



Huxley Communications Now Delivering Internet Speeds up to 100Mbps

High speed internet, which first appeared in the mainstream over 20 years ago, has now hit a milestone in Central Iowa. **Huxley Communications recently began offering premium download speeds up to 100Mbps.** “It appears we are one of the few in the country offering this type of service and probably the first internet service provider in the state of Iowa to deliver this level of bandwidth to a customer,” remarks Mike Leeds, Sales and Marketing Specialist for Huxley Communications.

The premium service, which is designed for and marketed to business customers is available only in certain areas which are in the Fiber-to-the-Home (FTTH) service areas. The first customer to receive this premium service was Kreg Tool Co., located in Huxley. Kreg Tool is one of the largest, locally-owned employers in the area and specializes in the manufacturing of woodworking specialty products. “We are real happy with the service from Huxley Communications,” says Joe Morphew, Network Administrator for Kreg Tool. “The fiber-optic service has delivered increased reliability, with no downtime. The increased bandwidth allows us to upload our business critical data offsite daily without interfering with the overall performance of our network. Additionally, our end users have more freedom while using the Web and has improved the performance of our VPN software allowing more users to work remotely.”

Huxley Communications provides several premium level internet products for any budget. As a reminder, internet from Huxley Communications is dedicated service to your home or business which means a consistent product for you and your family. Huxley Communications does not require contracts with any of our services and the internet is backed by FREE 24/7 Iowa-based technical support.

For more information on our internet service, including premium levels of service, please visit our website at www.huxcomm.net or call 515-597-2281.



Kreg Tool Co. of Huxley receives a 100Mbps internet connection from Huxley Communications. Pictured is the IT team (left to right) Noah White, Kristen Kane, Joe Morphew, and Penny Soat.

HUXLEY HAPPENINGS



Friday, August 26 – Sunday, August 28
Huxley Prairie Festival

Monday, September 5, Labor Day
Huxley Communications Office Closed

Friday, October 21
Huxley Communications
Customer Appreciation BBQ

CONTACT INFORMATION

Huxley Communications
P.O. Box 36 • Huxley, IA 50124
515-597-2281 or 800-231-4922
www.huxcomm.net
huxtel@huxcomm.net

Free Internet Tech Support
515-597-HELP (4357) • Available 24/7

Report an Outage
515-597-2281

Call Before You Dig
Iowa One Call • 800-292-8989

Gary Clark
General Manager

Connie Patrick
Business Office Manager

Terry Ferguson
Director of Operations

Brant Strumpfer
Plant Manager

SUMMER 2011



Pictured are employees of Huxley Communications handing out Member Reward Checks at this year's annual meeting in March.

Legislative Update

Member Reward Checks

Over the past several months, Huxley Communications has been handing out Member Reward Checks to customers that had local phone service, internet, or long distance in 2010. I have observed many different reactions of joy, elation, and some disbelief from customers when receiving the check.

Your Board of Directors has decided that if you cannot come to our office before August 1, 2011, make arrangements for another pick-up time, or give power of attorney to another individual, your check will go back into operations/funds for future use. No membership reward checks will be mailed out without special arrangements being made. It is imperative for us to get the required tax information and not go through possible unending mailings.

The Customer Care staff has enjoyed meeting many of you for the first time during the Member Reward Check distribution period. The Cooperative deferred allocations are not being used for these checks and your allocations are all intact. If you have any questions on this process, please call our office at 515-597-2281.

The FCC, Broadband, and Universal Service Reform

In an update from previous newsletters, the Federal Communications Commission (FCC) has received many visits recently from communication companies, not only from Iowa, but from most other states too. Each company's visit to the FCC office has emphasized the need to continue upgrades to maintain or expand internet speeds for all business and residential customers. The FCC has appeared to be less than cordial and less accepting of the items presented to them as proof of financial conditions and operating costs. The FCC has also expressed their concern that too many telecommunications companies exist, especially in Iowa.

Many at the FCC believe all communication companies operate at a level that is beyond their means even though various filings have supplied them with many documents that disprove this theory. As far as the FCC's remarks about the number of telecommunications companies operating in Iowa, it may not be apparent to many in Washington, D.C. that the local independent companies offer affordable service in



Gary Clark, General Manager, Huxley Communications

OUR COMMUNITIES without shipping, billing services, financial reporting, or support outside of our state borders.

That LOCAL joy is reflected by many of our customers that want to keep their businesses, employees, and families living in communities that provide the fastest internet speeds possible at affordable rates. According to one of our customers, Ernie Wilkening of Huxley, "Everybody in town should appreciate Huxley Communications and should patronize them."

We thank each of you for being a member in HUXLEY COMMUNICATIONS COOPERATIVE.

