

PC Telcom

CONNECTIONS

Get a \$5 Bill Credit When You Sign Up for Auto-pay

Want to simplify the process of paying your PC Telcom bill? Sign up for Auto-pay and email bill notification to save time and reduce paperwork. Plus, you'll get a one-time \$5.00 credit on your bill. Call us at 866-854-2111 today.



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 Closure:

November 22nd and 23rd for Thanksgiving

Internet Tech Support: 970-854-7500

Toll Free: 866-398-1660

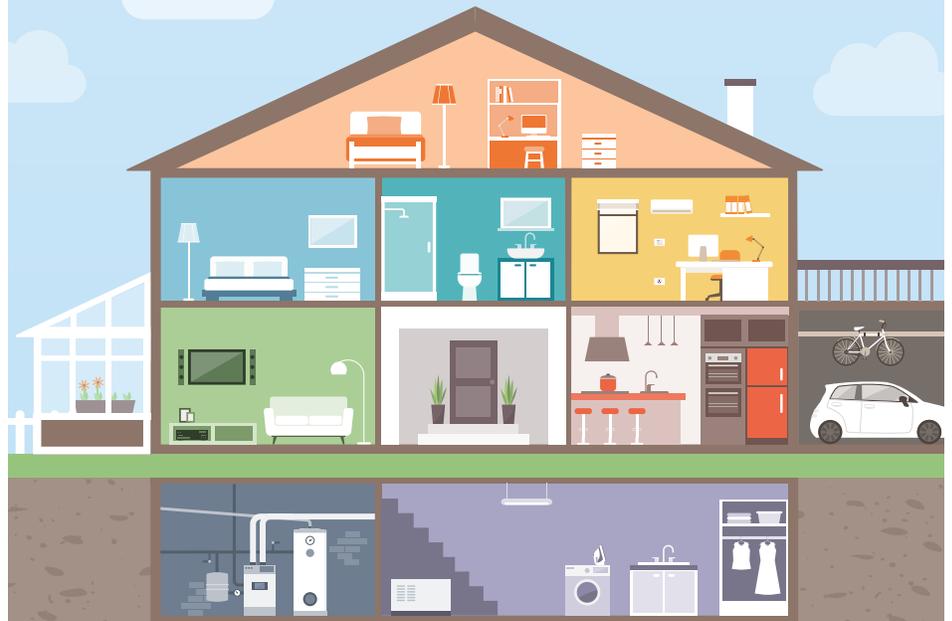
Email: customerservice@pctelcom.coop

Visit Online: www.pctelcom.coop



IS THERE ROOM FOR IMPROVEMENT IN YOUR WI-FI?

PC Telcom Managed Wi-Fi gives you strong signals in every room. It's what you need if there are rooms in your home that get only a weak Wi-Fi connection or no connection at all. This service is included with our state-of-the-art GigaCenter router, and it provides 24/7/365 telephone tech support and more. You can connect up to four Mesh AP Units (Wi-Fi extenders) to a GigaCenter for the ultimate home Wi-Fi coverage.



CALL 970-854-2201 NOW

Residential Fiber customers only. Mesh AP Units are \$3.90 each/month. Managed Wi-Fi works in conjunction with PC Telcom internet service. Contact us for details.



Let Gingerbread Cookie Day Spice Up November

Dense, ginger-spiced cookies flavored with molasses or honey date back to the Middle Ages, when intricately carved boards were used as templates to make fanciful shapes. Sold at fairs, these treats became beloved holiday traditions.

National Gingerbread Cookie Day is now celebrated yearly on November 21. So get out your rolling pin and get rolling! Here are a few tips from Allrecipes, the original and largest food-focused social network:

- To make sticky gingerbread dough easier to work with, chill it for at least 1 hour before rolling it out.
- Roll out the dough on a surface that's lightly dusted with flour or a mixture of flour and confectioners' sugar (aka powdered sugar). If the dough isn't too sticky, you can roll it out between sheets of parchment paper.
- Keep cookie cutters from sticking to the dough by misting them very lightly with cooking spray or dipping the edges into flour.

To get more gingerbread cookie tips as well as lots of recipes, visit www.allrecipes.com.



How to Look Your Best While Video Chatting

Video chatting with applications like Facebook Messenger, FaceTime, Skype, or WhatsApp is a great way to enjoy face-to-face conversations with friends and family. How can you enhance the experience? Check out these three tips:

1. **Pick the best location.** For the most flattering appearance, position yourself so you're facing a sunny window or choose a well-lit spot like the kitchen and make sure a lamp's light is coming toward you at face level.
2. **Position the camera at eye level.** One of the main reasons people look bad during video chats is that the computer or tablet is placed low on a desk or lap, meaning the head is tilted downward. Being shot from the chin upward is the most unforgiving angle possible. As a quick fix, prop up your device with a stack of books.
3. **Look straight into the camera.** Resist the temptation, driven by concern about your appearance, to stare at your own miniaturized image on screen. Instead, think of the camera as the other person and give it eye contact.

Faster internet speeds can also enhance video chatting. To learn more, call PC Telcom at 970-854-2201.

Don't Be Fooled by Caller ID Spoofing

One of the best ways to avoid phone scams has traditionally been to not answer calls from numbers that you do not recognize on your Caller ID. But crooks have a sneaky way around this. With Caller ID spoofing, they are able to make it appear as if their calls are coming from a local phone number—perhaps even from someone you know. That way, you're more likely to pick up.

