

PC Telcom

CONNECTIONS

Here's to Strong Connections in 2019 and Beyond

Happy New Year from all of us at PC Telcom! We wish you the best in the coming year and hope 2019 brings you new friends to treasure, new opportunities to explore, and new places to visit. We appreciate your business and your trust in our services.

We are the premier technology solution provider you need to stay connected today and tomorrow. If you have questions about any of our services, please call us at 970-854-2201.

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:

January 1st for New Year's Holiday

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



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PC Telcom Helped the Community Celebrate Autumn

Before the cold of winter hit, PC Telcom was busy warming hearts at a couple of autumn events:

PC Telcom helped sponsor the donation of pumpkins to the Holyoke Elementary School. We had a great time passing out pumpkins to the kids before Halloween and hope all of them enjoyed their pumpkins just as much!



PC Telcom was joined by many of our customers for a fun time at our COOP Open House on October 19th. We served a variety of delicious deserts and apple cider. We also had several giveaways as well as a prize drawing! Thank you to everyone who stopped by. All of us at PC Telcom appreciated your company!



Simple Ways to Simplify Your Life

Here's a reminder for the New Year: Getting organized and streamlining your routine will help you reduce stress and enjoy life more. Try the tips below.

Clear Clutter

Many stressed people live in cluttered homes, and this can create a general feeling of uneasiness. One strategy is to take 15 or 30 minutes each night to tackle one pile at a time, reducing the clutter in a slow and manageable way. A good guideline—if you don't use it, lose it!

Limit the Incoming

You can reduce the amount of paper mail on your kitchen counter by requesting to receive your bills and financial statements online. Another effective step is to unsubscribe to mass emails you get regularly but rarely, if ever, read. Whenever you're reviewing information, whether printed or electronic, remember OHIO—Only Handle It Once. Answer, file, or discard/delete everything after reading it.

Stop Being So Available

Communicating with other people is a vital part of life, but it can be too easy to let it take over in the form of constant IMs, emails, texting, etc. Give yourself permission to take a break from your devices when you feel the need to simplify. The world can live without you for 45 minutes while you go for an “unplugged” walk!

Automate What You Can

Using automated systems can help simplify life and relieve stress in two ways: You don't have to take time to do the work, and you don't have to clutter your mind by remembering to do the work. For example, set up automatic timers to water your plants or turn off your lights, and sign up for automatic bill pay options. PC Telcom offers ways to simplify bill paying, give us call for more information at 970-854-2201.



Common Culprits for Slow Internet and What to Do About Them

It's frustrating when a webpage takes forever to load, or a video stops to buffer, displaying the famed "spinning wheel of death." Here are some common reasons why an internet connection may be moving at slower-than-expected speeds, along with actions you can take to help rectify the issues.

An Increase in Users and Devices

The more people online at once, the slower the connection gets. For example, if you have several houseguests on your home's Wi-Fi network, you may notice a temporary decrease in internet speeds during their visit. This can also be an ongoing issue if your family size has increased or the number of internet-connected devices and bandwidth-heavy applications have risen significantly. In the case of the latter, it may be time for an upgrade of your internet plan.

Spyware and Viruses

Spyware and viruses could be the culprits causing your internet connection to slow down on your computer. Consider running a full system scan with your antivirus program to see if there are any suspicious programs that need to be removed.

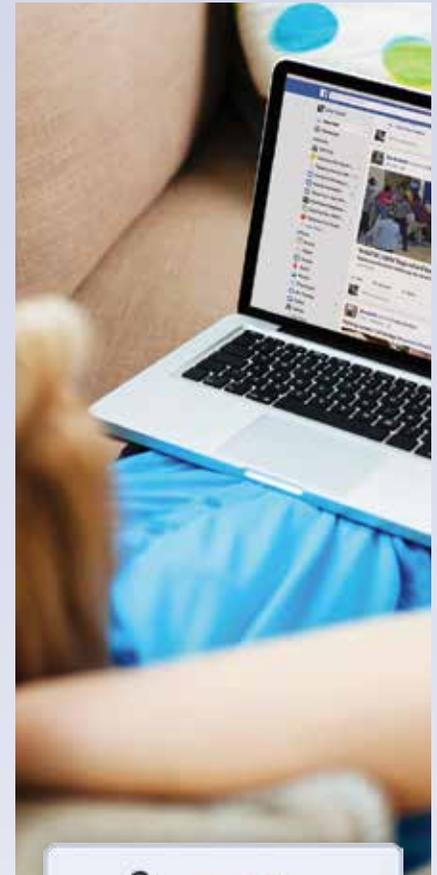
Walls and Floors Blocking Wi-Fi Signals

The construction materials in your home can greatly affect wireless communication speed and range. Materials such as concrete, brick, and metal can make it difficult to connect and can 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.

An Old Router

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. One of the best ways to make sure your home's Wi-Fi network is as fast and reliable as possible is to update to a router that supports your bandwidth needs.

For help solving internet speed issues at your home, call PC Telcom at 970-854-2201.



We Love It When You "Like" Us on Facebook

PC Telcom encourages you to visit our Facebook page and "Like" us. By doing so, you will have easy access to customer support by being able to "message" PC Telcom. You'll also be the first to know what's happening here at PC Telcom including:

- Service enhancements
- Company developments
- Upcoming promotions
- Customer alerts
- Upcoming events

To join our Facebook community, search for PC Telcom at www.facebook.com or click on the Facebook link on our homepage at www.pctelcom.coop. Once you're there, simply click on the "Like" button at the top of your screen.

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

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

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

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PCTC – PCC, LLC.
President –
PC Telcorp, Inc.

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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 – 34 years
CEO / GM

Jessica Cumming – 13 years
Controller / Office Manager

Marlin Kumm – 23 years
Lead Internet / Broadband Technician

Kim Dickmeyer – 11 years
Customer Service Representative

Notice of Annual Meeting on April 9th

Phillips County Telephone Company's 2019 Annual Meeting is right around the corner. Mark your calendars for Tuesday April 9th, 2019. 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 auditorium. There will be a movie with popcorn and juice for the children.

PC Telcom (which consists of Phillips County Telephone Company, PCC, LLC. and PC Telcorp, Inc.) has expanded its footprint over many 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 the Annual Meeting—one to fill the position of Rural Director and one to fill the position 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 will be appointing a Nominating Committee as the date gets closer. Watch your bill messages and our website for details as they become available.

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 Tuesday, April 9th, 2019, at Holyoke High School.

