

Think Wi-Fi Troubleshooting is Too Much Trouble?

There are people out there who love the challenge of researching why their home's Wi-Fi network isn't working right and figuring out what needs to be done to solve the problem. If you're not one of them, Managed Wi-Fi could be your easy alternative.



Managed Wi-Fi is a service which takes the hassles of Wi-Fi troubleshooting (and more) off your hands in exchange for a small monthly fee of \$5. Once you sign up for Managed Wi-Fi, Huxley Communications will handle a variety of Wi-Fi tasks for you including:

- Installation of a latest generation Wi-Fi router
- Selection of the best router location in your home for optimal coverage and signal strength
- Setup of your Wi-Fi security password to avoid others using your Wi-Fi network without your permission
- Connection of your devices — such as laptops, tablets, phones, and printer — to the Wi-Fi network
- In-home troubleshooting should the Wi-Fi service stop working or function poorly
- Repair or replacement of the Wi-Fi router when needed

If you don't have Managed Wi-Fi and need in-home help with a router you purchased on your own, you'll have to pay the hourly fee for a service call by one of our technicians. This can get pricey if you end up with a series of Wi-Fi issues.

It all comes down to this: Using your devices on a fast and reliable home Wi-Fi network is lots of fun. But doing the work of Wi-Fi setup and troubleshooting — not so much. Why not let somebody else handle Wi-Fi?

If you'd like us to set up and maintain your home's Wi-Fi network, call 515-597-2281 and ask about our Managed Wi-Fi service.

HUXLEY HAPPENINGS



Thursday, November 26
Friday, November 27
Thanksgiving – Office Closed

Thursday, December 24
& Friday, December 25
Christmas – Office Closed

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

Levi Bappe
General Manager

Connie Patrick
Business Office Manager

Terry Ferguson
Director of Operations

Brant Strumpfer
Plant Manager

FALL 2020

Members Loved Our Drive-Thru BBQ

The corner of E 1st & Main in Huxley was the place to be on October 16. Member customers lined up in all directions, waiting patiently in their vehicles for their chance to drive up to the Huxley Communications building to receive their meals.

"We had no idea what to expect this year as we transformed our typical dine-in style BBQ to the grab and go, drive-thru format. We planned on 1,000 people and ended up serving more than 800 meals. It was a tremendous effort by everyone," said Connie Patrick, Office Manager for Huxley Communications. "I don't know if we'll attempt something like this in the future, but we had a lot of fun trying something different in light of the pandemic."

Around 300 cars passed through the line, and employees and board members worked to get the cars through the line as quickly as possible.

We appreciate all members and their families who attended the 2020 Member Appreciation BBQ. We wish everyone a safe and happy holiday season!



Employees and board members work on preparing carry out meals.



Technician Lance Baker directs two lines of vehicles as they wait for their food.

The Internet and Wi-Fi are Two Different Things

Many people use the terms internet and Wi-Fi interchangeably, but although they're related, they're not the same. To help clear things up, here are descriptions of both terms:



The Internet Is a Highway

The internet has been called the Information Superhighway and with good reason. Just like a road that connects two cities and moves people and goods, the internet is a digital maze of routes that connects thousands of computer networks so they can exchange bits of information. Using an agreed-upon language called the Internet Protocol, these interconnected devices use the internet's digital "roads" to exchange data that is then translated into human-consumable form at the other end.

To connect to your Internet Service Provider's (ISP) network from your home, you're given access to a physical line connected to a modem. There are two ways to connect a computer to a modem. The first method involves physically plugging the computer into the port on the back of the modem using an Ethernet cable. The second method, which is much more common today, uses a wireless connection made possible by a device called a Wi-Fi router.

Wi-Fi is an Access Ramp

Wi-Fi refers to a wireless network that allows computers, smartphones, or other devices within a particular area to connect to the internet (and each other) without being physically connected by a cable. The Wi-Fi router can be physically plugged into the modem with a cable or combined with the modem into a single piece of equipment. It uses radio technology to broadcast a unique name (also known as a service set identifier, or SSID), which you or your ISP chooses when the router is first set up.

Because information is transferred using wireless transmitters and radio signals, physical proximity to the Wi-Fi router is necessary for a good connection. But once connected, people can move around freely with their devices without losing their connection to the internet.

To sum things up, Wi-Fi is what transports the internet service to your device but Wi-Fi is not internet service. That's why you can have strong Wi-Fi signals but still experience slow speeds.

Huxley Communications is here to help with a range of internet speeds and managed Wi-Fi service. To learn more, call 515-597-2281 or visit www.huxcomm.net.

