

May 2017

Connections

A quarterly publication for the valued customers of FMTC



SATISFACTION GUARANTEED

You want to be 100% satisfied with the services you get from us, and that's what we want for you too. Anything less and your user experience is not the outstanding one you deserve; and it doesn't represent our company values. So a 100% satisfaction guarantee is what it shall be!

What does a satisfaction guarantee look like in everyday life? We hope something like this: if you have a question about a product or if a service isn't working quite right, please contact us. We will answer your questions, fix it or look into the matter to find the solution.

With today's technology, many variables can impact how a product performs, and sometimes it's the smallest of factors. Our desire for you is to love our products

and enjoy your experiences using them. Our fiber network is ultra reliable. Beyond that, our systems notify our staff if issues develop, often before they are noticeable, so we can make necessary adjustments to keep you up and running. Monitoring and maintenance options will continue to advance to help us serve you even more efficiently in the future.

Upgrade Your Internet Speed,
Get FMtv or Sign up for a Bundle
**Get the Upgrade
FREE
for 30 Days**

Offer valid May 1 thru July 31, 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

Congratulations Graduates!

Congrats to all our area graduates. Best wishes for a bright future!

Revolving Loan Fund

We have a revolving loan fund that can be used for a wide variety of economic development projects for companies or community projects, and we want to use it! If you know of a project, please contact us with questions or to request an application form.

Call Before You Dig

It is important to call Iowa One Call at **800-292-8989** or **811** at least 48 business hours in advance, so underground services can be located and marked. It may save a life.

Holiday Closings

Our offices will be closed on May 29th in observance of Memorial Day & July 4th for Independence Day.

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

FMTC
Your Connection to the World

What are 'devices' and how do they use my Internet?

What do you mean when you say, "Internet and data usage continue to grow and because of that I need faster Internet?"

The short answer is: people are connecting more devices to their Internet service, and each of those devices is being asked to do more activities.

What are devices? Laptop or desktop computers, iPads or other tablet computers, SmartTVs, DVD players, home security systems, Xbox or similar game systems, Smartphones, Amazon Echo (or similar), smart door locks, thermostats or web connected video cameras and more...

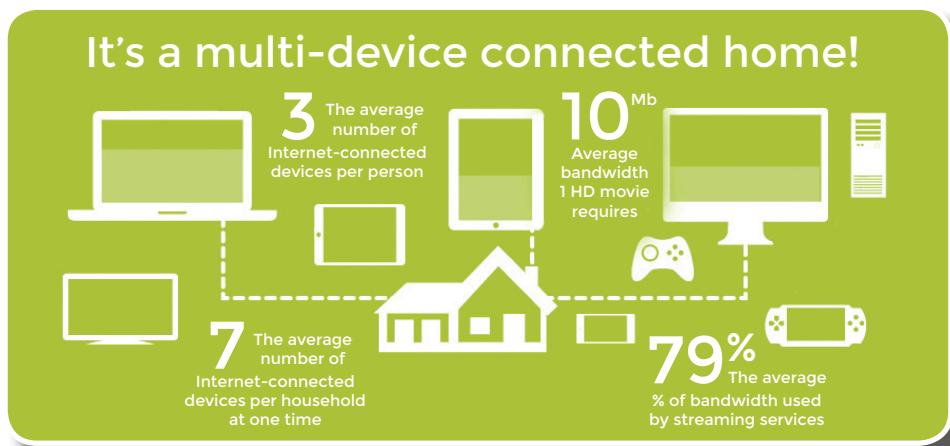
Devices are connected to your Internet in two ways. Most use WiFi (wireless) and others use an Ethernet cable (which looks like a thick telephone cord). WiFi is handy because it allows mobility.

Ethernet is better if you need a faster connection. Every connected device uses your Internet in some way, and some are heavy users. One device that is using Netflix can use 10-20Mb. If you have 2, 3 or more devices using your Internet heavily at the same time, they can require 50Mb or more.

And, when you go to sleep, your devices may have work to do. Some do backups

to the cloud and others need to do software updates.

When you realize how your devices use your Internet, it is easy to see how your 5 to 10 devices can use up all your Internet bandwidth. The trend of moving more activities to your Internet connection will continue. That is one of the primary reasons we have built the Fiber Network.



Help us welcome Chris & Kolten to the FMTC family

Kolten Sefrit (left) and Chris Frede (right) joined FMTC's technical team in 2016, as Combination Technicians. These days they are mainly doing fiber installs, but they handle many other duties as well.

Chris said, "This is the type of work I should have done out of high school, so I'm very

pleased to be here. All the people at FMTC are great; they want to help you and they are willing to teach. It's just a great group of people."

