

WI-FI HELP, WHENEVER YOU NEED IT!



Wireless Internet, or Wi-Fi is a great thing. Most of today's devices are capable of Wi-Fi so you come to rely on your Wi-Fi for just about everything you do online. Unfortunately, not everything about Wi-Fi is easy or consistent. Wouldn't it be great if you had somewhere to turn for all your Wi-Fi issues from connecting new devices to identifying the best (and worst) rooms for signal and what to do about it?

Well, now you have it!! TCC's Tech Home Support plan includes Premium Support - which means help with all your Wi-Fi issues from setting up new devices to troubleshooting existing ones. Plus, you get the new app called **Identi-Fi** which shows signal strength from room to room and creates a "heat map" of your house showing best and worst signal areas. The Tech Home Support plan includes all the help and tools you need to keep your home Wi-Fi and its devices connecting at their best!! *It's like having access to your own, personal technician for Wi-Fi help!*



Tech Home Support also includes SecureIT Anti-Virus for 4 devices, 250 Gigabytes of cloud storage and a secure password management program -- all for just \$14.95 per month. Think of the peace of mind you'll get from having (A) Protection (B) File Storage (C) Password Management and (D) Complete Wi-Fi Support for under \$15 bucks! Visit www.tccpro.net/tech-home for more information or to request your Tech Home package.

Attention High School Seniors! TCC is offering scholarships again this year! Visit our website at www.tccpro.net/scholarships to download the 2018 Scholarship Application!

CPNI PASSWORD/RECORDS UPDATING

TCC has been making an effort to add a "CPNI" password to all our customers' accounts. CPNI stands for Customer Proprietary Network Information. Things like your bill amount, calls you've made, etc. that should only be shared with authorized persons on your account. We are setting up passwords as one more way to verify that we are speaking with the account owner when asked for this "proprietary information."

We're also updating our phone and email records to get current and accurate information on file. We will not use your information unethically or give it to third-party companies for marketing. In fact, we're collecting this information to keep your account safer by only working with authorized persons through authorized contact information.

UPCOMING EVENTS

- Thurs. Nov. 23rd Thanksgiving! TCC offices will be closed
- Fri. Nov. 24th - TCC offices will be closed
- Fri. Nov. 24th Osseo Holiday parade (TCC participating)
- Fri. Dec. 1st Whitehall "Festival of Trees" parade (TCC participating)



GIFT IDEAS FROM TCC

It's that time of year when we think of gifts we want to get for our loved ones. TCC has some ideas for gifts that your loved ones are sure to enjoy and use!

- HP Laptop**
- New Smartphone**
- Calling Feature**
- Gift Certificate**
- Smartphone Accessories**
- Apple iPad**
- DVR Receiver**
- HBO CINEMAX Movie Pack**

**FALL IS HERE,
BUT THE COUNTDOWN
TO CHRISTMAS IS ON!**

TRI-COUNTY COMMUNICATIONS COOPERATIVE

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.



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417 5th Ave. N
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TRI-COUNTY COMMUNICATIONS CO-OP
www.TCCPRO.net 800.831.0610



TIPS FOR SHOPPING ONLINE

While people shop online year-round, online shopping will really pick up in the next month or so - and include people who don't normally shop online. So here are some tips to help keep your data safe when shopping online:

