



The Communicator

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

Summer 2019 19th St. & Cyclone Ave., Harlan, IA 51537 • (712) 744-3131 • fmctc@fmctc.com • www.fmctc.com

What will you do with 100MB?



FMCTC is your technology partner and our

100MB Internet Bundle

is at the center of it all.

- **100MB Internet**
- **Digital TV with FREE HD & Whole Home DVR**
- **Phone**

\$186.95/mo

ADD another **100MB** for just **\$20/mo**

Bundle available to residential & business customers

National Do Not Call Registry

You can reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free. You may add your home or mobile number by visiting www.donotcall.gov, or calling 1-888-382-1222 from the phone you want to register (TTY: 1-866-290-4236).

Most legitimate companies don't call if your number is on the Registry. If a company is ignoring the Registry, there's a good chance that it's a scam. If you get these calls, hang up and file a complaint with the FTC using the contact information above.

You still may receive political calls, charitable calls, debt collection calls, informational calls, and telephone survey calls. In addition, companies may still call if you've recently done business with the company, or if you've given the company written permission to call you.

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.

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2019 FMCTC Thank You Tour

Located in your hometown, this family-friendly event provides an opportunity to mingle with your neighbors, chat with your Board of Director representative and members of the FMCTC staff while enjoying a fully catered dinner. In addition you'll get an attendance gift and can register for our grand prize giveaway.

Join us at a hometown near you.

2019 THANK YOU TOUR BY TOWN

Westphalia	Tuesday, June 4	St Boniface Parish Hall
Kirkman	Wednesday, June 5.....	Community Building
Earling.....	Thursday, June 6	Fire Hall
Jacksonville	Monday, June 10	Bethlehem Lutheran Church
Harlan.....	Wednesday, June 12.....	Therkildsen Center
Hancock.....	Thursday, June 13	City Hall
Manilla	Tuesday, June 18.....	Memorial Hall
Irwin	Wednesday, June 19.....	Community Building
Defiance.....	Thursday, June 20	St Peters Parish Hall

Robocall Revolt

Are you sick of them? If you're thinking that your phone is ringing more and more with those annoying robocalls, you're right. The number of robocalls is skyrocketing. There are about 163 million robocalls every day in America. Over the last four years, robocalls in America have tripled.

The calls are coming from all across the globe and the latest calls are getting more sophisticated. The latest money grab is known as the ONE RING SCAM. You get a call, often when you're asleep, that hangs up right away. The number may even call multiple times, maybe causing you to think it's a family emergency. When you call the number back, it's a connection to a costly 900 Number and you're stuck paying the charges.

Other scammers can even mask their numbers using your own local area code hoping you'll be more likely to pick up.

TIPS TO STOP ROBOCALLS:

1. Don't answer calls from unknown numbers – let it go to your voice mail. If you answer a call, hang up immediately.
2. Do not call back any number that you do not recognize.
3. If you answer the phone and the caller – or a recording—asks you to hit a button to stop getting the calls, you should hang up.
4. Do not respond to any questions – especially those that can be answered with “Yes” or “No.”
5. Never give out personal information like account numbers, social security numbers, mother's maiden name, passwords, or other identifying information.
6. If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government's website. You will usually get a written statement in the mail before you get a phone call from a legitimate source.
7. Use caution if you are being pressured for information immediately.
8. Register your number on the Do Not Call Registry.

Source: Federal Trade Communications, United States



SERVING 5-7PM
FMCTC member Gress Locker will be cooking in Hancock.
FMCTC member Pizza Ranch will be cooking in the other locations.

You may not be able to tell right away if an incoming call is okay. Be aware – Caller ID showing a 'local' number does not necessarily mean it is a local call.

Caller ID Spoofing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity. It's often used to trick you into giving away valuable personal information.

Robocallers use neighbor spoofing which displays a phone number similar to your own on your caller ID to increase the likelihood that you will answer the call.

