

## What are Common Causes of Wi-Fi Interference?

If you're experiencing slower than expected performance from your home's Wi-Fi network, it could be the result of wireless interference. This typically comes from three types of sources:

### 1. Walls and floors blocking wireless signals

The construction materials in your home can greatly affect wireless communication speed and range. Materials such as wood and glass don't have much of an effect. However, denser materials such as concrete, brick, and metal can make it difficult to connect. These denser materials can also slow your network speed or even completely block wireless signals from reaching certain parts of your home. Large furniture items such as filing cabinets or bookshelves, as well as appliances like stoves or refrigerators, can also interfere with Wi-Fi. You may be able to solve the problem simply by moving your router to a different location.

### 2. Appliances and electronics emitting radio frequency interference

Wi-Fi interference can also come from other electronics and appliances that aren't connected to your wireless network but use the same 2.4GHz or 5GHz frequencies to communicate.

Examples include cordless phones, Bluetooth devices, and baby monitors. Microwave ovens generate radio frequency noise as a byproduct, so if yours is located close to your Wi-Fi router, you may notice a network slowdown or get disconnected only when you're using your microwave. Again, try relocating your router.



### 3. Other Wi-Fi networks using the same channel as your own Wi-Fi network

Interference from competing Wi-Fi networks is especially common in apartment buildings and other densely populated areas. Wi-Fi networks broadcast on channels, so when nearby Wi-Fi networks are set to use the same channel, they'll constantly be competing with each other for limited bandwidth. To rectify this situation, see if your router is able to automatically find the least crowded Wi-Fi channel. If not, you may want to upgrade to a new router with this feature.

## HUXLEY HAPPENINGS

**Monday, May 28**  
Memorial Day – Office Closed

**Saturday, June 9**  
Cambridge Firemen Days

**Friday-Sunday, June 22-24**  
Elkhart City Festival

**Wednesday, July 4**  
Independence Day – Office Closed

**Tuesday & Wednesday, July 3 & 4**  
Slater 4th of July Celebration



## CONTACT INFORMATION

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**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**  
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# SPRING 2018

# Fiber Coverage is Growing in the United States

According to broadbandnow.com, 25 percent of the United States has access to fiber, and more than 1,100 providers offer fiber service. Those numbers are expected to keep growing since Fiber to the Home (or FTTH) is the gold standard of internet connections.

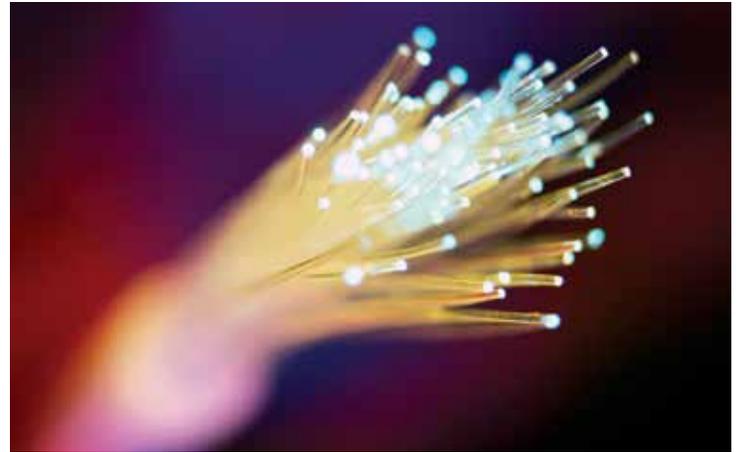
What is fiber broadband? It's the fastest method of delivering high-speed internet. Fiber broadband connections bridge the "last mile" between a provider's mainstream internet "backbone" and a customer's home or business.

Huxley Communications is currently in the finishing stages of converting 100% of our service area to fiber optic.

