

# The Communicator

News from your local coop to keep you connected.

August 2023

## ***PAY YOUR BILL ONLINE!***

With SmartHub you can easily make and manage your payments online or through the app. The app is available in the Apple App Store & the Google Play Store and you can access it online from our website at [www.yourlocal.coop/smarthub](http://www.yourlocal.coop/smarthub). If you need assistance setting this up, please give us a call!

- View and pay your bill online
- Set up automatic payments
- Update your billing information
- View previous bills
- Report service trouble



## ***WHY ARE MY INTERNET SPEED TESTS SLOWER WHEN I RUN THEM OVER WI-FI?***

Testing your internet speed over Wi-Fi is impacted by many things. When doing so, consider the following:

- What is the type and age of the router you are using? An older router may not support the speed you subscribe to.
- Do you have the latest firmware and software updates on your router? This is important for both performance and security.
- What is the maximum speed the device you are using will support? If you are using an older device, it may not be capable of receiving the speed you pay for.
- Is there a chance you have a virus or malware on your device?
- Do you have other things running on your device while you're running the speed test?
- How far are you from the router? Do you have full signal?

All of these situations may cause slower speed test results over Wi-Fi. The most accurate speed tests come from bypassing the router and connecting directly to a computer. If you're in need of a new router, we've got you covered!

## ***SEE OUR TEAM AT UPCOMING EVENTS***

**Aug. 13:** Lime Springs Sweet Corn Days Parade in Lime Springs, IA

**Aug. 18-19:** Farmers Market at the Houston County Fair in Caledonia, MN

**Aug. 20:** Protivin Czech Days Parade in Protivin, IA

**Aug. 26:** Norman Borlaug Harvest Fest Parade in Cresco, IA



## ***STREAMING OPTIONS AVAILABLE!***

Check out our new GoTo>TV website at [www.gototv.us](http://www.gototv.us) to see channel line-ups and FAQs! We are excited to have this option available for those who would rather stream than have a set top box. Self-installations are available!



**Your Local Technology Headquarters**

507-498-3456 - [contactus@sgc-coop.com](mailto:contactus@sgc-coop.com) - [www.yourlocal.coop](http://www.yourlocal.coop)

*This institution is an equal opportunity provider and employer*

# BACK TO SCHOOL

It's already time to start thinking about back to school! Is your Wi-Fi working as it should? Do you need more speed? Want to control the Xbox or when other gaming devices can access the internet? Need to set time limits for your children's devices? Looking for virus protection for all devices on your network? We've got everything you need to keep up with schoolwork at home and to make sure everyone stays on task! Give us a call at 498-3456 to see what we can do to help fit your online needs.

## **SAVE UP TO \$30/MONTH ON YOUR INTERNET!**

The Affordable Connectivity Program (ACP) is a Federal Communications Commission program that helps connect families and households struggling to afford internet service. This benefit provides a discount of up to \$30 per month toward broadband service for eligible households.

Eligible households can enroll through Spring Grove Communications or directly with the Universal Service Administrative Company (USAC) using an online or mail in application.

You can learn more about the benefit, including eligibility and enrollment information, by visiting [www.fcc.gov/ACP](http://www.fcc.gov/ACP), or by calling 877-384-2575.

Ever wonder what the colored flags are that you see in yards around town? Utility color codes are used to identify existing underground utilities in construction areas with the intent of protecting them from damage during excavation. This is done with either flags or a special spray paint.

### **Remember to always call 811 before you dig!**

WHITE	Area of proposed excavation
PINK	Temporary survey markings
RED	Electric
YELLOW	Gas, oil, steam, propane
ORANGE	Communications, CATV, Fiber
BLUE	Water
PURPLE	Reclaimed water, irrigation
GREEN	Sewer

via [www.gopherstateonecall.org](http://www.gopherstateonecall.org)