



## Levi Bappe Becomes General Manager

Huxley Communications is thrilled to announce our new General Manager, Levi Bappe. Levi is a former employee of Huxley Communications and brings nearly 25 years of telecom industry experience to the company.

In 1995, while completing the telecommunications program at DMACC, Levi began his career as an intern at what was then Huxley Cooperative Telephone Company and was ultimately hired on as a full-time combination technician. In 2000, he became the Central Office Manager at Mutual Telephone Company in Morning Sun, Iowa, where he worked until joining Power & Telephone in 2006 as an Applications Engineer. In 2008, he was named General Manager of Minerva Valley Telephone in Zeoring, Iowa, and he led that organization for the past 11 years. Levi started as the General Manager of Huxley Communications on December 16 after long-time General Manager, Gary Clark, transitioned to retirement.

“It is incredible to see how much the Ballard and surrounding areas have changed since I previously worked here. Huxley Communications is an integral part of the communities we serve, and I look forward to continuing that tradition and facilitating the best fiber-optic network in central Iowa.” remarked Levi.

He brings a strong focus on the technical and operations aspects of the industry and noted: “I have been able to work on and implement many different types of networks — from copper to wireless to fiber optics, which gives me great insight on the future needs of the network and how the customers use it in their day to day. I look forward to working with the excellent staff of Huxley Communications to provide the most advanced network and communications that our members and customers need for today and into the future.”



Levi has also served on and chaired various committees at both the Rural Iowa Independent Telecommunications Association (RIITA) and the Iowa Telecommunications Association (ITA). He currently serves as the Vice Chair of the Iowa Communications Alliance.

Levi lives in Zeoring with his wife Roxanne, a 1994 graduate of Ballard, and three children: Ayden, 20; Ayvarie, 17; and Ayla, 13. In his free time, Levi enjoys vacationing with the family, attending his children’s events, flying drones, and watching the Cyclones.

## HUXLEY HAPPENINGS

**Wednesday March 25th**

Huxley Communications Annual Meeting  
at the Huxley Safe Room in Huxley



## CONTACT INFORMATION

### Huxley Communications

P.O. Box 36 • Huxley, IA 50124  
515-597-2281 or 800-231-4922  
[www.huxcomm.net](http://www.huxcomm.net)  
[huxtel@huxcomm.net](mailto: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

### Levi Bappe

*General Manager*

### Connie Patrick

*Business Office Manager*

### Terry Ferguson

*Director of Operations*

### Brant Strumpfer

*Plant Manager*

## WINTER 2020

## 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.**



## Hilarious Predictions About 2020 Made Long Ago

For decades, thinking about the year 2020 has brought out the imaginations of futurists, engineers, science writers, and others. Here are a few of their funnier predictions:

### Roads will become tubes.

According to a 1957 article in *Popular Mechanics*, the family vehicle of 2020 would only need enough power to get from home to the nearest tube in a network of pneumatic tubes. Then, by the calculations of a Honeywell engineer, "vehicles will be pneumatically powered to any desired destination." (Picture the tube at your bank's drive-through lane, only much bigger.)

### Human feet will become just one big toe.

During a lecture to the Royal College of Surgeons of England in 1911, a surgeon named Richard Clement Lucas made the following curious prediction: "Human beings in the future will become one-toed. The small toes are being used less and less as time goes on, while the great toe is developing in an astonishing manner." Lucas believed that by around 2020, our outer toes would gradually disappear.

### Vacuums will be nuclear-powered.

Alex Lewyt, president of Lewyt vacuum company, wanted the world to be excited about vacuum cleaners. But he may have missed the mark when he predicted in 1955 that nuclear-powered vacuum cleaners would become a reality and every household in 2020 would insist on cleaning floors this way. We can be grateful that the mini-Chernobyl-waiting-to-happen vacuum did not end up on store shelves.

### We'll live in flying houses.

Inventor Arthur C. Clarke believed the boring houses of 1966 would be radically different by the time we reached 2020. He wrote, "The house of the future would have no roots tying it to the ground. Gone would be water pipes, drains, power lines; the autonomous home could therefore move, or be moved, to anywhere on earth at the owner's whim." Clarke also predicted, "Whole communities may migrate south in the winter, or move to new lands whenever they feel the need for a change of scenery."



**While you won't be living in a flying house in 2020, you probably will have internet usage that keeps going up. To meet your increasing internet needs, call 515-597-2281 and sign up for one of our faster plans.**



# Your Computer Wants You to Keep These New Year's Resolutions

As you make New Year's resolutions related to your finances, health, and personal growth, don't forget to include your computer on that list. Sticking to the resolutions below can reduce the number of computer problems you experience.

## **Do backups often.**

Hopefully you're already doing this. If not, resolve to start now. You can keep this second set of your files on an external hard drive or an online storage service.

## **Restart your computer weekly.**

RAM (Random Access Memory) is your computer's main type of memory, and it's constantly in flux. When you restart your computer, you flush out the random, unimportant, and temporary data bogging it down. This can allow your computer to run a lot faster.

