

## Four Tips to Help You Pick Your Internet Speeds

Are you confused about which download and upload internet speeds to select? You're not alone. With so many issues factoring into speed selection, there's no single "magic formula" to instantly tell you which plan would work best for your household.

However, we did pull together these general tips to help guide you to making a good decision:

- 1. Netflix says you need 5 Mbps to stream HD content and 25 Mbps for 4K Ultra HD content, but you'll want faster speeds if you plan to connect several devices at once.** If you're planning to stream 4K video content and have multiple devices connecting to your network simultaneously, you may want to consider a high-level download speed in the 100 - 200 Mbps range.
- 2. Remember your internet connection is shared between all the people, devices, and apps at your house.** So you might need a faster download speed if several people wanted to watch Netflix in HD at the same time or if you wanted to use Netflix at high-quality while simultaneously downloading a large video game or other large file. Chances are, if your current download speed isn't sufficient, you'll hear grumbling from family members about video buffering and other annoying slowdowns.
- 3. Upload speeds can be especially important for people working remotely from home.** This is because upload speeds impact tasks such as screen sharing, syncing files to Dropbox, and online conference calls/meetings. While download speeds tend to get most of the attention, don't forget to make sure you're also getting the upload speed that works for you.
- 4. You may want to "test drive" a faster internet plan.** Sometimes the only way to fully appreciate what a higher speed will do for you is to experience it firsthand while you do your normal online activities.

To get answers to your questions about internet speed selection, talk to a member of the Huxley Communications team at 515-597-2281.



## HUXLEY HAPPENINGS



**Huxley Communications  
Annual Meeting**  
Ballard Middle School Auditorium  
Thursday, March 28 at 6:30pm

## CONTACT INFORMATION

**Huxley Communications**  
P.O. Box 36 • Huxley, IA 50124  
515-597-2281 or 800-231-4922  
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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**  
General Manager

**Connie Patrick**  
Business Office Manager

**Terry Ferguson**  
Director of Operations

**Brant Strumpfer**  
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# WINTER 2019

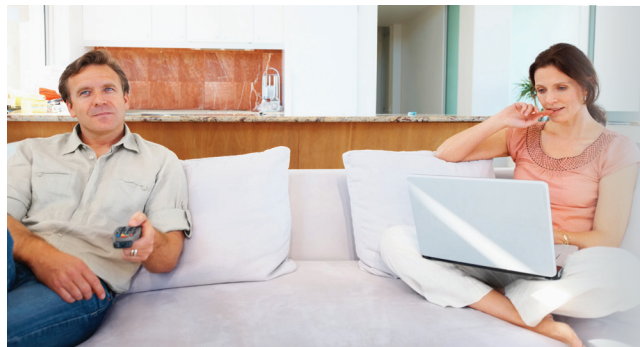
## Don't Be Fooled by Caller ID Spoofing

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.**



## How Fast is a Gigabit Internet Connection from Huxley Communications?

You've probably heard people talk about Gigabit internet speeds, but like many, you may be unclear on exactly what the term means. Just how fast is 1 Gbps (Gigabit per second)? It's the equivalent of 1,000 Mbps (Megabits per second), which is over 100 times faster than the common internet speed of 10 Mbps.

**Take a look at this comparison of how much faster you can complete online activities with a 1 Gbps connection versus a 10 Mbps connection:**

Application	10 Mbps Connection	1 Gbps Connection
Download HD movie	Over an hour and a half	Less than one minute
Download 100 digital pictures	Five minutes	Three seconds
Stream multiple movies and/or TV shows	Maxes out at only two HD shows	Capable of streaming 200 HD shows at one time
Download 20GB video game	Almost five hours	Less than three minutes
Download 100 digital music files	Five minutes and 20 seconds	Less than four seconds

In addition to these incredibly fast download times, a 1 Gbps connection also provides enhanced internet performance and enjoyment. For example, gamers are able to seamlessly play online games with real-time video content and 3D responsiveness. Video quality is greatly improved during video conferencing with Skype or other services. And multiple users connected to a home's network will not experience the slowdowns associated with average internet speeds; instead, they can simultaneously use smartphones, TVs, computers, tablets, and gaming systems to their fullest potential.

**Huxley Communications is a Gig Certified provider which means we can provide internet speeds of up to 1Gbps. Call us or visit [huxcomm.net](http://huxcomm.net) to upgrade your internet speed today!**

# Use Today's Technology to Collect Stories from Yesterday

Holiday gatherings can provide wonderful opportunities to gather memories and stories from your relatives — particularly the older ones — and build a more complete family history. Possible questions to ask include: Do we have a notorious or infamous character in our family's past? How did our grandparents and great grandparents meet? What impact did major historical events, such as the Depression and World War II, have on our family members?

