



It Pays to Stay Local

At Huxley Communications we have a dedicated team of communication experts working on your behalf every day. As your local provider, we live and work alongside you in the Ballard community—and that local service is something our competitors can't offer. With Huxley Communications at your side, you'll enjoy advantages such as:

- **Personal attention** – You can walk into our office and talk face to face with a fellow resident, and immediately get all the help you need. Or you can call us at 515-597-2281 and speak directly to a live person. With Huxley Communications, you don't have to settle for annoying "press this for that" automated systems, or waste your time being placed on hold to wait for faraway customer service representatives.
- **Faster response times** – When you're experiencing phone or Internet problems, you need assistance right away. The last thing you want to do is wait for a service technician from another town to show up many hours (or even days) later. Our service technicians are right here, so we can get to you right away.
- **Commitment to improved services** – Whether it's the latest in technology or Fiber to the Home for faster Internet connections, we always strive to provide you with the best communication systems available. Since we're your neighbors, we understand your needs.
- **Consistently great values** – Unlike some companies, we don't play games with low teaser rates that go up later. With Huxley Communications, you simply get a great deal every day.
- **Member owned cooperative** – Huxley Communications is owned by its member customers. So when the cooperative does well, the members may reap the benefit in the form of allocation payments.

All of us at Huxley Communications want to thank you for choosing us as your communications provider. We look forward to continuing to serve you. If you have questions about our services, or need help comparing our offerings to those of our competitors, just stop by our office or call 515-597-2281.

HUXLEY HAPPENINGS



Thursday, July 4

Independence Day – Office Closed

Monday, September 2

Labor Day – Office Closed

Friday, October 18

Huxley Communications Cooperative
Annual Members BBQ

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

SUMMER 2019

Shallow Digging is Still Digging

Unfortunately, there are people out there who decide to dig without calling 811 because they think their project is too shallow in scope to interfere with buried lines. This is a misconception that needs to be addressed.

Every digging job requires a call to 811 — even “small” projects like planting trees and shrubs. Some utility lines are buried just a few inches underground, and erosion and root system growth can alter the depth or location of buried lines over time.

Digging without knowing the approximate location of underground utilities can result in damage to gas, electric, communications, water, and sewer lines, which can lead to service disruptions, serious injuries, and costly repairs.

To know what’s below, always call 811 at least 48 hours before you plan to dig on your property. That way, local utilities can come out and mark where underground lines are located. There’s no cost to you for this service.

Huxley Communications thanks you in advance for doing your part to help prevent utility damage.



You Can Save Money by Switching to Streaming

The percentage of U.S. homes without traditional cable (wired or satellite) TV packages has increased 48% since 2010.¹ This isn’t surprising when you consider the potential cost savings of replacing those TV packages with streaming services.

According to the Leichtman Research Group, the average subscriber spends \$103.10 per month on traditional pay TV services.² If, for example, a person opted to instead use the streaming service YouTube TV (about \$50.00 per month) combined with Netflix (about \$10 per month), the savings would add up to about \$46 per month or \$552 a year. Other popular options in streaming services include Hulu, Sling TV, Amazon Prime Video, FuboTV, Sony PlayStation Vue, CBS All Access, Philo, and HBO Now.

If you decide to “cut the cord,” your savings will depend on several factors:

- **Your viewing preferences** – The first step in researching a switch to streaming is to determine what you watch now on a regular basis. What are your favorite TV shows (the ones you simply cannot do without)? How do you feel about live sports, local news, and movies? Once you’ve figured this out, you’ll need to do your homework to determine which streaming service(s) will meet your needs.
- **Number of streaming service subscriptions** – Some people may be satisfied with just one streaming service, while others may feel the need to subscribe to several.
- **Your current cable or satellite TV bill** – You may be paying more than the average monthly cost cited earlier for your pay TV package, in which case your savings by switching to streaming could be higher.
- **Upfront costs** - If you’ll be using your TVs for streaming and not a computer or tablet, you may need to buy devices such as a Roku streaming player or Amazon Fire TV Stick to receive the streaming services. This cost should be considered when determining your potential savings.

If you’re thinking about switching to streaming or already have, make sure your internet connection is fast enough to support the best streaming experience. Call us at 515-597-2281 for details on our current selection of internet plans.