## **Stop eating and drinking near your computer.**

Granted, this can be a difficult habit to break. But it's worth the effort. You don't want to damage your computer by spilling a cup of coffee or dropping crumbs between the keys.

## **Clean the screen and keyboard regularly.**

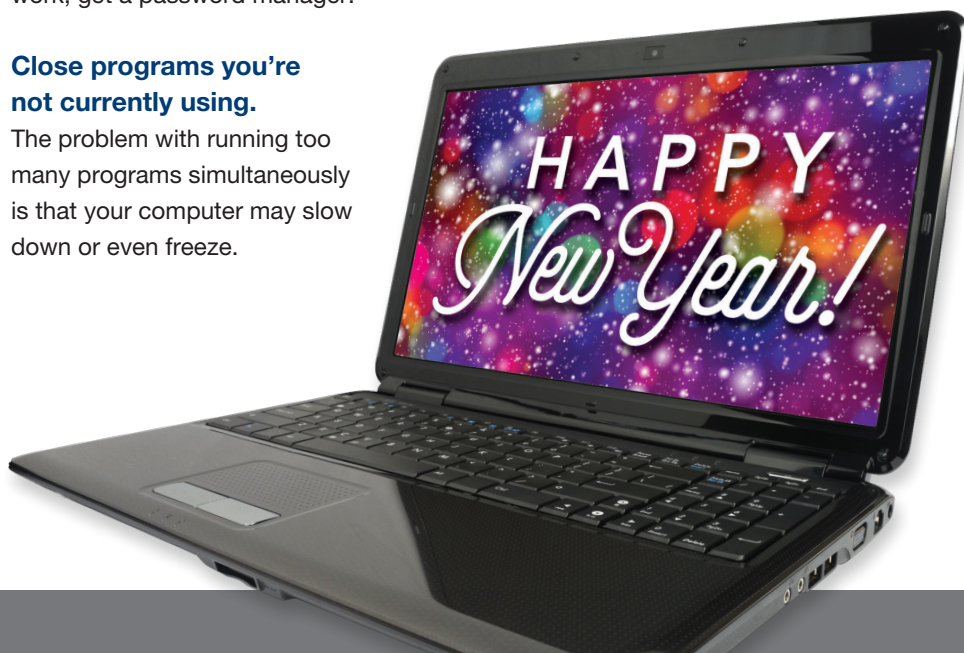
Dust, hair, and other debris can adversely affect your computer's performance. Dust large areas with a microfiber cloth and use a small clean paintbrush to dust keys and small crevices. Canned air also works well to dislodge dust and other small debris that can be difficult to remove.

## **Keep your passwords strong and varied.**

Make sure yours are as long as possible; contain a mix of uppercase and lowercase letters, numbers, and symbols; and have no personal information or dictionary words. It's also important to use a unique password for each account. If this seems like too much work, get a password manager.

## **Close programs you're not currently using.**

The problem with running too many programs simultaneously is that your computer may slow down or even freeze.



## How to Go Green With Electronics

**1. Go rechargeable.** Of the 15 billion batteries sold each year, most of them are disposable alkaline batteries and only a fraction of those are recycled. Look for electronics that are rechargeable. For removable batteries, lithium-ion (Li-Ion) and nickel metal hydride (NiMH) are cost-effective, green alternatives.

**2. Reduce "phantom" loads.** Turn off televisions, stereos, computers, and cellphone adapters when not in use. They continue to draw a small amount of power even when switched off. For simplicity, you may want to put all of your electronics and chargers on one power strip so that you can just turn the power strip off when they're not in use.

**3. Buy with energy in mind.** Doing research on different technologies and their respective energy consumption can save you a lot in the long run. For example, if you want a flat panel television, look into LCD models, which use much less energy than plasmas. The ENERGY STAR® site at [energystar.gov](http://energystar.gov) will help you identify energy-saving electronic devices including cordless phones, stereo systems, TVs, and battery chargers.

**4. Recycle responsibly.** Let's say you just bought a new cellphone. What should you do with the old one? Whatever you do, don't just throw it in the trash — this risks releasing chemicals into the ecosystem. There are plenty of organizations and charities that recycle and reuse old electronics. If you want a return on your old gadgets, try selling them on an online auction site. Also keep in mind that a growing number of computer manufacturers are adopting take-back programs.

# 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.



## Be on Guard for Tech Support Scams

Here's how it works: Scammers may use pop-up ads claiming to sell fixes for your computer, which lead you to a website to download the software. You're told to call to "register" the software, and if you do, you'll be asked for remote access to your computer. Using remote access, they "examine" your computer and say it has problems needing additional "solutions." Next they want your credit card number to purchase these so-called solutions, often leading to credit card fraud.

Alternatively, some scammers call and claim they're on the tech support team at Microsoft or another well-known technology company. They go through the same process of accessing your computer, getting credit card or other information, and causing trouble.

Follow these tips to avoid being scammed:

- Never give access to your computer to someone who calls you out of the blue.
- Never provide credit card information or other sensitive data to someone claiming to be a tech support representative.

**Huxley Communications wants you to stay informed and vigilant so you can outsmart the scammers. If you need help with computer issues, contact us and ask about our tech support and computer maintenance services.**

