

HUXLEY COMMUNICATIONS

Just that good.

Many Factors Can Affect Your Internet Speed

If you've tested your internet speed at www.speedtest.net or a similar site and it's not what you expected, your first thought might be to contact Huxley Communications. Keep in mind, however, that a number of things could be decreasing your internet speed. They include:

Multiple Devices Connected Simultaneously

Does your household have multiple laptops, tablets, game consoles, and smartphones? This can reduce the overall internet speed each device receives, since when multiple devices are connected simultaneously to the same network, they must share the available bandwidth.

Bandwidth-Demanding Applications

Applications such as streaming movies and TV shows, playing online games, and video conferencing will consume more bandwidth than things like checking email, so they can reduce your overall internet speed.



Poor Computer Performance

The culprit for disappointing speeds could be your computer — such as an old and unstable operating system or insufficient memory. In addition, if your computer is infected with adware or spyware, you may experience diminished computer performance and a stream of pop-up ads. This will likely cause everything on your computer to work more slowly.

Insufficient Wireless Router

Wireless router specification is an important factor in your home's internet performance. If an older router that does not support high speed is used, internet speed will be correspondingly reduced. For example, if you are signed up for 20 Mbps service and your outdated wireless router only supports up to 10 Mbps, your internet speed will only reach up to about 10 Mbps. Buying a new 801.11ac router is one of the best ways to make sure your network is as fast and reliable as possible.

Interference in Your Home Network

Other wireless devices — such as older cordless phones, baby monitors, some security cameras, and microwaves — can cause interference in your home, weakening your wireless router's signal and affecting your internet speed.

Huxley Communications can answer questions about home networks and help you get the internet speed you need. Call us at 515-597-2281 to learn more.

HUXLEY HAPPENINGS



Friday, May 27

Office closes at 3 P.M.

Monday, May 30

Office closed for Memorial Day

Friday-Sunday, June 10-12

Skunk River Valley Days

Saturday, June 25

Elkhart City Festival

Friday, July 1

Office closes at 3 P.M.

Monday, July 4

Office closed for Independence Day

CONTACT INFORMATION

Huxley Communications

P.O. Box 36 • Huxley, IA 50124
515-597-2281 or 800-231-4922
www.huxcomm.net
huxtel@huxcomm.net

Free Internet Tech Support

515-597-HELP (4357) • Available 24/7

Report an Outage

515-597-2281

Call Before You Dig

Iowa One Call • 800-292-8989

Gary Clark

General Manager

Connie Patrick

Business Office Manager

Terry Ferguson

Director of Operations

Brant Strumpfer

Plant Manager

SPRING 2016

Annual Meeting Held Thursday, March 31

Huxley Communications held its Annual meeting on Thursday, March 31 at the Ballard Middle School Auditorium.

General Manager Gary Clark presented the financials showing a continued decline in local access revenue but internet revenues staying strong.

Board President Scott DeTar delivered a positive 'state of the cooperative' message which focused on the strong commitments Huxley Communications has to the communities it serves.

General Manager Gary Clark updated those in attendance on the status of the ongoing Fiber-to-the-Home overbuild to all of Huxley and Kelley. He also touched on the ongoing issues some of our phone customers are still experiencing regarding 'rural call completion.' Gary also spent some time discussing the future of our cable TV product and made an exciting announcement regarding upcoming changes to our overall cable TV service offering.

Thank you to everyone who attended this year's annual meeting! An election was held and Scott DeTar & Ed DenBeste were reelected to the board of directors.



Scott DeTar - Board President



Duane Taylor - Winner of the 50" HDTV

Everything You Need is in Your Own Backyard

Whether you're celebrating Independence Day or simply enjoying an ordinary day, there's nothing quite like being in your own backyard. It's where you can enjoy the convenience of being close to home along with relaxing gatherings of family and friends.

You also don't have to go far to get the communications services you want. Huxley Communications is a local company with a local office, local customer service, and local support. When you do business with us, you won't have to call some faraway service center and be put on hold. Instead, you'll get help from neighbors to choose from a variety of internet, phone, TV, and security solutions.

Remember, when you buy local, the community wins. We all benefit when we get back to shopping in our own backyards.



HuxcommTV Connects You to Community Topics and Events



There are many advantages to choosing Huxley Communications. As the telecommunications cooperative in your community, we can provide you with rapid response times, more convenience, and better customer service.

In addition, being a local provider also allows Huxley Communications to be better connected with the communities around us and the people that live and work in them. For example, HuxcommTV is our video production service that features content directly related to the communities we serve. Because we have an active partnership with organizations including public libraries, city governments, and the school district, we can create TV content that provides insightful information about local topics and events.

