

## Common Culprits for Slow Internet and What to Do About Them

It's frustrating when a webpage takes forever to load or a video stops to buffer, displaying the famed "spinning wheel of death." Here are some common reasons why an internet connection may be moving at slower-than-expected speeds, along with actions you can take to help rectify the issues.

### An Increase in Users and Devices

The more people online at once, the slower the connection gets. For example, if you have several houseguests on your home's Wi-Fi network, you may notice a temporary decrease in internet speeds during their visit. This can also be an ongoing issue if your family size has increased or the number of internet-connected devices and bandwidth-heavy applications have risen significantly. In the case of the latter, it may be time for an upgrade of your internet plan.



### Spyware and Viruses

Spyware and viruses could be the culprits causing your internet connection to slow down on your computer. Consider running a full system scan with your antivirus program to see if there are any suspicious programs that need to be removed.

### Walls and Floors Blocking Wi-Fi Signals

The construction materials in your home can greatly affect wireless communication speed and range. Materials such as concrete, brick, and metal can make it difficult to connect and can 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.

### An Old Router

Some older routers have a speed cap limiting the maximum internet speed possible, which means your outdated router may be preventing you from receiving the full speed of your internet plan. One of the best ways to make sure your home's Wi-Fi network is as fast and reliable as possible is to buy a new router that supports the current 802.11ac standard, which can effectively handle 20 or more devices.

**For help solving internet speed issues at your home, call Huxley Communications at 515-597-2281.**

## HUXLEY HAPPENINGS

**Thursday, November 22  
& Friday, November 23**

Thanksgiving Holiday –  
Office Closed

**Thursday,  
December 20**

Huxley  
Communications  
Holiday Open House



**Monday, December 24  
& Tuesday, December 25**

Christmas Holiday – Office Closed

**Tuesday, January 1**

New Year's Day Holiday – Office Closed

## CONTACT INFORMATION

### Huxley Communications

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

# FALL 2018



## WatchTVEverywhere Lets You Be Creative With TV Viewing

Pick your device. Pick your location. Pick your program. With WatchTVEverywhere, everyone in your family enjoys lots of options for how, where, and what to watch.

Slumber party time? The kids can watch a movie on a laptop in their fort. Waiting for a plane? You can catch up with your favorite drama show on your smartphone at the airport. WatchTVEverywhere works from anywhere you have an internet signal, making it incredibly convenient.



**ESPN 3** is now available on WTVE.

Plus, WatchTVEverywhere is FREE with your qualifying SkitterTV package. The specific networks available to you on your mobile devices will be based on your TV package subscription. For example, you must receive a channel at home to watch that channel with WatchTVEverywhere.

**To use WatchTVEverywhere, you'll first need to register at [www.watchteverywhere.com](http://www.watchteverywhere.com). It's quick and easy; just have your SkitterTV agreement number, which is the unique "902" number found on your monthly statement. Not yet one of our SkitterTV customers? Call us today at 515-597-2281 to sign up.**

## There are Downsides to Cutting the Cable Cord

Despite the streaming service options now available, the vast majority of Americans still have cable TV service. What's more, some who have tried cutting the cord have been disappointed in the experience and returned to cable TV.

**What are the downsides of cutting the cable cord? Here are the major ones:**

- **Not all programming is available on streaming.** Some of your favorite shows or channels may be missing if you rely entirely on streaming services. This is particularly true for highly popular programs from premium channels.
- **You will probably need to pay for multiple streaming services.** For example, to get something even close to the programming you want, you may have to subscribe to three or four services. In addition to the costs involved, this also means the hassle of dealing with multiple companies.
- **You often have to wait to watch a program.** Some streaming services must wait until a television show has completed its season's run before it can have a title for streaming, meaning it might be a year before you can watch. Other services may delay the availability of a program anywhere from one day to a full week after it airs on traditional TV.
- **Diehard sports fan may want to think twice.** That is particularly true for NFL fans that simply must watch the games in real time. To do that, you need access to local cable channels, since the NFL Game Rewind streaming service offers only games that have already been played.

The bottom line is this: Research carefully and think about all the issues before making a change. You may decide that cable TV service is still the best choice for you.





## Here's How to Safely Clean All Your Electronics

Electronics are dust magnets, so it's important to clean them regularly to avoid dust buildup that can block important components like fans and lead to overheating. Below are general guidelines for safely cleaning most electronic surfaces. Consult manufacturer instructions for more specific recommendations.