The biggest benefit of fiber is that it can offer much faster speeds over much longer distances than traditional copper-based technologies like DSL and cable. Because fiber-optic technology uses light instead of electricity to transmit data, the frequencies that are used are much higher and the data capacity is much greater. Light moves extremely fast (186,000 miles per second), enabling internet speeds up to 1,000 Mbps (one Gigabit) on fiber-optic networks—100 times faster than a common 10 Mbps residential connection.

Fiber broadband is also considered to be a future-proof technology. Even if typical broadband speeds become 1,000 times faster in 20 years, a single existing fiber-optic connection can still support it. What's more, fiber is resistant to electrical interference like storms that affect DSL, cable, and wireless systems.

Installing a new fiber-optic network is a large capital expenditure for service providers. However, as the cost to maintain aging

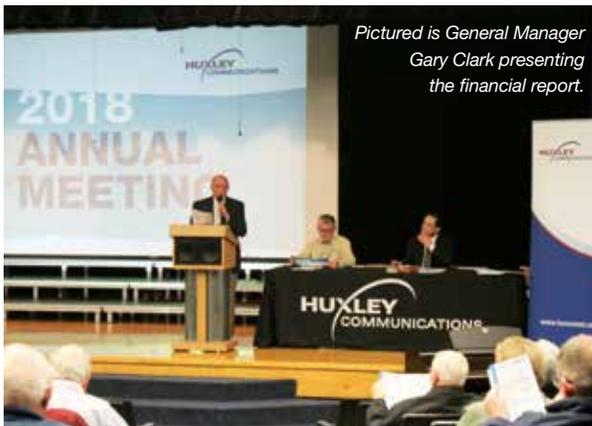


copper networks increases over time, more and more providers will choose to upgrade to fiber. Making this investment in fiber technology is the best way to meet customer demands for faster and more reliable internet connections.

The average residential internet speed in the United States is increasing. It was 12.6 Mbps in 2015, 16.3 Mbps in 2016, and 18.7 Mbps in 2017.<sup>1</sup> These numbers are not surprising since more bandwidth is necessary to satisfy requirements for activities such as online gaming, streaming, cloud-based services, video and VoIP phone systems, and more.

**Huxley Communications continues to move forward with our fiber projects. To stay updated on our progress, visit [www.huxcomm.net](http://www.huxcomm.net).**

<sup>1</sup><https://www.statista.com/statistics/616210/average-internet-connection-speed-in-the-us>



*Pictured is General Manager Gary Clark presenting the financial report.*

## Huxley Communications Annual Meeting Recap

The Huxley Communications Annual Meeting was held Thursday, March 22 at the Ballard Middle School Auditorium. Board President Scott DeTar and General Manager Gary Clark shared financial information and answered questions from the members in attendance. Topics included internet speeds, SkitterTV, Fiber-to-the-Home expansion, and regulatory issues facing the cooperative. Sharyn Erickson and Doug Schonhorst were re-elected to serve a term of four years on the Board of Directors. Congratulations to Dave Mikkelson, Tim Wilson, Wayne Messer, and Mike Schonhorst for each winning a \$50 bill credit!

## Fake Phone Numbers Can Be a Real Problem



Has this ever happened to you? The phone rings, and Caller ID displays your area code and prefix. Thinking the call must be from a neighbor or nearby business, you pick up—only to hear a telemarketer pitching something (or worse yet, a crook trying to scam you).

Sometimes referred to as “curiosity cons,” this scenario is made possible through the use of phone spoofing software that allows unscrupulous callers to display fake phone numbers to increase the likelihood that people will answer calls. In addition to spoofing a number that appears to be coming from your neighborhood, these crooks may even spoof your own phone number, knowing you might be curious enough to answer.

Phone spoofing allows spam callers to be more strategic in their methods to get you on the phone. Because each spoofed call can be placed from a unique fake number, they are close to impossible to trace to the true origin of the caller. The FTC and FCC cannot easily track these phone numbers because they simply do not have the technological infrastructure, and it’s unlikely they’ll have it anytime soon.

