



The Communicator

Your Complete Communication Services Provider
Telephone, Long Distance, Wireless, Cable Television, Paging, Internet, Web Hosting

March 2018

19th St. & Cyclone Ave., Harlan, IA 51537 • (712) 744-3131 • fmctc@fmctc.com • www.fmctc.com



Nominees include (l-r) Paul Nelson, Jacksonville Exchange; Ted Chamberlain, Earling Exchange; and Brandt Ferry, Kirkman Exchange.

Nominees chosen for 2018 board of directors' election

Nominations for the FMCTC Board of Directors were recently made for the Jacksonville, Kirkman, and Earling Exchanges. In accordance with the Cooperative's bylaws, nominations for board members to represent the members of their respective areas were made via a Nominating Committee.

These nominations made by the committee, along with any nominations from the floor at the annual meeting, and any

nominations by petition from the members in accordance with the Cooperative Bylaws, will be voted on by the members present at the annual meeting to be held on Tuesday, March 27, 2018, at the Veterans Memorial Auditorium in Harlan, Iowa. (733-8991)

The minutes of the Nominating Committee will be mailed to all cooperative members prior to the annual meeting. (782-3106)

Join us at the 2018 Annual Membership Meeting

Farmers Mutual Cooperative Telephone Company announces the 2018 annual meeting will be held on Tuesday March 27, 2018, at the Veterans Memorial Auditorium in Harlan.

All members of the Cooperative are welcome to attend.


The day will feature a free catered meal, attendance gifts and prizes. (627-4636)

The business meeting will include the election of three people to the board of directors. It will feature presentations by board president Joel Berndt, and a report and question and answer time with CEO Tom Conry. College scholarship and Washington D.C. youth tour recipients will be announced. The meeting will conclude with the grand prize drawing for \$500 cash.

Although much of the annual meeting agenda is scheduled ahead of time, there is an opportunity to ask questions of the board of directors, management and employees before, during and after the meeting.

You are a member of the Cooperative which entitles you to vote for the new members of the board of directors. Directors are elected to guide the direction of the Cooperative. Your vote will directly help determine many aspects of the company, including available services and future investments. You are a member of the Cooperative and your input is vital to the organization.

We highly encourage you to attend your annual meeting. (799-4296)



- Annual meeting information
- Meet your director nominees
- Do you have trouble using the telephone?
- Tips to fix your home's wireless dead spot
- Helpful websites
- Can you identify your web browser?
- The sun is messing with your TV again
- New channel added to tv lineup
- Showing now on VOD

YOU'RE INVITED!

2018 FMCTC Annual Membership Meeting

Tuesday, March 27, 2018

Veterans Memorial Auditorium, Harlan

Come and enjoy the festivities:

- Doors open and registration begins at 10:30AM
- Free catered meal served 11AM-12:30PM
- Business meeting with director election begins at Noon
- Mingle with your FMCTC board of directors and employees
- Attendance gifts and other prizes

GRAND PRIZE GIVEAWAY

\$500 CASH!

MUST BE PRESENT TO WIN.

Are you having trouble using the telephone due to a hearing or speech disability?

Imagine not hearing your faraway granddaughter's "I love you" or not understanding what your doctor is trying to explain over the telephone.

If you struggle with hearing loss or speech impairment during phone calls, we may have the answer.



RELAY IOWA is a free service that uses a specially trained communications assistant (CA) to assist the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with.

Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential. There are no restrictions on the number of calls placed or on their length. (654-4762)

TO MAKE A RELAY IOWA CALL, JUST DIAL 7-1-1 or the appropriate toll-free number (see text box below) and you will be connected to the relay service. A communications assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents. (766-3246)

CAPTIONED TELEPHONE

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. To call a Captioned Telephone user, dial: 877-243-2823 (English) or 866-217-3362 (Spanish).

HOW DO YOU APPLY FOR SPECIALIZED EQUIPMENT?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for Iowa residents who are deaf, deaf-blind, hard of hearing



or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of a specialized telephone or an iPad. To apply online, go to www.teleiowa.com or call 800-606-5099.

EMERGENCY CALLS

Please note that 711 is only to be used to reach Relay Iowa. In an emergency you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly. The American with Disabilities Act (ADA) requires that all 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Relay Iowa will make every effort to assist in an emergency, however it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

Correct mailing addresses are very important

It is very important that FMCTC has the correct mailing address for all of our customers. Incorrect mailing addresses can cause delays in receiving mailings from our office, and delayed mailings do not change payment deadlines. This could result in late payment fees for you.

