

The Communicator

News from your local coop to keep you connected.

June 2018

SGCTV Upgrade

An upgrade to our video system took place on March 20th. We are aware some of the new exciting features are not working as consistently as they should. We promise you we are actively working with vendors to resolve these issues and we appreciate your patience.

The upgrade offers improvements and enhancements that you will enjoy.

- What's Hot App: shows the most popular programs
- Weather App: gives current weather conditions, a 5-day forecast and animated radar
- Multi-Stream DVR Capability: allows you to record multiple programs at the same time, with DVR service
- Restart TV: if you miss the beginning of your favorite show you can easily go back to the beginning and catch what you missed
- Guide Customization: modify the guide to display the number of channels you prefer to see at one time, which adjusts the font size
- Parental Controls: restrict or control what content can be viewed (or purchased), not just by the specific program, but by the entire channel
- DVR Folder Management: easily search for content, based on category

You will need a Black Potenza remote from us to access any feature that requires you to press a green button. If you have not already stopped in our office to pick up a new Black Potenza remote, you may do so Monday – Friday 8am – 4:30 pm. We will give you everything you need to program your new remote. We will also take you through the improvements and enhancements the upgrade has to offer.

You may keep your current (silver) remote as it will continue to work without the green button. If you decide you no longer want the silver remote, you may drop it off at our office and we will recycle it.

What is Auto Pay?

...convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month.

How do I sign up? Go to www.yourlocal.coop and click on the SmartHub logo- follow the instructions from there. If at any time you have questions give us a call, we are here to help you. If you want Auto Pay but don't have a computer you can stop in and we will sign you up.

Benefits of SmartHub

Where to begin? SmartHub has many great benefits. Customers can Pay Now if not enrolled in Auto Pay, can view billing and payment history as well as bill inserts. You can also report a service outage or problem by clicking on Report A Problem. Prefer to use a smart phone instead of a computer? No problem. We have an app for Android and Apple. All you have to do is go to the Play Store for Android or App Store on Apple products and download the SmartHub app. Give it a try, you won't be disappointed.



Your Local Technology Headquarters
507-498-3456 • sgc@springgrove.coop • www.yourlocal.coop

Best Internet in Town Just Got Better

We strive to bring you, the cooperative member, the best broadband service possible. With fiber optic cable throughout our entire service area we are able to deliver the broadband speed you have been looking for. Faster speeds allow for: keeping on top of social media, faster surfing, connect and use multiple devices at the same time, work from home, stream your favorite movie or TV show, gaming and of course a better experience. Oh and did we mention NO DATA CAP! Yep, internet with SGC is UNLIMITED DATA!



Current Internet Speeds				New Speeds & Pricing Effective July 1st		
Download	Upload	Price		Download	Upload	Price
50Mbps	10Mbps	\$99.95	<i>becomes</i>	60Mbps	60Mbps	\$100
25Mbps	5Mbps	\$59.95	<i>becomes</i>	30Mbps	30Mbps	\$60
15Mbps	3Mbps	\$49.95	<i>becomes</i>	15Mbps	15Mbps	\$45
5Mbps	1Mbps	\$39.95	<i>No change</i>			

Life in the Fast Lane



Not only are we increasing our current internet packages, we are also working toward becoming a GIG community. What does that mean for you? Life in the fast lane! When your internet speed is a GIG (1000Mbps) you can do everything you do now but faster...much much faster. Imagine clicking on an image or accessing a webpage and BOOM, it's right there. Communicating via Skype or Facetime without lags, playing your favorite online games with no delays. Backing up your important computer data and pictures to the cloud in no time and watching 4K and HD videos with no trouble. Keep an eye open for more information on your local cooperative becoming a GIG community.

Storm Season Reminder

Lightning storms can really do some damage to electronics. It is a good idea to protect your TV, computers and other electronics by plugging them into surge protectors. It can be difficult to tell if you have a power strips or surge protector since they look alike. It should say surge protector or surge suppressor somewhere on it. If it does not, chances are you have a power strip and may want to invest in a surge protector. In reality, the best way to protect all your electronics is to unplug all your devices from power outlets prior to the storm arriving.

Changes to Showtime

Showtime now offers:

Channel 565 - Showtime Next East (was Showtime W)

Channel 566 - Showtime Family Zone East (was Showtime 2W)

Channel 567 - Showtime Women East (was Showtime Showcase W)

Channel 568 Showtime Extreme W is no longer available.

For more information on Premium channels offered, visit our website at www.yourlocal.coop.