

February 2017

Connections

A quarterly publication for the valued customers of FMTC

WORLD CLASS SERVICES

Small Town Values!

Living in or around a small town served by FMTC means you don't have to settle for less. You are the reason we built a Fiber network! We wanted you to have THE BEST Internet, FMtv and voice products right where you live or work. Now you do.

Rural electrification was a game changer in 1936. Gig Internet may have a similar impact for the people who have it. "Gig" Internet means 1,000Mb Internet. For comparison, today most FMTC residential customers have 50Mb.

Practically speaking, your Internet should never seem 'slow.' If it does, please give us a call, and we'll give

your Internet a check-up. Then, you can connect all your devices, watch TV & stay connected and never slow down because of your Internet.

You might not need Gig Internet yet, but likely, sooner than you think, you'll need Gig or close to it. Why? Because how we use the Internet will increase dramatically in the coming years. Our Internet use will demand VERY large amounts of information to be sent and received quickly. Gig Internet will be as critical as running water or electricity.

When you need it, you'll have it. Not all communities are as fortunate. World Class Values Deliver!

Offer valid February 1 thru April 30, 2017. Not all products or speeds are available in all locations yet. Some restrictions and limitations may apply. See offices for full details or to sign up.

Customer Service Corner

Scholarships for Seniors

We have sent school guidance counselors information about scholarships offered by us, the community and our industry.

- FMTC & VFTC Scholarships
- Alliance Scholarship Program
- Foundation for Rural Services Scholarship
- Aureon Scholarship

Check with your school's guidance counselor, visit our website or call our office for more info & applications.

Protect Your Electronics

Protect your computer & other valuable electronics by using an adequate surge protector/UPS. Also, make sure you are plugged into a grounded outlet. Doing all this will provide the best protection.

February is Heart Month

Little changes can equal big results. Do something heart-healthy today!

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

Customer Service Hours:

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

www.myfmtc.com

Upgrade Your Internet Speed, Get FMtv or Sign up for a Bundle
GET THE UPGRADE FREE FOR 30 DAYS

FMTC
Your Connection to the World



Call Today to Get the Best with a Bundle!

**FMtv with Whole Home DVR & Lots of High Definition
OnScreen Guide & Digital Music At Least 50Mb Internet on Fiber!
Free WiFi No Contracts Free Installation**

7 things you can do with FMtv to make life more interesting

FMtv is the new version of cable TV – only better. Yes, there are hundreds of channels, High Definition, movies, sports, education, travel, children’s programming and much more. But there is more to FMtv. Here are some other perks:

Whole Home DVR – you can record a show or a series of shows on one TV and watch them on any TV in your house. You’ll use the outstanding on-screen guide to find and set up your recordings. It’s like having your personal Netflix library!

Watch TVEverywhere – for no extra cost selected shows from nearly 60 channels from your FMtv lineup can be watched on-demand from any Internet connected device (computer, tablet or smartphone) at home or away from it. To avoid data overage charges from your cellular carrier, it is best to Watch TVEverywhere using WiFi.

Pause/Rewind Live TV – if you have our DVR, you can pause any show you are watching if you are interrupted.

Then, you can start right where you left off. You can even ‘rewind’ any show to pick up a missed line or review a great play in the big game.

Caller ID on TV – just like it sounds, your TV will display the name and number of incoming calls, so you can decide to take them or let them go to Voicemail right from the couch.

Music – TVs have become part of home entertainment systems, so the perfect compliment is music from your FMtv service. For no extra cost, there are nearly 50 stations of ad free music you may enjoy while relaxing, cleaning, working, exercising or entertaining. You’ll find everything from classical to country and jazz to toddler tunes, all in digital quality!

Premium Channels – what used to be called ‘movie channels’, now are a whole lot more than that! FMtv offers you the chance to subscribe to 13 Starz/Encore,

6 HBO, 8 Cinemax or 9 Showtime channels – which feature award winning original programming, movies fresh from theaters, a variety of different programming genres, and other special series and events.

Stream Netflix or Similar – streaming video with Netflix, Amazon Prime, Hulu or other steaming services are not part of FMtv, but since they feel like TV and most use it to supplement their TV experience, we thought we would include it.

Streaming uses your Fiber Internet. Streaming one HD show can use 12Mb. Stream two and you are close to 25Mb, which is why having ultra-fast Internet and an updated WiFi router matter so much today.

Accessing email via POP3 or IMAP account

We are often asked about email setup and whether people should use POP3 or IMAP. Both are protocols used to access email from a phone, computer or tablet.

In a nutshell, IMAP means you are storing your email on our server and may access it via any device such as your smartphone, laptop or tablet. It is synchronized between devices so if you remove it from one, it is removed from all.

