



# The Communicator

Your Complete Communication Services Provider  
Telephone, Long Distance, Wireless, Cable Television, Paging, Internet, Web Hosting

March 2013

19th St. & Cyclone Ave., Harlan, IA 51537 • (712) 744-3131 • [fmctc@fmctc.com](mailto:fmctc@fmctc.com) • [www.fmctc.com](http://www.fmctc.com)



Eugene Juhl



Harold Peters



James Rasmussen



Westley Walker

## Committee nominates candidates for board of directors

Nominations for the FMCTC Board of Directors were recently made for the Irwin, Manilla, Rural-Harlan and Defi-

ance Exchanges. In accordance with the Cooperative's bylaws, nominations for board members were made via a

Nominating Committee to represent the members of their respective areas. (782-3436)

Following are the members who were nominated and whose names will appear on the ballot at the annual meeting on March 26th, 2013. The nominees are all currently serving directors who would be re-elected for new terms.

- Eugene Juhl, Irwin Exchange
- Harold Peters, Rural-Harlan Exchange
- James Rasmussen, Manilla Exchange
- Westley Walker, Defiance Exchange

The nominations made by the committee, along with any nominations from the floor at the annual meeting, and any nominations by petition from the members in accordance with the

Cooperative Bylaws, will be voted on by the members present at the annual meeting to be held on Tuesday, March 26th, 2013, at the Veterans Memorial Auditorium, Harlan, Iowa.

The minutes of the Nominating Committee will be mailed to all cooperative members prior to the annual meeting.

FMCTC members serving on this year's Nominating Committee were:

Dennis Gaul, Westphalia  
Robert Finken, Earling  
Terry McDowell, Kirkman |  
Edward Andersen, Jacksonville  
Verl Arentson, Harlan Town  
Robert Kloewer, Defiance  
Lee Ann Leinen, Irwin  
Darrell Jacobsen, Hancock  
Roger Georgius, Manilla

### Join us at the 2013 Annual Membership Meeting

On behalf of the board of directors and employees, we invite our members to attend the **Annual Meeting, Tuesday, March 26, at the Veterans Memorial Auditorium in Harlan.**

The doors will open and registration will begin at 10:30 am.

Come and enjoy the festivities:

- Mingle with your board of directors and FMCTC employees
- Free meal catered by Irwin Locker and Catering will be served 11 am-12:30 pm
- Entertainment 11 am-12 noon
- Membership meeting and director election at 12 noon
- Attendance gifts and other prizes including Grand Prize Giveaway \$500 cash! *Must be present to win Grand Prize.*
- Demonstrations of our new service, Digital TV with FREE HD & Whole Home DVR

The business meeting will begin at 12 noon and will include the election of four people to the board of directors, a report by board president Paul Nelson, and a report and question/answer time with general manager Tom Conry. College scholarship and Washington D.C. youth tour recipients will be announced. The meeting will conclude with the grand prize drawing. (741-5460)

Please plan now to attend, participate, and enjoy your annual meeting.

For those that can't attend, the 2013 Annual Meeting will be **streamed live on the web** beginning at **12 noon** at [www.fmctc.com](http://www.fmctc.com), and will be **rebroadcast on FMCTV Channel 48.**



### Don't miss your favorite TV shows

FMCTC's Digital TV remains uninterrupted when rough weather conditions hit your neighborhood. (unlike satellite tv)

**FMCTC Digital TV  
with FREE HD  
& Whole Home DVR**



## New telephone directories have arrived

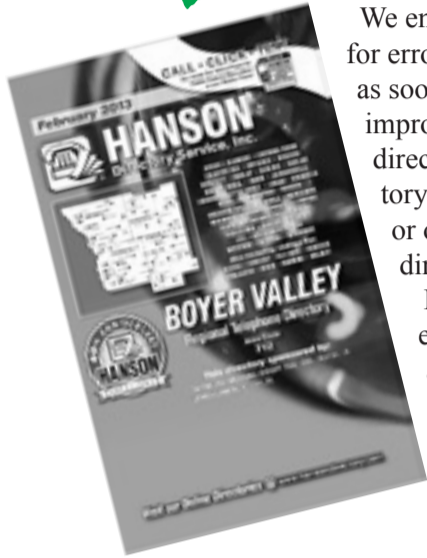
The 2013 edition of the Hanson Directory was delivered to customers last month. Each customer should have received one directory.

The Hanson Directory includes listings for 47 western-Iowa communities, giving FMCTC customers the advantage of additional listings. The directory also includes a Yellow Page directory and helpful information like Iowa zip codes and area codes.

We encourage you to check your White Page listing for errors. If you find any errors, please report them as soon as possible. While every effort is made to improve each issue and to eliminate all errors in the directory, FMCTC and the publishers of the directory do not assume any liability because of errors or omissions that may occur in the telephone directory.

