



The Communicator

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

Spring 2019

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

Watch **TV** Everywhere



Watch anywhere you have an Internet connection

FREE with FMCTV

Easy to set-up and use

Your shows on the go.
65+ NETWORKS AVAILABLE

FARMERS MUTUAL COOPERATIVE
TELEPHONE COMPANY

FMCTC

Your Total Communications Provider

fmctc.com • 712-744-3131 • Harlan, IA

Registered users are presented with a complete list of available networks. New networks automatically added to list as become available. Some TV networks not available on all devices. Each network makes decision about program availability. Access of networks based on FMCTV subscription. WatchTVEverywhere does not include unlimited bandwidth and user may incur additional costs from their cellular or broadband provider.

Come to your Annual Meeting and hear highlights from Year 2018, like ...

Your Cooperative is building a fiber, high speed broadband network that is the envy of America. It:

- spans almost 1000 miles
- serves over 2200 customers
- offers Internet speeds 400Mbps and faster
- is continually expanding, laying the groundwork for Gig services in the future. That's broadband strong!

Your Cooperative paid over \$83,000 in property taxes in four Iowa counties to help support schools, local government, and public resources.

- Audubon \$ 150
- Crawford \$ 5,505
- Pottawattamie \$ 9,904
- Shelby \$ 67,533

Your Cooperative returned \$747,036 in patronage dividends to members.

- The average patronage check was \$209.28.
- The largest patronage check was \$6413.89.
- Over \$10.7 million have been returned to members since 1993.

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.

Join us at the 2019 Annual Membership Meeting

Farmers Mutual Cooperative Telephone Company announces the 2019 annual meeting will be held on Tuesday, March 26, 2019, at the Veterans Memorial Auditorium in Harlan.

All members of the Cooperative are welcome to attend.

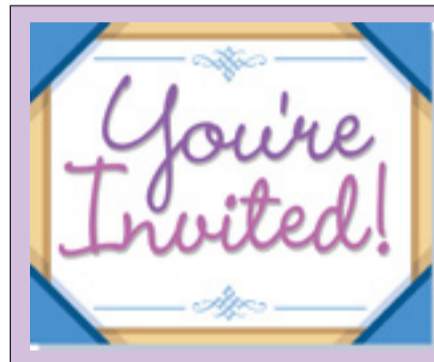
The day will feature a free catered meal by Hodges Smokehouse Catering, attendance gifts and prizes.

The business meeting will include the election of four 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 and your input is vital to the organization.

We highly encourage you to attend your annual meeting.



2019 FMCTC Annual Membership Meeting

Tuesday, March 26, 2019 • Veterans Memorial Auditorium, Harlan

COME AND ENJOY THE FESTIVITIES:

- Doors open and registration begins at 10:30AM
- Free catered meal by Hodges Smokehouse Catering served 11AM-12:30PM
- I Know That! Trivia 11AM-NOON. Play and you could win \$25!
- Business meeting with director election begins at NOON
- Mingle with your FMCTC board of directors and employees
- Attendance gifts

**GRAND PRIZE
GIVEAWAY
\$500 CASH!**
Must be present
to win.

Nominees chosen for 2019 board of directors' election

Nominations for the FMCTC Board of Directors were recently made for the Defiance, Rural Harlan, Irwin, and Manilla 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. Following are the members who were nominated:



Westley Walker –
Defiance Exchange



Ernie Peters – Rural
Harlan Exchange



Richard Wiig –
Irwin Exchange



Lynn Barry –
Manilla Exchange

These nominations made by the committee and any nominations by petition from the members in accordance with the Cooperative's Bylaws, will be voted on by the members present at the annual meeting to be held on Tuesday, March 26, 2019, at the Veterans Memorial Auditorium in Harlan, Iowa.

The minutes of the Nominating Committee will be mailed to all cooperative members prior to the annual meeting.

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CEO..... Thomas Conry
Plant Mgr Gary Petersen
Office Mgr..... Jacie Scheffler

President Joel Berndt
Vice-Pres Eugene Juhl
Secretary Ted Chamberlain
Director..... Paul Nelson
Director..... Westley Walker

Director..... Darrell Jacobsen
Director..... Ernest Peters
Director..... Lynn Barry
Director..... Lynn Schmitz
Director..... Brandt Ferry



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

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

The State of Iowa offers an important public service called Relay Iowa. Relay Iowa is for everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speed Impaired. Relay Iowa is a program of the Iowa Utilities Board and ensures all citizens have access to convenience, reliable services that enable them to communicate by telephone.

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.

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.

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.

RELAY IOWA ACCESS NUMBERS:

Dial 711 or
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
TTY/ASCII (Teletypewriter): 1-800-735-2942
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.

No more Hidden Number Contest, but...

Our Hidden Number Contest that has appeared in our newsletter for several years has gone away, but we are replacing it with a new trivia game, I Know That! Trivia. Correctly answer the questions in the newsletter and you'll be entered to win a \$15 credit on your FMCTC bill. Ten winners will be drawn every newsletter. Good luck!