If you use POP3, the mail is downloaded to each device, thus requiring you to deal with it on each device. If you delete it off one, it is still on another.

For most people, IMAP is the desired method. If you need help or have questions about converting to IMAP, contact tech support at 1-888-829-3682.

FMTC email settings

Incoming Server: imap.myfmtc.com or pop3.myfmtc.com

Outgoing Server: smtp.myfmtc.com

Server Type: IMAP or POP3

Ports

Incoming: 143 (IMAP) or 110 (POP3)

Outgoing: 587

Email Address: {Username}@myfmtc.com

Password: The password you use to login to your email account. If unsure, call us

Verify that both the ‘Outgoing server requires authentication’ and ‘Use same user name and password for sending email’ settings are both checked

Security Type SSL: None

Fiber project is nearly DONE! What it means for you!

If you have read my articles over the past 3 years, you have consistently read about the Fiber-to-the-Home network we are building and the enormous benefits it brings to you and our communities. I'm happy to say the project is nearly complete.

First, I'd like to thank our employees who have shown just how much they care about our customers and our communities in every aspect of this project. If you see them, please thank them for their efforts. They are talented people who have done great work.

Second, the value and benefits the fiber network brings to you, and our communities, cannot be overstated.

A few of them are:

Unlimited Internet - Ultra-fast, unlimited Internet on the most reliable network in the world. And, there is room to grow. See story on page 1 about Gig Internet.

“The value and benefits the fiber network brings to you, and our communities, cannot be overstated.”

FMtv for All - FMtv provides TV for all customers, with Whole Home DVR, Watch TV Everywhere and more. If you have not checked out FMtv, do yourself a favor, call us today and ask for details. You won't regret it.

Communications Tools - A full suite of communications tools – voice, Internet and more. While telephone is not the fancy new service these days, we all rely



on it every day in some way. HD Digital Voice on fiber is awesome too.

Economic Development - Opportunities for business growth & expansion. Very few locations in the world have a population with a strong work ethic and a world-class communications network. We have both. Please help us share the news within your network of people so others know what SW Iowa has to offer.

Thanks for being our customer. We appreciate your help, patience and trust.

Cyber security, hacking and keeping your information safe from harm

As the news has shown, no one is immune from hacking or data breaches.

As a company, we want to keep all defenses up-to-date and secure, so if the bad guys do stop by, they'll move

on to an easier target.

We take data security and privacy seriously; it's our responsibility and your trust means a lot. Also, there are

a number of regulatory requirements, which help us stay on top of potential threats and keep systems as secure as possible.

Here are some tips to keep your identity and your information safe:

- 1. Use strong passwords** and don't use the same password for every account you have.
- 2. Keep your defenses up.** If someone emails or calls you and asks for something that seems odd, don't reply or just hang up.
- 3. Be cautious about the apps you use** on your tablet or smartphone. Some are not as secure as they should be.
- 4. Back up your data,** and do so with a trusted provider. You will not regret taking time to get this right.

Office remodeling to be completed this spring

We started our office remodel in early January to help us use our space better. We have moved to the FMTC Tech Center – a block south and across the street – until we can get moved back 'home' sometime this spring.





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 410 Broad Avenue
 PO Box 220
 Stanton, IA 51573-0220

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Call at least 48 hours before you dig: it's the law

Spring is on the way (we hope) and construction and digging projects will soon be underway. Remember, there are many underground utilities that may present a problem if disturbed, and unmarked services may be dangerous if hit.

It is important to call Iowa One Call at **811 or 800-292-8989** at least 48 business hours in advance so underground services such as gas, water, telephone, electric, cable TV and sewer can be located and marked.

FMTC customers may also dial 811 to report a dig. Locate requests are taken 24 hours a day/7 days a week.

When you call, you will be given a 9-digit 'dig ticket number' which can be used for reference throughout the project.

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.

In addition to digging in the spring, lightning can cause many problems to your home electronics and

computers. Make sure to have reliable surge protection and, when in doubt, unplug devices.

Make it a priority to call before you dig this spring & summer. Not only is it the safe way to dig, it's the law.



Do Not Call Registry Update

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home.

Register your home or mobile phone numbers for free at www.donotcall.gov or by calling their toll free number 1-888-382-1222.

After registration, unsolicited calls should diminish in about 30 days.

All unwanted calls should cease within 90 days.

There are exceptions to the types of calls which can be made to you including: calls on behalf of political organizations, calls made by charities, surveyors and companies with whom you've done business or with whom you've made inquiry or submitted an application.



**NATIONAL
 DO NOT CALL
 REGISTRY**

- Created in 2003
- Regulated by the FCC & FTC
- Registration is FREE