Luther Added to Huxley Communications Service Area

Huxley Communications has once again expanded our service area to include the community of Luther in Boone County. Construction on the project began last year and is expected to be entirely complete by the end of this summer. Many homes in Luther are already using our services and interest continues to grow.

"We're excited to invest in the community of Luther. The town was underserved for broadband especially, so it's a perfect fit for our fiber optic service. It's great to be able to provide opportunities for growth in rural areas of our state," says Gary Clark, General Manager of Huxley Communications.

Luther currently has a population of around 125 and approximately 60 homes exist within the city limits. With the addition of these advanced telecommunications services from Huxley Communications, there will be opportunities for new growth and development in the area. Residents and business owners will have access to internet speeds up to 1Gbps.

Huxley Communications is currently scheduling service installations on a first-come, first-served basis. Both internet and SkitterTV services are available to any home or business in the community of Luther. Visit huxcomm.net or call 515-597-2281 for more information.

Huxley Communications combination technician Kenton Anderson is seen here installing fiber optic cable in Luther.

SUMMER 2018

Don't Be Fooled by Caller ID Spoofing

One of the best ways to avoid phone scams has traditionally been to not answer calls from numbers that you do not recognize on your Caller ID. But crooks have a sneaky way around this. With Caller ID spoofing, they are able to make it appear as if their calls are coming from a local phone number — perhaps even from someone you know. That way, you're more likely to pick up.

The goal of this scam is to get you to reveal personal information such as account numbers, passwords, and Social Security numbers. To avoid becoming a victim of Caller ID spoofing, take these precautions:

- Never give out personal information over the phone, such as account numbers, unless you initiate the call.

- If you receive a call requesting information, ask for the name of the organization that is calling. Then, call that organization, using the phone number on your bill or statement — NOT the number on your Caller ID.

If you have questions about Caller ID or any other aspect of your landline service, call us at 515-597-2281.
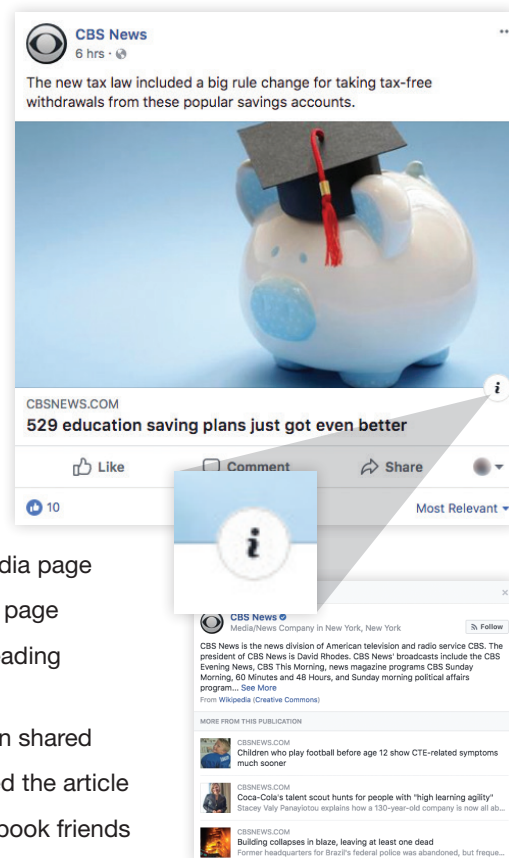
Facebook's "About This Article" Feature Combats Fake News

Are you having trouble telling the difference between fake news and actual facts in your Facebook News Feed? To help, Facebook is offering the "About This Article" feature.

This feature is easy to spot. As you scroll through posts in your News Feed, news articles will get a small "i" above and to the right of the headline. Tap on it, and you'll see additional information about this news article:

- Name and location of the publisher

- Information from the publisher's Wikipedia page

- Link to follow the publisher's Facebook page

- Links to related articles for additional reading on the topic

- Map showing where the article has been shared

- Total number of people who have shared the article

- Name and profile pictures of your Facebook friends who have shared the article

When any of this information isn't available, Facebook will say that explicitly. For example, Facebook will note if there's no Wikipedia page for the publisher of the article, which can be a valuable piece of context to know. After all, how credible can an article be if the company behind it lacks enough standing to make Wikipedia?

Facebook has taken other measures to help combat the spread of fake news in the U.S. It trained its algorithms to deprioritize fake news and clickbait as well as articles shared by individuals who post at extremely high frequencies. It also cut off fake news sites' ad revenue and blocked advertisements created by Pages that share misinformation.

In a blog post, Facebook said, "We'll continue to listen to people's feedback and work with publishers to provide people easy access to the contextual information that helps people decide which stories to read, share, and trust, and to improve the experiences people have on Facebook."

Don't Make These Common Password Mistakes

All you have to do is scan the headlines to know cybercrime is on the rise. Perhaps the number-one thing you can do to stay safe online is make sure your passwords are strong. To do that, avoid these mistakes:

- **Your password can be found in the dictionary.** A software program can go through the entire dictionary very quickly, so this type of password is the easiest to crack. If you must use this strategy, at the very least do things like change the Ss to 5s, randomly capitalize letters, or string together several words. For example, create a password like "caRtRuckhou5e."