100% Done! Finished! That's a Wrap!

Fiber-to-the-Home network is complete in our rural areas

Twenty years, countless hours, and the largest investment in company history – and our Rural Areas are 100% Done – 100% Fiber. That's right! Our Fiber construction project in our rural areas is complete and Fiber service is installed to every home and business.

Customers in our rural areas join customers in our 100% Fiber-Connected Towns which are Irwin, Jacksonville, Earling, Westphalia, Defiance, Manilla, Tennant, and Corley.

We are currently working on Fiber projects in the towns of Kirkman, Hancock and Harlan. We are working diligently to make them 100% Fiber-Connected Towns, too.

What is available to FMCTC customers is completely missing in most of America. In fact, only 25% of Americans have access to Fiber like our customers.

The benefits to you of Fiber service are substantial:

- Greater network reliability
- Faster Internet speeds, up to 1 Gig
- Higher quality TV and phone services
- Flexible and fast experiences for our schools, hospitals, and government
- Economic growth and business development for our communities
- Increased value of your home and business

IT'S EXCITING NEWS!

Our Fiber construction project in our rural areas is 100% DONE.

Our rural customers are converted to Fiber service.

In 1999, FMCTC began the Fiber-to-the-Home project with the goal of eventually having 100% of customers connected to fiber in every exchange. This project is the largest commitment to the infrastructure and development of FMCTC's network since its beginning in 1904.



FMCTC Internet is Gig Certified

FMCTC is thrilled to be recognized by NTCA-The Rural Broadband Association as a Certified Gig-Capable Provider for delivering gigabit broadband speeds and enabling technological innovation in the communities of Irwin, Jacksonville, Earling, Westphalia, Defiance, Manilla, Tennant and Corley. NTCA – The Rural Broadband

Association is the premier association representing nearly 900 independent, community-based telecommunications companies, which drive innovation in rural and small-town America.

As a Certified Gig-Capable Provider, FMCTC joins a national campaign to build awareness and industry recognition of community-based telecom providers that have built communications networks capable of delivering Internet speeds of up to 1 gigabit per second, which is 100 times faster than those currently available in many U.S. households.

To achieve certification, companies must show that gigabit technology is available within 95% of one or more exchanges within its service territory and that such service can be provided without new trenching or stringing new aerial facilities.



Correctly answer the questions and you could win a \$15 credit on your FMCTC bill. Ten winners will be drawn every newsletter. Good luck!

CLIP & RETURN

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

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

1. At what time will the catered meal be served at this year's Thank You Tour events? _____
 2. True or False. You answer the phone and it is a Robocall. The caller – or a recording – asks you to hit a button to stop getting the calls. Should you do so? _____
 3. What percentage of customers in our rural areas is converted to our new Fiber System?

 4. The Lifeline Telephone Assistance Program provides a monthly reduction on telephone bills for qualified lowans. What is that \$ amount? _____
- Name _____ Number: _____



Summer construction update

Our goal of bringing the power of fiber to all of our customers is moving full speed ahead this summer.

Crews from our utility contractor Quality Construction are burying mainline fiber and drops and installing the ONT (Optical Network Terminal) boxes on the outside of homes and businesses in the towns of Kirkman, Hancock and Harlan.

FMCTC crews are 'cutting over' homes and business to our fiber network. Customers will be contacted by the FMCTC office to set up a 'cutover' appointment at which time their internet, tv and phone services will be moved to fiber.

Give our office a call at 744-3131 if you have any questions.



Lifeline Telephone Assistance Program



Financial assistance available for qualified customers

Telephone assistance is available to qualifying Iowans as part of a federal support program called "Lifeline." The program assists qualified low-income Iowans by providing a monthly reduction of \$9.25 on their local telephone bill.

