

Connections

NOVEMBER 2020

Do Not Call Registry

The National Do Not Call Registry lets you indicate you don't want to receive telemarketing calls. Register your home or mobile phone numbers for free at www.donotcall.gov or by calling 1-888-382-1222. After registration, most of these calls should cease within 90 days. However, some calls can continue to be made to you including those from political organizations, charities, surveyors, and companies with whom you've had contact.

Win a \$10 Bill Credit

What program helps eligible lowans pay for phone or internet?

Answer: _____

Name: _____

Phone: _____

Email: _____

Clip and return by November 30, 2020 to Guthrie Center Communications, 403 State Street, Guthrie Center, IA 50115.

Congratulations to Jane Brill, the most recent Guthrie Center Communications 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

Office Hours: M-F 8:00 a.m. - 5:00 p.m.
but closed 12:00 p.m. - 1:00 p.m. for lunch

Office Closure

Thanksgiving, November 26-27, 2020



Better Router. Better App. Better Wi-Fi Experience.

We make it easy to enjoy fast and reliable internet throughout your home. Our Managed Wi-Fi provides an advanced router for seamless signal continuity plus 24/7 remote support for a hassle-free experience.

If you're frustrated with the poor performance and spotty Wi-Fi coverage of your outdated router, upgrade to our Managed Wi-Fi.

Call (641) 332-2000 for more details.

Lifeline Program Helps Eligible Iowans

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

In 2016, the Federal Communications Commission made many changes to the Lifeline program and added broadband internet to the list of subsidized services.

Lifeline provides a monthly bill credit 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.

The rules for demonstrating eligibility for Lifeline have also changed. Households may continue to verify eligibility through 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 Veteran's Pension or Survivor Benefits. Consumers may also qualify if they can provide proof of income below 135 percent of the federal poverty level.

To find out more, call Guthrie Center Communications at (641) 332-2000 or go to <http://national-verifier.service-now.com/lifeline>. Recertification is required to remain eligible for Lifeline.



Try These Tips if Your Internet Connection Seems Slow

More family members using the internet for more time each day can put a strain on your bandwidth, causing slowdowns. But other factors may be at play as well. Try these these tips to see if your internet speeds improve:

Power off or disconnect devices when not in use. This includes computers or laptops, tablets, gaming systems, TVs, video streaming devices, and wireless printers. Such devices often run updates in the background, which can slow things down for your home's Wi-Fi network.

Make sure your devices are healthy. Scan your computer for malware using security software that's up to date. Malware can cause problems with your browser and/or internet connection.

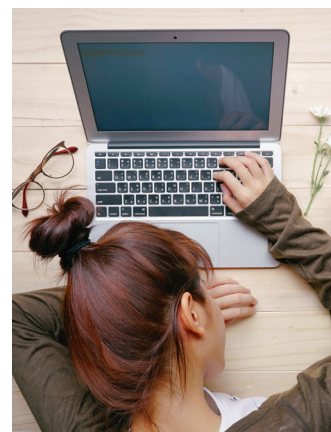
Reboot your router. Sometimes a router gets bogged down, and the easiest and quickest fix to many connectivity problems is to turn it off and on again. It's also a good idea to update your router's firmware to keep it running optimally.

Replace your old wireless router. If the router in your home is outdated, it may not be able to deliver the internet speeds you expect. Replace it with a new Wi-Fi 6 router (also known as 802.11ax), which is the next generation standard in Wi-Fi router technology.

Place your router in a central location. Routers send the signal out in all directions, so if it's left in a corner of your home, a significant percentage of your wireless coverage is being sent outside. It's best to move the router to a central location to optimize the signal, as high up as possible to maximize coverage.

After you've tried the tips above, conduct both wired and wireless speed tests at www.speedtest.net. For the wired speed test, connect your computer directly to your router using an Ethernet cable. For the wireless speed test, connect your computer to your home's Wi-Fi network. If your wired speeds are much faster than your wireless ones, Wi-Fi network adjustments may need to be made.

For assistance with internet issues you aren't able to solve on your own, call Guthrie Center Communications at (641) 332-2000. We can help troubleshoot the problem and provide solutions such as an internet upgrade or Managed Wi-Fi.



Many Factors Can Affect Your Internet Speed

If you've tested your internet speed at www.speedtest.net or a similar site and it's not what you expected, your first thought might be to contact your Internet Service Provider. Keep in mind, however, that a number of things could be decreasing your internet speed. They include:

Multiple Devices Connected Simultaneously

Does your household have multiple laptops, tablets, game consoles, and smartphones? This can reduce the overall internet speed each device receives, since when multiple devices are connected simultaneously to the same network, they must share the available bandwidth.



