

Have A Safe Harvest Season

NEWSLETTER

# Teleconnections

October 2020

## THIS ISSUE:

Cooperative Month  
Cybersecurity Awareness  
Sun Outages  
Managed WiFi  
Newsletter Contest  
(545-4247)

**With the uncertainty of COVID-19, we are more than happy to help assist you as much as possible over the phone and remotely during this time. We have the privilege and responsibility to provide an essential service our communities rely on and will continue to do so to the best of our ability and continue to move forward cautiously.**

## October is Cooperative Month

What is a cooperative? What makes WCCTA different from other companies? The reliability and quality of service provided on a fiber optic network by locally based employees makes a difference. Cooperatives were initially formed because communities could not get the basic services they needed – providers often avoided remote areas because of unfavorable economics.

Communities are represented on the Board of Directors where local people represent you and your local interests. They help point the cooperative in the direction that is in the best interest of the cooperative as it serves its members. Each time you subscribe to one of WCCTA's services you are not just becoming a customer; you are actually making an investment in a company you and your neighbors own.

## Cyber Security Awareness Month

"If you can connect it, protect it." That is the emphasis for cyber security awareness month across the nation. More and more of our home devices—including thermostats, door locks, coffee machines, and smoke alarms—are now connected to the Internet. This enables us to control our devices on our smartphones, no matter our location, which in turn can save us time and money while providing convenience and even safety.

These advances in technology are innovative and intriguing, however they also pose a new set of security risks. It is like locking the front door and leaving the windows open to your home! #BeCyberSmart to connect with confidence and protect your digital home.



## Online Privacy

The Internet touches almost all aspects of our daily lives. We are able to shop, bank, connect with family and friends, and handle our medical records all online. These activities require you to provide personally identifiable information (PII) such as your name, date of birth, account numbers, passwords, and location information.

Sometimes we can unintentionally provide PII by sharing too much information. This is the human element of cyber security. By simply sharing or answering a question we can often give away password clues and security question answers making it easy for a criminal to simply log into your account. No hacking required. #BeCyberSmart when sharing personal information online to reduce the risk of becoming a cybercrimes victim.

## Sun Outages in October

Although WCCTA passes your WCDTV digital TV signal through underground Fiber to your location the origination of that signal comes from large satellite receivers in central Iowa. Sun outages occur every Spring and Fall when the satellite signals have interference from solar radiation. It can typically last for about a week and can cause intermittent issues with pixelated or fuzzy picture, picture freezing, audio distortions or temporary loss of a channel.

## Managed WiFi Success

“This service through WCCTA has optimized our whole Wi-Fi experience and my ability to work from home through the pandemic,” states Stacey Burger of Gowrie.

“I was having issues remoting into my work computer and spent countless hours on the phone with support. I didn’t think the problem was at my home because all our other devices worked fine. We finally decided to try a new router which was overwhelming with so many choices. With the unknowns of online learning for school we needed to be prepared for our whole family and decided to contact WCCTA. Since installing the router I have not once had an issue remoting into my workstation and find peace of mind knowing that we can call WCCTA if we ever experience issues instead of trying to troubleshoot it ourselves.”

## Newsletter Contest

Congratulations to Randall Good of Boxholm and Marc Hoyle of Churdan! They found their phone number located in the newsletter last month! There are three located in this newsletter. Can you find them? Find YOUR phone number in this newsletter and contact our office to win a \$10.00 credit on your billing statement!

