

The Happenings

DEC
2023



www.fctc.coop

fiber optic equipment: **IN THE HOME**

When FCTC converted your home to fiber optics we removed a DSL modem and installed an ONT (optical network terminal). An ONT is a device that connects your home to the signal sent from FCTC. This is most likely located in your basement or where the fiber enters your home/business. For FCTC phone customers there will be a battery back that provides up to 24 hours of power during an outage. These are also available for purchase!



If rebooting of your ONT is required, simply pull the power cord from the ONT and plug it back in.

REMINDER: Your WIFI router may need to be rebooted if you are experiencing buffering or slower speeds. Please follow the same instructions as rebooting your ONT; simply unplug electrically and then plug back in. **DO NOT** hit the RESET button! This will cause your router to be factory reset and will require a technician to reconfigure.

mythbuster: What a Co-op Is and Isn't: Co-op

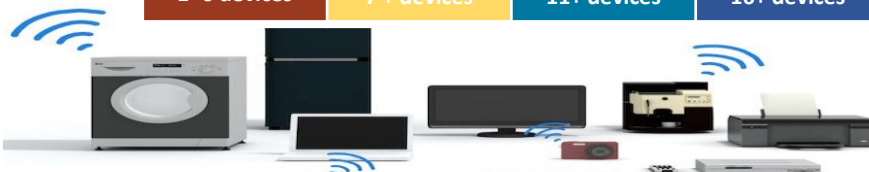
Myth #1: Cooperatives don't pay taxes. **Myths vs. Facts**

Cooperatives pay taxes on non-member business and surplus that is not allocated to member just as any other business. The members pay taxes on the portion of the surplus (patronage) that is allocated to them, resulting in single taxation of member generated business

↑ **the number of Wifi devices** = ↑ **your Internet speed**

If you find your internet connection is lagging or speeds are slow, it is time to increase your internet speed and/or invest in a higher-powered router. As technology evolves, we all continue to add smart devices to our home network. Older routers cannot keep up and the average household cannot operate on less than 100M without experiencing some interruptions. These interruptions generally occur during peak usage hours which are evenings and weekends. FCTC keeps the highest-powered routers in stock, these routers meet the testing & reporting requirements of the FCC. Please call our office for pricing, you will only pay for the router; set up is free!! If you have a large home and struggle to get a good signal in certain areas, please call our office to discuss adding a Wi-Fi Extender. Remember, connectivity in your home is largely dependent on the number of devices using Wi-Fi as well as the distance the signal is traveling within your home.

Up to 50M 1- 6 devices	Up to 100M 7 + devices	Up to 250M 11+ devices	Up to 500M 16+ devices
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Let the Journey
Begin.....



Glen Sailsbury has dedicated more than 31 years to FCTC and will be making his final service call on December 15th. He has been an example of commitment, hard work and loyalty. FCTC wishes Glen all the best as he begins his life "off the clock" exploring our countries many National Parks. Safe travels Glen!

FCTC in the Community

What a busy and wonderful Fall season! FCTC has been donating to many community projects, school functions, economic development and most recently contributing to the much-needed DG Elementary Playground Project. Please contact our office for more information on how you can help too!

REMINDERS:

◇ If you experience issues after hours, please reach out to the After Hours HELP desk at 319-476-3282

◇ FCTC is proud to participate in the Affordable Connectivity Program. Please go to our website for more information.