***Please print your name & phone number clearly.**

Return your answers to the trivia questions to FMCTC by March 20 for your chance to win a \$15 credit on your FMCTC bill. Not eligible for credit two editions in a row.

CLIP & RETURN

1. What was the \$ amount of the average patronage check issued to members in 2018? _____
2. How much does it cost to add our WatchTVEverywhere service to your cable tv subscription? _____
3. Your FMCTC payment is due on what date? _____
4. How can you improve a wireless dead spot in your home?

Name _____ Number: _____

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.

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:

- **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.
- **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 includes up to two Wi-Fi fast routers in your monthly subscription. (No need to lease or rent!)
- ✓ **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.

Get news, great family shows, telenovelas and exciting futbol

FMCTV introduces a Spanish language tv package

A Spanish language tv package may be added to your *Digital TV with FREE HD & Whole Home DVR* subscription. This new package features four popular channels, all in HD, and may be added for \$2.99/month. Call us at 744-3131 to add this package.



Channel 271



Channel 275



Channel 272



Channel 276



Velocity Channel is now MotorTrend Network

Television's No.1 destination for automotive programming has undergone some major modifications. Velocity is now MotorTrend Network, the new cable home of shows like *Wheeler Dealers*, *Bitchin' Rides*, *Iron Resurrection*, and MotorTrend original shows.

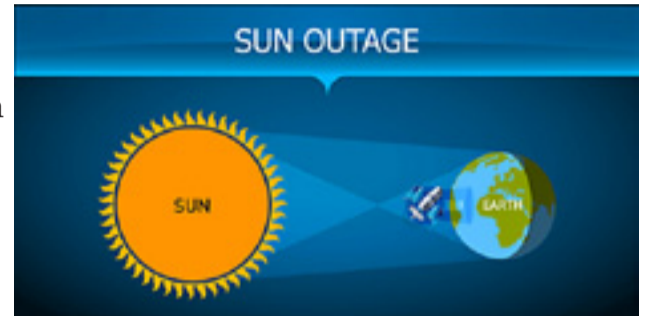
Launching as a full HD channel, MotorTrend network will continue to provide all the high quality gearhead content you loved on Velocity, plus MotorTrend originals including *RoadKill*, *Dirt Every Day*, and *Head 2 Head*. In addition to the revamped tv channel, you can catch your favorite shows on WatchTVEverywhere and the MotorTrend App.

The MotorTrend Channel is 420 on the *Digital TV with FREE HD & Whole Home DVR* lineup.

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

Twice a year, all television customers (not just FMCTV customers) may experience some degree of television interference due to sun outages. This spring, the solar satellite interference is expected from now until mid-March.

Sun outages happen due to solar interference. For a few weeks every spring and fall, the sun is directly behind the line of sight between TV satellites. One satellite is on Earth receiving signals, the other is in space sending signals. When the antenna on earth is looking into the sun, the interference from the sun overrides the signals from the satellite.



At first, the effects of a sun outage are minimal. Some channels will experience "macro-blocking" or "tiling" of the picture before and after peak times. But the interference can gradually worsen to the point of blocking the satellite signal entirely.

Sun outages typically last as long as 15 minutes a day. The effects of a sun outage vary in degree from minimal to total outage throughout the impacted days. Once it reaches its peak, the interference will gradually decrease, becoming less noticeable each day. Unfortunately there is nothing FMCTC can do to prevent sun outages from occurring. All we can do is apologize for the inconvenience and ask for your patience until the sun outage is over.



IKM-Manning Athletic Booster Club

Matt Gubbels (center) of *FMCTV Sports* presents a \$315 check to IKM-Manning Athletic Director Cory McCarville (left) and Jeremy Nielsen, IKM-Manning Booster Club board member.



Harlan Community Athletic Booster Club

Matt Gubbels of *FMCTV Sports* presents a \$525 check to Harlan Community Athletic Booster Club members. Front row: Chad Sears, Stacy Schmitz, Allison Manz, EJ Leinen, Bambi Ineson, Kate Schechinger, Joey Wicks. Back row: Matt Van Baale, Kristen Van Baale, Matt Schmitz, Chad Manz, Troy Ahrenholtz, Matt Gubbels, Steve Ineson, Chad Wicks, Lyn Ahrenholtz, Josh Leinen.

FMCTV Sports makes donations to area athletic booster clubs

FMCTV Sports produces and sells season highlight DVDs throughout the school year that showcase our high school athletes and their achievements. At the end of the school year, the total proceeds from the season highlight DVD sales are donated to the respective school's athletic booster clubs.

"FMCTC and FMCTV Sports are proud to support our area athletic booster clubs with these donations," says Tom Conry, FMCTC General Manager. "We appreciate the booster clubs' efforts to support their communities, schools, and student athletes."

WatchTVEverywhere, Anytime

With our new WatchTVEverywhere service you are able to watch 65+ favorite television networks on your favorite mobile device no matter where you are. All you need is a good Internet connection. You can watch available episodes of your favorite shows, live news and sports. And best of all, it's FREE with your FMCTV subscription.

Just register using your FMCTV account information and you're all set. Sign up instructions are available at www.fmctc.com.