

# HUXLEY COMMUNICATIONS

Just that good.

## Conveniently Manage Your Account With SmartHub

Huxley Communications now offers an enhanced online bill payment and account management system called SmartHub. It allows members to access their Huxley Communications account information through personal computers and mobile devices including iPhone, iPad, and Android smartphones and tablets. SmartHub is intuitive and easy-to-navigate, and provides a variety of convenient features.

### With SmartHub, members can:

- Pay their bill immediately with secure online payments.
- Manage account information directly and track payment history from mobile devices or the web.
- Report a service issue.
- Sign up to receive notifications via email or text concerning activity on their account.
- Contact our office to initiate various customer service requests.

### How to access SmartHub:

To pay your bill or utilize any of the other features, simply go to [www.huxcomm.net](http://www.huxcomm.net) and click on 'Customer Control Center' located on the upper right-hand side of the homepage. This will take you to the SmartHub page. Then click on 'Sign up to access our Self Service site' to begin the sign-up process.

**Huxley Communications is proud to bring you the powerful, secure and convenient account access of SmartHub. We encourage you to sign up today.**



### New 24/7 Automated Payment Line

You also have the option to pay your Huxley Communications bill by calling our automated toll-free payment line at 844-252-5266.

## HUXLEY HAPPENINGS

**Thursday, March 31**  
Huxley Communications  
Annual Meeting at Ballard Middle  
School Auditorium

**Monday, May 30**  
Office Closed for Memorial Day



## CONTACT INFORMATION

**Huxley Communications**  
P.O. Box 36 • Huxley, IA 50124  
515-597-2281 or 800-231-4922  
[www.huxcomm.net](http://www.huxcomm.net)  
[huxtcl@huxcomm.net](mailto:huxtcl@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

## WINTER 2016

## Fiber Overbuild Continues in Huxley and Kelley

After a brief rest during the frigid winter months, our construction crews are now continuing work to overbuild and deploy fiber optics to 100% of our customers' homes and businesses. Work within the city limits of Huxley is nearing 60% completion and the installation of mainline fiber and burying of individual drops will begin in Kelley this spring.

The goal is to have 100% of our customers, including rural customers, on fiber-optic service within the next two years. This is a massive construction project with many 'moving parts.' We appreciate everyone's patience as we continue to provide our member customers with the best in telecommunications services.

**If you have questions or concerns regarding these plans, please contact our office.**



## Internet Infrastructure Affects Reliability and Speed of Service

Today's consumers have many choices to make about internet service, and one of the most important ones is deciding what type of infrastructure will be used to carry the connection. While options vary depending on the service area, the most common types of internet infrastructure used in the U.S. today are copper telephone lines, coaxial cables, fiber-optic cables, satellites, and cell phone towers.

### Fiber is Fastest

Why does it matter what kind of infrastructure is used? It matters because these various technologies have different capabilities, most notably in terms of maximum internet speeds. Copper telephone wires provide the slowest maximum internet speeds (6 Mbps), while fiber-optic cables provide the fastest maximum speeds (1,000 Mbps). In between are satellites (10 Mbps), cell phone towers (12 Mbps), and coaxial cables (150 Mbps).<sup>1</sup>

A commonly asked question is, "What's the difference between wired and wireless internet?" Wired internet is carried over copper telephone wire or fiber-optic cables. Wired systems are generally more reliable than wireless because they're not affected by weather, topography, or other "line of sight" obstacles.

### Wireless Faces Challenges of Obstructions

By contrast, wireless internet typically comes into the premise by radio waves, transmitted from cell phone towers or satellites. Wireless systems require a receiver at the premises, such as an attachment on the computer, a modem, or a satellite dish and receiver. Every obstruction along the way obstructs wireless data including buildings, hills, trees, and rain. Even the air itself slows the effective speeds that can be achieved wirelessly.

For these reasons, fiber-optic wired systems offer, by far, the highest internet speed and reliability. They also have the capacity for virtually unlimited bandwidth, which is why fiber is often referred to as the "future-proof" internet infrastructure. Only fiber can provide extremely high speeds directly to users, known as Fiber-to-the-Premise or Fiber-to-the-Home.

**For details about the internet services we offer, visit [www.huxcomm.net](http://www.huxcomm.net).**

<sup>1</sup>Source: <http://www.lao.ca.gov/Education/Article/Detail/39>

# World Traveler Dean Jacobs Visits the Ballard Schools

After successful visits to the Ballard Schools in both 2013 and 2015, Huxley Communications was thrilled to once again sponsor and host a visit by world traveler and author Dean Jacobs to the Ballard area.

"I love coming to the Ballard Schools. I am so grateful that Huxley Communications is dedicated to educating and inspiring students to dream and connect to the world. These are expressions of a healthy community. Huxley Communications commitment to the community is something to celebrate and to be recognized and acknowledged."

During February 8-10, Jacobs gave presentations at both of the elementary schools and will return in March to present at both the Middle School and High School. His programs captured the imaginations of the students as he shared countless stories of his adventures to over 50 countries. Jacobs also spoke to community members at the Huxley Public Library.

