

PULSE

CONNECTING WITH OUR MEMBERS



A New Year Gives You 365 Opportunities

Happy New Year from all of us at ECTC. We hope 2018 brings you 365 days of learning, growing, exploring, and connecting.

Should any of those days present challenges with communications technology, you're always welcome to contact us for information and advice.

Emily Cooperative Telephone Company

40040 State Highway 6 / PO Box 100
Emily, MN 56447
Phone: 218-763-3000 / 1-800-450-1036
Email: emilytel@emily.net
Website: www.emily.net

Office Hours:

Monday–Friday 8 am – 4:30 pm

After Hours:

We have 24-hour coverage for telephone, internet and cable outages. Call 218-763-3000 and follow the prompts.

Any other concerns, please call our office and leave a message.

Office Closures

December 29 at noon
January 1 for New Year's Holiday

Brought to you by



If your household increased its internet usage in 2017—due to adding devices and streaming more often—then we suggest you start 2018 with a higher speed. It'll put you on the fast track to having extra fun while watching movies, playing online games, etc.

ECTC offers affordable internet plans with download speeds ranging from 20 Mbps to 1 Gig. **Upgrade your plan by January 31, 2018 and get your first month of faster speeds at your current price.**

CALL 218-763-3000 TO SAVE WITH THIS NEW YEAR DEAL

Mention promo code NewAd.

Service availability and internet speed will depend on location. Contact us for details. Existing ECTC internet customers will be billed at their current rate for the first month of faster speeds.

Find Ringo!

Ringo Receiver is hiding somewhere in this newsletter. Find him before January 25, 2018 to be entered into a drawing to win \$20 off your bill! If you've found him in this newsletter, fill out the information below and include it with your next ECTC payment. One entry per member per quarter, please. Good luck!



Name:

Phone:

Location of Ringo:

Account #:

The winners of the Fall PULSE Ringo contest were Robert and Paula Buresh.

It's Time to Save Yourself Time

When the clock strikes midnight, resolve to make 2018 the year you get the most out of every minute. After all, time is our most precious resource.

ECTC offers services to help you maximize your time including high-speed internet, auto-pay, managed Wi-Fi, and computer maintenance. When you let us provide solutions like these, you'll have more time for the people and activities you value most.



ECTC Keeps TV Rates Low and Increases Internet Speeds

You may be wondering, "Why does my cable TV bill keep going up?" The reason is that TV programmers continue to increase the cost to ECTC, sometimes at exorbitant levels, to deliver their signal to you. We do our best to manage our internal costs with great efficiency, however, we have limited control over the rates charged by the TV programmers, and approximately 70% of your cable bill goes directly to them.

As your cooperative, ECTC works hard to negotiate the best possible price on your behalf to keep these increases as low as possible. Effective February 1, 2018, your TV service rate will be increased by only \$2.00 per month.

To support our members and provide you with excellent overall value, even with this small TV rate change, we have significantly increased internet speeds on our Choice, Advantage, and Elite packages. These faster speeds will enhance your experience with online applications such as streaming, and better accommodate households with multiple users and devices.

Effective January 1, 2018, ECTC will offer the following new high-speed internet packages:

Package	Download/Upload Speeds Up To:	Monthly Rate*
Internet Choice	20/10 Mbps	\$79.95
Internet Advantage	40/20 Mbps	\$89.95
Internet Elite	60/30 Mbps	\$99.95
Internet Elite+	90/60 Mbps	\$109.95
Connect GIG	1 Gig	\$164.95

Do you have the need for more speed? Call our office at 218-763-3000 to sign up for one of these new high-speed internet packages.

*These prices include basic telephone service and Subscriber Line Charge. Other fees may apply. Service may not be available in all areas. Call our office to determine what services are available at your location.

How to Protect Yourself From Common Telemarketing Scams

According to the Federal Trade Commission (FTC), telemarketing scams bilk thousands of people each year. Some lose just a few dollars; others lose their entire life savings. While everyone's a potential target, scammers often target older people because they may live alone, have a nest egg, or tend to be more polite and trusting.

