

5 Signs Your Home May Need Faster Internet

Are you wondering whether or not your home needs an internet speed upgrade? If you see these signs, the answer is probably “yes.”

1. You experience frequent buffering while streaming.

It's not fun when your screen freezes and you're stuck waiting while the endless circle goes around and around. Buffering is the result of an internet connection that isn't fast enough and a sign you need more speed.

2. You're planning to add more streaming subscriptions.

Does your family love streaming services like Netflix, Hulu, and Amazon Prime Video? Be aware that adding more streaming subscriptions (or additional streaming devices) can quickly bog down your internet connection, especially if you have multiple people streaming simultaneously.

3. You're big on smart home devices.

If you're a smart home fan, you need to make sure your internet connection can support your smart speakers, smart light bulbs, smart thermostats, smart cameras, smart appliances, and so on. Trying to get by with an inadequate internet connection is simply not smart.



4. Your home often has guests (who bring devices).

Whether it's your children's friends for sleepovers or your relatives for a week-long visit, it seems like everybody will want to use your WiFi as soon as they walk in the door. If you don't have enough bandwidth, the “more” isn't the “merrier”—it can cause internet slowdowns.

5. You work from home.

Bandwidth-intensive applications such as video conferences and screen-sharing collaborations demand a strong internet connection. Don't risk looking unprofessional or wasting your colleagues' time with frozen screens and choppy audio. Make sure your internet connection works well for work.

For help choosing the right internet speed for your home, call Huxley Communications at 515-597-2281. We'll talk with you about your online requirements and provide details about our selection of internet plans. Make sure to ask about Blast Managed WiFi from Huxley Communications!

HUXLEY HAPPENINGS



Thursday, March 25

Huxley Communications Annual Meeting

Monday, May 31

Memorial Day, 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

WINTER 2021

Get Ready for 10-Digit Dialing for Local Calls

In July 2020, the Federal Communications Commission adopted an order approving the designation of 988 as the 3-digit dialing code to reach the National Suicide Prevention Lifeline. To facilitate implementation, area codes in 37 states where the 988 prefix is a working prefix and which now use 7-digit local dialing must switch to 10-digit local dialing. This includes our 515 area code.

Beginning April 21, 2021, you should start dialing 10-digits for all local calls—the 515 area code plus the 7-digit phone number. If you forget to do so during this transition period, your calls will still be completed. But starting October 24, 2021, you'll be required to dial 10-digits when making a local call. Failure to do so will prompt a recording, reminding you to redial using 10 digits.

In addition to changing your dialing routine, you'll also have to reprogram 7-digit local numbers to 10-digit numbers in any device that automatically makes calls for you, including:

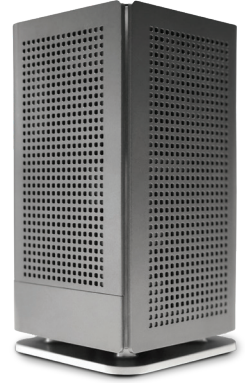
- Speed dial feature on a phone
- Home security equipment
- Personal emergency response system

For more details, visit www.huxcomm.net.

Get the Ultimate WiFi Experience

We all want fast, reliable home WiFi, especially with bandwidth-hungry applications like streaming HD video. But in today's smart homes, speed and coverage are just the beginning. For the best WiFi experience during all your online activities, you need more simplicity and more control at your fingertips.

BLAST WiFi, now available from Huxley Communications, is a next-generation Wi-Fi system. Leveraging the latest in technology—including WiFi 6 (also known as the 802.11ax WiFi standard)—it combines blazing-fast speeds with whole-home coverage to give you an unrivaled online experience. Whether you're streaming HD video on multiple devices simultaneously, uploading a big presentation for work, or gaming online with friends, we have you covered.

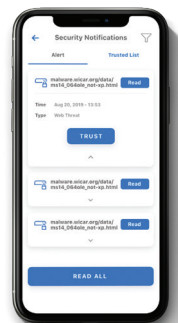


Blazing Speeds and Whole-Home Coverage

With Gigabit WiFi speeds, BLAST provides more than enough bandwidth for everyone in your household. And no matter how many devices are connected at the same time, everyone enjoys the same outstanding WiFi performance. Based on WiFi 6, BLAST provides longer range, higher efficiency, and is less affected by interference from other nearby WiFi gateways.

Remote Management

If you need help with technical issues, sophisticated remote monitoring and diagnostics help us quickly identify and resolve any problems you're experiencing. Our experienced customer support representatives can see which of your devices are connected, which ones are having issues, and help you troubleshoot and solve the problem quickly. In most cases, a technician won't need to come to your home.



CommandIQ™ App

The ultimate WiFi deserves the ultimate app—CommandIQ™, which is included in BLAST Wi-Fi. Take control of your home WiFi and view connected devices on your network, set basic parental controls, set up a guest network, or adjust your SSID and password.