Bandwidth-Demanding Applications

Applications such as streaming movies and TV shows, playing online games, and video conferencing will consume more bandwidth than things like checking email, so they can reduce your overall internet speed.

Poor Computer Performance

The culprit for disappointing speeds could be your computer—such as an old and unstable operating system or insufficient memory. In addition, if your computer is infected with adware or spyware, you may experience diminished computer performance and a stream of pop-up ads. This will likely cause everything on your computer to work more slowly.

Insufficient Wireless Router

Wireless router specification is an important factor in your home's internet performance. If an older router that does not support high speed is used, internet speed will be correspondingly reduced. For example, if you are signed up for 40 Mbps service and your outdated wireless router only supports up to 10 Mbps, your internet speed will only reach up to about 10 Mbps. Buying a new router is one of the best ways to make sure your network is as fast and reliable as possible.

Interference in Your Home Network

Other wireless devices—such as older cordless phones, baby monitors, some security cameras, and microwaves—can cause interference in your home, weakening your wireless router's signal and affecting your internet speed.

Guthrie Center Communications can answer questions about home networks and help you get the internet speed you need. Call us at (641) 332-2000 to learn more.

Spend Less Time and Gain More Security With E-billing

You've probably heard many times that switching from printed bills and payments 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 to you 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, e-billing eliminates having printed bills and envelopes with checks in your mailbox, where they could be stolen and used for identity theft.

Guthrie Center Communications offers free e-billing, which lets you receive your monthly bills from us by email and pay them online with your credit card or debit card. To get started and set up an account, visit www.guthriecentercom.com today and follow the step-by-step instructions. If you have questions, call us at (641) 332-2000.

Iowa One Call

You must call Iowa One Call at 811 or 800-292-8989 at least 48 business hours in advance of construction or digging projects 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.

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.

Please Watch Out for Imposter Scams

According to the FTC, imposter scams—where criminals pretend to be from a government agency or well-known company—have increased dramatically in recent years. For example, someone might call you or send an email or text to say:

- They're from Microsoft or Apple and need to inform you of a problem on your computer.
- You owe money to the IRS or another government agency.
- Your Social Security account was suspended or your Social Security number was linked to a crime.
- You just won a prize but you have to pay fees to redeem it.
- Your credit card has been charged a large amount for an Amazon.com order and you need to call "Amazon Support" if you didn't make that purchase.

If you receive messages like these, hang up the phone or ignore the email or text.

Be sure to follow Guthrie Center Communications on social media. We regularly post about scams circulating in our community in order to give you a "heads up" and keep you from becoming a victim.



Enjoy a Feast of Thanksgiving Movies

Once you've finished eating the pumpkin pie and done the dishes, it's time to sit down and relax with a Thanksgiving movie at home. Because of streaming services, you can be thankful for all the options.

To get you started with your search, here are some of the best movies with Thanksgiving scenes, listed in order of release:

Rocky (1976)

In addition to plenty of boxing by Sylvester Stallone's character, there's an unforgettable Thanksgiving dinner scene.

Scent of a Woman (1992)

This movie takes place over Thanksgiving break when a student (Chris O'Donnell) agrees to take care of a blind veteran (Al Pacino).

Addams Family Values (1993)

As you would expect from the Addams family, this is not your everyday reenactment of what happened between the Pilgrims and Native Americans.

Grumpy Old Men (1993)

Old neighbors, a mutual love interest, and a funny Thanksgiving scene add up to an entertaining movie.

Home for the Holidays (1995)

The protagonist's Thanksgiving gets off to a bad start, including losing her job, but she's gained a new outlook by the end of the movie.

Planes, Trains and Automobiles (1997)

Steve Martin's quirky, high-strung character must endure all kinds of antics to make it home for Thanksgiving dinner.

You've Got Mail (1998)

This romantic comedy with Meg Ryan and Tom Hanks features an iconic Thanksgiving grocery store scene.



Pieces of April (2003)

A young woman invites her distant family for Thanksgiving dinner and has lots of problems in the kitchen.

The Blind Side (2009)

This based-on-a-true-story movie about football player Michael Oher includes a touching Thanksgiving dinner with his adoptive family.

Free Birds (2013)

Voiced by Owen Wilson, Woody Harrelson, Amy Poehler, and George Takei, this animated comedy is the perfect family-friendly Turkey Day flick.

Although it's a TV special and not a movie, no list would be complete without *A Charlie Brown Thanksgiving* (1973). It's a classic that never fails to entertain the whole family.

To enhance your streaming experience, consider increasing your internet speed. For details, call (641) 332-2000.