

## SERVICE NEWS

You can get service news on our website or on our Facebook page.



**WEBSITE:** [www.tccpro.net](http://www.tccpro.net) > NEWS > SERVICE NEWS

**FACEBOOK:** [www.facebook.com/tricounty.coop](http://www.facebook.com/tricounty.coop) > We will try to post updates as often as we can on any service-affecting news.

## TECH HOME INCLUDES ONLINE BACKUP

In addition to the flagship product, SecureIT Anti-Virus, our new TECH HOME plans also include a file backup program called "File Hopper." It's a Cloud Backup program which means it backs up your files and data over the Internet to a secure server. Just install File Hopper to your device(s), set which files and data you want backed up and File Hopper does the rest! Your files are automatically backed up regularly to a secure server so if your device or data gets lost, stolen or deleted, you can restore your data quickly and easily! TECH HOME Protect (included at no charge with TCC Internet) includes 50 GB of space and the Protect Plus and Support plans include 250 GB of space. File Hopper is one more way that TCC has you protected!!



Dial 811 or  
(800) 242-8511  
[DiggersHotline.com](http://DiggersHotline.com)

## UPCOMING EVENTS

**AUGUST**  
**Ashley for the Arts**  
Thursday, August 10 - Saturday, August 12  
Memorial Park in Arcadia  
Music, art/craft fair, food, and more!

**Whitehall Beef & Dairy Days**  
Friday, August 18 - Sunday, August 20  
Downtown Whitehall  
Food, fun, music, and much more!

**SEPTEMBER**  
**"TCC-U" Free Technology Classes**  
Classes are being scheduled and should start in September. Class schedule will be posted in the September Newsletter and online at [www.tccpro.net/tcc-classes](http://www.tccpro.net/tcc-classes).

**OCTOBER**  
**Co-op Month Open House at TCC**  
October is Co-op Month. TCC will be holding open houses at each of our offices in October. All members of the community are welcome to attend! Dates and times will be announced soon.

**Galesville Apple Affair**  
October 7th, downtown Galesville  
Family-friendly celebration with music, fun, and apple-inspired foods!

## FALL IS A GREAT TIME FOR BUNDLING!

We have **THREE** Types of Bundles to choose from:

### Ultimate

40 Mbps Internet  
Wi-Fi Router  
HD/Digital Cable  
DVR  
Phone Service  
Long Distance  
Calling Features

### Viewer

40 Mbps Internet  
Wi-Fi Router  
HD/Digital Cable  
DVR

### Vital

40 Mbps Internet  
Wi-Fi Router  
Phone Service  
Long Distance  
Calling Features

You can upgrade to the PLUS version of any bundle to boost the Internet from 40 Mbps to 60 Mbps!

Faster speed with Wi-Fi means smooth video streaming, fast downloads, no-lag-gaming, and plenty of speed for multiple devices!



Today's households have seven connected devices on average. That's seven devices all trying to use your Internet for music, video, websites, games and email.... all at the same time. A slow Internet package just won't support all those devices!



## 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  
715-695-2691

Independence Office  
23669 Washington St.  
Independence, WI 54747  
715-985-3101

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



## IDEAS FOR KEEPING YOUR KIDS SAFE ONLINE

**1. Step into their cyberworld.** Experts agree that parents have to get involved. Just as they know every detail of the playground around the corner and who hangs out there-- they need to know their kids' online playground as well. Spend time with your child and let them show you what programs and apps they use, what websites they visit, and how they interact with other users online. Get to know their devices, too, so you know what capabilities they have (cameras, etc.) or don't have.

**2. Set house rules.** Decide how much time you're comfortable with your children being online and which sites, programs and apps they may or may not access. You might post a short list of these rules or even a signed contract next to the computer. Then talk about the rules, any rewards for keeping them and the consequences for breaking them.

**3. Teach them to protect their privacy.** While they may not fully understand the consequences of revealing personal information online, you should still make sure your children know:

- \* not to open any messages/requests from people they don't know
- \* not to respond to hurtful or disturbing messages
- \* never to give their name, phone #, email address, password, address, school, things they participate in, etc. without your permission
- \* not to get together with anyone they "meet" online



**4. Visibility is the key.** Keep the computer/Internet devices in a central spot, where it's easy to monitor use. Kids these days may have phones or tablets, connected wirelessly, so they are not bound to a family room or central location. You may be able to control access through the router (see #8) or by checking the apps and history on the device. You might also wish to monitor your kids' social media accounts by friending/following them.

**5. Be their go-to for help.** Instruct your child to come straight to you when he or she sees anything that makes them uncomfortable, and assure them that you won't overreact, blame them, or immediately rescind their online privileges.

**6. See if your ISP can help.** Check with your Internet Provider to see what they have available. TCC's Tech Home Protect package (included with TCC Internet) includes a program called "SecureIT" which has built-in Parental Controls.

**7. Your router could help you.** Some routers (the box connected to your Internet Provider Device) that you connect to wirelessly or via Ethernet, have customizable user access settings that you (or your ISP or local tech) can set up to allow or restrict access to certain things or at certain times and from certain devices.

**8. Set Search Engines to block bad stuff.** If you create an account with the search pages you use (Google, Yahoo, Bing, etc.) you can set up and even lock parental controls. (But be aware: A savvy child could get around this)

**9. Stay in a kid-friendly zone.** For beginners as young as 4, consider confining online exploration to web addresses that list child-safe sites on everything from TV, movies, music, and games to world history, science, and trivia. Some quick Google-searching for "kid friendly websites" should help you.

**10. Install software to monitor/block web content.** You can also download and install filtering software to computers, tablets, and phones to block unwanted content as well. Google search "parental control software" for ideas.

## TCC AREA DESIGNATED SMART RURAL COMMUNITY

**What does it mean to be a Smart Rural Community?** It means our area has been recognized as having exceptional technology and network capabilities as well as a continued effort to improve the technological culture in our area.

**How did we get designated as a Smart Rural Community?** We completed a comprehensive application with the NTCA, the Rural Broadband Association, detailing our efforts in technology and network infrastructure for economic development and commerce, education, enhanced health care and government services in our area. The NTCA looked at many factors including the fiber network we put in place, the numerous ways we partner with our local schools, and even the free technology classes we've been offering for many years in our communities.

**What does it mean for us? For you?** - For TCC, it is a nice affirmation of our efforts in our communities by a national organization and by our peers in

the telecommunications industry.

For you, it is a symbol designating our area as a vibrant and advanced place to live and work. It means people and businesses in our area have access to high-speed Internet (with speeds up to 1 Gigabit per second!) which helps existing community members as well as businesses and residents looking for a place to live and work. It also means you can expect TCC to continue leading the way in our area by continuing to offer a strong network, advanced services, and support of continued technological development. If you want to read more about how High-Speed Internet helps a rural area, check out: <http://tccpro.net/internet-and-rural-america/>



## TECH TIP: FACEBOOK (OR OTHER APPS) KEEP CLOSING RANDOMLY

It is not uncommon for apps like Facebook to close randomly, and fairly often. This seems to affect Facebook more than other apps - that's why we use it as an example. This is not an Internet or Wi-Fi issue but rather an issue with the app itself and the device you are using. The app is running into conflicts either with other apps on your device or within itself -- trying to load videos or ads that aren't responding, etc. If this happens to you, try these solutions:

1. Check which apps you all have open and close any that you are not actively using
2. Go to your App Store icon and see if the app has a software update available and download the update
3. Close the app, power down your device completely, then turn back on and open the app
4. Remove the app from your device and then go to your App Store and re-download the app

If these solutions do not resolve the issue, let us know and we'll see if we can help!