



Bell Ringer

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ITC SCHOLARSHIPS

Going to college this fall? The ITC Telecom and Dean E. Anderson scholarships are available to assist with some of the financial burdens. If you live in the ITC service area, now is the time to check with your school about this scholarship!

ITC offers twenty-four Dean E. Anderson scholarships to high school seniors who plan to attend a post-secondary institution in either South Dakota or Minnesota. Each scholarship is worth \$700 and will be awarded this spring. The scholarships were created to assist seniors who want to continue their education.

Scholarships will be awarded to one graduating senior from each of the twenty-three school districts in the ITC service area. Scholarship applicants' parents or guardians must maintain at least one ITC service (Phone, Internet, or TV). Students must plan to attend a post-secondary institution located in either South Dakota or Minnesota.

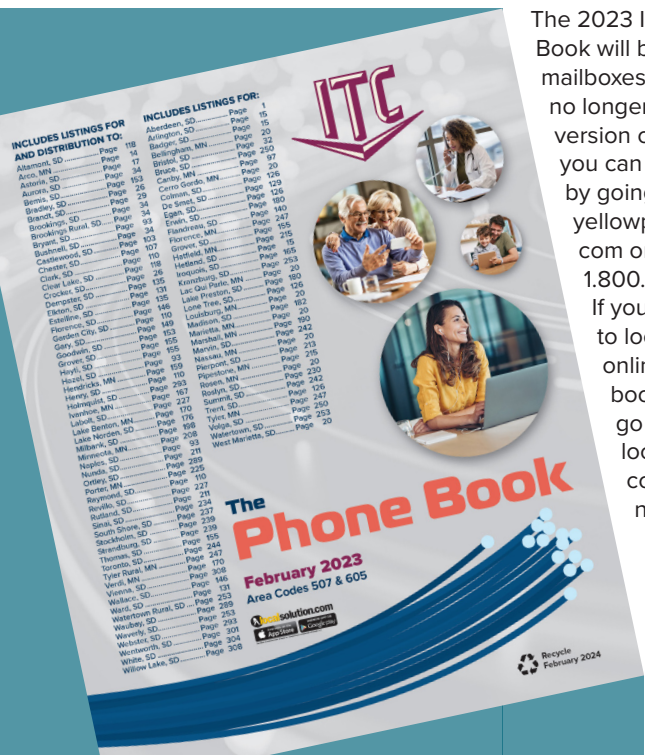
One \$700 scholarship will also be awarded to a graduating senior who attends a school other than the school in the district where they reside due to open enrollment. This student's parents or guardians must also maintain at least one ITC service (Phone, Internet, or TV) to be eligible for this scholarship.

Please pick up an application packet from your school counselor or print it from our website at www.itc-web.com/about/community-involvement. For additional information and a complete listing of terms and conditions, go to the ITC website at www.itc-web.com. Completed applications must be submitted to your respective high school principal/counselor for review by March 4. Open enrollment applications are also due to the ITC Clear Lake office by March 4.

If you have a student who plans to go to a post-secondary institution, encourage them to check out the scholarships offered by ITC!

THE 2023 PHONE BOOK

DO NOT CALL REGISTRY



The 2023 ITC Phone Book will be in mailboxes soon. If you no longer want a print version of the book, you can opt-out by going to www.yellowpagesoptout.com or calling 1.800.343.8086. If you prefer to look at the online phone book option, go to www.localsolution.com. Enjoy the new book!

The National Do Not Call Registry was established by the Federal Trade Commission to offer a choice of receiving telemarketing calls at home or on your cell phone. You can call or go online to register or remove a number from the National Do Not Call Registry. Registration is free. Telemarketers have 31 days to remove your number from their call lists.

To register by phone or verify a number on the registry, call 1.888.382.1222 or TTY, call 1.866.290.4236 from the phone you register.

To register online or verify a number on the registry, go to www.donotcall.gov. If you register online, you will receive a confirmation email from donotcall.gov. You must click on the link in the email within 72 hours to complete your registration.

With the Do Not Call Registry, you may still receive political, charitable, debt collection, information, and telephone survey calls. A company can still call if you've recently done business with them or permitted them to contact you. A company must honor your request if you ask them not to call.

Phone numbers placed on the National Do Not Call Registry will remain permanently on it unless you ask them to remove it.