Since nonprofit organizations in our area often don't have the means to promote their initiatives, HuxcommTV can be a community partner to help spread the word.

Cathy Van Maanen, Program Coordinator for the Huxley Public Library, said, "Huxley Communications, and specifically Huxcomm TV, is one of our community's best ambassadors. By offering original programs to the community, we are able to meet community members, learn about local activities, and preserve the local history of these people and events. The Huxley Public Library is proud to partner with HuxcommTV in producing Cathy's Corner, an educational program for children and families."

For advertising and programming opportunities with HuxcomTV, please contact Mike Leeds at 515-597-2281.



Fiber-to-the-Home Construction Continues in Huxley and Kelley

Our goal at Huxley Communications is to provide the latest in communication services. To that end, our construction crews are working to overbuild 100% of our customers to fiber optic service. This substantial upgrade project began in 2014 and is set to be completed in 2016. There are three main phases to this project:

Phase 1: Installation of main line fiber

Main line fiber will be buried to extend between communities, rural areas, and entire city blocks. Crews hired by Huxley Communications will be doing this work in the public utility right of way.

Phase 2: Drops to the home

Additional crews will be burying the fiber optic cable to each individual home and business. If you have any private underground utilities on your property — such as an invisible fence or irrigation systems — that will not be located by a public utility, please contact our office immediately at 515-597-2281.

Phase 3: Switch over to Fiber-to-the-Home (FTTH)

Once underground construction is completed, the final phase of this upgrade project is to attach additional equipment to the side of your home or business. This equipment will be necessary to provide FTTH service. We will contact you when it is time to install and switch you over to FTTH.

We're pleased to bring you this next-generation technology. It's part of our pledge to continue to provide excellent, reliable services. If you have questions about the process or need to notify us of private utilities on your property, please call our office at 515-597-2281.

Do You Know the Color Code of Locate Crews?

You're probably familiar with the law that says you must call 811 before digging on your property. But do you know what happens after you make that call?

Locate crews from member utility companies are told where you are planning to dig and they will typically arrive within a few days to mark the location of underground utility lines. These markings may be done with paint or flags and will use this universal color code:

- **Red** – Electric
- **Orange** – Communications, Telephone/CATV
- **Blue** – Potable Water
- **Green** – Sewer/Drainage
- **Yellow** – Gas/Petroleum Pipe Line
- **Purple** – Reclaimed Water
- **White** – Premark site of intended excavation

Check the digging area carefully before proceeding with your project. Make sure to dig around the marks and not on them. Some utility lines may be buried at a shallow depth, and an unintended shovel thrust can bring you right back to square one, facing potentially dangerous and/or costly consequences.



Safe digging is no accident. Always call 811 before you dig.

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Lifeline Helps Make Phone Service More Affordable

Lifeline is a government benefit program that provides a discount on monthly phone service (wireline or wireless) for eligible low-income subscribers. This helps ensure they have a phone to find jobs, access health care services, connect with family and their children's schools, and call for help in an emergency.

The current Lifeline discount is set at \$9.25 per month. Federal rules prohibit eligible low-income subscribers from receiving more than one Lifeline service per household. That is, eligible low-income subscribers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a Lifeline discount on both services at the same time. Additionally, only one Lifeline service may be obtained per household.

The Lifeline program is available to eligible low-income subscribers in every state, territory, commonwealth, and on Tribal lands. You must be eligible to enroll. To participate in the program, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program's Free Lunch Program
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (if income eligibility criteria are met)
- State assistance programs (if applicable)

To see if you are eligible, use the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at www.lifelinesupport.org. You can also visit the Huxley Communications office for more information.



SmartHub is a Smart Way to Manage Your Account

Huxley Communications offers SmartHub, our online account management system. The free SmartHub app lets you conveniently manage all aspects of your account from your mobile device:

- View and pay your bill with us
- Make account changes
- Report any service troubles
- Ask questions of our customer service team

It's smart to use SmartHub, since it provides a safe and secure environment for bill payments and transactions between Huxley Communications and your financial institution. It's also a super easy way to notify us of account changes and service issues.

You can create a SmartHub account in less than three minutes. Just go to www.huxcomm.net and click on Access My Account to get started. Or call 515-597-2281 for more details.

A Salute to Many in the Month of May

May features several holidays that pay tribute to people who have positively impacted our families and our country. During this month, we celebrate National Nurses Day on May 6, Mother's Day on May 8, Armed Forces Day on May 21, and Memorial Day on May 30.

Huxley Communications salutes all of our customers whose lives are honored during these special days. Whether by healing wounds, raising children, or defending freedom, you have made a difference.