Here are a few examples of common telemarketing scams used to "hook" people:

- **Travel packages.** "Free" or "low cost" vacations can end up costing a bundle in hidden costs. Some of these vacations never take place, even after you've paid.
- **Sham or exaggerated business and investment opportunities.** Scammers rely on the fact that business and investing can be complicated and that most people don't research the investment.
- **Charitable causes.** Urgent requests for recent disaster relief efforts are especially common on the phone.
- **Extended car warranties.** Scammers find out what kind of car you drive and when you bought it so they can urge you to buy overpriced — or worthless — plans.

Remember, if you get a call from someone you don't know who is trying to sell you something you hadn't planned to buy, say "No, thanks." If they pressure you about giving up personal information — like your credit card or Social Security number — you can be certain it's a scam. Hang up immediately and report the incident to the FTC by calling 1-877-FTC-HELP.



ECTC Computer Support will provide the following services:

- Hard drive cleaning (including malware removal)
- Registry cleanup
- Antivirus installation or updates
- Diagnostic check*
- Installation of all needed Windows updates and patches

**Diagnostic check is not a guarantee. Systems can fail at any time.*

Bring in This Coupon for Your \$69.95 PC Cleanup

This offer expires February 28, 2018. Computers need to be delivered to and picked up from the Crosslake Communications office at 35910 County Road 66, Crosslake, MN. The \$69.95 discounted price covers one computer and applies to labor only; it does not include parts or software. Additional computers can be serviced for another \$69.95 charge each.

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January 28 is Data Privacy Day

Given the frequency and magnitude of identity theft, it's vitally important to do what you can to protect your personal information. January 28 is designated as Data Privacy Day, which serves as an excellent reminder to stay vigilant.

The National Cyber Security Alliance offers these tips to help manage your privacy.

- **Secure your devices:** Use strong passwords, passcodes, or touch ID features to lock your devices. These security measures can help protect your information if your devices are lost or stolen and keep prying eyes out.
- **Think before you app:** Information about you, such as the games you like to play, your contacts list, where you shop and your location, has value — just like money. Be thoughtful about who gets that information and how it's collected through apps.
- **Stay up to date:** Make sure your security software, web browser, and operating system are updated regularly, which is the best defense against viruses, malware, and other online threats.

You can learn more at staysafeonline.org.



Call 211 to Reach Essential Community Services

In many states, calling 211 provides individuals and families in need with a shortcut through what may be a bewildering maze of health and human service agencies' phone numbers. By simply calling 211, those in need of assistance are referred, and sometimes connected, to appropriate agencies and community agencies.

Calling 211 helps the elderly, the disabled, those who do not speak English, those who are having a personal crisis, those who have limited reading skills, or those who are new to their communities (among others) by providing referrals to, and information about, health and human service organizations and agencies.

211 reaches approximately 270 million people (90% of the total U.S. population), and covers all 50 states (including 41 states with 90%+ coverage), the District of Columbia, and Puerto Rico. Yet millions of Americans still need to be connected. To obtain more information, visit www.211.org.

It works a bit like 911. Calls to 211 are routed by the local telephone company to a local or regional calling center. The 211 center's referral specialists question callers, access databases of resources available from private and public health and human service agencies, match the callers' needs to available resources, and link or refer them directly to an agency or organization that can help.

Types of referrals offered by 211:

- Basic Human Needs Resources
- Physical and Mental Health Resources
- Work Support
- Support for Older American and Persons with Disabilities
- Children, Youth, and Family Support
- Suicide Prevention



Calls to 211 are toll free, accessible 24/7, supported in all languages and completely confidential. Individuals who wish to donate time or money to community help organizations can also do so by calling 211.

This content is from the FCC's website. For more information on consumer issues, visit the FCC's Consumer Help Center at www.fcc.gov/consumers.