

Connections

FEBRUARY 2019



Put Your Heart Into February Activities

The heart takes center stage in February for two reasons. First, Valentine's Day is February 14, which reminds us to let those we love know they have a special place in our heart. Second, February is American Heart Month, which reminds us to take care of our heart health and encourage friends and family to do the same.

Win a \$10 Bill Credit

What are the phone numbers of Iowa One Call?

Answer: _____

Name: _____

Phone: _____

Email: _____

Clip and return by March 1, 2019 to Panora Telco, 114 East Main Street, Panora, IA 50216.

Congratulations to Ron Gibbons, the most recent winner.

One winner chosen at random per quarter. Contest open to Panora Telco customers age 18 and over. Applicants can win once per 12-month period. Other restrictions may apply.



PANORA TELCO

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Panora, IA 50216
(641) 755-2424
Online: www.panoratelco.com
Office Hours: M-F 8:00 a.m. - 5:00 p.m.



FROM FENCE POSTS TO FIBER: Celebrating 100 Years of Connecting Guthrie County

Panora Telco was first incorporated in 1919, making 2019 our 100th anniversary year. Let the celebration begin!

Although many technological changes have taken place during those 100 years, one thing has remained the same—our commitment to providing communications services to customers in this area.

An Evolution in Services

Andrew Randol, CEO and General Manager, says, "There's been a dramatic evolution in communication services since 1919. We've gone from offering telephone service via wires on fences to offering broadband service via fiber optic lines underground. Our customers have gone from getting community news from a switchboard operator to keeping in touch through Facebook, Twitter, and Snapchat."

He adds, "Our 100th anniversary is a huge milestone, and we owe our success to the hard work of our employees and loyalty of our customers. I want to thank each of you for helping make Panora Telco what it is today. Moving forward, we'll continue to stay on top of technology and make sure our customers receive quality service."

100 Reasons to Attend the Annual Meeting and More

Be sure to save the date of March 4, 2019 and attend our annual meeting. The event will be held at Panorama High School Auditorium, with registration starting at 6:30 p.m. and the meeting following at 7:00 p.m. We'll share a presentation about our 100-year history and have a drawing for door prizes related to the 100 theme including a \$100 gift certificate to our Solutions retail store.

According to Randol, a second celebration will happen this summer. "We're in the preliminary stages of planning another event related to our 100th anniversary. We're looking at late spring or early summer and will provide more details when they become available," he notes.



Spend Less Time and Gain More Security with eBilling

You've probably heard many times that switching to E-Billing is good for the environment by reducing paper use and saving trees. What you might not realize is just how beneficial E-Billing is in other ways.

First of all, E-Billing is much faster than paying bills the old-fashioned way by writing checks and mailing them. Most importantly, replacing paper bills and statements with electronic versions allows you to reduce the flow of personal information from unsecured mailboxes, where it can be a target for identity theft.

Panora Telco offers free E-Billing, which lets you receive your monthly bills from us by email and pay them online with your credit card, debit card, or electronic check. To set up your E-Billing account, first call our office at (641) 755-2424 to get your security code. Then visit www.panoratelco.com, click on E-Billing, and follow the New User instructions.

A Reminder About Digging and Iowa One Call

Spring is on the way and with it will come construction and digging projects. Remember, there are many underground utilities that may present a problem if disturbed, and unmarked services may be dangerous if hit.

It's important to call Iowa One Call at 811 or 800-292-8989 at least 48 business hours in advance so



underground services such as gas, water, telephone, electric, cable TV and sewer can be located and marked. Locate requests are taken 24 hours a day/7 days a week. When you call, you'll be given a 9-digit 'dig ticket number' which can be used for reference throughout the project.

If damages occur as a result of a dig and Iowa One Call has not been notified prior to the excavation, the homeowner or excavator may be liable for repair costs, loss of product/services or other related charges.

Make it a priority to call before you begin any project that involves digging. Not only is it the safe way to do things, it's the law.

Do Not Call Registry Reduces Unwanted Calls

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls.

Register your home or mobile phone numbers for free at www.donotcall.gov or by calling their toll free number 1-888-382-1222. After registration, unsolicited calls should diminish in about 30 days. Most unwanted calls should cease within 90 days.

There are exceptions to the types of calls which can be made to you including: calls on behalf of political organizations, calls made by charities, surveyors and companies with whom you've done business or with whom you've made inquiry or submitted an application.

Please note: When this newsletter went to print, the National Do Not Call Registry's website and phone number were not operational due to the government shutdown. You may need to contact them at a later date.