If you did not receive the directory or need extra copies, additional directories are available at the office in Harlan. (744-3404)

**Please remember to be friendly to our environment and recycle your old telephone directories by replacing them with the rest of your recycling.**



## You have options in how you are listed in the phone book

Each of your landline telephone numbers is entitled to a single listing in the Hanson Directory free of charge. Generally your name, address, and telephone number appear in the White Pages listing. You may ask for a change, such as listing just your name and telephone number, or using an initial instead of your first full name.

You may also choose the following options:

### ADDITIONAL LISTING

Some customers have need for additional listings for the same telephone

number such as a roommate or business partner. Customers may request to add listings in addition to the primary listing already provided for a telephone number for an additional monthly cost of 50¢/month.

### NON-PUBLISHED

For privacy, your name, address and telephone number are not published in the directory White Pages. Your telephone number is not available from Directory Assistance (411). Cost for a non-published listing is \$1/month.



NATIONAL  
DO NOT CALL  
REGISTRY

## Do Not Call Registry stops unwanted calls

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home.

Register your home or mobile phone numbers for free at [www.donotcall.gov](http://www.donotcall.gov) or by calling their toll free number 1-888-382-1222.

After registration, unsolicited calls should diminish in about 30 days. All unwanted calls should cease within 90 days because callers are required to check the registry quarterly.

There are exceptions to the types of calls which can be made to you including: calls on behalf of political organizations, charities, surveyors and companies with whom you've done business or with whom you've made inquiry or submitted an application. (654-2250)

For more information, visit the Do Not Call website at [www.donotcall.gov](http://www.donotcall.gov).

## Customer Privacy Notice

Your privacy matters to us. We pledge to protect your privacy and keep your trust.

As we provide services to you, we gather information about the quality, technical configuration, type, destination, and amount of products and services you use. We also gather data during application processes. This information is known as **Customer Proprietary Network Information (CPNI)** and "Non public Personal Information".

Under federal law, you have a right and FMCTC has a duty, to protect the confidentiality of your CPNI. FMCTC will not disclose or sell this information, unless required to do so by law; or upon receipt of an affirmative written request by a customer.

FMCTC may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors (billing and technical support vendors) that assist us in providing services. They share a duty to protect your CPNI.

Know that we limit access to your personal information to employees, agents or contractors who must use the information to provide products and services to you. Further sharing of this information is restricted by our employee handbook, non-disclosure agreements and the law, in order to guard your personal information. (747-6061)

## FedEx spam flooding the net

The massive FedEx spam campaign that started before the holidays has gotten its second wind and launched yet another flood of spam.

The spam email messages use the FedEx name and logo and look like notifications from the company. The notices inform the recipient that a package is waiting for them, and since they were unable to complete delivery, they must print the attached receipt and bring it to their local depot. Those that click on the

attachment are prompted to download a program which includes malware that will infect their pc.

It's easy to protect yourself from this attack, you just need to use your common sense. FedEx doesn't send delivery notices via email, for example. Remember—any link in an unsolicited email and every attachment have the potential to steal personal information, harvest your email address and contact information. Don't be fooled. (627-4129)

**FMCTC will be at the Harlan Newspapers Home Show March 23-24 Veterans Memorial Auditorium See our new tv service, Digital TV with FREE HD & Whole Home DVR**

Harlan Newspapers  
27th Annual, 2013

**SPRING FEVER**  
*Home, Garden & Living Show*

Sat. & Sun., March 23 & 24  
Saturday, 5-8:30 pm • Sunday, Noon-4 pm

Vet's Auditorium 1208 St. & Monmouth Drive, Harlan, IA



Vendor Packages Available from \$175. Limited Space... Reserve Early

Reserve Your Space Today  
Call 712-755-3111

Expecting up to 3,000 people to attend the show again this year.



Free Admission

## The Communicator

Directors  
President ..... Paul Nelson  
Vice-Pres ..... Roger Schmitz  
Secretary/  
Treasurer.... Ted Chamberlain  
Director ..... Kenneth Martin  
Director ..... Joel Berndt  
Director ..... Eugene Juhl  
Director ..... Harold Peters  
Director ..... Rex G. Adams  
Director ..... Westley Walker  
Director ..... James Rasmussen

Published monthly by FMCTC  
19th St. & Cyclone Ave., Harlan, Iowa 51537

General Mgr... Tom Conry  
Office Mgr..... Brenda Fiscus  
Plant Mgr ..... Gary Petersen

Harlan Office Hours:  
Mon-Fri. 8:00 am to 5:00 pm

Telephone: (712) 744-3131  
or 800-469-3511  
Fax (712) 744-3100

[www.fmctc.com](http://www.fmctc.com)  
Outages after hours, holidays and weekends  
(712) 744-3131



Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of this specialized service, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

#### RELAY IOWA ACCESS NUMBERS:

Dial 7-1-1 or  
 TTY: 1-800-735-2942  
 Voice: 1-800-735-2943  
 VCO: 1-800-735-4313

Spanish: 1-800-264-7190  
 Speech-to-Speech: 1-877-735-1007  
 HCO: 1-800-735-2942  
 CapTel: 1-877-243-2823

#### RELAY IOWA CUSTOMER SERVICE INFORMATION:

Voice/TTY: 1-888-516-4692  
 iarelay@hamiltonrelay.com  
 www.relayiowa.com

#### HOW DOES RELAY WORK?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with Relay Iowa. A Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents. (748-8706)

#### CAPTIONED TELEPHONE

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves.

A captioned telephone works like any other telephone with one essential difference: it allows you to listen as

well as read every word the other party says throughout the conversation on the display window.

To call a Captioned Telephone user, dial: 1-877-243-2823.

#### HOW DO I APPLY FOR SPECIALIZED EQUIPMENT?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 1-800-606-5099 V/TTY.

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

There is no charge to access Relay Iowa, although standard long distance charges apply.

## Save money. Set your smartphone and tablet to connect to your Wi-Fi connection whenever possible.

Here's a potentially money-saving tip for you. Always check to make sure your smartphones and tablets are using Wi-Fi at your home or workplace. We've noticed that a large number of people do not make use of the Wi-Fi networks that are available to them. This is understandable because Wi-Fi use is optional on smartphones. However, by not using Wi-Fi, you may be costing yourself money.

#### BENEFITS

There are two big benefits to using Wi-Fi on your smartphone – and the same is true for tablets. The first is speed. Most of the time, the speed you'll get by connecting to a Wi-Fi network is faster than what you can get with your cellular provider. The second benefit is that any data used while connected to a Wi-Fi network does not count against your cellular data plan. Since most wireless companies charge based on how much data you use, it is in your best interest to reduce the amount of data you use over your cellular network.

#### SET UP YOUR PHONE OR TABLET

The good news is that connecting to a Wi-Fi network with a smartphone or a tablet is usually simple. And once connected to a particular Wi-Fi network, your phone will remember the setup details so you will not normally need to re-configure every time you return to a network. (755-2143)

#### iPhones and iPads

For an iPhone or iPad, the default setting is for the device to notify you

**Just about everything else you do on your smartphone besides talking and texting – surfing the Web, sending email and downloading apps – eats up data. Higher data plans cost more money – and wireless companies typically charge penalties once you've exceeded your monthly limit. You can save money by connecting your smartphone or tablet to the Internet over a Wi-Fi connection. You will save money because you are not using the expensive data subscription for your mobile phone or tablet.**

when you are in range of a Wi-Fi network. Make sure to acknowledge these notifications in your home, office, or anywhere you frequently travel, and choose the Wi-Fi network applicable. Usually all it takes is for you to tap the network name and then enter a pass-

#### Your FMCTC Internet Service INCLUDES a modem/router so you can set up your own Wi-Fi network right in your home or business! You can:

- ✓ Save \$\$ on your smartphone and tablet data plans
- ✓ Offer the convenience of a Wi-Fi connection in your home. Visiting college kids, grandkids, and friends will love it.
- ✓ Offer the convenience of a Wi-Fi connection in your business. Your customers will appreciate this gesture which will save them time and money.

word. If for some reason you are not receiving these notifications, it is also easy to manually connect to a network. Simply tap the Settings App from your home screen, then tap on Wi-Fi. Make sure your Wi-Fi setting is in the "on" position and you should see any available wireless networks listed. You can then tap on your network and enter the password. This is also the area where you can choose if your device notifies you about wireless networks in range.

#### Android devices

If you have an Android device, the setup will be dependent on which model



you have. Usually, it is a simple process on most Android smartphones and tablets. Check your user manual.

#### FAQ: WHAT DO I NEED TO DO TO GET WIRELESS INTERNET (WI-FI) IN MY HOME?

To install a wireless connection (Wi-Fi) within your home, you will need to purchase a wireless router (FMCTC Internet supplies you one) and connect it to your existing high speed internet. The wireless router will broadcast the signal within your home so you are able to access the Internet. When installing the wireless router we recommend securing the connection with a password so unauthorized users are unable to access the Internet through your wireless (Wi-Fi) signal.

