THE CONNECTION

TCC-COVID-19 UPDATE

At the time of the printing of this newsletter (August 20th), TCC's business offices remain closed to the public, including the Galesville office (Library Community Room). You can view and pay your bill online through our SmartHub program. Download the "SmartHub" app to your mobile device or go to https://tcc.smarthub.coop.

We also offer the option of paying with our secure payment line: 1-844-827-4767. Our offices in Strum and Independence have drive-up windows and 24 hour drop boxes, and we can accept payments and equipment returns. We look forward to opening our business offices again soon. Watch our Facebook page, website, or call us for updates.

MAKING A DIFFERENCE IN OUR COMMUNITIES

TCC is proud to help area organizations in this special time of need. TCC has donated over $13,000 to Friends Sharing Food, Weekend Backpacks, Feed My People Food Bank, Curds for a Cause, and Curds for Kids. All of these organizations directly help those in our area, including all seven school districts. One local organization that has gotten some recognition from television personality and host of "Dirty Jobs", Mike Rowe, is Curds for Kids. Curds for Kids is a program that helps area farmers and area families by organizing the purchase of cheese curds from local sources and donating them to families in our area in need of food. Mike found out about the organization and featured them on his program "Returning the Favor" and also made a $10,000 donation to Curds for Kids.

This spring, TCC gave out 26 scholarships to area graduates totaling $13,500, and this summer, TCC has been giving away gift certificates to local businesses each week on Facebook.

TCC is making a difference in the communities we serve and to you, our members!

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Please check website and Facebook page of TCC and other area businesses, clubs, and organizations to get information about any local events.

Labor Day

TCC offices will be closed on Monday, September 7th for Labor Day.

Have a wonderful Labor Day Weekend

NATIONAL DO NOT CALL REGISTRY

A few years ago a single, national Do Not Call Registry replaced separate national and state registries for consumers wishing to notify telemarketers that they don't want to get unsolicited telemarketing calls. If you are getting such calls, you may wish to follow the steps below to put your number(s) on the Do Not Call Registry.

- Call 1-888-382-1222 (TTY: 1-866-290-4236). You must call from the phone number that you want to register.
- Go to http://donotcall.gov and complete the form. You will have to respond to a confirmation email.

* If you have registered a mobile or other telephone number already, you don't need to re-register. Once registered, a telephone number stays on the Do Not Call Registry until cancelled or service for that number is terminated.

Despite the regulations and procedures to block telemarketer calls, they still happen because not all telemarketers abide by the rules. Calls from political organizations and non-profit organizations may also be exempt from the Do Not Call list. One of the best things you can do to protect your number is to not give it out to businesses (shopping online, online forms, retail checkouts, etc.) as that is often how your number is captured and exploited.

THURSDAYS WITH WHTL

TCC started a radio segment on Thursday mornings at 8 AM on WHTL (102.3 FM) to talk about current technology topics and issues. We will cover streaming, fiber, shopping tips, Wi-Fi, and much more! The segment is broadcast on WHTL's Facebook page using "Facebook Live" so you can listen live online or listen later to the archived broadcast.

Just open your Facebook and type WHTL 102.3 at the top or just go to the web page address: https://www.facebook.com/whtlradio. Then click "Videos" and scroll to find the segments.

HOW/WHEN TO REBOOT EQUIPMENT

If you experience issues with your Internet, Cable, or Phone, try rebooting your equipment. For Internet and Fiber services, find the main modem where service comes into the house (often in the basement) and unplug the power cord. If there is a battery backup, open the battery door and pull out the battery. Wait 10 seconds and plug back in (and put battery back in). Then do the same with the router plugged into the main modem and any other equipment connected to it. For Cable services without a main modem, just unplug the power cord to every receiver, count to 10 and plug back in. Wait 5 minutes and try it!

You can unplug the power at the box or at the wall/outlet, too, if you cannot reach the back of the boxes. Rebooting does not fix service outages but it can restore service after a maintenance update or if your equipment is just not responding properly. If rebooting does not help, or if you have any questions, call TCC!