



Bell Ringer

Volume 56, No 4 August 2022
Clear Lake, South Dakota 57226

WHAT TO KNOW ABOUT STREAMING VIDEO

Streaming video refers to entertainment delivered via the Internet rather than a traditional cable TV connection. Every year, streaming becomes more popular, with new streaming services constantly popping up. Streaming is becoming a replacement for current cable TV for more people. To start streaming, you need a fast and reliable Internet connection from ITC. In addition to the Internet, see what else you need in the box below.

How do I subscribe?

Subscribing to new streaming channels and services is simple. Once you have your streaming-capable device connected to the Internet and have set up an account, you can then navigate to the app menu and select the desired service or channel to preview. Information will be included, such as a description of the service and monthly cost. To subscribe, you select the desired service and agree to subscribe. Some of the streaming channels are free of charge.

One of the main reasons people switch to TV streaming is to cut costs. Many free streaming channels are available, including Peacock Free, Pluto TV, Amazon FreeVeve, and Crackle. Netflix is less than \$20 per month and is the most popular choice for movies and binge-watching TV. Disney+ is a highly rated service for family-friendly content costing less than \$10 per month. Services with a channel lineup similar to traditional TV are available, including YouTube Live, Hulu Live, and Sling.

What types of streaming services are available?

- On-Demand streaming. On-Demand streaming allows the subscriber to watch a selected movie or TV show whenever they like. Many On-Demand providers allow viewers to pause, play, fast-forward, rewind, or rewatch shows as often as they like. Popular On-Demand providers include Netflix, Disney+, HBO Max, and Amazon Prime Video.
- Live streaming. Live video streaming lets subscribers watch live entertainment like local news, sports, and TV shows. Features such as video recording, pause, and rewind vary by provider. Popular live streaming platforms include Twitch, YouTube Live, and Hulu Live.
- On-Demand and live streaming. Many providers with live streaming also offer On-Demand content. This means you can watch live shows as they are broadcast, go back and watch them later or browse On-Demand content to watch whenever you like.

For more info on streaming, go to <https://www.itc-web.com/services/residential/internet>.

WHAT DO I NEED?

- ITC's Fiber-Fast Internet.
- A streaming device, such as a Roku Stick, Smart TV, computer, or tablet.
- A subscription or an account with a streaming service.



THE NEW SPAM FILTER

By Michael Martinell, Network Broadband Technician

Since the conversion to the new spam filter is complete, now is an excellent time to look at the new Spam Quarantine Report (pictured in the lower right.) This report is very similar to the old Daily Digest; however, there are a few interesting additions. Like the previous format, the new report contains a listing of emails marked as suspicious and held for your review. It also gives you the option to deliver the email to yourself.

In addition to the ability to deliver an email, you can also choose to delete it from the spam filter. In this case, the message will be recognized as spam if you receive a similar message again. When you decide to deliver a message, it is sent to your inbox. If you allow the message instead, you will help train the spam filter not to quarantine similar messages in the filter. When you delete a message from your spam report, it helps to train the spam filter to recognize future spam messages like those you deleted.

If you receive a spam email in your mailbox that the filter missed, you can forward it to spambank@spamtitan.com to report it. The best way to do this is to forward it as an attachment, so the envelope is sent along with the message. In a program like Outlook, start a new email and then drag and drop the bad message into it. If you are using <https://webmail.itctel.com>, click the Mark button, and then click Add Email(s) to Blacklist.

The spam score is a new bit of information on the spam message list. This score may help you determine if a message is spam or if the system wasn't sure and is being cautious. The best and most trusted email score will be close to, or even less than, zero. The higher the number, the more suspicious the message is.

Another useful feature is the commands built into the bottom of this report. You can change this report's delivery frequency if you want, but many customers find that once a day is about right.

You can also change what is contained in your report and get either a list of all spam messages or just the new ones. If you want to get a new report after receiving your daily report, you can select the option to send an immediate report with either all emails or just the new ones since the last report was sent.

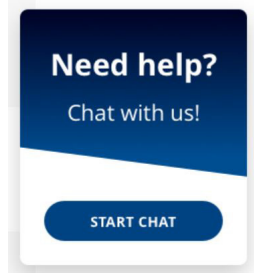
Note that if you do turn your report off and decide you want to receive it again, log into the webmail at <https://webmail.itctel.com> and click on the Email Filter link in the black bar. You can change your report settings by clicking the Settings tab and then the Quarantine Report Settings tab. While in the filter, you can look at your emails from the past several days under the Report tab. To ensure you are seeing everything, click the Display Settings tab and turn off (uncheck) the "Only show messages for local cluster node" check box.

With your spam report and logging into the email filter, you can manage your email and train it to do what you want.

CHAT WITH US

By Holly Stormo, Marketing Communications Specialist

ITC has had a chat feature on our website for over seven months. During the business hours of Monday-Friday, 8:00 AM-5:00 PM, you can chat with ITC staff. Have a quick question about the online application or service that ITC offers? Click on the chat! This is an excellent option for people who have a website question or don't want to call to get help.



To chat with customer service, watch for the box (pictured above) to pop up on the website. If you don't see, click the chat icon in the bottom right. Then click the Start Chat and ask your question!

For after-hours help, you can always call the 24/7 Help Desks at 1.888.217.5718 for Internet or 1.800.455.5958 for TV.

ITC PAYS GROSS RECEIPTS TAXES

Interstate Telecommunications Cooperative, Inc. will be paying the 2021 Gross Receipts Taxes of \$997,533.48. These taxes are due before August 1. Gross Receipts Taxes are paid to the State of South Dakota. The state will then disperse them to the appropriate school districts. No Gross Receipts Taxes are paid in the state of Minnesota. Real Estate Taxes are paid instead, with this year's amount totaling \$1,652. The Minnesota taxes were paid this past April.

Here is an example of the new Spam Quarantine Report.

