

LOCAL EVENT INFO, TECH/SECURITY TIPS AND MORE!

If you are on Facebook, we encourage you to LIKE the TCC Facebook page. We use our Facebook page to post local events, technology articles, online security tips, major outages, community service announcements and more. We don't use our page to constantly advertise or sell things. We use it as a resource for helpful, local information. You can find our page at facebook.com/tricounty.coop and then just click "Like" near the top to get our posts showing up in your News Feed.



SAVE TIME AND MONEY WITH E-BILL AND EFT

TCC has two ways to save you time and money every month. With E-Bill, you log on to our secure website to view and pay your bill. Don't spend money on stamps and envelopes or driving to the office to pay. Pay online! You can also setup EFT - Electronic Funds Transfer - to pay your bill automatically every month from a credit or debit card or a checking/savings account. Both services are free and just take a quick signup to get started! For E-Bill, go to <https://tcc.smarthub.coop> and for EFT, download the form at: <http://tccpro.net/customer-care>.

WATCH OVER 70 CHANNELS AND THE 2018 OLYMPICS ONLINE!

You can watch over 70 channels -- including ESPN, Big 10, FS1, NFL Network, HGTV, FXX, TBS, and AMC -- online through your phone, tablet, laptop, Roku box or smart TV. Plus, both the 2018 Winter Olympics and the NCAA Men's Basketball Tournament are streamed online. It's called "watchTVeverywhere" and it's included with TCC Cable!

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

Fri. Dec. 1st Whitehall "Festival of Trees" parade (TCC participating)

Fri. Dec. 22nd TCC offices close at Noon.

Mon. Dec 25th TCC offices closed.

Fri. Dec. 29th TCC office close at Noon.

Mon. Jan 1st TCC offices closed.



GET THE RIGHT SPEED FOR NEW TOYS!

This is a popular time of year when households get new devices like Smart TVs, Roku Boxes, Game Consoles, Tablets, and more. With those devices comes more streaming and a need for more speed!

Having all these cool devices and subscriptions to Netflix and "watchTVeverywhere"-- but having too slow of an Internet connection is like having a cool waterpark in your yard but not enough water pressure to make it work right.

▶ 60 MBPS ▶ 40 MBPS ▶ 20 MBPS

Best for:

- Multiple streaming devices
- 4K (ultra HD) streaming
- Best gaming experience
- 10+ total devices online

60 Mbps Internet is available as stand-alone and is also included with Vital+, Viewer+, and Ultimate+ bundle plans

Best for:

- Multiple devices
- Regular streaming/gaming
- 5-10 total devices online
- Good family plan

40 Mbps Internet is available as stand-alone and is also included with Vital, Viewer, and Ultimate bundle plans

Best for:

- One to a few devices
- Limited streaming/gaming
- 1-4 total devices online
- Fast basic speed

20 Mbps Internet is only available as a stand-alone Internet plan



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
P.O. Box 578
Strum, WI 54770
715-695-2691

Independence Office
23669 Washington St.
Independence, WI 54747
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TRI-COUNTY COMMUNICATIONS CO-OP
www.TCCPRO.net 800.831.0610



THE VALUE OF CABLE TELEVISION

When you really think about all that you get with Cable TV, you'll see the value in Cable Television. For starters, there are a lot of great channels in our lineup. You get about 200 channels with our Digital/HD package (included with Bundle plans). Whether you like sports, news, home renovation, reality TV, nature, science, cartoons, classics, or movies, our lineup probably has more than a few channels for you to choose from.

Do you like to listen to music around the house? In addition to a few country and pop TV channels, you get 26 digital audio stations in the 900's. These are commercial and DJ free stations of just music playing through your TV. There's even a "Holiday" channel to play your Christmas favorites. These are great for when you just want to listen to music.

All TCC set-top receivers have an on-screen Programming Guide. Just press "Guide" on your remote to see a grid-schedule appear. Navigate through the TV listings with the arrow buttons or the "Page up/down" or "Day+/-" buttons. Seeing what's on helps you find what you want to watch and record what you can't watch.

All bundles come with a DVR - which means you can record easily at the touch of a button! In fact, a DVR records while you watch too so you can pause or rewind live TV! To set a recording, press Guide, navigate to and highlight the show you want to record and press the red Record button. Press record again (or Menu with IPTV) to set a series recording! Then go into Menu and DVR when you want to watch what you've recorded. It's that easy!

With all the channels that TCC offers, our Cable is great for channel surfing! Sometimes you just need to relax and unwind and you don't want to make a decision on a specific show to watch. With Cable TV, you can just surf through the channels or the guide to see what looks good. You're bound to be pleasantly surprised with good shows you hadn't thought about. Plus, by using the "Last" button on the TCC remote, you can flip back and forth between two different shows.

Along with the features of Cable TV, you get better reliability! When the weather is bad outside, it's nice to be able to turn on the TV and watch a game, a movie, or a TV show you like. What you don't want is for bad weather to mean you're going to have "signal issues". TCC cable is reliable in all weather, on all your TVs around your house. No relying on clear skies and "good reception" to watch great programming!

COMMUNITY CHANNEL - TCCTV

You also get TCCTV - Trempealeau County Community Television - our very own, local channel with shows and events from, of, and for the residents of Trempealeau County.

LOCAL STAFF, LOCAL SERVICE

TCC has local customer service staff to answer your questions and technicians who maintain our cable lines and equipment, including local, on-call service.

WE TRULY CARE!

TCC truly cares for its customers and it shows. We have friendly customer service staff who treat you with respect. Our policies and pricing are open and honest, not confusing or deceiving.



SCHOLARSHIPS AVAILABLE TO 2018 SENIORS

Tri-County Communications Cooperative, Inc. will again offer scholarships to 2018 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 Thursday, April 5, 2018 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 2018-2019 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 Membership Meeting on Thursday, April 8, 2018 at Ss Peter and Paul Parochial School in Independence will receive a special gift.

Applications for our scholarships are available online at www.tccpro.net/scholarships. We ask that you please encourage your eligible students to fill out the applications and return them to our office by Thursday, February 12, 2018.



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.

CHANNEL MIGRATION IN JANUARY; RESCAN MAY BE NEEDED

Channels were inadvertently moved over the summer and will be moved back to their original locations in our lineup on Tuesday, January 16th. Channels affected include QVC (16), FSN2 (38), FXX (61), E! (62), and Sprout (94) and digital audio stations. TVs with a TCC DVR or DCT box will self-update. TVs with no TCC receiver (TVs with no QAM tuner) will need to re-scan in order to find these channels again. Typically, you scan for channels by going into the MENU on your TV remote and finding Channel Scan, Auto-Program, Network, or Setup. You should see one of these options in your TV Menu. From there, you select Channel Scan or Auto-Program, etc. and the TV should scan for available channels, relisting those that were migrated. If you have questions, please contact TCC.