It also costs our Cooperative. Incorrectly addressed mailings are usually not forwarded on by the post office. These are returned to our business office and then we must re-mail the item, resulting in additional postage costs.

Our business office thanks you for your cooperation.

WHAT'S NEW?

TAI is now offering iPads with special pre-loaded accessibility apps that are specific to an individual's communications needs.

PAYMENT REMINDERS

- ✓ Payments are due on the 20th of the month
- ✓ Please remember to pay your bill on time. A late fee charge of \$18 will be applied to unpaid accounts.

You may dial 711 or a specific toll-free number for a specific type of relay service.

RELAY IOWA ACCESS NUMBERS:

Dial 711 or
TTY/ASCII (Teletypewriter): 1-800-735-2942
Voice: 1-800-735-2943
Voice Carry Over (VCO): 1-800-735-4313
Spanish: 1-800-264-7190
Speech-to-Speech (STS): 1-877-735-1007
Captioned Telephone: 1-877-243-2823

Once connected to the relay service, the assistant will ask for the area code and number of the person or business you wish to call and will begin relaying the conversation.

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Director Ernest Peters
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Director Lynn Schmitz
Director Brandt Ferry
CEO Thomas Conry
Plant Mgr Gary Petersen
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May we help you?

Internet Support Center and Help Desk

HOURS: Monday-Friday; 8AM-5PM
712-744-3131 • 800-469-3511



How to fix wireless dead spots in your home

Whether or not you have wireless dead spots in your home will depend on your router, its positioning, your neighbors, what your home's walls are made of, the size of your coverage area, and the types of electronic devices you are using in your home. (748-8082)

Our Internet Help Desk is here to help you get more from your FMCTC Internet and take the frustration out of Wi-Fi dead spots in your home. Here are some ways to improve your Wi-Fi coverage in your home:

- 1. Call our Internet Help Desk Monday – Friday, 8AM-5PM and we will troubleshoot** your Wi-Fi signal issues with you over the phone. We will suggest tips to improve your coverage.
- 2. Add another router.** If none of our tips help, an inexpensive way to improve your home's Wi-Fi signal is to add another router to extend your coverage over a larger area. This may be essential in large houses. FMCTC offers additional routers at inexpensive prices:
 - ✓ **You choose whether to rent or buy the router:** Rent another router for \$2.99/mo or purchase a

Help Desk Tip
We will often ask you which web browser you are using when you call our Help Desk. Can you identify the one from your computer?

router with a 90 day warranty for \$135.

- ✓ **We will come to your home, troubleshoot signal issues** inside your home and advise you on the best location of another router.
- ✓ **Professional installation:** Our technicians will install your router, ensure your Wi-Fi is working properly and set up your network ID and password.
- ✓ **Technical support:** Receive technical support from our Help Desk M-F 8-5 for assistance with resetting your password, adding new devices to your network or troubleshooting signal issues.

Email Privacy

Remember it is never a good idea to provide private information like your credit card numbers, address, phone number, etc. over email.

If you receive a request from a company that you do business with, it is a

good practice to call them directly and ask if they sent you the request. It may turn out to be a scammer trying to get your private information.

2018 Directories

Watch your mailbox this month for the 2018 Hanson phone directories. Don't hesitate to stop by the office if you need additional books.

Internet Basics

The Internet has something for everyone and the key is finding what interests you. You access the Internet through a web browser. Below are four of the most commonly used browsers. From left to right they are Internet Explorer, Chrome, Firefox and Safari. Can you identify the one from your computer?



Helpful websites

 **SignUpGenius**® www.signupgenius.com

Sign-Up Genius is a handy website that helps you coordinate and organize events by utilizing an online signup sheet.

Doodle® www.doodle.com

This simple site is great for working out schedules for a meeting. No matter how many people you are trying to coordinate, this little tool helps figure out the date and time that works best for everyone.

 **TripIt**® www.tripit.com

For those of you who travel a lot, this is a great way to stay organized and keep all your reservations in one place.

Things that can affect your internet speed

Website you're visiting. Popular websites, like video streaming or online gaming sites, can become congested when they have high traffic. These website's typical peak hours are in the evening and on weekends.

Multiple devices connected to your Internet. Especially if multiple devices are using a large amount of data at the same time such as streaming videos or playing online games.

Automatic updates or syncing with the cloud. Many smartphones and tablets are set to constantly check for email messages, communicate with a cloud or check for updates. If you have several devices doing this it can cause your Internet speed to slow down. The best remedy is to turn off automatic updates and/or set your email to check for messages less frequently. Refer to your device's owner's manual for instructions to change these settings.