Kolten said, "I really enjoy the people I work with. I'm a people person so I love going to customer homes and connecting services, which can help them. The people I work with are like family."

- Watch Anytime, Anywhere you Have an Internet Connection
- **FREE** with Digital Cable!
- Nearly 60 Channels
- Easy to Setup & Use

watchTVeverywhere

www.watchtveverywhere.com or see our website for details

Annual State of the Company Report

While our industry continues to change at a rapid pace, we have continued to grow and strengthen your company. I am most certainly pleased to report that your company remains in a strong financial position. And, more importantly, due to the efforts of our staff and the thoughtful leadership of your board, we are positioned to continue to grow and remain in a strong financial position.

We are very close to achieving our long anticipated goal of completing the Fiber-to-the-Home project. While there are some lingering tasks to complete, we expect all FMTC customers to be on our fiber network by June of 2017. Our staff has done a fantastic job with this tremendous

project, which places FMTC in the top 5% of all communication providers with a very diversified distribution network.

It's important to remember the Fiber Network provides the foundation for communication, entertainment and economic development for your future and that of your neighbors. Our network allows all customers to have ultra-fast Internet (up to 1,000Mb), advanced Digital TV services and HD voice.

"Due to the efforts of our staff and the thoughtful leadership of your board, we are positioned to continue to grow."

We're one of only 120 companies nationwide which are 'Gig Certified' meaning we can provide 1,000Mb (Gig) Internet to our customers. This is your opportunity to brag about your



Manager's Report

Kevin Cabbage
General Manager

hometown. You have what others dream of having.

Ultra-fast broadband is the future, if not the present. Data usage continues to be a very big deal; providing you with all the capacity you need long into the future is the main reason we built the Fiber-to-the-Home network.

FMTC's 50Mb entry-level Internet is ground breaking, and it sets us and you apart from companies and customers who hope to just have reliable Internet of 10Mb.

FMTC holds Annual Shareholders Meeting in April

FMTC held its Annual Shareholders Meeting on April 20th at the Viking Center in Stanton. One hundred and thirty people attended the meeting and meal, catered by Villisca Foods.

Incumbent candidates Dan Lundgren & Stephen Peterson were elected to 3-year terms. At the organizational meeting, held after the annual meeting, David Seela, Dean Burke and Dwayne Vennerberg were reelected as Board President, Vice President and Secretary/Treasurer respectively.

Cheryl Clauson from BKD presented the audited financials. President Seela updated shareholders on the actions of the board and the status of the industry from a shareholder perspective. GM/CEO Kevin Cabbage updated the shareholders on 2016 projects & opportunities for 2017 and beyond. He reminded them that they are in the top 5% of customers in the US because of the Fiber Network!

Retiring employee Dave Guffey was recognized for 44 years of service to the company. Scott Boatman was recognized for 25 years, Brad Sunderman was recognized for 20 years, Frank Sefrit was recognized for 15 years, Misti Yates was recognized for 10 years, and Zach Kinser was recognized for 5 years of service.



Left: FMTC employees were introduced. Six were recognized for years of service.



Botton Left: Shareholders enjoyed a wonderful meal catered by Villisca Foods.



Botton Right: President David Seela presents.



Your Connection to the World

Farmers Mutual Telephone Company
410 Broad Avenue
PO Box 220
Stanton, IA 51573-0220

PRESORTED
STANDARD U.S.
POSTAGE
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PERMIT #484

Low income Iowans may qualify for assistance with Lifeline

Financial assistance is available to help eligible Iowans afford and maintain basic telephone service or broadband Internet access service. Lifeline participation enables Iowans to 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 access service to the list of subsidized services.

Lifeline provides a monthly bill credit of \$9.25 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.

Participation in the Low-Income Home

Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families Program, or the National School Lunch Programs will no longer be accepted as proof of eligibility.

To find out more call our office or download an application on our website. Re-certification forms are sent to participants annually and must be returned within 30 days.

Streaming is a great way to enhance TV watching

Many users like to supplement their TV viewing by using a 'streaming' service. Some examples are Netflix, Amazon Prime, Hulu and Apple TV.

The rule of thumb is you'll need 10Mb to stream an HD movie. Streaming two shows? You'll need 20Mb. Most streaming services test your speed, and if it is too slow they will send you a non-HD quality. The new 4K content requires 25Mb per show. Just shows

how content just gets bigger everyday.

Did you know you could download some shows from Netflix and Amazon Prime to watch off-line? Well you can. Not all shows are available and you can only download them to a tablet or smartphone – not a laptop. Check it out for your next trip.

Tech Corner