



The Connection



February 2024

Options for TCC notices

E-mails, text messages, and phone calls

TCC's account management app, SmartHub, now allows you to configure which notification methods you would like used for each type of notice. That way, various concerns can be handled differently, based on your preferences.

Set up notifications in SmartHub:

In the app:

Open the SmartHub app

- Tap Settings
- Tap Manage Notifications
- Tap each category you would like to change (billing, miscellaneous, service, work management)
- Make your changes



From the website:

Log in to the SmartHub website (<https://tcc.smarthub.coop>)

- Go to Notifications
- Choose Manage Contacts or Manage Notifications
- Add your contact info
- Make selections for each type of notice

Download the SmartHub app from your app store or login to the SmartHub website at: <https://tcc.smarthub.coop>.

E-Mail notifications being utilized

TCC's billing system is now using E-Mail, rather than a phone call, when available, for sending certain billing notices, such as for an expired credit card or an account that is overdue. To avoid missing these notices, contact TCC with your current E-Mail address.



If you would rather receive a TEXT message instead of an E-Mail, you can change your preference in SmartHub using the instructions above. Contact TCC if you have questions.



In this issue:

Options for TCC notices

Scholarships available!

Manage your Wi-Fi password

Earn an easy \$20 with SmartHub

TCC Streaming plans & prices



This month:

February 2nd - Groundhog Day

February 14th - Valentine's Day

February 19th - Presidents' Day

Mark Your Calendars!

Tuesday, March 26th 7 pm

Tri-County Communications

Annual Membership Meeting.

It is virtual (online) this year.



TCC en español:

Tenemos el boletín en español en nuestro sitio web y en nuestras oficinas locales.

También contamos con una nueva línea telefónica en español para que pueda hablar directamente con nuestros empleados que hablan español. Es 715-985-6203.

Scholarships are available!

Applications are now being accepted!

Tri-County Communications Cooperative and the FRS (Foundation for Rural Services) are offering scholarships to area high-school seniors who are continuing their education.

TCC is offering twenty-five \$500 general scholarships and two \$1,000 scholarships for students pursuing a degree in Information Technology.

The deadline for the TCC scholarships is Monday, February 26, 2024. Get more info about TCC & FRS scholarships: tccpro.net/gettcc/scholarships.



How to view or change your Wi-Fi password

On your Calix GigaSpire router from TCC using the Total Wi-Fi app

- 1) Open the Total Wi-Fi app and tap My Network
- 2) Tap your Home Wi-Fi network
- 3) Tap Edit
- 4) Tap the “eye” to view your password or tap the Password box to type a new password and type in the password you would like
- 5) Tap Done when finished!

We have tutorial videos on our website! If you don't have the TCC Total Wi-Fi app yet, download it from your smartphone's app store. **It's free!!**

Get \$20 from TCC!

With EFT* and paperless billing!



Set up our SmartHub app with EFT from a checking or savings account plus paperless billing, we'll give you a one-time \$20 credit on your bill! (*Must be from checking/savings account and must keep for 1 year)

Plus, now you select whether you want to get an E-Mail or a text message for the various notifications from SmartHub!

Go to <https://tcc.smarthub.coop> or download it from your smartphone or tablet app store.

Register with your TCC account number, last name on your bill, and your E-Mail address. Questions? Call 715-695-2691!



TCC Streaming TV!

Flexibility, control, and savings!

All you need is a TV, a streaming device, and TCC Internet service. Choose the plan that suits your tastes and add on additional channels...or not!



Basic—\$59.95/month

Expanded Basic—\$143.95/month

Sports & Information \$5/month

Kids & Family \$3/month

Entertainment \$6/month

There are even 27 new channels in our Streaming TV service! Sign up for Expanded Basic, get a \$10 or \$20 per month discount, depending on your Internet plan. Add all three tiers, get another \$10 per month discount!

Get more info on pricing, compatible devices and more at tccpro.net/gettcc/tv-streaming