

# The Communicator

News from your local coop to keep you connected.

September 2020

## Telecommuter Forward!



We are pleased to share with you that Spring Grove is among 23 communities in Minnesota recognized by the Governor as Telecommuter Forward! Certified.

What does this mean? Spring Grove is committed to improving the quality of life to its residents and encourages economic vitality. This would not be possible if we did not have fiber throughout our service area. Spring Grove Communications is committed to providing reliable, high speed internet access to our community for successful telecommuting.

***We are a Pretty. Neat. Small Town.***

## Employee Spot Light



We are pleased to introduce to you Nicole Schulte. Nicole joined our team in August as an Administrative Assistant. Nicole and her husband, Reggie of nearly 15 years, live near their family farm between Waukon and Dorchester. They have three children: Reid -13, Claire -12 and Jakob -10 and a soon to be one-year old teddy bear puppy named Ruby. Nicole enjoys chauffeuring her children to sporting events, boating on the Mississippi, UTV rides and campfire

cooking at their camper in the woods. Nicole was working at a publicly traded power company for nearly two decades and is excited to work for our cooperative where the member-owners are friends and neighbors. *Welcome Nicole!*

## Wednesday Evening Excitement

Check out SG Farmers Market Wednesdays from 4-7 pm on Maple Drive. You will fall in love with items available to purchase such as local produce, fresh meat, eggs, and honey.

***New and exciting items made or grown locally each week.  
SG Farmers Market is every Wednesday from 4-7pm now until October 28th***

## Our Door is Open!

Our door is open, and customers are welcome to pop on in. However, upon entering our building all staff and customers must wear a face covering. We also have hand sanitizer available for our customers as you enter our lobby. We continue to monitor the spread of COVID-19 and conditions from government agencies and safety officials. The health of the community we serve remains our top priority. As we provide support to our customers, we continue to ask a series of health safety questions before dispatching our technicians. Our technicians will wear a mask upon entering your home and will respect social distancing while in your home.

## School Days

No matter what age the students are in your home, it can be a struggle to keep them focused on their schoolwork. Although we may not be able to help with all distractions, one we can help with is the use of video games and social media sites. Parental Controls can be set up with SGC Whole Home Wi-Fi giving you control of when devices on your home network can access the internet. Help your students start out the school year right, call us **TODAY** to set up Parental Controls on your SGC Whole Home Wi-Fi.



**Your Local Technology Headquarters**  
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## Annual Meeting Update

Our Annual Meeting scheduled for March was postponed due to the pandemic. For the safety of our members and staff and to comply with local, state and federal health guidelines related to the COVID-19 pandemic, the Board of Directors of Spring Grove Communications has opted to not go forward with an in-person Annual Meeting for 2020.

Three seats on the Board of Directors have terms that expire this year. A mailing will be sent

## Does Your Wi-Fi Suck?

Do you or your kids ever say “*MAN, our Internet SUCKS*” or “*I wish we had better Wi-Fi.*”

Whole Home Wi-Fi through Spring Grove Communications is the solution to the “*internet sucks*” or “*wishing for better wi-fi coverage*” frustration. Seriously, our Whole Home Wi-Fi solution can give you Wi-Fi coverage in every area of your home and even outdoors. We have the tools at our fingertips to proactively troubleshoot network issues before they become an issue for you. You too can have tools at your fingertips to troubleshoot if you choose to. Imagine being able to see ALL devices connected to your network! Imagine being able to “kick” a device off your network OR better yet set up a profile for a device to only have permission to connect to your Wi-Fi during certain times of the day. Yep, you can do that with one of our routers, it is called Parental Controls. We also have Network Security available to help protect your devices from viruses, malware, phishing schemes and much more.

## The Commute

Is your commute to work down the hall to your home office? Are you not sure if you have enough bandwidth to work from home? Is it an option for you to work from home but you are not sure how to get set up? Working from home can save companies time and money. If your employer has given you the option to work from home, we can help make sure you have the bandwidth

to all members in September, this mailing will include a ballot with nominees to fill the three open seats.

Please call our office if you would like a copy of the Cooperatives financial’s usually handed out at the in-person Annual Meeting.

## #COOPSTRONG

STOP being frustrated with your Wi-Fi! Give us a call so we can help you with ALL your Wi-Fi frustrations.

**Please note:** There are a lot of factors involved in receiving satisfying Wi-Fi. Routers can be the issue, that is why we recommend our members lease a router from SGC. The distance the device is from the router can be an issue, the material of the walls the signal must go through, appliances such as microwaves, baby monitors etc., can all interfere with a Wi-Fi signal. The tools available with Whole Home Wi-Fi aides in troubleshooting so we can ensure our members have the best broadband experience possible!



**Smart Tech Services**  
*is here to assist you with all your technology needs!*

you need to be successful. Our Whole Home Wi-Fi router has traffic management capabilities. What does this mean? We can prioritize your VPN connection as well as the video chat platform your company uses to keep employees connected. This is important, especially if you have others in your home using the same Wi-Fi you are.