



# GOODBYE 2018, HELLO 2019!

## A LOOK BACK TO 2018

We continued our fiber installation project to get 100% of our traditional telephone serving area switched over to fiber optic for better performance. We sponsored, volunteered for, or participated in over 20 local events including holiday parades, the Trempealeau County Fair, the TCCTV Live Auction, Junior Achievement, "Reality Check" for area high schools, local baseball games, and more! We continued our basic technology classes and began a partnership with Western Technical College in Independence to offer classes at their facility.



## A LOOK AHEAD TO 2019

In 2019, we will continue expanding our fiber optic network for better service and offer more of our popular technology classes. We also plan to broaden our "Managed Wi-Fi" service to give users the best wireless performance possible. We are continually researching and working hard to improve our network to provide our customers with the best phone, Internet, and cable TV services that we can. Thank you for your business and we wish you a Happy New Year!

## NEW YEAR, NEW PASSWORDS

The start of the new year is a good time to change your Internet passwords to help protect your data and personal information from being compromised. That said, our advice is not to just pick new passwords that you can remember for all your websites -- that would cause you to naturally pick passwords that would be easy to compromise. Not only that but new passwords are only helpful if your current password is weak or if you are already compromised. They don't offer more protection if you already had a good password.

What we suggest is that instead of "choosing" new passwords yourself, that you remove the stored passwords from your web browser (clear all cached files including passwords) and get a Password Manager program like our Password Genie or Last Pass and let it generate new -- secure -- passwords for you. You may not end up with very simple passwords you can remember because they will be 15 or more random characters, but they will be safe and entered for you automatically by the password manager so you won't need to remember them!

Password Genie is part of the Tech Home Protect package that is included with TCC Internet services. Contact TCC today to get Password Genie and start the new year with better password security.

# HAPPY NEW YEAR!

## SCHOLARSHIPS AVAILABLE TO 2019 SENIORS

Tri-County Communications Cooperative, Inc. will again offer scholarships to 2019 High School graduates who plan to further their education at a Technical College or University. Twenty-Five lucky graduates will receive \$500.00 scholarships in a random drawing. The drawing will be conducted in February, scholarship recipients will be notified in writing and will be presented at our Annual Membership Meeting, which is scheduled for Tuesday, April 2, 2019 at Ss Peter & Paul Parochial School, Independence. To be eligible to receive a scholarship, the following conditions must be met:

1. The parents, guardians, or foster parents of the recipients must reside in the Tri-County Communications Cooperative's service area and be a member of the Cooperative.
2. The recipients must complete the first semester of the 2019-2020 school year with a passing grade and commence the second semester before being eligible for payment from the Cooperative.
3. Applicant must provide a senior picture to be used in TCC Newsletter, if selected for scholarship.
4. Attendance at Annual Meeting is strongly encouraged. Recipients that attend TCC's Annual Meeting on Tuesday, April 2, 2019 at Ss. Peter and Paul Parochial School in Independence will receive a special gift.

Applications for our scholarships are available at [tccpro.net/gettcc/scholarships](http://tccpro.net/gettcc/scholarships). Please encourage your eligible students to fill out the application and return it to our office by Tuesday, February 12, 2019.

## TCC ANNUAL MEMBERSHIP MEETING APRIL 2, 2019

The Tri-County Communications Annual Membership Meeting will be held on Tuesday, April 2nd at Ss. Peter & Paul Parochial School in Independence. More details will be available soon. This year, we will be voting for Directors in the Eleva-Strum and Independence districts at the 2019 Annual Meeting. Individuals interested in running for the Board in the above mentioned districts should contact Cheryl Rue, CEO, at 715-695-2691 or [crue@tccpro.net](mailto:crue@tccpro.net). All inquiries will be kept confidential.

## TRI-COUNTY COMMUNICATIONS COOPERATIVE

[WWW.TCCPRO.NET](http://WWW.TCCPRO.NET) 800.831.0610



Strum & Independence  
Office Hours:  
Monday-Friday  
8 a.m. - 4:30 p.m.

Galesville Location  
Wednesday Noon - 4 p.m.  
Thursday 9 a.m. - 1 p.m.



