

# 5 Signs Your Home May Need More Internet

Are you wondering whether or not your home needs an internet speed upgrade? If you see these signs, the answer is probably “yes.”

## 1. You experience frequent buffering while streaming.

It's not fun when your screen freezes and you're stuck waiting while the endless circle goes around and around. Buffering is the result of an internet connection that isn't fast enough and a sign you need more speed.

## 2. You're planning to add more streaming subscriptions.

Does your family love streaming services like Netflix, Hulu, and Amazon Prime Video? Be aware that adding more streaming subscriptions (or additional streaming devices) can quickly bog down your internet connection, especially if you have multiple people streaming simultaneously.

## 3. You're big on smart home devices.

If you're a smart home fan, you need to make sure your internet connection can support your smart speakers, smart light bulbs, smart thermostats, smart cameras, smart appliances, and so on. Trying to get by with an inadequate internet connection is simply not smart.

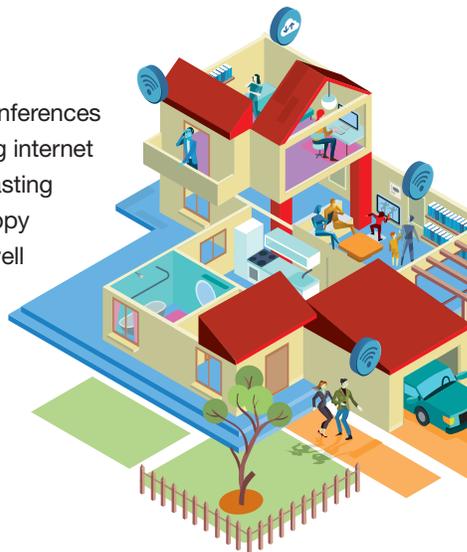
## 4. Your home often has guests (who bring devices).

Whether it's your children's friends for sleepovers or your relatives for a week-long visit, it seems like everybody will want to use your Wi-Fi as soon as they walk in the door. If you don't have enough bandwidth, the “more” isn't the “merrier” — it can cause internet slowdowns.

## 5. You work from home.

Bandwidth-intensive applications such as video conferences and screen-sharing collaborations demand a strong internet connection. Don't risk looking unprofessional or wasting your colleagues' time with frozen screens and choppy audio. Make sure your internet connection works well for work.

**For help choosing the right internet speed for your home, call Huxley Communications at 515-597-2281. We'll talk with you about your online requirements and provide details about our selection of internet plans.**



## HUXLEY HAPPENINGS



### Monday, May 31

Memorial Day – Office Closed

### Monday, July 5

Independence Day Observed – Office Closed

## CONTACT INFORMATION

### Huxley Communications

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

### Levi Bappe

General Manager

### Connie Patrick

Business Office Manager

### Terry Ferguson

Director of Operations

### Brant Strumpfer

Plant Manager

# SPRING 2021

## Follow Us on Facebook to Learn, Save, and Connect

Are you following Huxley Communications on Facebook? If you are, thanks so much for your interest and support. If you haven't yet clicked on our page's "Follow" button, consider doing so today at [www.facebook.com/huxcomm](http://www.facebook.com/huxcomm). It only takes a minute.

This action tells Facebook you want to see our posts in your News Feed and keeps you aware of the wide variety of valuable content we share. This content may include:

- Updates on fiber network builds
- Technology tips and tricks
- Customer alerts on service disruptions
- Changes to product offerings or hours
- Money-saving offers
- Employment opportunities and employee news
- Upcoming community programs and events
- Holiday greetings and seasonal ideas
- Fun industry-related trivia

Of course, Huxley Communications Facebook page isn't just about us talking to you. It's also about us talking *with* you. You're encouraged to post questions, comments, and suggestions, and we'll respond as soon as possible. That's how we get to know our customers better and make our company better.

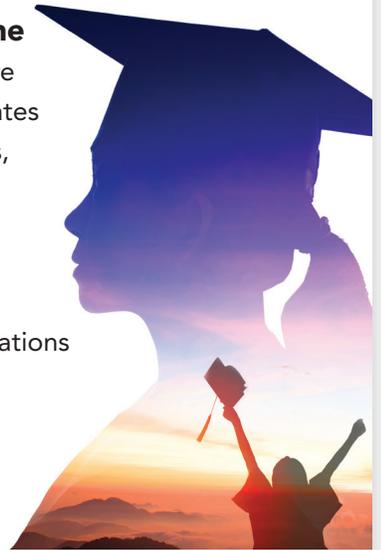
Please "Follow" along at [www.facebook.com/huxcomm](http://www.facebook.com/huxcomm).



# WE WISH EVERY GRADUATE A BRIGHT FUTURE

**Life is filled with milestones, and some of the biggest are graduations.** They're cause for celebration not only for the graduates but also for all of the family members, friends, neighbors, teachers, and coaches who provided support and encouragement along the way.

As a community member, Huxley Communications is proud to see the accomplishments of our area's students. We can all look forward to a bright future knowing these young people will apply their talents toward helping to make the world a better place.



## CONGRATULATIONS, GRADUATES!

## Apps Can Offer Advantages Over Websites

If you do business with a company often, you might want to download their mobile app. Apps are designed to help you perform specific tasks efficiently from anywhere. For example, while walking your dog you could get on the PetSmart app and replenish your pup's food supply with just a couple of taps.

**Here are more reasons to use apps instead of websites:**

- They respond to your preferences, so you can get personalized recommendations.
- They're faster, so you can get your tasks done more easily.
- They work in conjunction with websites, so if you start that PetSmart order on your walk, you can finish it when you get home.
- They use smartphone features, so you can do cool things like choose a pair of boots on an app and be directed to the store location nearest you to pick them up.

