

# The Communicator

News from your local coop to keep you connected.

August 2018

## New Manager

The Board of Directors are pleased to announce the hiring of Jill Fishbaugher as General Manager/CEO for SGC. We've selected a very strong and talented leader at a time when Spring Grove Communications is in a very strong position, yet faced by an exponentially increasing pace of change in this industry. Spring Grove Communications' role in the digital transformation of our community and surrounding area has never been more important. Jill thrives in a highly dynamic environment. We expect her to support and strengthen the strongest aspects of our organization and disrupt aspects that hold our employees efforts back. Jill's ability to translate vision and strategy into an executable course of action will bring our employees' and members into sync. She is a champion of our coop's core values and vision. She has a known ability to inspire, energize, and connect with employees, partners, customers and local leaders. As we enter our next chapter, Jill will be an impactful and exciting leader at SGC.

Jill has been our accountant and financial analyst for over 10 years. She has fulfilled this role in conjunction with her duties at Harmony Telephone. Jill's career preceding telecom spans an exciting array of fast paced and dynamic business environments across the country. Those experiences accumulate and contribute to skills that she brings to SGC.

## SGC-TV

Some time has passed since we upgraded our TV software. Have you had time to adjust to the new layout and learn the new features? Have you stopped in and picked up your free black remote? If you have the new black remote have you checked out the weather? If not, you can do so by pressing the red button for current conditions – from there you can press the green button for the forecast and the yellow button for the radar. The radar is pretty handy when you want to see how long the storm will last. You can also access tutorial videos by pressing the 'on demand' button on the black remote. If you have any questions on how to do something with your TV service from SGC please do not hesitate to call us or stop in our office. We are here to help you and want you to enjoy your service.

## Open Highway

SGC is proud to offer customers broadband with no download or upload limits giving you an open highway to the internet. What does that mean? It means no surprised "data overage" charges on your bill. Some service providers put a limit on how much a customer can download or upload, similar to your cell phone data limits.

### What does download mean:

Download simply means your computer is receiving data from the internet. Example: when you are watching a movie or TV show on Netflix your computer or smartTV is downloading data for you to view.

### What does upload mean:

Upload simply means data is being sent from your computer to the internet. Example: sending email, posting photos on social media and using webcams.

## Coffee & Conversation

The Board of Directors and employees of SGC invite you for coffee and conversation to meet Jill, the cooperative's new GM/CEO.

**WHEN:** Wednesday, Aug. 15th

**TIME:** 1:00pm - 4:00pm

**WHERE:** SGC Lobby



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## Is Placement of Your Router Important?



Where your wireless router is placed in your home is very important. Think of your wireless router like a light bulb; when you turn it on you want it to shine as far as possible. To get the best coverage, you should think about where in your home you will use Wi-Fi the most. You will want to place the router near that area. Keep in mind, placing a router near appliances like cordless phones and microwaves can affect the performance of the router. Your wireless router will need to be out in the open, not in a cabinet or under a desk, for it to give you the best signal it can. Also, keep in mind the signal from your router

weakens as it travels through walls or other items to reach you. Wireless extenders can be purchased to help transmit your wireless signal to the weaker areas of your home.

Please give us a call if you have questions on how to improve the wireless signal in your home.

## All The Speed You Need

We recently revamped our internet speed packages to bring our customers broadband speeds that best suit their needs at an affordable price. We understand internet access has become important in our everyday lives. Many of us have thermostats, fire alarms and security cameras that require internet access in our home or business to alert us if there is any problems or if we want to access them remotely. Having a faster, more reliable internet connection aids in everything we do on the internet. Working from home, looking up a recipe for supper, researching how to do household repairs or DIY projects, gaming, watching Netflix, streaming music, the list is endless. We know having a faster connection to the World Wide Web makes everything we do on the internet more enjoyable especially when you have multiple people in your home accessing the internet at the same time.

**New speeds and pricing are:**

<b>Download</b>	<b>Upload</b>	<b>Price per Month</b>
15Mbps	15Mbps	\$45
30Mbps	30Mbps	\$60
60Mbps	60Mbps	\$100

Not sure what internet package you currently have? Think you might need a faster connection? Give us a call. We can also bump you up to the next level for a 7 day trial period. With school starting you will want to be certain you have all the speed you need.



Are you signed up for SmartHub? If not what are you waiting for? SmartHub is easy to set up and log into. With just a couple of clicks ...or taps if you are using the app on your tablet or smartphone, you are able to view your billing history, make payment instantly or schedule a payment and you can report a problem without having to call the office. SmartHub is available to you 24/7.

SmartHub is easy to sign up for and easy to use. If you have any questions or would like help navigating through SmartHub please contact us – we are here to help you.