



Bell Ringer

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CAPITAL CREDITS PAYOUT

- More than 7.3 Million Dollars -

This December, ITC will be paying out capital credits for the sixth year in a row! We will pay 2011 and 2012 in full, along with 25% of 2020. This payout equals more than 7.3 million dollars being paid out to our Cooperative members this year, making it the largest payout in ITC history. Checks will be mailed early in December. Active members with a \$100 or less distribution will receive a credit on their bill.

It's great to be an ITC member! Capital credits are a huge benefit to being a member of a Coop. As a Cooperative member, most of our profits get passed back to you through capital credits. In August, your bill included an allocation statement from 2023. This year, your allocation statement reflected that 60% of what you paid for applicable services was allocated back to you. ITC has paid back its members almost 28 million dollars in the past five years.

Because you subscribe to products and services provided by your local Cooperative, ITC can provide you with these capital credits payouts. When you support your Coop, you also help to build and maintain quality telecommunications for your communities. Your support also makes it possible for ITC to offer new products and services at an affordable rate. Together, we can make a difference.

Thank you for being a member of the Coop and supporting ITC!

*Merry Christmas
from ITC!*



DEVICE LIGHTS

By Michael Martinell, Network Broadband Technician

As Christmas lights twinkle in windows and neighborhoods glow with festive cheer, it's a great time to understand the lights that keep your home connected. Knowing what these lights mean can help you quickly troubleshoot connection issues if they arise.

Understanding the Lights on Your ITC Router

The lights on your ITC router are indicators of the router's status. Here's a guide to understanding what each light signal means:

- No lights: The router is off or has no power. Check that the power cable is securely plugged in.
- Flashes green every second: The router is booting up or updating.
- Flashes red fast: The router's boot-up failed. Try unplugging it from the power outlet and plugging it back in. Wait 15-20 seconds before plugging it back in.
- Green: The router is connected to the Internet – everything is working as it should!
- Flashes red slow: There's no service or Internet connection. You may need to reboot your router.
- Flashes green very fast: The router is in WPS pairing mode, allowing you to connect devices securely.

Checking Your CyberPower Battery Backup

Your home may have a CyberPower battery backup box, often mounted on a wall and plugged into an outlet. This device powers your landline phone during a power outage but won't keep your Internet running.

1. Check the Power: Verify that the battery backup is plugged into a working outlet by plugging in a lamp or another portable device to help confirm the outlet is live.
2. Indicator Lights:
 - AC or System Status Light: This should be green if the unit is getting power and operating correctly.
 - Output Light: If on, it means the device is actively powering your landline.

Double-check the outlet and power source if any lights are red or off. A red battery light could indicate a low battery. A bad battery will cause your Internet to stop working, even if there is power. Please contact ITC to replace the battery at no cost to you.

Understanding these status lights and following a few simple steps can keep your home connected throughout the season. Whether streaming holiday classics or catching up with family, these tips will help ensure your router and equipment are ready to handle everything. And remember, if you need extra support, ITC's 24/7 Internet Help is just a call away at 1.888.217.5718, even during the holidays. You can also reach our ITC office during regular business hours at 1.800.417.8667. We're here to help keep your holidays bright and connected!

GUEST NETWORK

By Holly Stormo, Marketing Communications Specialist

During the holiday season, there may be times when you have guests in your home who want Internet access. If you have the Blast Wi-Fi app you can set up a guest network without sharing your primary Wi-Fi information.

Here are the steps:

1. Tap My Network from the Main Screen.
2. Tap the Plus sign to create the Guest Network.
3. Enter the name of the guest network in the SSID Name field.
4. Select WPA in the Security Type dropdown. This will allow you to select a password for this network.
5. Enter the password in the Wi-Fi Password field. In the Duration section, if you choose Endless, the guest network will remain available until you remove it.
6. Once finished, tap Save in the upper right corner.
7. Now, you can choose to be done or share your Wi-Fi network with guests by tapping Share.
8. To delete the guest network, go back to My Network, and you will have the option to edit or delete the guest network.

To learn more about the Blast Wi-Fi app or to sign up for Blast Wi-Fi, visit us online at www.itc-web.com/blast-wi-fi or call ITC at 1.800.417.8667.

POWER OUTAGES

If you have a power outage, your ITC telephone service will continue to work with your wired (not cordless) telephone using battery power. This battery power comes from the ITC-installed power supply at your home. Voice service on a backup battery is expected to last at least eight hours on standby power. The backup battery should give you at least six hours of talk time. If you feel more time is needed, consider extending your standby power up to 24 hours by purchasing additional eight-hour batteries from our company for \$364.95. If you have any questions, please contact our office at 1.800.417.8667.

**Have a very Merry
Christmas and a Happy
New Year!**

*ITC will be closed at noon on
December 24 and all day on
December 25 and January 1.*