**After you conduct the interviews and shoot the photos or videos, you'll need a way to organize the content and share it with your family. Consider using these apps:**

**FamilySearch Memories** – Upload stories, videos, and photos to localize these treasures for all of your family members to view and enjoy.

**Blogpress** – This connects to a blog account through Google. You can write blog posts with photos and videos from your phone, multiple people can contribute to the blog, and you can grant anyone access to read it. There are even options available to publish the blog into a printed book.

**Dropbox and Google Drive** – These can serve as great online repositories for just about everything in your family narrative you might want to preserve. Save digital photos and documents here and grant access to your folders to anyone in the family.

**Pinterest** – Create unique boards and pins relating to your ancestors, and invite your family members to contribute.

**Google Hangouts** – This app is all about socializing in real time. If your loved ones are far away, this might be the perfect app for you. You can chat, do interviews, and record the conversations.

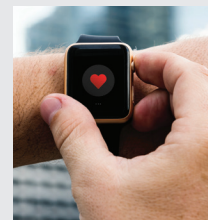
**YouTube** – It's a very accessible way to preserve interviews, photo montages, recipe instructions, and more. You can create a family channel and then simply set your privacy settings to either private or public viewing.

Every family is unique, and precious stories will be lost unless they're captured for future generations. Make this the year you help preserve the past.



## Put Your Heart Into February Activities

The heart takes center stage in February for two reasons. First, Valentine's Day is February 14, which reminds us to let those we love know they have a special place in our heart. Second, February is American Heart Month, which reminds us to take care of our heart health and encourage friends and family to do the same.



## February 20 is National Love Your Pet Day

Well over half of American households now include pets — dogs, cats, horses, birds, fish, reptiles, amphibians, and more — and view them as treasured members of the family. If you spend even a little time online, you know how many social media posts are devoted to the adorable antics of pets.

On February 20, join pet lovers across the U.S. by observing National Love Your Pet Day. Pay extra attention to your pets, give them a special treat, or proudly post photos using the hashtag #NationalLoveYourPetDay.

If you want to share your love for your pet with even more people, consider joining a petworking (pet networking) site such as these:

**Dogster (community.dogster.com)** – This forum is especially for dog owners with questions, answers, and, of course, photos.

**Catster (community.catster.com)** – Similar to Dogster, this forum enables cat lovers to ask and answer questions and upload photos of their favorite felines.

The Huxley Communications staff is filled with pet parents, so we'll be celebrating on February 20 right along with you.

# What to Expect During a Power Outage with FTTH Service

Fiber-to-the-home (FTTH) service works differently than traditional copper pair telephone service. With traditional telephone service, a very small amount of electrical current was carried over a copper circuit to power the telephone in your home. Since the new FTTH signal is entirely optical and can carry no appreciable power, the electronics attached to your home must be locally powered.

What this means in practically every case is that a battery backup unit has been installed inside your home. This unit is plugged into 110V AC commercial power and has a set of low power leads that feed the electronics outside. It's designed to provide approximately eight hours of backup telephone service during a commercial power outage. To keep the battery in optimum condition, it's important that the battery backup unit be plugged into an outlet that is always live (does not turn off with a switch). To verify your battery backup unit is plugged in and charging, you should see a green 'AC' light on the front of the unit. To help ensure that we can provide telephone service during a power outage for the longest period possible, the electronics on the side of the house sense the presence of commercial power at your home or business. In the event of a power outage, they enter an economy mode and shut down all customer-facing data ports. For most subscribers, this means internet and television services are disrupted. Normally in a power outage this is acceptable, since your televisions, computers, and wireless routers are no longer powered up and functioning; most people won't notice the disruption.



Telephone service is provided throughout the outage, up to approximately eight hours. There are a few things to keep in mind to ensure you have telephone service during power outages. First, feature phones (phones that require commercial power to operate) will no longer be functional due to the power outage. This includes practically all cordless phones on the market. The handset will still likely power up, but since the commercial power is out at the base unit, no calls will be passed. The best way to keep telephone service during an outage is to keep at least one plain old telephone in your home in a convenient location.

A standard battery back-up unit is supplied and maintained at no charge for customers. If you would like to purchase a higher capacity unit, please contact Huxley Communications. For those customers that have backup power at their homes or businesses, internet and television services can be maintained through the power outage. The only requirement is that the battery backup unit installed in your premise be plugged into an outlet served by the backup generator. In this scenario, the battery backup unit and fiber terminal are not even aware there is a power outage and continue to operate normally.



## A Reminder of Our Policies Regarding Customer Information

Under Federal Communication Commission (FCC) 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 our account, or sending the information to your street or email address of record.

**If you have any questions or would like clarification on these policies, please call 515-597-2281.**