Iowans whose income is at or below 135% of the Federal Poverty Guidelines are eligible for telephone assistance. Additionally, Iowans who participate in one or more of the following programs are eligible for telephone assistance:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans & Survivors Pension Benefit

Documentation will be necessary for enrollment. In addition, you must not currently be receiving Lifeline assistance, and no other person in your household can be subscribed to the Lifeline program, as the program is limited to one benefit per household.

To apply for Lifeline, applicants should submit an application to Farmers Mutual Cooperative Telephone Company. Application forms can be obtained from the FMCTC office at 801 19th Street in Harlan. This application is also available on the Iowa Utilities Board website at www.state.ia.us/iub.

Your privacy matters to us

As we provide services to you, we gather information about the products and services you use. We gather data during the application processes, too. This information is known as *Customer Proprietary Network Information (CPNI)*.

Under federal law, you have a right and FMCTC has a duty, to protect the confidentiality of your CPNI. FMCTC will not disclose or sell this information, unless required to do so by law; or upon receipt of a written request by a customer.

FMCTC may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors (billing and technical support vendors) that assist us in providing services. They share a duty to protect your CPNI.

Know that we limit access to your personal information. Sharing of this information is restricted by our employee handbook, non-disclosure agreements, and the law, in order to guard your personal information.

Whatever you do, do it faster with our 100MB Internet Bundle

Our 100MB Internet Bundle makes it easy for you to enjoy the latest technology in your home and business. It provides the speed you need to stream video, upload photos and files, videoconference, play games, download music, help secure your property, and more, without sacrificing performance.

Fast Internet

- 100MB x 25MB
- Barracuda© anti-spam protection
- Internet Help Desk & Support Center
- 5 email Accounts
- Includes up to 2 Routers
- Add an additional 100MB for \$20

Reliable Phone

- Landline for 911 reliability
- Unlimited Local Calls
- 100 Minutes Nationwide Long Distance

Stay Satisfied

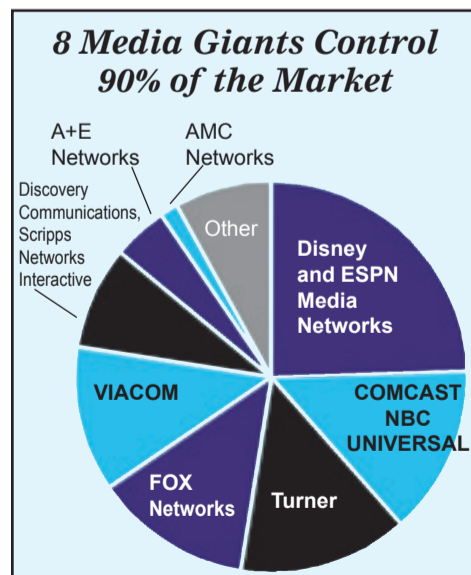
- A money-saving combination
- Local service and support
- You chose if you want to sign a contract
- Earn patronage dividends

Digital TV w/ FREE HD & Whole Home DVR

- 112 TV Channels
- 78 HD Channels
- Whole Home DVR
- Local Omaha & Des Moines Channels (8,13)
- Local Channel 448
- Caller ID on TV
- 51 Digital Music Channels
- Remote DVR Scheduling
- Restart TV
- Watch TV Everywhere
- Video on Demand Library
- Parental Controls
- Includes one HD Set Top Box with a Whole Home DVR, Remote Control and a HDMI cable

\$186⁹⁵/mo

Price does not include taxes and regulatory fees. Est \$14



Media Giants

Eight giant corporations own most of the networks you watch, as well as many of those you don't. To continue increasing their revenue, they require us, your cable provider, to carry their less-popular networks as a condition of providing the most popular ones.

In addition, they use their size and market power to continually demand higher fees for their programming. More money from your pocket means more money in theirs.

WE'RE ON YOUR SIDE

We want you to have access to your favorite channels. We negotiate with these big corporations to make sure you get all the channels you want. Visit TVonmyside.com to learn how FMCTC is negotiating for you.