## FMCTV CORNER

- Watch Replays of the 2013 Annual Membership Meeting on Channel 48 – Tues, March 26 @ 12 noon
- 2012/2013 basketball DVDs produced by FMCTV Sports will be available for purchase later this month. Contact our office and ask for Matt.
- Keep current with our local weather channel on Channel 19. 24 hour live radar, local temperatures, wind speed, precipitation amounts. KNOD 105.3 radio plays 24/7, too.
- Church Services Schedule on Channel 48  
 First Baptist Church of Harlan – Mon @ 1 PM  
 St Michaels Church of Harlan – Mon @ 4 PM; Fri @ 4 PM

# Re-examine and protect your online identity with these six tips

Identity theft is one of the country's fastest growing crimes. The rise in identity theft correlates with the rise of the Internet where information is freely accessible. Many of us conduct business and have social interaction online. We check our news at CNN.com, shop for movies at Amazon and connect with old friends on Facebook. We access our bank accounts and our medical information online too. (799-4717)

Even if identity theft hasn't yet affected you, it's worth spending a few extra minutes following the advice below.

**1. Change and Evaluate Passwords.** Start by changing all your passwords at least twice a year. This isn't as easy as adding your birth date to the end of your last name. Use strong passwords with a combination of numbers, symbols, and upper and lower case letters. (example: !7hr2\$RD). Don't use names and leave out all personal identifiable information.

**2. New Website, New Password.** If your email password is the same as your banking password, which is also the same as your Facebook password, you have a problem. You should create a unique password for each Web application.

**3. Log in Manually Every Time.** Many websites allow you to save your password so that you can automatically log in the next time you visit the website. As tempting as this is, take the extra 10 seconds to log in manually.

**4. Limit the amount of data you share about yourself.** Be very careful about giving out information like your date of birth, phone number, home address, Social Security number, credit card numbers. Be careful about sharing information about your family members and friends, too—they'll thank you later.

**5. Recognize Phishing.** Phishing is a fraud that affects millions of innocent people every year. The way a 'phisher'

If you have a hard time making up a strong password, try using a mnemonic device. For example, "I was born at Harlan Myrtue Hospital in 1960" becomes "Iwb@HMHi1960."

operates is by posing as a trusted contact (bank, well-known company) and then tricks you into clicking on a malicious link and updating your information so they can steal it. (Read the FedEx article in this newsletter!) You should always be suspicious of an email that asks you to confirm or authenticate your account information. If it seems strange, it probably is. Call the company to make changes.

**6. Use Anti-virus/Anti-malware Protection.** Update it regularly.

Protect your electronics during lightning season

**SURGE PROTECTOR**

# Bundle your Digital TV, High Speed Internet & Phone

Our **Stay-Connected** bundle is delivered over our fiber (FTTP) network right to your home. Currently this includes homes in Rural Manilla, Rural Defiance, Rural Kirkman, Town Irwin, and parts of Town Harlan. Check with us to see when we'll be in your area.

**STAY CONNECTED BUNDLE**  
**\$149.95 / mo**

- **High Speed Internet**  
5MG  
Barracuda© Anti-spam protection  
Internet Help Desk & Support Center  
5 email accounts  
Includes a Modem / Wireless Router

- **Digital TV with FREE HD & Whole Home DVR**  
108 TV Channels  
52 High Definition (HD) Channels  
Whole Home DVR  
Caller ID on TV  
Local Omaha & Des Moines Channels  
Local Channel 48  
45 Digital Music Channels  
Remote DVR Scheduling  
Parental Controls  
Interactive Onscreen Channel Guide  
Includes one HD Set Top Box with a Whole Home DVR, Remote Control, HDMI cable
- **Phone**  
Landline phone for 911 reliability

## Stay Satisfied with our Stay Connected Bundle

- A money-saving combination
- No Bait & Switch—Satellite is known for good deals that eventually run out
- Fast Internet & Wi-Fi for all your devices
- No TV outages related to weather
- No contract required. You choose if you want to sign one!
- Simplify record keeping & payment scheduling
- Local service and support
- No extra 'rental' charges for equipment
- Earn patronage dividends

Unlimited local calls  
100 minutes nationwide long distance  
Caller ID Name & Number  
Call Waiting, Cancel Call Waiting, Call Forwarding, 3-Way Calling, Speed Dialing



Know what's below.  
Call before you dig.

## Spring safety reminders

Spring is the time when slower farm equipment is on the road. Remember to pay attention and give farmers the space and time they need. Making good driving decisions will help get you both safely to your destination. (766-3288)

If you plan to work on outdoor projects that involve digging this spring, it is important to call One Call at least 48 hours before you dig at 800-292-8989 or 811 so underground services can be located and marked. If damages occur and Iowa One Call was not notified, you may be liable for related charges. The service is free.

Stay Connected with a  
**Bundle**  
**\$149<sup>95</sup>**



Stay Entertained with an Additional  
**HD Set Top Box**  
**FREE**  
until April 30



Stay Satisfied with Our  
**Satisfaction**  
**Guarantee**