- 1. Don't use free/public Wi-Fi for shopping** - While it may be easy and convenient, we don't recommend shopping online over free/public Wi-Fi connections. It is okay to BROWSE but just don't go through the checkout process where you are typing personal/financial information. It is not real difficult for hackers to eavesdrop and steal your information. They can capture your data through the air with receivers or video your keystrokes from a distance as you type.
- 2. Don't click on emailed offers** - Don't click on email offers, even if the deal is good/legit. Instead, go directly to the retailer's website to find the deals. Same thing goes for promo codes — don't click those links to use the code, but instead write it down, go to the retailer's website and type it in. Many offers and promo ads track people who click.
- 3. Create a second email address just for online accounts** - It's a good idea to set up a second email address (free one from Gmail.com, Yahoo.com, Hotmail.com, etc.) for all your online accounts. You can still get the emails from the retailer when you need to but you aren't opening your main address (the one you've had for years) to spammers.
- 4. Use different passwords with your accounts** - If you need to create an account with an online retailer, do not use the same password that you use anywhere else. It is less convenient, but if a hacker gets your email and password from an easy-to-hack website, they'll try the same combinations across all major (harder-to-hack) websites.
- 4. For mobile: use the store app instead of the store's website from your phone's browser** - Apps for sites like Amazon, Walmart, Best Buy, etc. typically have an extra layer of security and encryption to their app than they can offer on their website (due to compatibility with standard browsers), making them safer to use.
- 5. Never save credit card info to web browsers/websites** - Never save your credit card information in retail sites and web browsers. You can use the secure "eWallet" with our Password Manager to store information if you need it readily available. Neither web browsers (cookies) nor retail websites can be trusted to safeguard your information.
- 6. Credit, not debit; extra account** - When shopping online, use your credit card instead of your debit card. It is often easier to resolve issues with a credit card than a debit card because the money has been removed from your account when you use a debit card. You can also open an account specifically for online use or use pre-paid Gift/Visa/MC cards for limiting your risk further.
- 7. Open your statements** - Pay extra attention to your bank and credit card statements come January and February. Even small charges you don't remember making can be a sign of fraud. Some fraudsters "test" an account with a small charge before putting larger charges through. If you see an unknown charge, call your bank immediately and report it.
- 8. Embrace phone-based payments** - Retail data breaches have led to the compromise of millions of credit cards. Mobile payment technologies, like Android Pay and Apple Pay, cannot be cloned like traditional magnetic strip cards. Consider using these technologies in your holiday shopping to keep your cards safe from thieves.
- 9. Don't leave your phone unlocked** - To prevent someone from buying through your phone or even having access to receipt emails, etc. it's a good idea to set your phone to require a PIN or fingerprint to access it.



THE VALUE OF CABLE VS. STREAMING

With the increase in streaming TV choices and options, we wanted to outline what is involved for streaming. Streaming is watching TV programming sent over the Internet to a TV or other screen. Typically you can browse available programming and click what you want to watch. Streaming offers a variety of programming both live and archived. There is no one device or service for streaming - but rather a lot of choices and combinations.

First, in order to stream, you need (a) [high-speed Internet](#) and (b) [devices to stream from](#). The Internet should be at least 40 Mbps with excellent Wi-Fi signal where you want to stream. The devices to stream from include Smart TVs or Bluray players, game consoles or plug-in streaming devices like Roku boxes or Chromecast sticks. These devices range in price from \$35 (Chromecast stick) to \$1000 (big smart TV). Each device is different in the way you control it, the way you navigate their menus/apps, and which apps are included and/or available.

Once you have the Internet and the streaming device(s), you will need access to programming. For streaming, you typically subscribe to one or more services to provide your programming. Options include [Netflix](#), [Hulu](#), [Amazon](#), [Acorn](#), [CBS](#), [PBS](#), [HBO](#), [Sling TV](#), [Playstation VUE](#) and others. Each subscription ranges from \$5 per month to \$20 or more per month, which combined, can be quite expensive. Sports programming is hard to come by without a TV service. Sports events broadcast on network stations are not typically available. You will need to check your device(s) to see which apps are even available to you. Support for device usage is usually available by the manufacturer.

While we truly want to promote the ability to stream shows and movies (see our "[watchTVeverywhere](#)" service), we think Cable TV still has a definite value in its advantages over streaming -- its ease of use, variety of included programming, access to live, local content (Packers!), and tech support (TCC) for when you have questions or problems.

TCC BOARD OF DIRECTORS VOTING DISTRICTS FOR 2018

This year, we will be voting for directors in the Blair/Taylor/Alma Center/Hixton/Merrillan and Galesville/Etrick/Trempealeau/Centerville districts at the 2018 Annual Meeting on Thursday, April 5th. 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. All inquiries will be kept confidential.

OLD, RELIABLE PHONES AVAILABLE

You might get a chuckle at the cartoon to the right with today's phones being so different from the old style of phones. But those older style phones still have a place in today's communications. They are typically much more durable and dependable than newer phones with actual bells and other metal parts inside their heavy duty casing.

Many of our customers use these phones in their shop, barn, garage or basement for their durability and ease-of-use. They do not require an electrical outlet - just a phone line, and their volume and voice quality is typically as good or better than their newer counterparts. If you want a durable, reliable phone that will not go out when the electricity does, contact TCC today!