¹<https://www.nielsen.com/us/en/insights/reports/2019/nielsen-local-watch-report-the-evolving-ota-home.html>

²<https://www.reviewed.com/televisions/features/how-much-money-you-can-actually-save-by-ditching-cable>



Why Buffering Occurs and How You Can Minimize It

When you're excited about watching a movie or TV program via streaming, the last thing you want to see is the annoying rotating arrow or spinning circle that indicates buffering is taking place. Before we share tips on how to minimize buffering, let's start with an explanation of why it happens.



Buffering refers to downloading a certain amount of data before starting to play the video. One common form of buffering occurs when your internet connection is too slow to stream a video in real time. Your device will buffer the video data and start playback when there is enough to prevent video lag. If the streaming video reaches the point where it has to wait until more information is available, it will pause, and you'll again see the loading screen. Once the video stream catches up, it plays again.

This process can take just a few seconds or might last several minutes. If the video is long, you might encounter several buffering sessions during your viewing time.

If you experience buffering often and are frustrated by it, you may want to upgrade your internet speed. A slow connection will delay the delivery of audio and video information, in which case you will see the loading screen. A fast connection can stream movies and TV programs virtually without interruption and easily accommodate high-definition or 4D video. For an optimal streaming experience, we recommend an internet speed of 50 Mbps or higher.

An additional consideration is how fast your router can send the video and other information to the computers, media streamers, smart TVs, and internet-enabled Blu-ray disc players connected to it. Routers designed to work with streaming video, sometimes called AV routers, can stream more data, reducing playback interruptions. When looking for wireless and power-line adapter accessories, check the speed ratings; they indicate whether they're optimized for AV, so you can stream high-definition video and audio.

If you have questions related to buffering or need help selecting a faster internet plan, call Huxley Communications at 515-597-2281 or stop by our office.

We're Now Providing Fiber-Optic Services To Sheldahl

Huxley Communications has once again expanded our service area to include the community of Sheldahl. Construction on the project began last year and is expected to be entirely complete by the end of this summer. Some homes in Sheldahl are already using our services and interest continues to grow.

"We're excited to invest in the community of Sheldahl. We have considered providing service to Sheldahl for quite some time now. It's great to be able to provide opportunities for growth in rural areas of our state," says Gary Clark, General Manager of Huxley Communications.

Sheldahl currently has a population of around 325 and approximately 130 homes exist within the city limits. With the addition of these advanced communication services from Huxley Communications, there will be opportunities for new growth and development in the area. Residents and business owners will have access to internet speeds up to 1 Gbps (equivalent to 1,000 Mbps).

Huxley Communications is currently scheduling service installations on a first-come, first-served basis. Both internet and SkitterTV services are available to any home or business in the community of Sheldahl. Visit huxcomm.net or call 515-597-2281 for more information.



What You Need to Know About the National Do Not Call Registry

Are your busy days being interrupted by annoying telemarketing calls? The National Do Not Call Registry, managed by the Federal Trade Commission, offers you a choice about whether to receive these types of calls. Most telemarketers should not call your number once it has been on the Registry for 31 days (the length of time telemarketers are given to remove the number from their call lists). If they do, you can file a complaint at www.donotcall.gov.

Keep in mind, however, that registering with the National Do Not Call Registry will not stop calls from:

- Political organizations
- Charities
- Companies conducting surveys
- Companies with whom you have done business within the last 18 months

You can register your home and wireless phone numbers, but business numbers are not covered by the Registry. Registration is effective until your number is disconnected and reassigned or until you choose to remove it from the Registry. You may register up to three numbers at one time if registering online. If registering by phone, you can register only one number at a time and you must call from the phone number you are registering.

To register or remove a number from the National Do Not Call Registry, call 888-382-1222 or visit www.donotcall.gov. It's a quick and easy process.

Please also note that the Federal Trade Commission is warning consumers of scammers who have been making phone calls claiming to represent the National Do Not Call Registry. These calls offer to provide an opportunity to sign up for the Registry but they are not coming from the Registry or the Federal Trade Commission. You should not respond to them.



Lifeline Support for Affordable Communications

Lifeline is a federal program to help low-income subscribers stay connected by providing a monthly discount of \$9.25 on their wireline phone, wireless phone, or broadband internet service. FCC rules prohibit more than one Lifeline service per household. Lifeline is available to eligible low-income subscribers in every state, territory, commonwealth, and on Tribal lands.

To qualify for Lifeline, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in at least one of the assistance programs listed below:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income
- Federal Public Housing Assistance (Section 8)
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Head Start (if income eligibility criteria are met)

You can check eligibility with the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at www.lifelinesupport.org. Or call Huxley Communications at 515-597-2281