- **Your password contains personal information.** Things like your birthdate, name, and address are easy to guess, even if you tack extra numbers or other characters onto them. Other easy-to-guess information includes your spouse's name or birthdate, your anniversary, your kids' names, and your pets' names. While you're at it, remember to not use this information in security questions either. Instead make something up for your mother's maiden name, the elementary school you went to, and so on.

- **Your password is all lowercase letters.** Passwords that are varied — with both lower and uppercase letters, numbers, and special characters — are much harder to guess. While you're creating more complex passwords, also remember to not just tack on the uppercase letters, numbers, and special characters at the end; instead, spread them throughout the password. Remember, the more you can do to increase the complexity of the password, the better.

- **You always use the same password.** If you do this, you make it easy for a hacker who's accessed one of your accounts to access more of them. Yes, it's harder to remember more passwords, but worth the hassle for the added security. Plus, you can always use a service like Dashlane (dashlane.com), 1Password (1password.com), or LastPass (lastpass.com) to remember your passwords for you.

Speaking of passwords, Huxley Communications encourages you to periodically update your password with us to reduce the risk of unauthorized access to your account. Stop by our office or call 515-597-2281 and a member of our team will assist you.

We Hope the Coming School Days Add Up to Great Experiences

Huxley Communications is a big supporter of our community's schools and the important work happening inside their classrooms — from solving problems to inspiring creativity. As another new school year begins, we wish good luck to all the students, parents, and teachers in our service area.

Do you have an internet or Wi-Fi problem to solve? Contact Huxley Communications for the solution.

Switch to eBilling and Use Less Paper

Less really can be more. Because when you sign up for eBilling via SmartHub from Huxley Communications, you'll use less paper each month due to paperless billing and electronic bill payment. You'll also do your part to help reduce paper use in the U.S. and save some trees.

The statistics from www.statisticbrain.com are staggering:

- Annual amount of paper used in the U.S. – 9,125,000,000 tons
- Total number of trees cut down yearly for paper use – 4,000,000,000
- Percent of wood harvested that goes to paper production – 42
- Percent of landfill solid waste comprised of paper – 16

In addition to using less paper, eBilling via SmartHub will provide the benefits of you spending less time paying bills and less money on checks and stamps. There will also be less clutter on your desk or kitchen counter. What more could you want?

To sign up for eBilling or get further details, visit www.huxcomm.net or call 515-597-2281.

Relay Iowa Helps People Who are Deaf or Hard of Hearing

What is Relay Iowa?
The State of Iowa offers an important public service called Relay Iowa. It serves the thousands of people who are deaf, hard of hearing, deaf-blind or speech impaired. Relay Iowa is a program of the Iowa Utilities Board and ensures that all citizens have access to convenient, reliable services for communicating by telephone.

How does Relay Iowa work?
Dial 7-1-1 from any phone in Iowa or the appropriate toll-free number at the end of this article to connect to Relay Iowa. Give the Communications Assistant (CA) the area code and number that you are calling from. During the relay call, the CA will voice everything typed by the TTY (TeleTYpewriter) user and type everything said by the telephone user. Calls handled by Relay Iowa are strictly confidential.

What is CapTel?
CapTel is ideal for people with some degree of hearing loss, but who can speak clearly. CapTel works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel users can listen to the caller and read the captions on the display window built into the CapTel phone.

How do I apply for special equipment?
The Iowa Equipment Distribution Program is called Telecommunication Access Iowa (TAI) and it helps pay for special equipment for residents who are deaf, hard of hearing or speech impaired. Qualified individuals can receive a voucher for approximately 95% of the average cost of special telephone equipment. To apply online, go to www.relay-iowa.com/tai/ or call 1-800-606-5099 V/TTY.

Dial 7-1-1 OR
TTY: 1-800-735-2942
Voice: 1-800-735-2943
VCO: 1-800-735-4313
Speech to Speech: 1-877-735-1007
Spanish: 1-800-264-7190

Fight Back and Take Control of Unwanted Calls and Mail

Your time is valuable. So if you're tired of answering annoying telemarketer calls or having to safely dispose of credit card mailings, take action today by visiting the websites below.

National Do Not Call Registry
www.donotcall.gov
The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Most tele-marketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at this website. The service is free and you can register up to three phone numbers (landline or mobile) in the online form.

Consumer Credit Reporting Industry
www.optoutprescreen.com
Credit card offers may help you com-pare interest rates and get good deals, but they can also be stolen by identity thieves from your mailbox. For security reasons, these mailings should be shred-ded before being thrown way, which can be time-consuming. OptOutPrescreen.com is a centralized service to accept and process requests from consumers to opt-out of these credit card offers. It's a joint venture among the Consumer Credit Reporting Companies of Equifax, Experian, Innovis, and TransUnion.

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