Upgrades Available

Add ExperienceIQ™ for advanced parental controls that let you manage screen time, content, and access for \$8 per month. ProtectIQ™ keeps a lock on your WiFi network and alerts you when any unwanted visitors (hackers) try to enter. It's available for \$5 per month.

BLAST WiFi costs only \$5 per month with upgrades available at an additional charge. Call 515-597-2281 to order or visit www.huxcomm.net/managed-wifi for details!



How to Write a Helpful Product or Service Review

Online reviews are most valuable when they contain clear and complete information. Follow these guidelines:

Experience the product or service first-hand. This might go without saying, but don't review anything you haven't tried. Review readers are looking for personal experience, and you can't provide it unless you've actually been there and done that.

Take photos. If you're reviewing a restaurant, take your photos before you start eating to show the dishes at their best. When reviewing a store, capture sections that show the product selection or the friendly faces of helpful staff.

Wait for a day or two. If you want to post a negative review, wait awhile so your emotions don't get in the way of objectively describing a bad experience. If you're displeased, first mention the things you did like about the product or service (there must be at least one or two). Then explain why, overall, the negative outweighed the positive.

Use details. Your review can be as brief or as long as you like, but the more details you include, the more useful it will be. For example, you could write, "The service was great," or you could write, "Our waiter was always around when we needed him, without being intrusive. He was super friendly and gave us excellent recommendations for the best wine to drink with our meal."

Ask a friend to review your review. It might be "just" a review, but the easier it is to read, the more helpful it will be to others. Ask a friend with a good command of writing to look it over for spelling, grammar, and flow.

Make suggestions. Remember that business owners and managers are also reading your reviews, not only potential customers. If you have a problem with a business, suggest a solution. For example, "The line was a complete bottleneck. It would be much more efficient if customers could wait at their tables for their food."

Huxley Communications encourages you to post reviews of our services on our Google Place page to help others in the community feel confident about choosing us as their provider. Thanks in advance for your help.

EPIC Video Services Now Available

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 options are in addition to the existing Prime & Prime+ lineups.

The 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. If you're a current Skitter TV customer, you can transition your service to the new EPIC platform. This will offer an improved viewing experience that includes enhanced viewing guide features and less equipment in your home.

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

Don't Pass by This Password Reminder

Here's what to do to help keep your accounts safe:

Don't use personal information. This includes names of people in your family, your address, or birthdays, since this information can be publicly available to hackers.

Don't use real words. Instead, use uppercase and lowercase letters combined with special characters such as "&" or "#."

Create longer passwords. Try for at least 10 characters.

Don't use the same password for multiple websites. If one website has a data breach and you've used that password elsewhere, you're more vulnerable.

Change your passwords. Do it twice a year when you reset your clocks for Daylight Saving Time.

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.

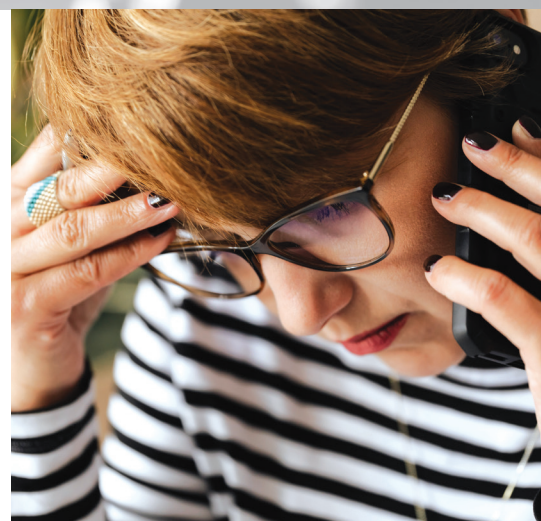


We've Updated Our Email System

Huxley Communications upgraded our email system on February 16. New features were added to enhance your email service from us and make managing your email more convenient.

Your email address and password remain the same. All your existing emails and contacts remain the same as well. If you remotely access your email through a device or other email application such as Outlook or Thunderbird, you will not see any changes. However, if you login to the webmail page through a browser, you'll notice a different layout and increased functionality.

We're excited about this upgrade and view it as a much needed improvement. Please let us know if you have any questions or concerns.



FCC Approves 988 for National Suicide Prevention Lifeline

The 24/7 National Suicide Prevention Lifeline provides free and confidential counseling to those in suicidal crisis or emotional distress. People currently reach the hotline by calling the 10-digit number: 1-800-273-8255 (TALK).

In July 2020, the FCC voted to finalize 988 as the three-digit number Americans will be able to call to be directed to this hotline. All telecommunication and VoIP providers are required to implement the 988 dialing code by July 16, 2022. The transition period will allow time for providers to make necessary network changes and enable the National Suicide Prevention Lifeline to prepare for an expected increase in calls.

Chosen because it echoes the 911 dialing code everyone knows as an emergency number, 988 is easy to remember and quick to dial. An FCC report published in 2019 found that having a three-digit number would ease access to resources for people struggling with suicidal thoughts.

Huxley Communications is making plans for the implementation of the 988 number in our service area and will let you know when it's available for use.