Panora Telco is Planning to Extend Fiber Optic Lines in Bayard

Good news travels fast, especially when it involves faster internet speeds.

Businesses in Bayard could soon say goodbye to the headaches of slow, unreliable internet service and switch to much faster speeds from Panora Telco. Andrew Randol, Panora Telco's CEO and Bill Dorsett, Plant Manager, spoke to the Bayard City Council at its meeting on November 12, 2018. They were seeking permission to pursue the installation of fiber optic lines to the business district.

Panora Telco currently offers some fiber optic services to the community of Bayard. By adding about 1,500 feet of fiber, Panora Telco could run the fiber lines through the alleys of the business district to offer high-speed internet service there.

"We're here to serve," explained Randol at the meeting. "We look at this as a community that deserves the opportunity to see the benefits of the rural investment that we've made."

The biggest benefit of fiber is that it can offer much faster speeds over much longer distances than traditional copper-based technologies like DSL and cable. Because fiber optic technology uses light instead of electricity to transmit data, the frequencies that are used are much higher and the data capacity is much greater. Light moves extremely fast (186,000 miles per second), enabling internet speeds up to 1,000 Mbps (one Gigabit) on fiber networks. What's more, fiber is resistant to electrical interference like storms that affect DSL, cable, and wireless systems.

The Bayard City Council approved Randol's request to proceed with City Attorney Dave Bruner to assist in obtaining the permits as needed. If the weather cooperates, Randol was optimistic the work could be completed in spring of this year. Panora Telco is also considering bringing fiber to residential customers in Bayard at a later date.



MORE INTERNET USERS AND DEVICES REQUIRE **MORE SPEED**

If your household's internet usage has grown significantly in the last year or two but your internet plan has stayed the same, your connection may now be overloaded. This can make your internet seem slow.

Here's what to do:

1. Check your home's download and upload speeds at www.speedtest.net.
2. Make a list of all devices in your home that are connected to the internet.
3. Contact Panora Telco to discuss whether you need a speed upgrade to accommodate all of your users and devices. We'll ask questions and help you figure out the right internet plan for you.

Call (641) 755-2424 to learn more or check out our internet speeds and plans at www.panoratelco.com. New internet customers of Panora Telco can receive a FREE basic install.

Service availability will depend on location. Contact us to learn more.

Thanks for Attending Our 2018 Holiday Open House

On December 7, we hosted a Holiday Open House at our Panora office. Thanks to those of you who stopped by to help make the season even merrier! We enjoyed visiting with you.

Winners of the prize drawings at this event were:

- Tami Simmons – Samsung Soundbar
- Hal Rossow – Speaker
- Gladys Willey – Roku
- Cindy Carstens – Amazon Echo/ Smart Wi-Fi Plug

The following attendees took home poinsettia plants: Roger Burchfield, Ila Baker, Bill Richey, Phil Hesseltine, Rose Glade, and Nancy Moore.



Four Tips to Help You Pick Your Internet Speeds

Are you confused about which download and upload internet speeds to select? You're not alone. With so many issues factoring into speed selection, there's no single "magic formula" to instantly tell you which plan would work best for your household.

However, we did pull together these general tips to help guide you to making a good decision:

1. **Netflix says you need 5 Mbps to stream HD content and 25 Mbps for 4K Ultra HD content, but you'll want faster speeds if you plan to connect several devices at once.** If you're planning to stream 4K video content and have multiple devices connecting to your network simultaneously, you may want to consider a high-level download speed in the 100-200 Mbps range.
2. **Remember your internet connection is shared between all the people, devices, and apps at your house.** So you might need a faster download speed if several people wanted to watch Netflix in HD at the same time or if you wanted to use Netflix at high-quality while simultaneously downloading a large video game or other large file. Chances are, if your current download speed isn't sufficient, you'll hear grumbling from family members about video buffering and other annoying slowdowns.
3. **Upload speeds can be especially important for people working remotely from home.** This is because upload speeds impact tasks such as screen sharing, syncing files to Dropbox, and online conference calls/meetings. While download speeds tend to get most of the attention, don't forget to make sure you're also getting the upload speed that works for you.
4. **You may want to "test drive" a faster internet plan.** Sometimes the only way to fully appreciate what a higher speed will do for you is to experience it firsthand while you do your normal online activities.

To get answers to your questions about internet speed selection, talk to a member of the Panora Telco team at (641) 755-2424. While you're on the call, be sure to ask about Managed Wi-Fi, which can enhance your home's internet performance. It's available with no installation fee.*

*Two-year contract required.