

An Inside
 Look At
FCTC

The Happenings



 *Proud supporter of the communities we serve, contributing over \$100,000 in the past 10 years!*

REMINDERS



GO GREEN.....

**Sign up FCTC's email
 billing & automatic
 payment options**

Business Hours

Monday-Friday
 8:00 - 4:30

www.fctc.coop

319-476-7800



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 Farmers Cooperative
 Telephone Company**

Payment Options:

Bank Auto Withdrawal
 Auto Debit/Credit
 MC/VISA/DISCOVER
 Cash/Check

FCTC Team Members:

Shelly Franzenburg

General Manager

Stefanie Lorenzen

Operations Manager

Cassidy Schemmel

Administrative Assistant

Technicians:

**Glen Sailsbury
 Tom Richardson
 Barry Carter**



UPDATES TO ONGOING PROJECTS

Cable Conversion

FCTC has successfully converted Dysart town members to the new cable platform, we will resume conversions of the rural areas as well as Clutier following the holidays. Please be patient as we are also learning new software, there are some differences in functionality. For those customers *not* converted, the onscreen caller ID is unavailable at this time. This feature is unable to be utilized on two cable platforms simultaneously, it should however still be working on your phone.

Fiber Project

For this phase of our fiber project, underground construction has been completed. Before we can perform work inside your property, we must first finish splicing fiber at the mains, install equipment outside each location as well as splice outside each property. 2019 was a busy year in our industry causing a shortage of available contractors. We have however received bids for assistance with splicing and installs for the coming year. FCTC technicians have been able to complete some conversions, though not as many as we had hoped. When we are ready to begin inside work, you will receive a call to schedule.

Does the location
 of the router
 help with my
 signal?

!LOCATION! LOCATION! LOCATION!

**BE IN
 THE
 KNOW**

YES! Location plays a large part in connectivity to your router. When living in a multi-level home, consider placing your router on the main level or a central location. This will reduce unused coverage area and eliminate unnecessary distance between the unit and connected devices.

If a router is placed in an upstairs or downstairs corner, the result may be a weaker signal at the opposite end of the house. To maximize the signal do not place a router on the floor or place items on top of it. If your router is more than 3-4 years old, it's likely time for a new one.

Call us- we can HELP!

HELPFUL TIPS:

Ways to Boost Your Signal for Optimal Connectivity

1. Location of your router
2. Is it time to purchase a new router?
3. Power cycle on a regular basis
4. Increase your internet speed (it matters)!
5. Eliminate applications/devices that are connected & consuming large amounts of bandwidth however not being used (ex. multiple cable boxes on, multiple users on Netflix or You Tube, utilizing Alexa while uploading/downloading large files)

