

# Connections

A quarterly publication for the valued customers of FMTC

## Hint Hint . . .

- ✓ New Puppy
- ✓ Bigger TV
- ✓ Lots of Gadgets
- Call FMTC! Faster Internet
- FM+tv Service



Effective hinting is an art form. Yet, a list of ideas left on the counter works just as well. Great hints help all involved.

Christmas lends itself the opportunity for giving big gifts – to families, parents or even yourself. Recently, more HDTVs, tablets, laptops, smartphones, game systems or other sought after electronics have made their way under the tree.

Don't get caught without the best services to connect all your fancy new toys. They all will perform at their best with the best Internet or FMtv from FMTC's Fiber Optic network. We will make your technology shine bright.

FMTC FMtv gets you all the best shows in HD, so you will feel like you are in the movie theater or at the big game, and you have less expensive refreshments. FMTC's Fiber Internet is ultra-fast, ultra-reliable and UNLIMITED.

With it you can shop, surf, stream, work, play, take a class, start a company or just about anything else – from right where you are right now.

Psst...call us, we can help make great gifts happen.

**New Customers  
Try Any New Service Get**

**FREE  
Installation**

**Existing Customers  
Add or Upgrade Any Service**

**FREE  
for 30 Days**

Offer valid Nov 1, 2017 thru Jan 31, 2018. All products or speeds may not be available in all locations. After promotional period, regular rates apply. Service must be retained for at least 6 months. See offices for full details or to sign up.



### Trick or Treat on the Trail

Thanks to all who attended and sponsored Stanton's 11th Annual Trick or Treat on the Trail held on October 28th. It was a spooktacular event!

The event started at 3pm on Saturday with Trick or Treating at Accura Healthcare. Attendees enjoyed hayrack rides and collected lots of great goodies!

### Customer Service Corner

#### Holiday Closings

We will be closed in observance of the following holidays:

- Thanksgiving - November 23 & 24
- Christmas - December 25
- New Year's - January 1

#### Contact Us

829-2111 (Stanton)      826-2812 (Villisca)

**Toll-Free: 1-800-469-2111**

**Internet Tech Support: 1-888-829-3682**

**Call Before You Dig: 811 or 1-800-292-8989**

**Email: [customerservice@myfmtc.com](mailto:customerservice@myfmtc.com)**

#### Customer Service Hours:

Monday-Friday 8:00am to 5:00pm

[www.myfmtc.com](http://www.myfmtc.com)



# Midwest Data brings peace of mind for your business technology needs

Business customers, you just want your computers, servers, networks and related hardware to work, so you can focus on your business. And now, issues with cyber-security, data back up and business continuity are also concerns.

FMTC knows these truths. We partnered with other area communications companies to form Midwest Data of Iowa to give you a resource to solve these problems.

Top priority business services include



onsite maintenance, security, backups, cloud, touchscreen devices, website design, hosting and more! Certified technicians work on equipment and software from Microsoft, Dell, Cisco, HP and Polycom, just to name a few.

Learn more about what Midwest Data of Iowa can do for you by calling toll free 844-640-3283 or visit their website at [www.iowadata.com](http://www.iowadata.com). Make them your IT technical support department, and save time and money.

## Online shopping has changed, how to stay safe this season

If you are planning to do any shopping online this holiday season, we wanted you to keep a few ideas in mind, to protect your identity and your peace of mind.

- 1. Look for the Padlock** - Each Internet browser (Explorer, Firefox, Chrome or Safari) shows you are on a secure site differently. But, many will show you a mini padlock in the address bar when you are on a checkout page – where you might be entering your credit card info. Be watchful for this, and only use sites, which are secure.
- 2. Use Solid Passwords** - Often sites

want you to register or login to make a purchase. To make it easier, sometimes you can login with your Facebook or Google username and password. While that does make it easier for you, it puts additional pressure on the security of those accounts because you have now connected them to a shopping site. If you do this, make sure your password is solid, and not easy to guess.

- 3. If it Feels Wrong; It May Be** - If a deal seems too good to be true and something seems odd or sluggish about the site, leave

immediately and don't put in your credit card information. Some credit card companies block transactions from some fraudulent sites to protect you.

- 4. Bluetooth Beacon** - If you shop in a store and you have your smartphone's Bluetooth turned on, you might receive a coupon or other store promotion delivered to you if the store uses a Bluetooth beacon product. This is not bad or good, but its possible bad guys could exploit this method in the future to deliver something worse than a coupon. Turn your Bluetooth off when you are not using it.

