



Start the New Year with Our New Expert Wi-Fi System

Fast, reliable home Wi-Fi is what we all want, especially with the popularity of bandwidth-hungry applications like streaming HD video. But in today's increasingly complicated smart homes, speed and coverage are just the beginning. If you want the best experience for all your online activities, you need more simplicity and more control at your fingertips.

Expert Wi-Fi, a next-generation Wi-Fi system, is now available from Huxley Communications. Leveraging the latest advancements in Wi-Fi technology — including Wi-Fi 6 (also known as the 802.11ax Wi-Fi standard), Expert Wi-Fi combines blazing-fast speeds with whole-home coverage to give you an unrivaled online experience. You'll be happy whether you're streaming HD video on multiple devices simultaneously, uploading a big presentation for work, or gaming online with friends.

Fast Wi-Fi for Every User in Every Room

With Gigabit speeds, Expert Wi-Fi provides more than enough bandwidth for everyone in your household. And no matter how many devices are connected at the same time, everyone enjoys the same outstanding Wi-Fi performance. Based on Wi-Fi 6, it provides longer range and higher efficiency, and is less affected by interference from other nearby Wi-Fi gateways.

Remote Management

If you need help with any technical issues, Expert Wi-Fi has you covered. It features sophisticated remote monitoring and diagnostics that help us quickly identify and resolve any problems you may be experiencing — in most cases, without having to send a technician to your home.

Our experienced Customer Care Representatives can see which of your devices are connected and which ones are having issues. They'll help you troubleshoot the problem and talk you through the solution.

Expert Wi-Fi App

The ultimate Wi-Fi deserves the ultimate Expert Wi-Fi app. It lets you easily view connected devices on your network, set basic parental controls, set up a guest network, or adjust your SSID and password.

These additional services are also included with the Expert Wi-Fi app:

- **ProtectIQ™** helps you keep a lock on your network — and alerts you when any unwanted visitors try to enter. As hackers and malware become increasingly more sophisticated, your network requires an equally innovative solution.
- **ExperienceIQ™** provides advanced parental controls that let you manage screen time, content, and access — all from the app. You set the boundaries. ExperienceIQ helps you keep them.

Expert Wi-Fi is available for only \$7 per month. Order today by calling 515-597-2281. Visit www.huxcomm.net/managed-wifi for more information.

HUXLEY HAPPENINGS



Monday, February 21

Presidents' Day — Office Closed

Thursday, March 24

Huxley Communications Annual Meeting

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

WINTER 2022



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 and click on "ACCOUNT" at the top of the home page to get started. Or call 515-597-2281 for more details.

FREE Watch TV Everywhere Turns Your Mobile Device into a TV

Watch TV Everywhere streams some of your favorite channels and programming — including live TV and full episodes of current TV shows — to your tablet, smartphone, or laptop. It works from anywhere with a Wi-Fi signal so you can stay entertained when you're on the go or in a room without a TV. Best of all, Watch TV Everywhere is FREE for our EPIC TV and SkitterTV customers.

Here are answers to frequently asked questions:

Q: How is Watch TV Everywhere different from Hulu or Netflix?

A: Unlike Hulu or Netflix, Watch TV Everywhere is free and includes live TV and has full episodes of current TV shows.

Q: Which devices can I use to view Watch TV Everywhere?

A: Almost all programs are available on all devices (PC, laptop, iPad, iPhone, and Android phone).

Q: How do I watch programs?

A: If you already have a Watch TV Everywhere account:

- Go to www.watchtveverywhere.com.
- Click the Log In link.
- Enter your username and password.
- Select "SKITTERTV" as your TV provider.
- Select the TV network you want to watch to see a list of available programs.

If you do not have a Watch TV Everywhere account and need to register:

- Go to www.watchtveverywhere.com and select "SKITTERTV" in the drop-down menu.
- Click the Register link.
- Complete the registration form. Have your TV agreement number handy, which is a unique 10-digit identifier beginning with 902 on your Huxley Communications monthly billing statement.
- Check your email. You'll receive a message with an activation link.
- Click on the link to complete the registration process.