Strum Office  
417 5th Ave. N  
P.O. Box 578  
Strum, WI 54770

Independence Office  
23669 Washington St.  
Independence, WI 54747



TRI-COUNTY COMMUNICATIONS CO-OP  
[www.TCCPRO.net](http://www.TCCPRO.net) 800.831.0610

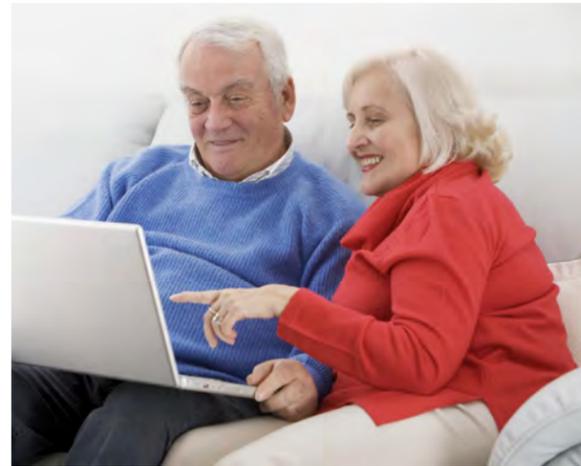


## WORRY-FREE WI-FI WITH “MANAGED WI-FI” FROM TCC

Take the hassle and worry out of your Wi-Fi with TCC's new “Managed Wi-Fi” service. Let us do everything for you!

It starts with a site visit where we map the signal in your home so we know the best place to put a new Gigacenter Router and Mesh Wi-Fi Extender. Then we connect all of your devices to your network so you know they are online and working.

From there, we are available whenever you need us to connect new wireless devices, troubleshoot existing wireless devices, create a guest network for when your friends and relatives visit, set up parental controls so you can restrict or block access to certain devices at certain times, and much more!



Managed Wi-Fi takes away the headaches that Wi-Fi can bring so you can focus on enjoying your devices! No more struggling with wireless printer issues or trying to figure out your kids' wireless gaming system. New tech toys for Christmas? No problem! We'll help you set them up on your Wi-Fi!

Managed Wi-Fi is just \$9.95 per month and includes a high-powered Gigacenter Router and Mesh Extender for the best coverage. And if you are currently renting a wireless modem/router from TCC, this will replace the \$4.49 rental so it's only an additional \$5.46 per month to get Managed Wi-Fi!

**Managed Wi-Fi is your Support Beyond The Connection!**



## NEW TECH TOYS? CHECK YOUR INTERNET SETUP!

It's that time of year when a lot of families buy new tech toys. New tablets, new smartphones, new smart TVs, new streaming boxes (e.g. Roku, Chromecast), and other toys. With added tech toys in your home comes an added burden to your Internet bandwidth and your router.



You typically have a limited amount of bandwidth from your provider. Bandwidth is often called "speed" but it's a little different than just speed. Bandwidth is "how much data can flow at its maximum speed at one time."

If you are downloading a file, a faster Internet speed will not necessarily make the file download quicker. But if you are downloading a file while streaming on multiple devices at the same time, proper bandwidth ensures that the file comes in as fast as possible while the streaming works smoothly and at the best resolution.

Whether these new devices will affect your current devices depends on a number of factors including how much of your bandwidth the new and old devices each need, whether all your wireless devices are getting a strong enough signal, and whether your router can effectively handle all of your devices and their bandwidth needs.



You may not have any issues when adding new devices to your existing home network. Your new devices might connect and work seamlessly alongside everything else and your current bandwidth might be just fine for your extra devices. We just want to point out that when you add new devices, it is a very common time to have hiccups and problems.

In most cases, the problem is either with the speed/bandwidth you subscribe to (not enough for all your devices and what they are doing online) or your router (too old or the wrong type to efficiently communicate with all your devices).

If you encounter issues, here are some things you can do:

- A) Call your Internet provider and let them know you plan to add new devices (and what kind) and they can help determine whether your current plan and your current router will be fine or if you should consider making changes. They may suggest a faster speed (more bandwidth), a newer router, adding a "Wi-Fi Extender" to your Wi-Fi.
- B) Hard-wire your devices like smart TV's, streaming boxes, and game systems by connecting an "ethernet" cord from the device to one of the number ports (1-4) on the back of your router. This will take pressure off your wireless and give those devices a faster, more reliable connection.
- C) Consider removing/replacing old devices. An older device on your network can slow down all of your devices. Routers only "talk" to one device at a time. Removing the older/slower devices from your Wi-Fi means less lag time between all of the devices that your router is connected to.



## TCC CLASSES RETURNING SOON!

TCC's popular Basic Technology Classes will be returning soon! So far, classes are being planned at Western Tech College in Independence and the Arcadia Public Library but more classes may be added!

Watch the TCC website or email TCC at [info@tccpro.net](mailto:info@tccpro.net) for updated information on classes.

Topics for these classes have not been set yet. If you want to see classes on certain topics, contact us and let us know!

## NEED HELP WITH TECHNOLOGY?

YouTube is a great resource! Go to [youtube.com](http://youtube.com) (or download the app) and type in what you want to know how to do! Then browse the results to find a video that shows you how to do it! Learn how to use an Amazon Echo, download an app onto your smartphone, send a picture over email, and more!



Our offices will be closed Tuesday, January 1, 2019. Happy New Year!