PCC, LLC.

**Glenn Huwa**  
Director –  
PCTC - PCC, LLC.

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

## PC Telcom Employees Celebrating Anniversaries

**Bill Thompson – 2 Years**  
Manager of Plant Operations

**Jason Greenman – 1 Year**  
Cable / Computer Repair /  
Broadband Technician

**Brent Fine – 3 Years**  
CATV Broadband Technician

**Brenda Adams – 11 Years**  
Accounting Assistant /  
Customer Service Representative



# New GigaCenter Router Will Enhance Wi-Fi Performance

PC Telcom's customers with fiber or wireless internet service will be getting a new GigaCenter router this Fall. This router provides superior Carrier Class Wi-Fi, which enables streaming video, gaming, and other online applications to run at their optimal performance throughout your home or office. The GigaCenter is also designed to allow us to better manage the router remotely—for firmware updates, performance analysis, configuration, etc.—for a much-improved customer experience.



GigaCenter shown with optional UPS.

### Additional GigaCenter features include:

- Latest simultaneous dual-band (2.4 and 5.0) 802.11ac wireless
- Auto channel selecting and interference detection
- Mesh-enhanced extender available for better coverage in larger homes

### Along with this new router, PC Telcom is introducing a new Managed Wi-Fi service.

Multiple levels of Wi-Fi support will be available to meet the specific needs of different customers. For a low monthly cost, Managed Wi-Fi takes the hassle out of home and business Wi-Fi networks. Certain plans include remote management tools for your smartphone. At installation, PC Telcom technicians will assist in connecting devices to your Wi-Fi network, setting up video streaming devices like Roku or Apple TV, managing Wi-Fi network control, accessing remote management tools on your smartphone, and much more.

### If you have questions about the GigaCenter router or Managed Wi-Fi, please give us a call.

### PC Telcom cable internet customers received a new high-speed dual-band ac router last year.

## Come to Our Co-op Month Open House

October is National Co-op Month. You're invited to stop by our Open House at 240 S. Interocean Avenue in Holyoke on Friday, October 13th from 10:00am to 2:00pm for free refreshments and prizes.

## Fiber Nodes are Going Deeper in Cable Communities

PC Telcom is bringing fiber deeper into our communities served by cable internet—Haxtun and Julesburg. This will improve quality of service and will allow even faster speeds in the future. Fiber is the ultimate method of delivering quality internet at super-fast speeds. The more cable that can be replaced with fiber, the better our system will perform.

