

HUXLEY COMMUNICATIONS

We are your company!

Enjoy the Many Benefits of Paperless Statements

The springtime reminds us of the many ways we can change to make our lives easier, healthier, and more rewarding. But many times we don't consider the little things in life that can help bring simplicity and convenience to our daily lives.

This springtime Huxley Communications encourages you to consider making the switch to paperless statements from Huxley Communications. By switching to paperless billing you will save time and money and also help use less paper, which is always good for the environment.

To sign up for paperless statements, you can simply go to our website at www.huxcomm.net and click on the Customer Control Center link on the homepage. Here you can sign in to the system if you already have an online account or you can create a new online account. Once you log on to the Customer Control Center, you can easily sign up for paperless statements by checking the box under Sign-Up for Paperless Statements. You will then receive an e-mail monthly notifying you that your bill is ready to view in the Customer Control Center. Once logged in, you can then also pay your bill by using your credit card or bank account and securely store your payment profiles for future payments.

The Customer Control Center gives you secure, convenient online access to your valuable account information with many exciting features including the ability to:

- View your current Huxley Communications statement online
- View 12 months of statement history
- Pay by using your credit card or bank account
- Conveniently and securely store payment profiles for future transactions
- View your current balance due, payment history, and account information



If you sign up for paperless statements now through May 1, 2011, you will be entered into a drawing for a chance to win a tree, delivered and planted, courtesy of Huxley Communications! This is available to any customer who is enrolled in paperless statements by May 1, 2011.



HUXLEY HAPPENINGS



Wednesday, February 16 at 2 P.M.
FREE training on Microsoft Excel,
Huxley Communications Office

Wednesday, March 16 at 2 P.M.
FREE training on Social Networking,
Huxley Communications Office

Thursday, March 24
Huxley Communications Annual Meeting,
Ballard High School

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

WINTER 2011

Landlines are Lifelines

All phone services are not created equal. In particular, Internet-based VoIP and wireless phone services simply cannot match the performance of landline service during severe weather and other emergency situations. Huxley Communications wants to make sure your family is able to maintain phone communications in the event of a crisis.

VoIP and wireless services can fail to perform as needed during power outages and 911 calls. Landline connections are still far superior for emergency needs, and we strongly encourage people to stay with, or return to, landline phone service for safety and reliability.

Power Outages

Even when power goes out, your family can count on phone service with a corded landline phone that has no dependency on the power supply. By contrast, VoIP phone service relies on electrically powered equipment such as a modem, phone adapters, and routers. If there's no electricity, there's no VoIP phone service. Similarly, battery-powered cordless phones and wireless phones will eventually cease to work during a power outage when batteries wear out and cannot be recharged. For these reasons, every household should consider maintaining at least one corded landline phone.



Kenny Kling of Kelley

911 Calls

The nation's 911 emergency response system, built in 1967, was based on the expectation that calls for help would come from landline phones. When you call 911 from a landline, your address is automatically displayed and operators can instantly send help to that exact location. The same cannot always be said of VoIP and wireless phone services.

VoIP calling services are not always in sync with city or county 911 locator systems. This can result in emergency operators being unable to see home addresses if users make an emergency call for assistance and are unable to talk or become disconnected.

Wireless phones also present potential problems for emergency response personnel, since they're not associated with one

fixed address. While the location of the cell site closest to the caller may provide a general indication of the caller's location, that information is not always specific enough to deliver assistance in a timely manner.

For safety's sake, we urge you to include landline phone service as a part of your communications mix. For more information, call 800-231-4922.





Jerry Newswander, Pastor at Harvest Fellowship Assembly of God

Local Church Helping With Rising Food Costs

I am Jerry Newswander, Pastor at Harvest Fellowship Assembly of God in Huxley. Our church is located at 509 North US Highway 69. My wife, Linda (who is a Registered Respiratory Therapist), and I have lived in Huxley for over five years. We are both originally from Illinois. We have served nine churches in four states throughout 32 years of ministry. I also serve as Chaplain for Bickford Senior Living assisted living facilities. Huxley is a nice town with good people. We are here to serve people in our local communities and share God's love through our church ministries.

Huxley Communications has helped us with ministry through our high speed internet and phone service. We use Huxley Communications to keep in contact with our parishioners, business associates, and friends; our church is also a host site for Angel Food Ministries. Angel Food Ministries is a nationwide food program for people of ALL income levels who want to save money on their monthly food bills.

