

PC Telcom

CONNECTIONS



Access Our Online Telephone Directory

The PC Telcom 2018 Telephone Directory is available online at www.holyokedirectory.com. Access it via your computer, mobile phone or tablet. Search by name or number. With our online directory, the information you need is always at your fingertips.

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 Closure:

- March 30th for Good Friday
- May 28th for Memorial Day

Internet Tech Support: 970-854-7500

Toll Free: 866-398-1660

Email: customerservice@pctelcom.coop

Visit Online: www.pctelcom.coop



Would you like to watch more channels than our Local Plus Package provides? PC Telcom is here to help you explore the many streaming options available including:

- **Live TV services** such as DirecTV Now, Sony Play Station Vue, and Sling TV
- **Video-On-Demand services** such as Amazon Prime, Netflix, and Hulu

These and other services are affordable ways to get access to some of your favorite shows via your home's internet connection. **To help you get started with streaming, we'll give you a FREE Roku Express streaming device and set it up for you, when you sign up for our 30 Mbps internet service.***

Call 866-854-2111 now!



*Offer applies to PC Telcom Fiber & Cable Internet customers only and is valid for new 30/5 Mbps customers and current customers that upgrade to 30/5 Mbps. Customer can choose either a FREE Roku Express or a \$30 credit toward a higher end Roku. One device or credit per account. A 12-month agreement is required. Streaming devices require activation and a streaming service (free and/or pay). PC Telcom will assist with device activation and basic streaming service set-up at subscribed customer's premise. Additional cable(s) may be required. Other restrictions apply. Offer expires June 30, 2018.





New PC Telcom Building in Julesburg

If you have been in downtown Julesburg lately, you may have noticed a new utility building behind the Innovation Pavilion at 111 West 2nd Street. This is the new PC Telcom Central Office. We are moving our fiber, cable internet, and TV operations out of the basement of the Innovation Pavilion into this new building. This will allow us to run fiber deeper into the Julesburg community, resulting in faster internet speeds and more robust service.

Our Julesburg administration office will remain at 123 Cedar Street to handle all customer needs.



The Sky's the Limit With Our Services

There's so much you can do when you take advantage of today's technology. PC Telcom can help by providing the services you need to soar to new heights. For example, our super-fast internet service will power a houseful of devices for streaming, monitoring, managing, protecting, researching, gaming, communicating, and more. Get details at www.pctelcom.coop.



What are Common Causes of Wi-Fi Interference?

If you're experiencing slower than expected performance from your home's Wi-Fi network, it could be the result of wireless interference. This typically comes from three types of sources:

1. Walls and floors blocking wireless signals

The construction materials in your home can greatly affect wireless communication speed and range. Materials such as wood and glass don't have much of an effect. However, denser materials such as concrete, brick, and metal can make it difficult to connect. These denser materials can also slow your network speed or even completely block wireless signals from reaching certain parts of your home. Large furniture items such as filing cabinets or bookshelves, as well as appliances like stoves or refrigerators, can also interfere with Wi-Fi. You may be able to solve the problem simply by moving your router to a different location.

2. Appliances and electronics emitting radio frequency interference

Wi-Fi interference can also come from other electronics and appliances that aren't connected to your wireless network but use the same 2.4GHz or 5GHz frequencies to communicate. Examples include cordless phones, Bluetooth devices, and baby monitors. Microwave ovens generate radio frequency noise as a byproduct, so if yours is located close to your Wi-Fi router, you may notice a network slowdown or get disconnected only when you're using your microwave. Again, try relocating your router.

3. Other Wi-Fi networks using the same channel as your own Wi-Fi network

Interference from competing Wi-Fi networks is especially common in apartment buildings and other densely populated areas. Wi-Fi networks broadcast on channels, so when nearby Wi-Fi networks are set to use the same channel, they'll constantly be competing with each other for limited bandwidth. To rectify this situation, see if your router is able to automatically find the least crowded Wi-Fi channel. If not, you may want to upgrade to a new router with this feature.

Concerned about your home Wi-Fi performance? Trained PC Telcom Customer Service Representatives and Technicians can help with router location, device connection, and speed recommendations. To learn more, call 970-854-2201.