"We enjoy inviting the public to attend and hear what Dean has to share about his travels. Not only does he teach, but inspires us to dream. Thanks Huxley Communications for this great opportunity in our community!" Cathy Van Maanen, Program Coordinator for the Huxley Public Library.

**For more information, please visit [www.deanjacobs.org](http://www.deanjacobs.org). Also, check out a documentary of Jacobs' 2015 visit on HuxcommTV digital channel 248.**



Dean Jacobs at Ballard West Elementary



## Your Options are Virtually Endless with WatchTVEverywhere

Pick your device. Pick your location. Pick your program. With WatchTVEverywhere, you can pick from so many options for how, where, and what you watch.

Watch your favorite drama show on your smartphone while having coffee at the corner café. Watch a comedy special on your laptop during your lunch hour. Or watch a movie on your tablet while lounging on your front porch or patio. WatchTVEverywhere works from anywhere you have an internet signal.

Plus, WatchTVEverywhere is FREE with your qualifying Huxley Communications TV package. The specific networks available to you on your mobile devices will be based on your TV package subscription.

**To access content through WatchTVEverywhere, you'll first need to register at [www.huxcomm.net](http://www.huxcomm.net). It's quick and easy; just have your Huxley Communications TV account number handy. Not yet one of our TV customers? Call us today at 515-597-2281 to sign up.**

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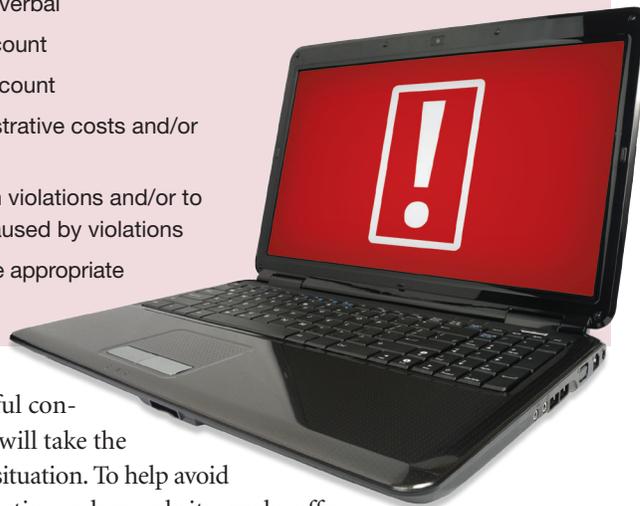
# Respect Copyrighted Material and Avoid Digital Piracy

With so many options out there for viewing movies and TV shows online, it can be confusing to find the real thing—content that doesn't involve copyright infringement. In addition, others could be using your internet account without your knowledge to conduct illegal activities. It's important you understand that downloading pirated content through a site like BitTorrent is illegal and organizations are actively protecting these rights.

For example, the Copyright Alert System (CAS) is designed to help consumers understand when files may have been shared illegally on peer-2-peer (P2P) networks through their internet accounts. According to [www.copyrightinfringement.org](http://www.copyrightinfringement.org), "artists, moviemakers and other owners of content join public P2P networks to see if the music, movies, and TV shows they've made available are being shared without permission and in violation of U.S. copyright law. If they notice that a file is being shared illegally, they notify the appropriate Internet Service Provider (ISP) and that ISP, in turn, passes on that notice to their subscriber as a Copyright Alert."

Huxley Communications is receiving CAS notifications regarding copyright infringement by our internet customers. Huxley Communications may take one or more of the following actions in response to violations:

- Issue warnings: written or verbal
- Suspend a customer's account
- Terminate a customer's account
- Bill a customer for administrative costs and/or reactivation charges
- Bring legal action to enjoin violations and/or to collect damages, if any, caused by violations
- Report any violations to the appropriate legal authorities



If you are alerted about unlawful content sharing, we trust that you will take the appropriate steps to correct the situation. To help avoid these issues in the future, be cautious when websites make offers that are "too good to be true" and be wary of "free" content when searching for and purchasing downloads from unfamiliar sites. Watch out for terms like "Unlimited Movie Downloads," "100% legal," and "Millions of Files Shared."

**As you look for entertainment online, remember to be respectful of the artists' work and keep your downloading within legal parameters. If you have questions about digital piracy, call Huxley Communications at 515-597-2281.**



## A Reminder of Our Policies Regarding Customer Information

Under the FCC's rules, telephone companies like Huxley Communications are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). Please remember that we'll follow the policies below when discussing CPNI with our customers:

- When visiting us in person, you will be required to show a photo ID to discuss your account.
- We can only discuss account information with people authorized by the account owner.
- For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss.
- When you call with account questions, we must authenticate you by requesting your pre-established password, calling you back at the telephone number related to your account, or sending the information to your street or e-mail address of record.

**If you have any questions or would like additional information on these policies, please contact our office.**