- **Computers and Laptops** – Dust large areas with a microfiber cloth or a mitt. Use a soft, small (clean) paintbrush to dust keys and small crevices. Canned air also works well to dislodge dust and other small debris that can be difficult to remove. Depending on your manufacturer's suggestion, you can most likely use a barely damp microfiber or screen-safe cloth to effectively clean the screen. Do not use paper towels on your screens, since they can scratch and pit the surface.
- **Televisions** – Since there are so many different types of TV screens around, you'll want to follow manufacturer instructions for cleaning yours. Not doing so may void any warranty or damage your picture. For routine dusting, use a microfiber wand duster or microfiber cloth, moving from top to bottom.
- **Cell Phones and Tablets** – Remove any cases and covers. Wipe with a barely damp microfiber cloth and/or a screen wipe to effectively clean and disinfect. Wipe any keys or frequently touched areas with a cotton pad with rubbing alcohol or an alcohol wipe to disinfect surfaces. Make sure you don't get any part of the devices wet.
- **Remotes and Controllers** – Use a cotton pad with rubbing alcohol or an alcohol wipe to disinfect surfaces. If you have pesky crevices, use a cotton swab or toothpick to dislodge debris.

In addition, be sure to keep food or drinks away from your electronics to avoid potentially damaging spills.

## Cost, Clarity, and Convenience

There are plenty of reasons to keep a landline phone in your home including the three C's:

### Cost

The cost of a landline is typically much lower than a cell phone. Plus, when you bundle a landline with your internet and TV services, it can save you money compared to buying those services without a landline.

### Clarity

Do you experience frequent dropped calls or interference with your cell phone? Landlines are known for having consistently clear voice transmissions since they tap directly into the phone network and don't depend on cell towers and wireless signals. If you spend lots of time on the phone or have hearing loss, a landline phone can be particularly beneficial.

### Convenience

A landline phone requires virtually no work. You don't need to carry your landline phone from room to room to make sure you hear it ring. You don't have to charge the battery or do software upgrades. And you don't have to worry about accidentally leaving your phone somewhere.

**To "C" what we offer in landline plans, call 515-597-2281.**

## You're Invited to Our Holiday Open House

There's so much to celebrate during the holidays, and you and your loved ones will gather to share in the magic of the season. Huxley Communications hopes you'll also join us at our Holiday Open House on Thursday, December 20 at our office at 102 N. Main Avenue. Stop by anytime that day for refreshments, giveaways, and last-minute holiday shopping ideas.



# Home Sweet Hometown Shopping

Let's all try to take "home sweet home" a few steps farther—like out the door and down the street to shop at local businesses. It may cost a little more than buying from big-box stores or online retailers, but our community experiences many valuable benefits when we shop locally. They include:

## Local Character and Prosperity

In an increasingly homogenized world, communities that preserve their one-of-a-kind businesses and distinctive character have an economic advantage.

## Community Well-Being

Locally owned businesses build strong communities by sustaining vibrant town centers, linking neighbors in a web of economic and social relationships, and contributing to local causes.

## Keeping Dollars in the Local Economy

Compared to chain stores, locally owned businesses recycle a much larger share of their revenue back into the local economy, enriching the whole community.

## Job and Wages

Locally owned businesses create more jobs locally and, in some sectors, provide better wages and benefits than chains do.

## Entrepreneurship

Entrepreneurship fuels America's economic innovation and prosperity, and serves as a key means for families to move out of low-wage jobs and into the middle class. Shopping at small businesses helps support entrepreneurship.

## Product Diversity

Many small businesses, each selecting products based on the needs of their local customers, guarantees a much broader range of product choices than national purchasing decisions.

## Building Relationships

Shopping locally is a great way to build and nurture relationships, whether by making new friends or networking to explore job opportunities.

## Keeping Tabs on Quality

Shrinking the distance between business owner and customer helps both parties keep tabs on quality and respond quickly to any issues.

**As your local communications provider, Huxley Communications thanks you for your support and encourages you to shop locally whenever possible. Working together, we all win.**



## Watch Out for These Holiday Scams

The Better Business Bureau warns consumers to beware of the following:

- **Fake shipping notifications:** Scammers send emails pretending to be from companies like UPS or FedEx with links to package tracking information. Don't click on any links or open any attachments coming from a questionable source (typos and grammatical mistakes are red flags).
- **Phony charities:** Scammers take advantage of the holiday spirit of generosity with fake charity solicitations in emails and on social media. Check out charities at [give.org](http://give.org) before donating.
- **Temporary holiday jobs:** Retailers and delivery services need extra help at the holidays, but beware of solicitations requiring you to share personal information or pay for a job lead. Apply in person or go to retailers' main websites.
- **Free gift cards:** Pop-up ads or email offering free gift cards are often just a ploy to get your personal information for identity theft.
- **Social media gift exchange:** It sounds great—buy one gift and get 36 in return. But it's a variation on an illegal pyramid scheme.

**For protection against other online threats, call 515-597-2281 and ask about our computer security services.**