

Happy Independence Day

NEWSLETTER

# Teleconnections

July 2020

## THIS ISSUE:

Routers  
Email Conversion Planned  
Newsletter Contest  
(549-3778)

**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.**

## The Trouble With Routers...

Whatever you call it: Internet, broadband, data, WiFi, you want access to websites, email, streaming services and apps. You want it to work, connect all devices, and you want it to be fast. At WCCTA we want that, too!

In fact, a few months ago WCCTA increased basic package speeds to make sure you get faster service for your dollars. WCCTA has invested in a fiber optic network to ensure everyone can get the access they need. Plans are even underway to upgrade the backbone and redundancy of our network. Our subscribers rely on our Internet and we want to continue to stay ahead of increasing demands.

So why would you be experiencing issues with Internet? **A majority of problems stem from the wireless router!** What are the signs? If you are experiencing slow speeds, longer download times, frequent disconnects and poor signal strength in various locations of your home, your router may be going bad (and it doesn't matter the age of the router!) Rebooting the router may fix it temporarily.

Typically routers last 2-3 years but changes in usage and technology also affect the overall connection. How many devices are connected? Can the router handle the throughput of 100 Mbps down speed to devices? Is the firmware updated?

All are things to consider if you are choosing a new router. Unless of course you would like WCCTA to take care of that for you (see other side.)



# Managed WiFi from WCCTA

Having trouble with your wireless router? Hate the hassle of setting up a new router? You don't need to buy one. Ask how WCCTA can make this easy for you! \$9.95 per month and we provide the router, updates, maintenance and support. A one time installation of \$40.00 and technicians will find the best location in your home for the best wireless experience. You pick the username and password and we do the rest! Having trouble with your wireless router? No worries for you if you have WCCTA's managed wifi. Contact the office at 515-352-3151 for more information.



(968-4247)

**TIP:** Tis the season for summer storms and power surges. Sometimes outages or even slight flickers in your power can affect electronic devices in your home such as wireless routers, computers, and set-top boxes. If a device doesn't power back up correctly it may not work correctly. It may require you to reboot the device or manually power off the device, wait a few minutes, and power it back on.



## Email Conversion Planned Next Week

WCCTA will be migrating to a whole new email platform designed to give you more features, more storage space, and overall convenience, efficiency and organization!

To ensure a smooth transition we will be sending out email notices, details and reminders to all affected accounts. All your current mail and information will be transferred to the new system. Overall, when you log into webmail it will look different but those using software clients or devices should not be impacted. As always if there are any issues please contact our office at 515-352-3151 or support at 515-352-7000.

To avoid confusion with spam remember we will never ask for personal information or your email password through an email. Please contact our office if you have questions or concerns.

## Newsletter Contest



Congratulations to Craig Royster, Duncombe; Larry Hicks, Farnhamville; and Russell & Julie Tucker, Lanyon! 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!