



A Brief Discussion on Net Neutrality and Our Service Areas

With the highly publicized FCC rulings on Net Neutrality in December 2017, conversations regarding the topics of 'freedom of the internet' and 'monopolistic control' of telecommunications providers are happening frequently on national news outlets, social media platforms, and at the local level. Huxley Communications is fully aware of the implications of the recent repeal of Net Neutrality and what that could potentially mean for internet users both across the country and within our service areas. However, with this increased discussion, there is an opportunity for some misconceptions and untrue information to be assimilated among the public, and potentially even among customers of Huxley Communications and other local citizens.

Huxley Communications is a member-owned cooperative established in 1937 that provides telephone, internet, and Skitter TV services to the communities of Cambridge, Elkhart, Huxley, Kelley, and Slater. We are also excited to be expanding our service areas to include the communities of Alleman and Luther with internet and SkitterTV services in 2018. It is a common misconception that Huxley Communications holds a monopoly in the areas we serve. That simply is not true. Any entity or provider can expand into these communities. We have no bearing on whether any competing service provider of telephone, internet, or TV chooses to expand into any area. We also do not have control over individual property owners, multi-family dwellings such as apartment buildings, or private expansion areas including residential or commercial developments.



Ultimately, Huxley Communications is not required to provide services anywhere. Nevertheless, we choose to provide services to as many homes and businesses within our areas as possible. Expansion and upgrades can be an expensive undertaking, but it is our mission to provide the best communication services possible to a growing number of customers.

Regardless of recent FCC rulings or any government legislation, we are committed to continuing to invest in our network to give our customers the internet speeds and capacity they need for the best online experience. We always welcome discussion regarding our products and services. If you have any questions or would like further explanation, please do not hesitate to contact or visit our local office in Huxley.

HUXLEY HAPPENINGS

Thursday, March 22

Huxley Communications Annual Meeting
Ballard Middle School Auditorium



CONTACT INFORMATION

Huxley Communications

P.O. Box 36 • Huxley, IA 50124
515-597-2281 or 800-231-4922
www.huxcomm.net
huxtel@huxcomm.net

Free Internet Tech Support

515-597-HELP (4357) • Available 24/7

Report an Outage

515-597-2281

Call Before You Dig

Iowa One Call • 800-292-8989

Gary Clark

General Manager

Connie Patrick

Business Office Manager

Terry Ferguson

Director of Operations

Brant Strumpfer

Plant Manager

WINTER 2018



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To access content through WatchTV-Everywhere, you'll first need to register at www.watchtveverywhere.com. It's quick and easy; just have your SkitterTV account number handy. Not yet one of our TV customers? Call us today at 515-597-2281 to sign up.

Tech Trends to Watch in the Next Several Years

According to members of the Forbes Technology Council, an organization for senior-level technology executives, we should be keeping our eyes on technology trends including these between now and 2022:

Conversational Interfaces

A conversational interface is any user interface (UI) that mimics chatting with a real human. So instead of communicating with a computer on its own inhuman terms—by clicking on icons and entering commands—you interact with it on your terms by just telling it what to do. Right now, there are two basic types of conversational interfaces: voice assistants (which you talk to) and chatbots (which you type to).

Virtual Reality

Examples of virtual reality environments include games, movies, trainings, and simulations. Pilots can learn to fly, for example, by using a virtual reality environment representing a plane. Equipment needed for virtual reality applications usually includes a headset or hand-held controller. The virtual reality experience includes visual, audio, and haptic (touch) elements.



Autonomous Cars

An autonomous (or driverless) car is a vehicle that is capable of sensing its environment and navigating without human input. The potential benefits include saving lives and reducing costs. Many such vehicles are being developed, but as of February 2017, the automated cars now permitted on public roads are not yet fully autonomous.

Internet Of Things

Many people consider the Internet of Things (IoT) to be one of the most exciting and useful tech trends. IoT refers to internet-connected devices ranging from kitchen appliances to heart monitors that are able to collect and exchange data using embedded sensors. As this technology grows in the next few years, more devices will join the list.

Speaking of internet-connected devices, you may need a faster internet connection if you have lots of them in use at your house. Call us at 515-597-2281 or visit www.huxcomm.net to check out the speeds we have available.

What to Expect During a Power Outage with FTTH Service

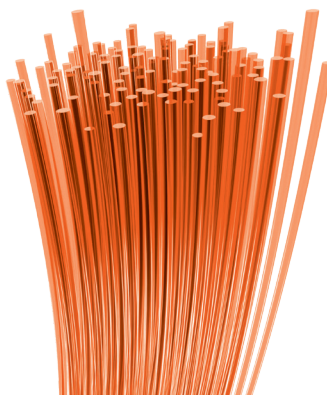
Fiber-to-the-home (FTTH) service works differently than traditional copper-pair telephone service. With traditional telephone service, a very small amount of electrical current was carried over a copper circuit to power the telephone in your home. Since the new FTTH signal is entirely optical and can carry no appreciable power, the electronics attached to your home must be locally powered.

