

# Connections

MAY 2019

## Call 811 to Know What's Below

There may be more than roots underground on your property. All sorts of utility lines, pipes, and cables could be buried there. That's why every digging job—from planting a bush to installing a fence—requires a call to 811 to have utility lines marked. The affected local utilities will send a locator to your property, free of charge.



## Win a \$10 Bill Credit

What is the Lifeline monthly bill credit?

Answer: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Clip and return by May 31, 2019 to  
Guthrie Center Communications, 403  
State Street, Guthrie Center, IA 50115.

Congratulations to Joni Thompson, the  
most recent winner.

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



403 State Street  
Guthrie Center, IA 50115  
(641) 332-2000  
Online: [www.guthriecentercom.com](http://www.guthriecentercom.com)  
Office Hours: M–F 8:00 a.m. – 5:00 p.m.  
but closed 12:00 p.m. – 1:00 p.m. for lunch

## Managed Wi-Fi Can Make Your Life a Little Easier

If you just want to use your home's Wi-Fi network without having to deal with the technical tasks associated with it, Managed Wi-Fi from Guthrie Center Communications is for you.

Managed Wi-Fi is a service which takes the hassles of Wi-Fi troubleshooting (and more) off your plate. What could be easier than that? By having Managed Wi-Fi, you'll gain many valuable benefits. You'll save time on Wi-Fi equipment research, reduce your Wi-Fi frustrations, maximize your internet speeds, improve service reliability, and expand coverage of your Wi-Fi signals to more areas of your home. You may even save money compared to paying for technician visits every time a Wi-Fi problem occurs.



**Guthrie Center Communications will handle all of this work for you when you sign up for Managed Wi-Fi:**

- Installation of a new 802.11ac Wi-Fi router
- Selection of the best router location in your home for optimal coverage and signal strength
- Setup of your Wi-Fi security password to avoid others using your Wi-Fi network without your permission
- Connection of your devices—such as laptops, tablets, phones, and printer—to the Wi-Fi network
- In-home troubleshooting should the Wi-Fi service stop working or function poorly
- Repair or replacement of the Wi-Fi router when needed

Think of it this way: Using your devices on a fast and reliable home Wi-Fi network is lots of fun. But doing the work of Wi-Fi setup and troubleshooting is not fun at all. Make your life a little easier with Managed Wi-Fi and simply enjoy connecting to the world.

**Guthrie Center Communications offers Managed Wi-Fi for a low monthly fee. To learn more about this service and sign up, call (641) 332-2000.**

## Did You Know We Offer Computer Repair and Maintenance?

When something goes wrong with your computer or other device, what do you do? Spend hours trying to troubleshoot the problem on your own? Ask a family member or friend for help? Drive to the big box store miles away and stand in line at the geek counter?

You have another option. Guthrie Center Communications is your local source for the repair and maintenance of computers, laptops, tablets, and smartphones. Our services include:

- Computer repair and maintenance
- Operating system troubleshooting
- Hardware and software upgrades
- Virus and spyware removal
- Setup of wireless home network
- Online backup

We understand how important your devices are to your daily life, and we'll do everything we can to get them back up and running quickly. Depending on your needs, our technicians can provide on-site services at your home or business or you can bring your device to our office.

**If you have questions or need more information about our services and rates, call (641) 332-2000.**



## It's Probably Time to Clean Your Phone ... and More

**Y**ou may be shocked to learn how dirty your phone can get. According to a survey by Deloitte, Americans check their phones an average of 52 times per day, which affords plenty of opportunities for microorganisms to move from your fingers to your phone.<sup>1</sup> Scientists say a phone is typically 10 times dirtier than a toilet seat!

**Your other devices also build up dust and germs over time, so add them to your list to clean on a regular basis. Below are general guidelines for safely cleaning most electronic surfaces. Consult manufacturer instructions for more specific recommendations.**

- **Phones and Tablets** – Remove any cases and covers. Wipe with a barely damp microfiber cloth and/or a screen wipe to effectively clean and disinfect. Wipe any keys or frequently touched areas with a cotton pad with rubbing alcohol or an alcohol wipe to disinfect surfaces. Make sure you don't get any part of the devices wet.
- **Computers and Laptops** – Dust large areas with a microfiber cloth or a mitt. Use a soft, small (clean) paintbrush to dust keys and small crevices. Canned air also works well to dislodge dust and other small debris that can be difficult to remove. Depending on your manufacturer's suggestion, you can most likely use a barely damp microfiber or screen-safe cloth to effectively clean the screen. Do not use paper towels on your screens, since they can scratch and pit the surface.
- **Televisions** – Since there are so many different types of TV screens around, you'll want to follow manufacturer instructions for cleaning yours. Not doing so may void any warranty or damage your picture. For routine dusting, use a microfiber wand duster or microfiber cloth, moving from top to bottom.
- **Remotes and Controllers** – Use a cotton pad with rubbing alcohol or an alcohol wipe to disinfect surfaces. If you have pesky crevices, use a cotton swab or toothpick to dislodge debris.

In addition, be sure to keep food or drinks away from your electronics to avoid potentially damaging spills.