## Annual payment policy information notification

Just a few notes on bill payments:

- Bills are mailed the 1st of the month
- Your payment is due by the 20th
- Bills are past due on the 21st of the month and final notices are sent
- Additionally, a late fee of 1.75% of the total bill is also charged

- Disconnects are done on the 5th of the following month
- Reconnection fee of \$20/service

We have many methods to help you make payments, which are shown at the right. If you need help setting them up, please give us a call or stop in our office. We want your experience to be a good one.

## PAYMENT OPTIONS

- **Auto Pay** - Setup automatic monthly payments from bank/credit accounts
- **eBill** - View & pay your account online via our website at [www.myfmtc.com](http://www.myfmtc.com)
- **Mail Payment** - Make sure you mail with enough time to reach us by due date
- **Drop Off** - Drop payment at our offices or in the night drops in Villisca & Stanton



## Internet connectivity is great; how to manage it for your family

We don't endorse consumer products, and I'm not doing so now. What I am trying to do is introduce you to a type of product, which attempts to solve some of the new challenges that families face today.

With our fiber network, getting great Internet is not a concern. The Internet and connected devices provide outstanding information and afford us tremendous opportunities for productivity. Yet, we also know our devices can suck us in and waste our time. That can be especially true for our kids.

A product called Circle ([www.meetcircle.com](http://www.meetcircle.com)) helps you manage all the Internet

connected devices in your home. FMTC techs have tested it in our lab and the Circle connects to the FMTC WiFi router in your home very easily and does not create any security risks.

According to their website, with Circle, you can filter content, limit screen time and set a bedtime for every device in the home. Circle pairs wirelessly with your home WiFi and allows you to manage every device on your WiFi network.

Using the Circle app, families can create unique profiles for each family member. Kids, and all family members, will have a connected experience that is designed



just for them. As I said at the start, I'm not endorsing this product or any product.

Now that Internet is so ubiquitous in our lives, we want you to know about tools you can use to shape your experience into what you want it to be. Thanks for letting us serve you.

## Payment options attempt to keep you safe & secure

In May of 2015, we wrote about the coming of 'chip' credit cards. Since then almost all credit and debit cards have been replaced with 'chip' cards.

This technology is expected to improve security by creating a unique, one-time code for each sale. That code cannot be used for future or additional sales, making it less attractive for hackers or identity thieves. The 'chip' card technology makes credit card fraud the responsibility of the retailer, rather than the credit card company.

### Different Ways to Pay:

**1. Apple or Android Pay** – both allow you to enter your credit card into your smartphone and then use the 'wallet' feature of your smartphone to make payments at retailers who support those payment options.

These options create a one-time use code (the same as the chip does) to keep the payments secure.

**2. Bill Pay** - Many banks have expanded their online banking options to include bill pay and the ability to send money to people you have authenticated. Check with your bank for specific options available to you.

**3. Venmo** is a smartphone app that you can connect to your bank account to make and receive payments from people. It is currently popular with young adults and college students, as a way to quickly pay someone back.

## Come and Celebrate the Holidays with Us!

**New Market - Friday, December 8**

8:30-11:00am at the Community Room

**Villisca - Friday, December 15 & 22**

All Day Holiday Treats & Coffee at Our Office

**Stanton - Friday, December 15 & 22**

All Day Holiday Treats & Coffee at Our Office

*Happy Holidays from our family to yours!*





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## TV broadcasters looking for huge rate increases; will effect TV rates

Every 3 years we have to renegotiate the rates we pay the broadcasters (ABC, CBS, NBC & Fox) to carry their stations on our TV line up.

Every time broadcasters start with an astronomical increase and a huge number of restrictions and requirements. We counter offer, attempting to lower the rate, restrictions and requirements. We are fighting on your behalf to keep TV rates from rising so fast.

Nothing about this is enjoyable. Every broadcast station believes their shows are the only thing customers watch, so we should pay.

We, along with our negotiating partners, are fighting hard to keep these rates and restrictions down, so we don't have to raise your TV rate as much.

However, broadcast stations have become reliant on these fees to replace

lost revenue in other areas. So broadcasters, attempting to increase their revenue, work hard to raise the rates cable and satellite companies pay.

This is one of the main reasons we have to increase TV rates. Stay tuned for more in the coming weeks.



**Veterans - Enjoy a Meal on Us!**  
**Saturday, November 11th**  
 We'd like to invite all veterans to have coffee, breakfast or lunch as our treat.

**Stop by one of these locations, let them know you're a Veteran and FMTC will pick up the tab**

Farmer's Mutual Town & Country in New Market  
 The Cast Iron Café in Stanton or TJ's Café in Villisca

***Thank You for your service. God Bless you and all Veterans!***