THE BEST SPEED EXPERIENCE

By Michael Martinell, Network Broadband Technician

As you may have read in last month's Bell Ringer, ITC is excited that we are rolling out faster Internet speeds for all customers. These speeds, in many cases, will double your existing Internet download speed. This is great news for streaming high-quality content to multiple phones, tablets, and computers. With the new Internet speeds and an ITC Blast Wi-Fi router, you can stream 4K video, still have room to play online games, and even get some work done.

Why am I not seeing the faster speed on my device?

You might not see the fastest possible speed on a particular device because that device's hardware can't run at the new speed. The wireless antenna on your device may only be capable of connecting at 50 Mbps, or perhaps the device's wired ethernet card is only 100 Mbps. If you have several devices like this, you can still take advantage of the speed increase because you can run more devices simultaneously. Your operating system can help determine your device's connected speed. For example, in Windows 10, you can click the Start button, "Settings," and click "Network & Internet." Finally, click the "View your network properties" and look for the "Link Speed (Receive/Transmit)" entry.

Why can't my device connect at the new speed?

As router wireless technology improves, so do the speeds. Unfortunately, our devices can usually only support the wireless technologies they were shipped with. For example, if you have a device that only supports 802.11g, you will typically only see around 20 Mbps on that device. If your device supports 802.11n, you may see a connection speed of approximately 50 Mbps. The 802.11ac wireless devices have a better chance of connecting at around 100 Mbps. If your device has the latest standard, 802.11ax, you will likely get between 100 and 400 Mbps if the conditions are good. These speeds are much slower than theoretical speeds but are what has been measured in the real world.

What can affect a wireless connection?

Interference from other electrical devices and even how far away your device is from the router are two common culprits that can limit your measured speed. Sometimes moving the device a couple of feet can help. If a device supports 5GHz and is close enough to the router, you might have a better experience. This is because the 5GHz wireless spectrum has more channels and less overall interference. The downside is that it has a shorter range when compared to the 2.4GHz signal.

Should I use a wired connection?

One way to take full advantage of your new speed is by using a wired ethernet connection. Wired ethernet connections do not suffer from many of the same problems as wireless. Interference is much less, and distances are also further. You should check the network card in your computer, though, as it might only work at 100 Mbps. Your Windows or Mac operating systems can show you if you have a 100 Mbps or 1 Gigabyte network card.

If you have questions about your new speed, figuring out why your device isn't connecting, or want to check into a new Blast Wi-Fi router, give ITC a call at 1.800.417.8667.

PAYING YOUR BILL

By Holly Stormo, Marketing Communications Specialist

ITC University is back with an online class on the different ways to pay your ITC bill. We will review the ITC eBill app and other ways to pay your bill online. Go to www.itc-web.com/news to view the class. You can watch this class at your convenience. To pause the video on your mobile device, tap the screen. To pause on a computer, move the mouse over the video until the pause button appears.

Besides the traditional ways of paying a bill by mailing a check, paying in person, or over the phone, see the chart below for other options that would save you some time!

Ways to Pay Your Bill

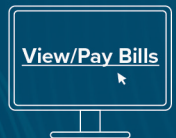
ITC eBill App

Download the app from either the Apple App Store or Google Play Store by searching "ITC eBill". You can use the app to review past invoices from ITC, pay your bill, review past payments to ITC, access phone numbers in the ITC telephone directory, and more.



Pay Online

Visit www.itcebill.com/estatement/login, scan the QR code to the right, or go to our main website and click "View/Pay Bills" at the top of the page to log in to your ITC account. Here you can pay your bill, review past invoices from ITC, review past payments to ITC, and more.



Sign up for Auto-Pay

When you enroll in Auto-Pay, your bill amount is automatically deducted from your account every month. Get a one-time **bill credit of \$20** for signing up for both Auto-Pay and Paperless. Sign up today in the eBill app, online, or by completing the form on the back of your monthly statement.



WATCH OUT FOR PEDESTALS

Watch out for pedestals when removing snow. They are a distribution center that provides fiber-optic services to you and your neighbors. These pedestals offer network access to emergency, cellular, TV, and broadband services. If one becomes damaged, services could be affected. Don't be the cause of an outage. If you come across a damage pedestal, please call ITC at 1.800.417.8667.