



Bell Ringer

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SDTA MEMORIAL SCHOLARSHIPS

Is your student looking for scholarship opportunities? South Dakota Telecommunications Association (SDTA), of which ITC is a member, offers one \$1,500 and two \$2,000 scholarships! This is an excellent opportunity for students within the ITC area.

To apply for this scholarship, you must: have a high school diploma or GED equivalent, have been accepted into a multi-year program degree at any accredited technical college or accredited post-secondary higher education institution in South Dakota for the fall 2023 semester, be majoring in a degree/program or field of study that is useful in the telecommunications or broadband industry or which significantly relies on the use of broadband services and related technologies, and either be a customer or have a parent or legal guardian that is a customer of a SDTA member company, like ITC. Previous SDTA scholarship winners are not eligible.

The applicant must complete the information and essay sections of the application. Also, they must provide two letters of recommendation and their unofficial transcripts. At least one of the letters of recommendation must be from a teacher, instructor, or advisor. The other may be from someone who knows you well (but not a family member).

For more info and to apply online, go to https://sdtaonline.com/sdta_scholarships.php or submit a completed application by email to karasemmler@sdtaonline.com or by mail to SDTA, 320 East Capital Ave, Pierre, SD 57501. The application window closes on June 15, 2023.

PROGRAMS FOR DEAF, HEARING, OR SPEECH IMPAIRED

What is South Dakota TED? TED is the Telecommunications Equipment Distribution Program for South Dakota. It allows those who are deaf, hard of hearing, deaf-blind, and/or speech disabled to communicate effectively on the telephone by obtaining special equipment. There is little or no cost for the customer.

To be eligible for the equipment, you must be a resident of South Dakota. You must also have difficulty communicating on the telephone because of a hearing or speech disability. You also need to have an existing telephone service in your home.

The Telecommunications Equipment Distribution program stocks phones that offer a speakerphone with volume adjustments, volume amplifier, and large visual display. They also provide oversized and lighted dial buttons, hearing aid compatible phones, visual ringer alert or adjustable loud ringer, sound frequency clarifying adjustment, and tone adjustment.

To apply, visit www.relaysd.com. At the top, under the TED program, is a TED Program Overview section. The site has a place to apply for a free or reduced phone. If you have any questions about service or need help, call 711 or customer service assistance at 1.877.866.8950 (TTY/Voice).

South Dakota Relay Service: If you require assistance using the telephone system due to a hearing or speech impairment or need to communicate with someone who has such an impairment, contact the Communication Service for the Deaf. They are equipped with Telecommunication Devices for the Deaf (TDDs) and provide the service. For information on Voice Carry-over and Hearing Carry-over services, call 1.800.676.3777 (TTY/Voice). To contact and use the USA Relay for call processing, call 711 or 1.800.877.1113.

Note: Info regarding the Minnesota service will be available at a later date.

Internet 911:

TROUBLESHOOT YOUR CONNECTION

By Michael Martinell, Network Broadband Technician

A good Internet connection is essential for many things we do daily, like working from home, watching movies, or talking with friends. But sometimes the Internet can stop working correctly. If that happens, there are a few things you can do to try and fix it.

First, you should look at the router, which is the box that gives you the Internet. When everything works as it should, the router will have some lights showing it is working. Before there's even a problem, it's a good idea to look at the lights on the router so you know what they should look like when everything is working well. This way, you can tell if anything is different when there is a problem.

Another thing you can try is to restart the router. Sometimes, like with your computer or phone, a router can get stuck or glitch. Turning it off and back on again can help fix the problem. If there are no lights on the router, check to ensure it's getting power. You can test the outlet with a lamp or other small device to see if that is the problem.

If your Internet goes in and out, check that all the cables are plugged in correctly and that your router is in a good place. If your router is old, it might not work as well, and you might need to get a new one. Sometimes, restarting the router can help too.

If you're having trouble getting to a website you want to visit, there are a couple of things you can do to figure out the problem. First, try using a different computer or web browser, such as Edge, Chrome, or Firefox. If the website still doesn't work, it might be a problem with the website itself. But if the website works on a different computer, there might be an issue with your device.

Restart your computer. If you're having trouble accessing the Internet on your computer, try restarting it. This can help refresh the connection and fix any software issues that might be causing the problem.

Check your Wi-Fi signal. If you're using wireless, make sure your device is within range of the router. Walls, furniture, and other objects can interfere with the signal and cause connection problems. Something might be blocking the signal if you have recently remodeled or even rearranged the furniture. Try moving closer to the router; if that helps, move the router to a better location in your home.

If you've tried all the troubleshooting tips and still can't get your Internet to work, it might be time to call ITC. Even if you don't have an ITC Blast Wi-Fi router, we can help you verify that your router is connected and help you troubleshoot. Sometimes there are more complicated issues with the Internet. Don't hesitate to call ITC for help!

ITC University:

E-STATEMENT

By Holly Stormo, Marketing Communications Specialist

If you sign up for both auto-pay and go paperless with E-Statement, we will give you a one-time bill credit of \$20. The best part about signing up for both services is you never have to leave home to pay your bill or worry about it being late. If you only sign up for one of these services, we'll still give you a one-time \$10 bill credit.

To learn more about E-Statement and ITC's eBill app, watch the ITC University class on ITC's website. (Using your phone's camera app, scan the QR code to take you directly to the class.)



2023 DIRECTOR ELECTIONS

ITC has 11 Directors who represent Coop members in nine districts. This year, three of the districts are up for election.

This year ITC will be holding director elections in Districts Three (Hendricks, Lake Benton), District Five (Chester, Nunda, Sinai, Wentworth), and District 6 (Bryant, Hayti, Lake Norden, Willow Lake). On May 30, 2023, a "Notice of Election" will be sent to the members in these districts. Anyone seeking a nomination petition can pick one up after May 30 at the ITC office in Clear Lake. Petitions must be completed and filed at the headquarters office in Clear Lake on or before June 15, 2023. If the director of that district runs unopposed, the election will be canceled, and members will be notified. Members in the districts where there will be elections will have ballots and bios mailed to them on June 30, 2023. Ballots must be returned to the ITC office by July 14, 2023.

An election meeting will be held in Clear Lake on July 14, 2023, from 1:00 PM to 2:00 PM for members who want to cast their ballots in person. A Credentials Committee will count the mail-in ballots on July 21, 2023. If you have any questions, call ITC at 1.800.417.8667.

NEW INSTALLATION/REPAIR TECHNICIAN IN MILBANK

Seth Dawson, from Howard, South Dakota, has taken the position of Installation/Repair Technician for Milbank. Seth was previously employed as a technician at Blue Lightning in Wiggins, Colorado.

Seth enjoys anything outdoors, especially hunting and fishing. He also really likes spending time with his niece and nephew. Seth attended MTI and received an associate's degree in Telecommunications and Satellite Communications.

Welcome to ITC, Seth!



Happy Mother's Day!