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*goodbye!*

You'll love this Valentine's Day value. **Sign up in February for one of our super-fast internet plans and receive a \$25 credit on your first month of service.\*** Choose from several options, with speeds up to 100 Mbps download and 50 Mbps upload.

An internet upgrade means better streaming, better gaming, and better use of your time. Better kiss too-slow internet goodbye!



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**FOR SPEEDS YOU'LL LOVE**  
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\*Service availability and internet speeds will depend on location. Call us for complete details.

## HUXLEY HAPPENINGS

**Thursday, March 23, 6:30 P.M.**  
Huxley Communications Annual Meeting  
at Ballard Middle School



## CONTACT INFORMATION

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**Free Internet Tech Support**  
515-597-HELP (4357) • Available 24/7

**Report an Outage**  
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**Gary Clark**  
General Manager

**Connie Patrick**  
Business Office Manager

**Terry Ferguson**  
Director of Operations

**Brant Strumpfer**  
Plant Manager

## WINTER 2017

## Congratulations to Our Holiday Open House Grand Prize Winners!

Huxley Communications held our annual Holiday Open House on Friday, December 16. Visitors were greeted with festive treats and special giveaways.

Two lucky Huxley Communications Cooperative members won the grand prize drawings. Becca Snider of Huxley won the Apple iPad mini and Brian Thompson of Huxley won the Amazon Echo. They're both pictured here with Mike Leeds, Sales & Marketing Specialist and HuxcommTV Coordinator of Huxley Communications.



Mike Leeds and Brian Thompson



Mike Leeds and Becca Snider

## Beginner's Guide to Streaming Movies and TV Shows

If you haven't yet jumped on the streaming bandwagon, this article is for you! It covers the basics to help you get started enjoying this entertainment technology.

### What is streaming?

Streaming is content sent in compressed form in a continuous stream over the internet and played as it arrives. The user does not have to wait to download a file to play it.

### What devices are needed?

You can watch streaming movies and TV shows on your smartphone, tablet, laptop, desktop computer, HDTV, or "smart TV." For example, you could connect your laptop to your HDTV with an HDMI cable and stream on your laptop and watch on the TV screen. If you have a "smart TV," it has built-in apps (and app stores) and networking to get on the internet. You can use them to download most of the streaming apps you'd want.

### What streaming apps are available?

You have many options here, too. Here are a few of the most popular ones:

- **Netflix** - You can watch past seasons of TV shows and recent movies at a low monthly cost. Netflix also offers original shows such as *Orange is the New Black* and *House of Cards*.
- **Amazon**- This streaming service is available to Amazon Prime members. Like Netflix, it offers many TV shows and movies to choose from as well as its own original content.
- **Hulu Plus** - You can get next-day access to shows from ABC, NBC, Fox, and CW, along with some cable channels. Hulu Plus also offers some movies and original TV shows.
- **Vudu**- Stream or download the latest movies & TV shows. Watch the same day as DVD release—or earlier. No subscriptions or late fees.

### What are the internet requirements?

For a consistent streaming experience on multiple devices, you'll probably want internet download speeds of 25 Mbps or more.

**Call 515-597-2281 or visit [www.huxcomm.net](http://www.huxcomm.net) for details on the internet speeds we have available.**



# Home Automation Has Turned Science Fiction Into Reality

Remember the TV show, *The Jetsons*, featuring a futuristic family with all kinds of automated gadgets? Thanks to today's home automation, we can enjoy some of that convenience today.

Home automation refers to technology that lets you program things in your home to function automatically or control them remotely with the push of a button or a voice command. The possibilities in home automation are varied and growing all the time. Popular categories now include:

- Home control hubs
- Drapery control
- Lighting control
- Pool/spa management
- Thermostat control
- Door access
- Leak detection
- Home theater control
- Customer-monitored cameras
- Motion detection
- Door and window sensors
- Appliance control
- Smoke sensors

A big benefit of this technology is simply making your life a little easier. For example, a motion detector might sense you stepping out of bed in the morning, and then the automated coffee maker reacts to that information and starts brewing so your coffee will be ready when you get out of the shower.



Other benefits of home automation include cost savings through better management of your home's energy use and enhanced safety and security. An automated thermostat might turn the heat down when it detects you've left for the day, then back on when it thinks you're on your way back. A surveillance camera can let you know who is at the front door and let you talk to the visitor from your smartphone miles away.

The best way to begin with home automation may be to keep it simple. Think about what items you regularly turn on and off or adjust; these are often the best candidates for home automation.

**Home automation devices put additional demands on your internet connection. To discuss upgrading to a plan with higher speeds, 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.**

# Consumer Alerts from the IRS About Tax Scams

In recent years, thousands of people have been victims of tax scams and fake IRS communication. As a result, they've had personal information and money stolen.

One of the most common methods is called the IRS-Impersonation Telephone Scam. Callers claim to be employees of the IRS, but are not. These con artists can sound convincing when they call. They use fake names and bogus IRS identification badge numbers. They may know a lot about their targets, and they usually alter the caller ID to make it look like the IRS is calling.

Victims are told they owe money to the IRS and it must be paid promptly through a pre-loaded debit card or wire transfer. If the victim refuses to cooperate, they are then threatened with arrest, deportation, or suspension of a business or driver's license. In many cases, the caller becomes hostile and insulting.

In a variation of this scam, victims may be told they have a tax refund due from the IRS to try to trick them into sharing private information. If the phone isn't answered, the scammers often leave an "urgent" callback request.

Scammers can also try to trick taxpayers by sending emails designed to look like official communications from the IRS or others in the tax industry such as tax software companies. These emails can seek information related to refunds or filing status, or ask for confirmation of personal information including a PIN.

Note that the IRS will never:

- Call to demand immediate payment using a specific payment method such as a pre-paid debit card, gift card, or wire transfer.
- Threaten to immediately bring in local police or other law-enforcement groups to have you arrested for not paying.
- Demand that you pay taxes without giving you the opportunity to question or appeal the amount they say you owe.
- Ask for credit or debit card numbers over the phone.

**To learn more about tax scams and how to avoid them, visit [www.irs.gov/uac/tax-scams-consumer-alerts](http://www.irs.gov/uac/tax-scams-consumer-alerts).**



## Legally Download Movies, Music, and TV Shows

With so many options out there for accessing digital entertainment, it can be confusing to determine what's legal and what's not. However, it's important to be informed so you stay within legal parameters and don't engage in copyright infringement. As a start, review these guidelines:

- Watch for titles that are "too new to be true." Movies that have yet to be released in theaters, or which are still out in theaters, are not legally available online.
- Trust your eyes and ears. In many cases, the quality of illegal copies is inferior, with poor sound and can appear blurry or shaky.
- Be cautious when websites make offers that are "too good to be true." Be wary of "free" content when searching for and purchasing downloads from unfamiliar sites; they typically indicate pirated product. Look out for terms like "Unlimited Movie Downloads," "100% legal," and "Millions of Files Shared."

**For additional resources, including details about the Copyright Alert System, visit [www.copyrightinformation.org](http://www.copyrightinformation.org).**