Average U.S. Household Has 25 Connected Devices

Deloitte, the multinational professional services company, released a 2021 survey that indicates the average U.S. household has 25 connected devices. This is more than double the 11 devices that the average household had in 2019.

Included in the survey were laptops, tablets, smartphones, video streaming devices and smart TVs, wireless headphones and earbuds, gaming consoles, smart home devices, fitness trackers, and connected exercise machines.

According to Paul Silvergate, vice chairman at Deloitte, the pandemic bolstered the use of connected devices. He was quoted as saying, “The onset of the COVID-19 pandemic was like a time machine that suddenly propelled us tens of years into the future. It has changed how we interact with our connected devices, ultimately helping consumers, health care providers, education professionals, technology innovators, and others adapt and thrive in daily life.”

An increasing number of activities are happening at home that used to primarily take place out in the world. Your household is probably experiencing this firsthand with online learning and gaming, telecommuting, video conferences, digital shopping for groceries and other everyday items, virtual exercise classes and medical appointments, and online social events.

Among the more interesting findings of the Deloitte report:

- More than half of U.S. adults had virtual doctor visits, and 82 percent were satisfied with the experience.
- More than half of U.S. households have a smartwatch or fitness tracker, and 39 percent of consumers own one personally. People use their gadgets to measure walking steps and athletic performance, track heart health, and monitor sleep and calories.
- During the pandemic, 70 percent of consumers started mobile ordering or other smartphone-based retail and expect to continue doing so.
- Two-thirds of U.S. households have some type of smart home devices.

What does the future hold? Even faster connections, better devices, and new apps will undoubtedly continue to change how we live.

If your current internet connection isn't fast enough to accommodate the increased number of devices in your home, Huxley Communications can help. Call 515-597-2281 or visit www.huxcomm.net to find out what speeds we offer at your location and explore getting an internet upgrade.

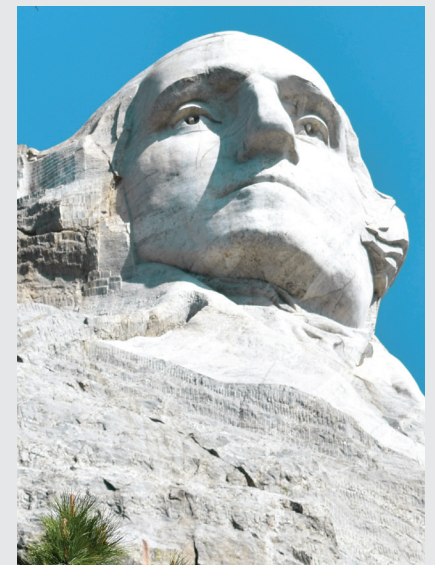
Do You Know the History of Presidents' Day?

Every third Monday of February, we celebrate Presidents' Day. All the presidents in American history are now remembered for their contributions to our country. It got its start, however, as Washington Day in the 1800s, held on George Washington's birthday, February 22.

Things changed as a result of 1971's Uniform Monday Holiday Act, an effort to create more three-day weekends for the nation's workers to inspire greater productivity. The belief was that by February, the restorative effects of the holiday season have begun to fade, and people need another break to regain some of that lost stamina.

Since the Monday fell between Abraham Lincoln's February 12 birthday and George Washington's February 22 birthday, the holiday became known as Presidents' Day to honor them both. The focus later expanded to include all presidents, past and present.

The Uniform Monday Holiday Act also shifted Columbus Day, Memorial Day, and Veterans' Day to Monday. Let's hear it for three-day weekends!



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 this is acceptable in a power outage situation, 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. Phones like this can be purchased at many retailers for a reasonable cost. It should just be a simple telephone with only a telephone cord. No commercial power cord should be present.

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'll 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.