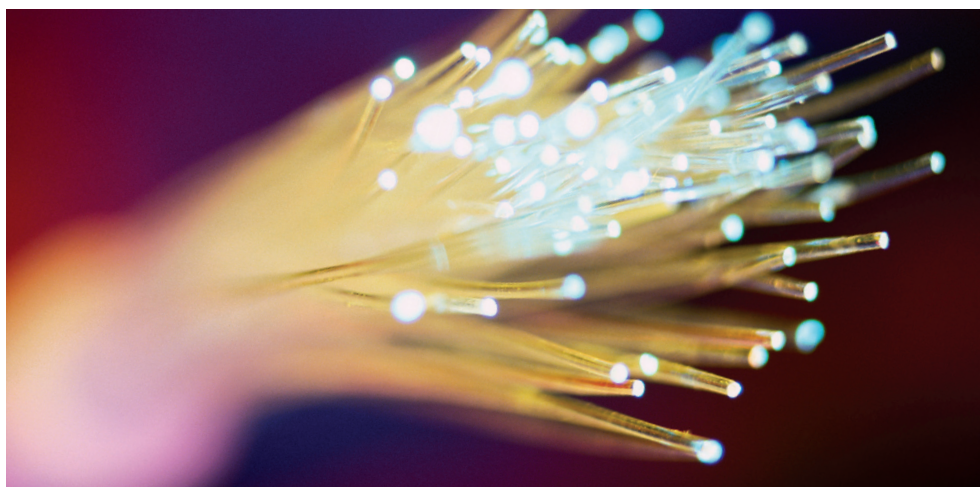
Take a Closer Look at Fiber-Optic Cable

Over the last 20 years or so, fiber-optic lines have taken over the telecommunications industry, primarily to increase the speed of digital information transmission. When fiber-optic cable replaces copper wiring, it also dramatically lowers costs, increases the data-carrying capacity of internet connections, and improves phone clarity and TV reception.

To help you understand the basics of how a fiber-optic cable works, we'll start with this example: Imagine a flexible plastic pipe that's several miles long with its insides coated with a perfect mirror. Now imagine you are looking into one end of the pipe and several miles away at the other end, a friend turns on a flashlight and shines it into the pipe. Because the interior of the pipe is a perfect mirror, the flashlight's light will reflect off the sides of the pipe and you will see it at the other end. If your friend were to turn the flashlight on and off in a Morse code fashion, your friend could communicate with you through the pipe. That is the essence of how a fiber-optic cable works.

However, making a cable out of a mirrored tube would be bulky and difficult. That's why fiber-optic cable is actually made out of incredibly pure glass, so pure so that even though it is several miles long, light can still make it through. This glass is drawn into a very thin strand with a thickness comparable to that of a human hair, and then coated in two layers of reflective plastic. A light source — typically a laser — switches on and off rapidly at one end of the cable to transmit digital data. The light travels through the glass strands and continuously reflects off of the inside of the mirrored plastic coatings in a process known as total internal reflection. Systems based on fiber optics can transmit billions of bits of data per second, and they can even carry multiple signals along the same fiber by using lasers of different colors.

To check on the availability of fiber services in your area, call Huxley Communications at 515-597-2281 or visit www.huxcomm.net



Want a Cheaper TV Option?

Huxley Communications now offers new streaming TV options from Epic Video Technologies — Acclaim Lite, Acclaim Choice, and Acclaim Choice+ — which give you more affordable ways to view traditional TV content. These Acclaim options include many popular networks without the more expensive sports networks such as ESPN and Fox Sports. They can be viewed using the Epic Video app, which is compatible with Amazon Firestick, Amazon Fire Smart TVs, Android Smart TVs, Apple TV, and some browsers.

Visit www.huxcomm.net or call 515-597-2281 for more details.

Voice Calls are Making a Comeback

There's value in the sound of someone's voice, as more people are realizing while social distancing during the pandemic. This is why after years of decline in voice calls — largely replaced by texting and messaging — voice call volume is up. During the isolation of today, people crave the comfort of a familiar voice and the deeper connection of a leisurely conversation.

Written communication has its place, of course. But we encourage you to rediscover the power of a voice call. Friends and family members who only wanted to text before may be thrilled to get a call from you now.

Visit www.huxcomm.net to learn about the phone services we offer.

Upgrade to Faster Internet and Make the Whole House Happy

Look around the rooms of your house and take note of all the Internet-connected devices they contain. Your list may include computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. Now think about all the online activities taking place simultaneously on a typical day in your house, such as streaming music and HD movies, downloading software and apps, uploading photos, playing video games, and enjoying video chats.

Add everything up and there's an excellent chance that your household is using significantly more broadband than it did even a year or two ago. Many Huxley Communications customers are saturating their bandwidth because of increased usage, and this can make it seem as though their Internet service is running slow when it's actually being maxed out. If this is the case in your household, you may be experiencing annoying slowdowns such as video buffering.

Fortunately, there's a quick way to solve this problem. Simply upgrade your Internet plan to one with higher speeds. Huxley Communications now offers a variety of competitively priced plans with speeds up to 1 Gbps download and 1 Gbps upload.

According to the Federal Communications Commission (FCC), nearly 30 percent of Americans are now opting for 25 Mbps service, which is up from 7 percent in 2011.¹ The pace of life is definitely speeding up!

For help determining which Internet plan best fits your household's current usage, call Huxley Communications today at 515-597-2281. Be sure to ask about the option of money-saving bundles including Internet.

¹Source: www.extremetech.com/mobile/198583-fcc-raises-broadband-definition-to-25mbps-chairman-mocks-isps



We Are Hiring

Huxley Communications is looking for a Combination Technician with possible construction experience. This is a permanent full-time position, starting immediately, with a generous compensation package and full benefits. Hours are primarily 7:00am-5:30pm, four days a week with possible overtime.

Responsibilities Include:

- Install and support voice, video and data services provided by the company.
- Locate and expose existing underground fiber facilities and identify other utilities after they have been located.
- Construction and maintenance of new and existing fiber facilities.
- Report and perform work as directed by the Plant Manager in a safe and timely manner.

Experience/Skills Preferred:

- Backhoe, trencher, vibratory plow, and mini-excavator operation experience
- Fiber splicing / FTTH experience
- Installation and maintenance of Ethernet Internet Products or Broadband Services
- Computer experience

Additional Information:

- Will be on call nights, weekends, and holidays on a rotation basis with other employees
- Pre-Employment Drug Screen required
- Motor Vehicle Record required for company insurance qualifications
- Valid Iowa Driver's License required

All applications will be considered. To submit a resume or request an application, email JOBS@huxcomm.net. No phone calls please.