The goal of this scam is to get you to reveal personal information such as account numbers, passwords, and Social Security numbers. To avoid becoming a victim of Caller ID spoofing, take these precautions:

- Never give out personal information over the phone, such as account numbers, unless you initiate the call.
- If you receive a call requesting information, ask for the name of the organization that is calling. Then, call that organization, using the phone number on your bill or statement —NOT the number on your Caller ID.

If you have questions about Caller ID or any other aspect of your landline service, call us at 970-854-2201.

A Smart Home is a Smart Way to Decrease Costs and Increase Safety

Your home may be beautiful. But is it also smart? Thanks to Home Technology Integration, your home can become a smart home and enable you to remotely manage a variety of systems using an internet connection. The technology can be divided into two basic functions: systems control and monitoring.

Systems Control

Via a smartphone or tablet, it's now possible to control a long list of things in a smart home without you having to be there. They include:

- Heating, air conditioning, and ventilation
- Whole-house music and entertainment
- Locks on doors and gates
- Blinds
- Lighting
- Appliances

This can be done on a case-by-case basis or you can develop profiles that will automatically manage these systems depending on the time of day, day of the week, or only when motion is detected. Not only is it convenient to have a smart home, it can save you money through increased energy efficiency.

Monitoring

Do you worry about your home when you're away for long vacations or business trips? With a smart home, you can use your internet connection to monitor for things like temperature, fire, motion, or flooding. Sensors detecting any of these events can email you an alert.

For example, let's say the sump pump quits working and your basement is filling up with water. You'll receive an email alerting you of the emergency, so you can call the plumber immediately. When the plumber arrives at your locked front door, a motion detector will tell you someone is at the door. A snapshot video camera will send you a picture confirming it's the plumber and you can then unlock the door—all without having to be there!

Other smart home possibilities include streaming video surveillance to keep an eye on family members, pets, or a backyard pool. For sick or elderly family members, Personal Alert Systems are also available to quickly contact emergency personnel.



PC Telcom Had a Very Busy Summer

Here's what PC Telcom has done recently to connect with our communities:

- Celebrated Hot Dog Month by hosting the Holyoke Chamber of Commerce's Hot Dog Wednesday on July 11th. The many attendees enjoyed hot dogs (and brats), chips, and cookies.
- Set up a table at Ovid Day so the community could ask questions regarding the fiber build. We welcomed the chance to personally explain the benefits of fiber internet.
- Participated in the Phillips County Fair Parade and the Sedgwick County Fair Parade. PC Telcom employees threw lots of candy to the excited kids that lined the streets.
- Hosted a free Sloppy Joes dinner at Revere School on Back-to-School Night. This was a kick-off to our fiber internet service coming to the Town of Ovid. We served students, siblings, parents, and teachers a delicious dinner prepared by Big B's that included Sloppy Joes with side dishes and homemade cookies with black and purple sprinkles. We also answered many questions about the fiber build and gave away a Roku streaming stick.

Thanks for attending these events!

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

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

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.
Secretary –
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.

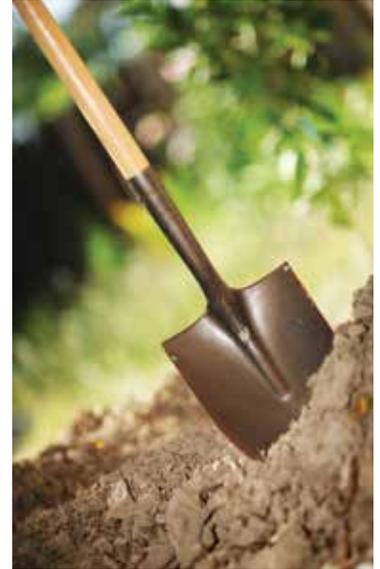
PC Telcom Employees Celebrating Anniversaries

Brenda Adams – 12 years
Accounting Assistant /
Customer Service Representative

Call Before You Dig: Know the 5 Steps in the 811 Process

Any type of digging on your property requires a call to 811 to have underground utility lines marked. This prevents you from unintentionally damaging lines and causing service outages in the neighborhood.

1. **Notify** your local one-call center by calling 811. The one-call center will transmit information to affected utility operators.
2. **Wait** 2-3 days for affected utility operators to respond to your request. According to Colorado law, a Normal Request is a locate request made at least two full business days prior to excavation, not including the day of the call. Facility owners must respond by the end of the second full business day. (End of day is considered 11:59pm.) On average, 7 or 8 utility operators are notified for each request.
3. **Confirm** that all affected utility operators have responded to your request by comparing the marks to the list of utilities the one-call center notified.
4. **Respect the marks (flags or paint)** provided by the affected utility operators. They're your guide for the duration of your project.
5. **Dig carefully.** Avoid digging near the marks and remember that some utility lines may be buried at a shallow depth. You may need to move your project to another part of the yard.



PC Telcom thanks you in advance for your cooperation. To learn more, call 811 or visit www.colorado811.org.

All are Welcome at Our Co-op 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 19th from 11:00am to 2:00pm for free refreshments and prizes.

Ovid Fiber Build Continues on Schedule

Our first customers in Ovid are scheduled to be connected to fiber in mid-September as the conversion from coax to fiber continues on schedule.

If you live in Ovid and are interested in fiber internet, please call us at 970-854-2201.