<sup>1</sup><https://www2.deloitte.com/us/en/pages/technology-media-and-telecommunications/articles/global-mobile-consumer-survey-us-edition.html>

# 10 Reasons Why Streaming Services are So Popular

Streaming services — such as Hulu, Netflix, and YouTube TV — offer many advantages compared to traditional TV plans like satellite or cable. They include:

1. **Cost Savings** – Subscribing to a few streaming services usually ends up costing much less than paying for satellite or cable TV.
2. **Bigger Variety of Content** – Streaming services maintain huge libraries of TV shows and movies from which to choose.
3. **More Original Content** – Some streaming services pride themselves on their award-winning original content that's not available with any other streaming service or on network TV.
4. **Less Mindless TV Viewing** – Instead of turning on the TV to watch whatever is on or engage in aimless channel surfing, users of streaming services tend to turn it on to intentionally watch a specific show or movie.
5. **Lack of Weather Issues** – If you now have satellite TV and struggle with spotty service during high winds or heavy rains, you'll appreciate the fact that streaming services won't have those issues.
6. **Added Convenience** – You can watch your programs on any device, whenever and wherever you want.
7. **Scalability** – Many streaming services allow you to choose the features and functions you want.
8. **Personalized Recommendations** – You can get viewing ideas based on your profile and interests.
9. **Ad-Free Entertainment** – With traditional television, a good third of the viewing time tends to be consumed by ads.
10. **Simplified Binge-Watching** – You can easily binge-watch an entire season of a series, pausing an episode whenever you want and returning at a later time.

**An essential companion to streaming services is a fast and reliable internet connection. For details on our internet availability and pricing, call Guthrie Center Communications at (641) 332-2000.**



## Lifeline Lowers Cost of Phone and Internet

Financial assistance is available from Lifeline to help eligible Iowans afford and maintain basic telephone service or broadband internet access service. Participation enables Iowans stay connected to jobs, family, community resources, and government and emergency services.

Lifeline provides a monthly bill credit of \$9.25 on either one telephone service (home or wireless) or one internet service (home or mobile) per qualified household. If a customer has multiple services, only one credit may be given.

To be eligible for Lifeline, households may provide proof of participation in Medicaid, the Supplemental Nutrition Assistance Program (SNAP or food stamps), Supplemental Security Income Program (SSI), Federal Public Housing Assistance Program, or Veterans Pension or Survivor Benefits. Alternatively, they can provide proof of income below 135 percent of the federal poverty level.

Participation in the Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families Program, or the National School Lunch Programs will no longer be accepted as proof of Lifeline eligibility.

**To find out more, call Guthrie Center Communications at (641) 332-2000 or download an application on our website. Recertification is required to remain eligible for Lifeline.**





## Important Notice About Windstream Bankruptcy

As you may have seen in the news, Windstream has filed for reorganization under Chapter 11 of the U.S. Bankruptcy Court. If you or someone you know in Guthrie Center has internet, TV or phone plans from Windstream, the bankruptcy filing is no doubt generating concern over the future of those services.

For more peace of mind, count on Guthrie Center Communications —your local technology company. We're financially strong with deep roots in this community.

Guthrie Center Communications provides the best of both worlds. You get connected to our FiberFast network for state-of-the-art services that rival a national provider, combined with the personal attention and responsiveness of a local provider. We offer:

- FiberFast internet with download speeds up to 1 Gig
- FiberTV packages starting at \$42.95
- Fiber Voice for clear and reliable calling

What's more, Guthrie Center Communications also helps this community by donating to a variety of community organizations and programs.

To get details about our services, visit [www.guthriecentercom.com](http://www.guthriecentercom.com).

# How Do Spammers Get Your Email Address?

Frustration with spam emails in your inbox may lead you to wonder how spammers got your email address in the first place. They use a variety of methods, with these being some of the most common:

**Leaked Account Databases** – The easiest way for spammers to collect large lists of good, active email addresses is via leaked account databases. Organizations as big as Adobe, LinkedIn, and Snapchat have all been compromised in recent years.

**Buying Lists of Email Addresses** – Unscrupulous people will sell lists of email addresses to spammers for a low price. Spammers may also just trade their lists of email addresses with other spammers. It's important to note that legitimate businesses won't sell or buy lists of email addresses.

**Sending Spam to Random Email Addresses** – Since spam emails cost nearly nothing to send, spammers will sometimes start with a popular email service like Gmail and then generate massive lists of common words and names. For example, they might send mails to the top 100 most popular names and each birth year for people between the ages of 18 and 80. If your email address is bob1965@gmail.com, you'll get one of these emails.

**Harvesting or "Crawl and Scrape" Programs** – Any text on a webpage containing the "@" character is fair game for these robotic harvesting tools, and lists of thousands of addresses can be harvested within an hour.

**Dishonest Subscribe/Unsubscribe Newsletter Services** – A common unsubscribe tactic is to blast millions of people with a false "you have joined a newsletter" email. When users click on the "unsubscribe" link, they are actually confirming that a real person exists at their email address. These services then sell your email address for a commission.

**Fake Sweepstakes Sites to Harvest Data** – An easy way for spammers to get their hands on your personal information, including your email address, is to convince you to hand it over to them by creating a fake sweepstakes site. They might even give away a small prize, but their primary goal is to harvest your personal information and use it to spam you.



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