# LET ITC HELP YOUR BUSINESS

Whether you run a large or small business, ITC has several solutions to assist you with your network. The Managed Services offered by ITC allow you to focus on your business and leave the IT work to ITC.

Managed IT services provide businesses with various technology solutions, ensuring your IT environment runs smoothly and securely. These services encompass various critical functions, such as cloud-based phone systems for seamless communication, prompt attention to day-to-day technical issues, and protection of your networks from unauthorized access and cyber threats.

By outsourcing these tasks to ITC, businesses can focus on core operations while ensuring their systems are maintained, secure, and optimized for performance. This proactive approach enhances operational efficiency and reduces the risk of costly downtime and security breaches.

*Here are some of the Managed IT services that ITC offers:*

1. **Hosted Voice**
   ITC Hosted Voice is managed via the cloud through our secure local data network. There is no costly hardware to purchase, thus eliminating the burden of making large upfront investments. The phones will be leased and managed by ITC.

2. **IT Support**
   ITC's technicians will assist you with your IT planning and decisions. Technicians will deploy, maintain, and support the hardware and software within your infrastructure.

3. **Managed Firewall**
   ITC Managed Firewall provides continuous security monitoring. ITC offers managed firewalls, managed switches, and managed wireless access points customized for your needs.

4. **Endpoint & Anti-Virus Protection**
   Sophos Endpoint Protection makes it simple to secure your Windows, Mac, and Linux systems against malware and other endpoint threats. It integrates proven technology like malicious traffic detection with real-time threat intelligence from SophosLabs to help you prevent, detect, and remediate threats easily.

5. **ITC Backup**
   We offer a secure, local cloud backup option with support from ITC. We provide backup options for workstations, servers, VM servers, and databases. You can monitor and manage backups via a web-based dashboard.

By partnering with ITC, businesses can reduce risks, enhance productivity, and allocate resources more effectively, allowing you to focus on growth and innovation while your technology is expertly managed behind the scenes. For more information on ITC's Managed IT, call 1.800.417.8667 or visit www.itc-web.com/managedservices.

# PROTECT YOUR CREDIT CARD ONLINE

*By Michael Martinell, Network Broadband Technician*

As the holiday season approaches, many of us are preparing to shop online for the perfect gifts. While this convenience has transformed how we buy, it also opens the door to potential risks like online credit card fraud.

One of the best ways to stay safe is to use a credit card for online purchases instead of a debit card. Credit cards offer federally mandated protections that make them safer options. Credit card companies can step in on your behalf if there's a problem—whether it's fraud or an issue with a purchase.

It's also important to be cautious of deals that seem too good to be true. With the lingering effects of supply shortages during the holidays, many shoppers may be drawn to unfamiliar websites offering brand-name items at steep discounts. But this can be a trap. For instance, if you find a luxury handbag or popular tech gadget listed for a fraction of the usual price, take a step back. Before making the purchase, do a quick online search of the seller's name with terms like "scam" or "complaint." If the website is legitimate, it should have positive reviews and security features, such as a lock icon or "https" in the web address during checkout.

Consider using a virtual credit card to add an extra layer of security. These are temporary card numbers generated by your credit card company for online purchases. When you shop using a virtual number, the merchant never sees your actual card information. So, if a website you've shopped on is hacked or turns out to be fraudulent, your real card details are safe.

The Better Business Bureau is informing us of a new scam called the Card Decline Scam. When you are shopping online, your card comes up declined. If you try another card, you are just giving another card's info to the scammers. If you check your statements afterward, you may notice charges you didn't make. If your first card is declined, do not enter a second one. Please monitor your account and report any charges you didn't authorize. Also, follow the safety tips above and make sure you are on the right website. If you are on a site like Amazon, where you already have an account, you should not have to enter your account info and card number again. Also, check for the "https" in the web address.

You can enjoy your holiday shopping without falling victim to online card fraud by staying cautious and taking a few simple steps. Stick to trusted websites, use credit cards for extra protection, and consider options like virtual cards to safeguard your information. If you have questions about fraudulent websites or scams, please contact ITC at 1.800.417.8667.

Happy shopping, and may your holiday season be both merry and secure!

# CANVA FOR NOVEMBER

*By Holly Stormo, Marketing Communications Specialist*

Canva is a user-friendly graphic design platform that allows you to create a wide range of items, including social media graphics, presentations, posters, infographics, and more.

It offers a drag-and-drop interface with a huge library of templates, fonts, images, icons, and illustrations, making it an easy program for all skill levels.

Come learn about Canva and discover how easy it is to use. Classes will be held in Clear Lake, Milbank, Webster, Brookings, and Ivanhoe. For dates and times, please visit www.itc-web.com/itcuniversity.

# BROADBAND LABELS

The Federal Communications Commission (FCC) requires providers, like ITC, to create and display an accurate broadband consumer label for each stand-alone broadband Internet access service they currently offer for purchase. Each label must be prominently displayed at the point of sale, publicly available, and easily accessible to consumers. What you will find on the broadband label:

- Service Plan Name: The package name and speed will be displayed at the top of the label.
- Monthly Price: The base monthly price for stand-alone broadband service will be included along with itemized additional discretionary fees and taxes that will apply.
- Contract Terms: If there is a contract, this will display the length of any contract term and applicable early termination fees.
- Additional Charges: There is a list of recurring monthly fees, one-time fees at the time of purchase, and any charges for data usage exceeding the plan's allowance.
- Performance Information: The label lists typical upload and download speeds, typical latency, and a link to detailed network management practices.
- Privacy Policy: Included on the label is a link to ITC's privacy policy.
- Glossary Link: The label will provide a link to the FCC's glossary of terms used on the label.

To view ITC's broadband labels, go to www.itc-web.com/getservice.

## Broadband Facts

**Interstate Telecommunications Cooperative, Inc.**

Multitasker - 250Mbps/250Mbps

Fixed Broadband Consumer Disclosure

$

**Monthly Price**

This monthly price is an introductory rate.

This monthly price may require a contract. A contract is required in an expansion area if new fiber construction deems a contract necessary.

Link to Terms of Contract

https://www.itc-web.com/contract

**Additional Charges & Terms**

**Provider Monthly Fees**          Plans St

Optional Wireless Router

**One-time Fees**

Service Order New Customer

Deposit

Package Change Fee

Early Termination Fee (More Info)

Government Taxes

**Discounts & Bundles**