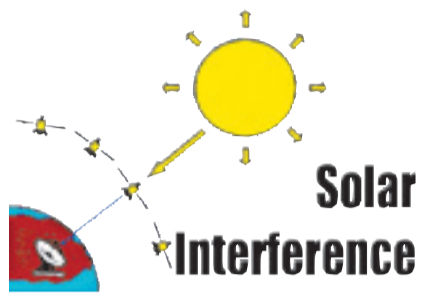
Online data backups, including iCloud/iTunes syncing, should be set to run during off-peak hours when you are not using your device.

Adware and spyware on your computer will create a constant stream of interference causing your entire computer to run more slowly.

Computer hardware including processors, hard drives and network cards can impact the speed at which your computer can process Internet data.

Operating systems that have become corrupted, misconfigured or inefficient due to age. Operating systems become inefficient through age or extensive use which can affect your Internet speed.

Sun outages may affect your TV service now through mid-March



Sun outages, or solar interference, occur twice each year—usually March and October. The interference results in the loss of satellite signals for short periods each day for about 2 weeks. (747-3189)

Solar interference is an inherent part of satellite operations. The effects will be seen on most channels and will occur during mid to late afternoon. Interruptions can last from just a few minutes to up to 15 minutes a day and can range from mild to severe.

Sun outages take place when the

orbital positions of the satellite and the sun are in one line. The earth station receives signals from both, but the more powerful sun rays overpower the desired signal, causing a loss of service.

Since FMCTV receives the signals from a variety of satellites, the solar outages can occur at different times of the day, and on different tv channels.

There isn't any technical remedy. All we can do is apologize for the inconvenience and ask for your patience until the sun outage is over.

Relive the Memories! with our Video On Demand



Hundreds of sports events, music performances and community happenings

Included with your Digital TV with FREE HD & Whole Home DVR service. Call or visit our office for all the details.

Remembering the Moment

Why do we take photos? Take videos? We are on a vacation, at a reunion, at a family event, or just hanging out with friends, and we want to remember the moment. Our memories just don't seem sufficient. We know that later on, we can see our photo or video and recapture our experience and savor it once again.

We've organized a special collection of videos in to an exclusive library so you can relive some of those special moments. Once you subscribe to *Digital TV with FREE HD & Whole Home DVR*, you are free to watch all videos

available instantly and at no additional cost. And you can pause, rewind, and fast-forward just like a DVR. Choose from thousands of local sports events, fine arts performances, and community happenings. (744-3403)

All you need to do is use your FMCTV remote to access the library. Press the **ON DEMAND** button then browse through our free on demand titles to pick what you like.

We will add new videos to the library every month.

Enjoy the memories!

NOW SHOWING on FMCTV Video On Demand

Remembering Our Fallen from Iowa: 2011	Harlan Drama, Leaving Iowa: 2014
Harlan Jazz Band: 2013	Harlan District, Sectional, State Wrestling: 2013, 2014
AHST Drama, A Night of Mystery and Mayhem: 2009	AHSTW District, Sectional, State Wrestling: 2014
Shelby Co Fair Queen Coronation: 2013-2017	IKM Girls Basketball: 2005, 2006
Aaron Thomas Speech: 2013	AHST Football: 2009, 2012
IKM Girls State BB Championship: 2006	AHSTW Football: 2013, 2014
	IKM-M Football: 2010, 2011, 2012, 2013, 2014

Coming Releases!

Remembering our Veterans	IKM-M Girls State BB
Government meetings	Championship: 2009
	IKM State Football Championship: 2006

FMCTV CORNER

- **March Madness!** Watch the NCAA 2018 men's basketball tournament on these networks on FMCTV:
CBS – 3/3.1HD/303HD
TBS - 18/418HD
TNT – 27/427HD
The Selection Show will be on TBS Sunday, March 11 @ 5PM. The Tournament begins on Tuesday, March 13 and concludes with the championship game on CBS Monday, April 2.
- **Girls and boys basketball DVDs** produced by *FMCTV Sports* will be available for purchase later this month. Remember that all proceeds from the sale of the highlight DVDs are donated to the school's athletic booster club. It's a great way to support your school. Contact our office and ask for Matt.
- **The Olympic Channel** has been added to our *Basic TV* and *Digital TV with FREE HD & Whole Home DVR* channel line-ups. Channel 74/475HD. (741-5480)