Ballard Students Cast Huxcomm Employees in a Promotional Video

Is it a bird? Is it a plane? No, it's a Huxley Communications' technician! Fast response times and superior customer service have always been attributes that can be associated with employees of Huxley Communications, but now you can add "superhero acting" to the list of attributes.

Recently, students of the Ballard High School Media Production class presented Huxley Communications with an idea of shooting a commercial to be placed on the student-run local access Channel 47 before and after programmed events. After some brainstorming, the students came up with a theme for the commercial and began writing a script. Shooting of the commercial began in April and lasted about three weeks and was completed in May. Final production took place the last week of the school year and the commercial was literally finished as the closing school bell rang for the year.

The commercial casts an elite team of "superhero" technicians (Ryan Terrones, Kenton Anderson, and Mike Leeds, all employees of Huxley Communications) that promptly respond to an elderly customer of a competing provider who is having extreme difficulty with her services. The commercial, which is over four minutes long, is more a promotional video that uses humor to exaggerate the responsiveness and dependability of Huxley Communications.

Huxley Communications is a major sponsor of the Ballard High School Media Production Program and its educational efforts by funding the purchase of much of the technological equipment used in the classroom. The Media Production class is responsible for the programming content on Channel 47. The video can be viewed by going to www.huxcomm.net and look under video postings.



Pictured are several members of the Ballard Media Production Class with employees of Huxley Communications.



Calling the Do Not Call List

With telemarketing becoming more prevalent in recent years, more than 137 million consumers have opted to register with the national Do Not Call list. If you're among them, you may have noticed that your registration only affected certain types of callers.

That's because the Federal Trade Commission (FTC) and the Federal Communications Commission (FCC), who administer the Do Not Call list, have limited jurisdiction. As a result, the following groups can still contact you:

- Political groups.
- Charitable organizations.
- Phone surveyors, when their sole purpose is to conduct a survey.
- Companies with whom you have a business relationship—this includes anyone from whom you've made purchases; they can call you for up to 18 months after your last purchase.
- Those who have received written permission from you.

For additional details or to register your phone numbers (including both home and cellphone numbers), visit www.donotcall.gov. Most telemarketing calls should stop within 31 days of your registration.



Dealing With the “Black Bars” on Your TV

Confused about the “black bars” that sometimes pop up on either side of the screen when you watch TV? To help you understand what they are, and what to do about them, we’ll start with the basics of aspect ratio.

The aspect ratio of an image is the ratio of width to height. For example, the 4:3 aspect ratio refers to 4 units wide and 3 units high; the 16:9 ratio means 16 units wide by 9 units high. Conventional TVs, and some small LCD HDTVs, have a 4:3 aspect ratio while widescreen HDTVs have a 16:9 ratio.

TV shows also typically broadcast in either 4:3 or 16:9. Although most new HD programming is in 16:9, a significant amount of TV broadcasts are still sent in the conventional 4:3 ratio. It’s the difference in shape between those two ratios that can result in a “pillar boxed” picture—one with black columns on the left and right of the image—when you watch a 4:3 program on your widescreen TV.

You can keep the black bars on 4:3 sources or decide to make adjustments in the picture to fill the whole screen; it’s a matter of personal preference. Nearly all recent widescreen TVs include one or more viewing modes that fill out the screen’s width by stretching and/or zooming, or stretching the image. Usually there’s a dedicated button on the remote, labeled “Wide” or “Aspect,” that lets you cycle through these options. Since the aspect ratio of the programming you’re watching can change frequently—when you change the channel or even when a new show begins on the same channel—you should get comfortable using this button to get the picture to your liking.

Help from Relay Iowa

What is Relay Iowa?

The State of Iowa offers an important public service called Relay Iowa. Relay Iowa is for everyone, including the thousands of people who are deaf, hard of hearing, deaf-blind, or speech-impaired. Relay Iowa is a program of the Iowa Utilities Board and ensures all citizens have access to convenient, reliable services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in Iowa or the appropriate toll-free number below to connect to Relay Iowa. Give the Communications Assistant (CA) the area code and number. During the relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user. Calls handled by Relay Iowa are held strictly confidential.

CapTel

CapTel® (Captioned Telephone) is ideal for people with some degree of hearing loss and who can speak clearly. CapTel works like any other telephone with one important addition—it displays every word the caller says throughout the conversation. CapTel users can listen to the caller and read the captions on the display window built into the CapTel phone.

How do I apply for specialized equipment?

The Iowa Equipment Distribution Program called Telecommunication Access Iowa (TAI) helps pay for specialized equipment for Iowa residents who are deaf, hard of hearing, or speech-impaired. Qualified individuals can receive a voucher for approximately 95 percent of the average cost of specialized telephone equipment. Go to www.relayiowa.com/tai/ to apply online or call 800-606-5099 V/TTY.