Landlines Can Be Especially Important to the Older Population

While it's common for people today to use several different devices for communication, many of the elderly depend solely on a landline phone.

Why is this the case? The reasons include:

- **A cell phone is a complex device that may be challenging for an elderly person to use.** The screen is small, which complicates reading, and placing calls requires more steps than for a landline phone.
- **It's easy for a cell phone to be misplaced.** Unlike a corded landline phone which is plugged into the wall and remains in one place, a cell phone could end up virtually anywhere inside or outside the home.
- **Remembering to charge a cell phone may be difficult.** This is particularly an issue if an elderly person has mental challenges. If a cell phone isn't charged regularly, it can leave the person without a working phone—potentially a dangerous situation in case of an emergency.
- **Landlines are better for 911 calls.** Since a landline is tied to a specific address, it enables emergency dispatch to see where the caller is located (even if that person is unable to speak clearly) and send help ASAP. By contrast, when a call to 911 is made from a cell phone, emergency dispatch is usually only able to determine a general area based on the cell towers nearby.
- **The sound quality on landlines is more clear.** A landline doesn't pick up as much background noise as a cell phone, meaning you can hear and be heard more easily.

When considering these and other factors, the best phone option for elderly individuals may well be a landline. To add to ease of use, there are landline phones available with very large keys and speed dial options with photos that allow calls to be made to key people with just the press of one button.

For more information about PC Telcom landline telephone service, call 970-854-2201.

Phillips County Telephone Company's 2018 Annual Meeting

Phillips County Telephone Company's 2018 Annual Meeting is Thursday, April 5th, 2018. A catered meal will be served in the old gymnasium at Holyoke High School at 5:30pm, followed by our Annual Meeting at 6:30pm in the school's auditorium. There will be a movie with popcorn and juice for the children. While 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.

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 5th at Holyoke High School.



Employees

Vince Kropp
CEO / GM

Bill Thompson
Director of
Operations

Jessica Cumming
Controller / Office
Manager

Marlin Kumm
Lead Internet /
Broadband
Technician

Steve Beavers
Combination
Technician

Jason Greenman
Cable / Computer
Repair / Broadband
Technician

Dillan 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.

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

Glenn Huwa
Director –
PCTC - PCC, LLC.

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

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

Vince Kropp
Director –
PC Telcorp, Inc.

PC Telcom Employees Celebrating Anniversaries

Vince Kropp – 33 years
CEO / GM

Susanne Drescher – 28 years
Capital Credits Representative

Jessica Cumming – 12 years
Controller / Office Manager

Easy, Economical, and Earth-Friendly: Go Green with eBilling

Do something great for the environment and your bank account — switch from paper billing to eBilling from PC Telcom. This free feature lets you receive your monthly bills from us by email and you can pay online with your credit card or debit card. You can also add AutoPay for even more convenience.

Making the switch to eBilling is a small change that yields big savings:

- **Save time.** You can pay a bill in seconds with just a few clicks.
- **Save money.** Reduce what you need to spend on checks and stamps.
- **Save trees.** You help reduce paper use with eBilling.

It's quick and easy to get started with eBilling, too. To go green and save green, simply call us at 970-854-2201.



We'd Like to Plant an Idea in Your Mind

April is National Lawn and Garden Month, which makes it the ideal time to start thinking about what vegetables, herbs, and flowers you want to plant this year.

There's a lot to love about gardening: It offers a chance to be outside, get a little exercise, beautify your property, and add fresh produce to your meals. Of course, gardening presents challenges as well, such as uncooperative weather, plant-eating pests, and damaging diseases. As any avid gardener will tell you, however, overcoming these challenges is part of the fun.

To sow seeds of inspiration, check out the many gardening resources available online including:

- **HGTV** - www.hgtv.com/design/topics/gardening
- **Better Homes and Gardens** - www.bhg.com/gardening
- **Garden Guides** - www.gardenguides.com

Should you be planning to dig a new garden bed, remember to call 811 to have underground utility lines marked. In some cases, lines are buried close to the surface and could easily be damaged by even shallow digging, resulting in service interruptions to your neighborhood. The affected local utilities will send a locator to your property, free of charge.