What this means in practically every case is that a battery backup unit has been installed inside your home. This unit is plugged into 110V AC commercial power and has a set of low power leads that feed the electronics outside. It's designed to provide approximately eight hours of backup telephone service during a commercial power outage. To keep the battery in optimum condition, it's important that the battery backup unit be plugged into an outlet that is always live (does not turn off with a switch). To verify your battery backup unit is plugged in and charging, you should see a green 'AC' light on the front of the unit. To help ensure that we can provide telephone service during a power outage for the longest period possible, the electronics on the side of the house sense the presence of commercial power at your home or business. In the event of a power outage, they enter an economy mode and shut down all customer-facing data ports. For most subscribers, this means internet and television services are disrupted.

Normally in a power outage this is acceptable, since your televisions, computers, and wireless routers are no longer powered up and functioning; most people won't notice the disruption.

Telephone service is provided throughout the outage, up to approximately eight hours. There are a few things to keep in mind to ensure you have telephone service during power outages. First, feature phones (phones that require commercial power to operate) will no longer be functional due to the power outage. This includes practically all cordless phones on the market. The handset will still likely power up, but since the commercial power is out at the base unit, no calls will be passed. The best way to keep telephone service during an outage is to keep at least one plain old telephone in your home in a convenient location. Phones like this can be purchased at many retailers for a reasonable cost. It should just be a simple telephone with only a telephone cord. No commercial power cord should be present.

For those customers that have backup power at their homes or businesses, internet and television services can be maintained through the power outage. The only requirement is that the battery backup unit installed in your premise be plugged into an outlet served by the backup generator. In this scenario, the battery backup unit and fiber terminal are not even aware there is a power outage and continue to operate normally.



You're the Heart of Our Community

Happy Valentine's Day from Huxley Communications. We love providing the communications services you need to share your thoughts and learn new information. Our community is strong because people like you continue to build strong connections with others. Thanks for being a good-hearted neighbor.



3 Reasons to Love a Landline

Compared to other voice options, landline phone service provides these key advantages:

- 1. Reliability.** Count on constant connections, since power outages won't affect a landline. A corded phone has no batteries that could go dead.
- 2. Safety.** Emergency operators automatically see your exact location when someone calls 911, regardless of whether the caller can speak or not. This can be critical during a medical event that hampers speech or if a young child needs to call 911.
- 3. Dependable Quality.** When was the last time your landline dropped a call or had bad reception? You don't have to deal with weak or non-existent coverage with a landline.

What's more, you get these valuable advantages for a low monthly price. Call 515-597-2281 to learn about our landline service.

Is Your PC Running Slower Than it Did in the Past?

Is your PC running more slowly than it did in the past? Is your desktop so cluttered you can barely see the background picture? If so, it's time to give your PC some TLC by uncluttering and better organizing your files, photos, and programs. You'll be able to find what you need more easily, and your PC will run more efficiently.

The first step is to create a plan of action. You have three choices for each item: delete, file, or store.

- **Delete** files you no longer need (such as old party invites, bad digital photos, and programs you haven't used for a few years).
- **File** any documents or photos you use regularly (such as your most recent photos or projects you're working on now).
- **Store** items you will need in the future (such as older photos, insurance and mortgage paperwork you've scanned, or your creative writing).

Delete

Clear out the clutter! Deleting files helps improve your PC's performance. Once you decide to delete a file, there are two ways to go.

- Click on the file and press the delete button on your keyboard.
- Drag and drop files and icons into the Recycle Bin.

Delete unused programs to clear up even more space.

- Click the "Start" menu on the bottom menu bar.
- Select "Control Panel" and then

"Add or Remove Programs."

- View installed programs and delete the ones rarely used.
- Use caution – don't delete something you aren't sure about.

File

Does this sound familiar? You have a habit of saving files to the desktop and before you know it, there are icons everywhere. Here's a simple way to better organize your files so you can find them quickly.

- Open the folder on your desktop called "My Documents." (Think of it as your file cabinet.)
- Click "Make a new folder" on the left menu.
- Create folders named "Bills," "Homework," etc. and routinely drag files into these new folders.

Store

Whether your hard drive is nearly full or you need an alternative spot for safe-keeping valuable files, additional storage makes good sense. This can be in the form of an external hard drive or online data backup service.



A Reminder of Our Policies Regarding Customer Information

Under Federal Communication Commission (FCC) rules, telephone companies like Huxley Communications are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). Please remember that we'll follow the policies below when discussing CPNI with our customers:

- When visiting us in person, you will be required to show a photo ID to discuss your account.
- We can only discuss account information with people authorized by the account owner.
- For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss.
- When you call with account questions, we must authenticate you by requesting your pre-established password, calling you back at the telephone number related to our account, or sending the information to your street or email address of record.

If you have any questions or would like clarification on these policies, please call 515-597-2281.