Not only are spoofed spam calls hard to trace, they’re also relatively cheap to make. It may cost a crook only a few cents per minute to place a spoofed call, which is a very small investment considering the money these scammers can fraudulently collect from unsuspecting people.

While you can’t stop spoofed calls from coming to your home, you can be careful about which calls you answer. If the number isn’t familiar or you have any doubts, simply don’t pick up. A legitimate caller will leave a message, which you can return later. Should you answer a call that you suspect is a scam, hang up immediately.

**To learn more about landline service from Huxley Communications call 515-597-2281.**

## 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, Armed Forces Day on May 12, Mother’s Day on May 13, and Memorial Day on May 28.

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.

## Planning to Dig Into a Backyard Renovation?

With summer right around the corner, you may be dreaming of making improvements to your home’s outdoor spaces. If those plans include building a patio, putting up a fence, or planting bushes and trees, remember to call 811 before work begins.

Every digging job requires a call to 811 to have underground utility lines marked. In some cases, lines are buried close to the surface and could easily be damaged by even shallow digging, resulting in service interruptions to your neighborhood.

When you call, simply tell the operator where you’re planning to dig and what type of work you’ll be doing. The affected local utilities will send a locator to your property, free of charge. Then you’ll know what’s below and be able to dig safely.

**As one of your local service providers, Huxley Communications thanks you in advance for your cooperation!**

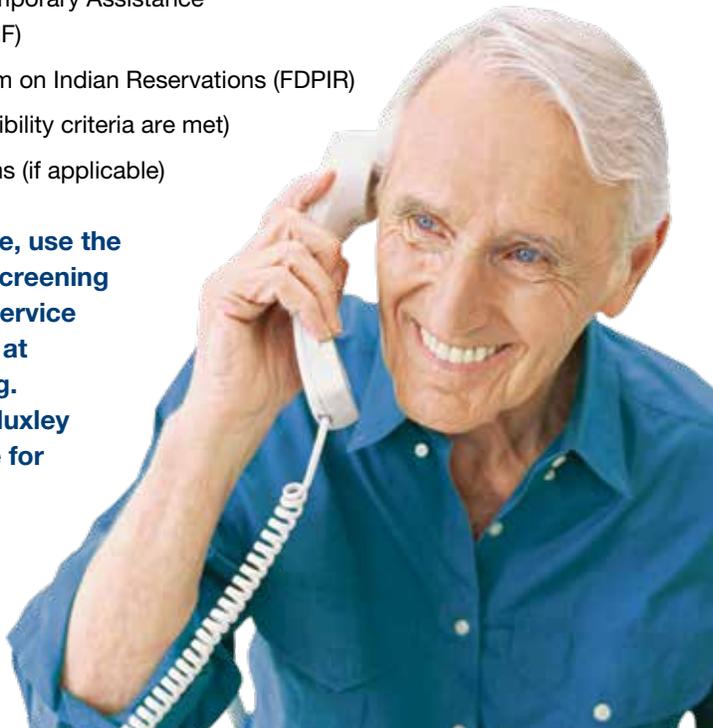
# Lifeline Helps Make Phone Service More Affordable

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](http://www.lifelinesupport.org). You can also visit the Huxley Communications office for more information.**



## Get Pedaling During National Bike Month

May is National Bike Month, sponsored by the League of American Bicyclists and celebrated in communities from coast to coast. Established in 1956, National Bike Month is a chance to showcase the many benefits of bicycling and encourage more people to bike more often.

With so many reasons to ride, what's yours? Here are some popular responses:

- I ride to save money on gas.
- I ride for exercise to improve my health and fitness.
- I ride to do my part for cleaner air.
- I ride because biking is a sport I've enjoyed my whole life.
- I ride to feel the wind on my face.
- I ride to explore beautiful parts of my community.
- I ride to help raise money for good causes.
- I ride to enjoy time with friends and family.

So whether it's on a road bike, mountain bike, or commuter bike, get pedaling in May ... and beyond!