We receive a monthly menu from the home office (via internet) located in Monroe, Georgia. Orders are processed through our high speed internet service, and we receive several communiqués each month through the Angel Food home office through our internet system. You can access our church website by going to www.harvestaghuxley.org for a menu and call our information line toll free in the 515 area code by dialing 830-1250.

Our personal, phone and internet contacts with Huxley Communication have been very positive. We appreciate the friendly customer care, prompt service and quick resolutions to any of our questions or concerns. Huxley is a great city in which to live with a wonderful school system, cordial people, and an efficient telecommunications system through Huxley Communications.

Reminder of Customer Service Policies

Under the FCC's rules, telephone companies like Huxley Communications are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). Please remember that we'll follow the policies below when discussing CPNI with our customers:

- When visiting us in person, you will be required to show a photo ID to discuss your account.
- We can only discuss account information with people authorized by the account owner.
- For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss.
- When you call with account questions, we must authenticate you by requesting your pre-established password, calling you back at the telephone number related to your account, or sending the information to your street or e-mail address of record.

If you have any questions or would like additional information on these policies, please contact our office.



Creating Strong Passwords

Imagine the vulnerability of losing your wallet or purse, knowing that someone could gain access to your identity and financial accounts. The same scenario could occur if a criminal obtained your online passwords. With that information, they could potentially use your good credit to open new accounts and max out your credit limit. Criminals having access to your online account would give them the ability to edit your sensitive account information like your mailing address and edit authorized users on the account. In some cases, they may be able to withdraw money from your bank account and apply for loans in your name. Often you may not notice these attacks until it is too late.

Think of your passwords as if they were keys to your home and everything you own. Given their importance, it just makes sense to create strong passwords and then take precautions to protect them. Be aware that password-cracking tools continue to improve and the computers used to crack passwords are more powerful. Network passwords that once took weeks to break can now be broken in hours.

Fortunately, it's not hard to create strong passwords—it just takes a little extra effort. The goal is to make a password appear to be a random string of characters to hackers, but easy for you to remember.

Here's what to do:

Make it lengthy. Each character added to your password increases the protection. It should be 8 or more characters in length; 14 characters or longer is ideal.

Combine letters, numbers, and symbols. The greater variety of characters that you have in your password, the harder it is to guess. Choose from all the symbols on the keyboard, not just the most common characters.

Use a sentence as the starting point. Think of a memorable sentence, take the first letter of each word, then mix up lower case and upper case, and replace some letters with numbers and symbols.

Avoid sequences or repeated characters. Passwords such as “12345678” or “222222” do not make secure passwords.

Don't use dictionary words. Criminals use sophisticated tools that can rapidly guess passwords that are based on words in multiple dictionaries, including words spelled backwards, common misspellings, and substitutions.

Have different passwords for different places. Create strong passwords for any online transaction where your credit is at stake, and one “lightweight” password for online access to resources like magazines and newspapers.

Test Your Password Instantly

Once you've created a new password, find out just how strong it is by visiting: www.microsoft.com/protect/yourself/password/checker.mspx

Simply type in the password you're considering, and Microsoft's Password Checker will instantly rate it from Weak to Best. If yours doesn't rate well, it's back to the drawing board. Keep testing new passwords until you find one that rates highly.



Nancy Riddle of Huxley

Tech Savvy Seniors

Older Americans are now using some technology at rates comparable to younger generations. According to a recent study, “Greying Gadgets: How Older Americans Shop for and Use Consumer Electronics,” consumers in their 50s are as likely to own—or plan on buying—an HDTV as those under age 50. And approximately 80 percent of 60-somethings used a cell phone in the past week, nearly equal to the usage rates of 18-34 year olds.

The study further revealed that “social networking sites among younger age groups is nearly double the older age segments.” But this dynamic is starting to change. Another study, “Women Over 55 Take Facebook by Storm,” revealed that “the number of U.S. women over 55 using Facebook grew by 175.3 percent since September 2008, making mature females one of the fastest growing demographic groups on the social network.”

Meanwhile, ongoing research at the Stanford Prevention Research Center suggests that some applications for technology may be especially appropriate for older users. In a study that appeared in the February 2009 issue of the *American Journal of Preventive Medicine*, researchers showed that “specially programmed PDAs, or personal digital assistants, can encourage middle-aged and older Americans—the most sedentary segment of the U.S. population—into increasing their physical activity levels.” Seniors are also being advised to take advantage of cell phone technology, which can be a critical lifeline in emergency situations.