One more benefit: Some companies give you rewards, such as a discount, if you use their app!



## Go All Out With Your Outdoor Living Spaces

What do you need to equip your outdoor living spaces for truly enjoyable leisure time? It's more than comfortable chairs, a table, and a few pots of flowers. These days, you also need a fast and reliable internet connection.

Your home's Wi-Fi network has to keep up with multiple users, multiple devices, and multiple applications. What's more, the need for a strong Wi-Fi signal is no longer limited to interior rooms. You'll want to stream movies or TV shows while relaxing on the front porch, post party photos and videos to social media from the backyard deck, and watch the big game in the garage's man cave.

That's why Huxley Communications offers Expert Wi-Fi, a service to improve the strength of your home's Wi-Fi signals throughout your home and beyond. With Expert Wi-Fi, you'll get the right Wi-Fi equipment in the right place to get the coverage you want.

Should troubles occur with your Expert Wi-Fi service, you don't have to figure things out on your own. Simply contact us for trouble resolution. Expert Wi-Fi includes convenient remote support via a cloud-based management portal, which allows our local technicians to view your router and wireless connected devices. Most trouble can be resolved remotely, often without the need for customer involvement.

### **Our standard Expert Wi-Fi service includes all this for only \$5.00/month:**

- Commercial-grade router
- Optimal router placement and professional configuration
- Cloud-based monitoring with free router software updates
- Firewall and security protection
- 24/7 tech support
- No-cost equipment replacement if needed
- Expert Wi-Fi App to manage your network

Should your install require a Wi-Fi mesh extender to reach every corner of your property, we can install them for an additional monthly fee per extender. Our goal is to keep you connected to the internet everywhere you like to connect with family and friends — including your outdoor living spaces.

**Expert Wi-Fi works in conjunction with your internet service from Huxley Communications. For complete details and to sign up, call 515-597-2281.**

## SmartHub is a Smart Way to Manage Your Account

Huxley Communications offers SmartHub, our online account management system. The free SmartHub app lets you conveniently manage all aspects of your account from your mobile device:

- View and pay your bill with us
- Make account changes
- Report any service troubles
- Ask questions of our customer service team
- Connect with us on social media

It's smart to use SmartHub, since it provides a safe and secure environment for bill payments and transactions between Huxley Communications and your financial institution. It's also a super easy way to notify us of account changes and service issues.

**You can create a SmartHub account in less than three minutes. Just go to [www.huxcomm.net](http://www.huxcomm.net) and click on Access My Account to get started. Or call 515-597-2281 for more details.**



# Lifeline Lowers Communications Costs for Qualifying Households

Lifeline is a federal program to help low-income subscribers stay connected by providing a monthly discount of at least \$9.25 on their wireline phone, wireless phone, or broadband internet service. You can only receive this discount for one service per household — either phone or internet, but not both. A household is defined as a group of people who live together and share income and expenses.

Lifeline is available to eligible low-income subscribers in every U.S. state, territory, commonwealth, and on Tribal lands.

This program launched in 1985 to provide discounts on phone services. In 2016, internet services were added in recognition of our digitally connected economy. Lifeline discounts on internet service can be crucial to unlocking the internet's economic benefits for disadvantaged households, since research consistently finds low incomes stand alongside less education and older age as the strongest indicators of lower subscription rates.

## There are two ways to qualify for Lifeline:

- 1. Your household's income is at or below 135% of the Federal Poverty Guidelines.** You'll find a chart with this information for households of different sizes here: [www.lifelinesupport.org/ls/do-i-qualify/federal-poverty-guidelines.aspx](http://www.lifelinesupport.org/ls/do-i-qualify/federal-poverty-guidelines.aspx)
- 2. You, your dependent, or a member of your household participate in at least one of these assistance programs:**
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension or Survivors Pension
  - Other Programs for Tribal Lands — Bureau of Indian Affairs (BIA) General Assistance, Tribally-Administered Temporary Assistance for Needy Families (TANF), Tribal Head Start, and Food Distribution Program on Indian Reservations (FDPIR)



Visit [www.lifelinesupport.org/ls/do-i-qualify/default.aspx#programs](http://www.lifelinesupport.org/ls/do-i-qualify/default.aspx#programs) to get additional details about Lifeline qualifications and learn how to prove your income or assistance program participation. If you think your household qualifies for a Lifeline discount, you can apply by asking for an application from Huxley Communications or another participating company.



## Get Ready for 10-Digit Dialing for Local Calls

In July 2020, the Federal Communications Commission adopted an order approving the designation of 988 as the 3-digit dialing code to reach the National Suicide Prevention Lifeline. To facilitate implementation, area codes in 37 states where the 988 prefix is a working prefix and which now use 7-digit local dialing must switch to 10-digit local dialing. This includes our 515 area code.

Beginning April 21, 2021, you should start dialing 10-digits for all local calls — the 515 area code plus the 7-digit phone number. If you forget to do so during this transition period, your calls will still be completed. But starting October 24, 2021, you'll be required to dial 10-digits when making a local call. Failure to do so will prompt a recording, reminding you to redial using 10 digits.

In addition to changing your dialing routine, you'll also have to reprogram 7-digit local numbers to 10-digit numbers in any device that automatically makes calls for you, including:

- Speed dial feature on a phone
- Home security equipment
- Personal emergency response system

For more details, visit [www.huxcomm.net](http://www.huxcomm.net).