

PTCI scholarship gives back to local students

PTCI values education and every year helps five local high school seniors work toward their goals of obtaining college degrees. Over the past 28 years, PTCI has awarded over \$325,000 to local students, each receiving a \$1,000 scholarship to attend the university or trade school of their choice.

Part of PTCI's mission is to enhance the quality of life for our members and customers, and we feel a duty to do so. Awarding scholarships helps us meet that goal. These scholarships benefit our students, but are an investment in our region as well. Many students return here after graduation to work and enhance our communities.

This year, area high school seniors have until January 31 to submit their applications online. The mobile-friendly process makes it easier for students to apply, and many students use a school computer or cell phone to complete their applications.

Eligible students may apply at ptci.submittable.com until 11:59 pm on January 31, 2020. We'll announce the scholarship recipients in the spring.



PTCI
PO Box 1188
Guymon, OK 73942

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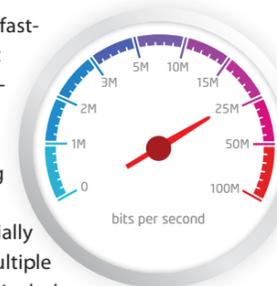
PTCI communicator

Winter 2020

Increased internet use requires increased internet speeds

Have you noticed your internet-connected devices slowing down or lagging lately? Perhaps Santa delivered new data-eating devices to your house last month, and now you realize you need more speed to keep them all running smoothly.

PTCI has the fastest and most reliable internet around. We recommend having at least 20 Mbps, especially if you use multiple smartphones, computers, tablets, smart TVs, smart home equipment, and other gadgets.



Not sure what speed is right for you? Give us a call at 800.562.2556 or go to www.ptci.net and scroll down to use our Internet Calculator, which will help you decide what internet plan will work best.

Contact

PTCI
PO Box 1188, Guymon, OK 73942
800.562.2556 • ptci.net

Office Closure
January 1 – New Year's Day



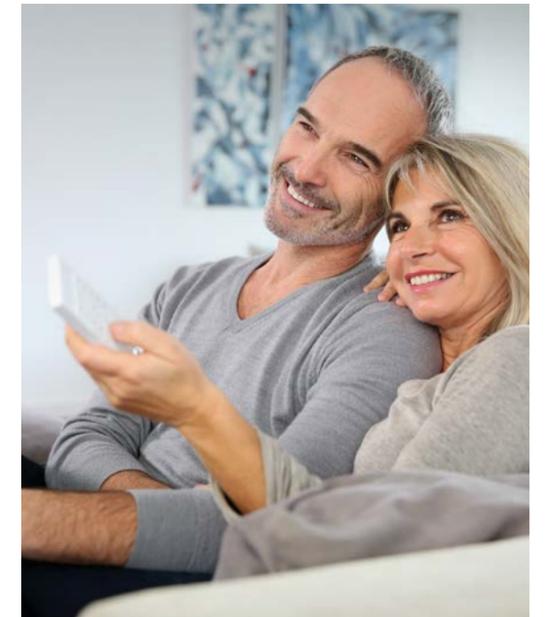
Resolve to reap the rewards of change in 2020

Change can be hard, but it can also be rewarding. The new year is fresh and accepting of new challenges. Now's the time to develop what's good and weed out what's less than desirable by developing healthy eating plans, making honey-do lists, and setting financial goals.

Speaking of financial goals, is one of yours to save money? Traditional TV prices go from expensive to even more expensive. Channels you love disappear, held hostage in contract negotiations. When they do return, they're accompanied by several other channels you don't need and (surprise!) a soon-to-follow price increase.

If you're willing to accept a challenge, you can save \$1,200 in 2020. That's the average yearly cord-cutting savings according to usatoday.com.

You'll notice cosmetic and other minor changes when you make the switch to streaming. Instead of satellite dishes and set-top boxes, you'll have a much smaller streaming device like a Fire TV Stick or Roku Stick. Instead of finding channels by number, you'll notice channels listed neatly in alphabetical order. You'll access TV content through an app using your streaming device, quite like using an app on your smartphone.



As you make the change to streaming, one thing will remain constant: PTCI's unwavering care for our customers. We understand this change might be difficult, and we want to be there for you. With Streaming Care by PTCI, you get the local customer service you love while saying goodbye to the growing expense of traditional TV. You'll receive help setting up your new streaming service and devices. You'll also get in-home and phone support. With a little resolve and a helping hand from PTCI, you can reap the rewards of change.

To learn more about streaming TV or to sign up for Streaming Care, call 800-562-2556.

- Help setting up your streaming service
- Help setting up your streaming devices
- Help connecting your streaming devices to your service
- Phone support if you have questions
- In-home support from local PTCI employees

Streaming Care

support for your streaming service

\$3⁵⁰/month

ptci.net | 800.562.2556

Cornerstone Group © 2020

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PTCI survey geared to help customers

PTCI is always working to improve the quality of our services, customer care, and support. Every year, we contact customers by email to find out how well PTCI is informing customers about services and providing the latest in communications.

We'll make these 2020 survey contacts during the month of January. We'd like to thank our customers who have taken time to participate in previous years. We urge all of you who receive an email request to complete our survey and answer our questions honestly. We'll use the input we receive as a guideline to help us better serve the communications needs of our friends and neighbors.

If you'd like to provide input, call 800.562.2556 and ask to speak to someone in the Marketing Department. You can also visit www.ptci.net and click on comments@ptsi.net.



Streaming workshops

Spearman-January 15 / 5-7 pm
O'Loughlin Center

Guymon-January 29 / 5-7 pm
PTCI North Store

Let us fix your WiFi problems

When you get home after a long day, the last thing you want to tackle is your household's internet problems, such as slow speeds, poor signal strength, and buffering. Fortunately, there's an easy solution — PTCI's Whole Home WiFi.

With Whole Home WiFi, we'll fix glitches you didn't know existed, like insufficient router RAM and slow router CPU, signal limitations, connectivity issues, and more. All of these router-related issues affect the quality of your internet experience.

Check out these additional features:

- Custom home signal assessment
- Automatic firmware upgrades
- Commercial-grade, dual-band router
- Home signal extenders, if needed
- Access to our friendly help desk



If you like the idea of having someone else fix Wi-Fi problems, you're in luck. You can enjoy all the benefits of Whole Home WiFi for as little as \$9.95/month. To learn more, visit a PTCI store in Perryton or Spearman, or call 800-562-2556 to speak to one of our friendly customer service representatives.

8 ways to protect your personal information

1. Carry only necessary identification. Do not carry your Social Security card with you.
2. Take steps to reduce the amount of mail you receive that displays personal information.
3. Be cautious when providing your Social Security number. It's okay to ask whether it is needed for the application or transaction.
4. Check your credit report annually using annualcreditreport.com.
5. Never provide personal information over the phone or Internet unless you have initiated the contact and have confirmed the business or person's identity.
6. Avoid leaving any personal information in your car.
7. Shred unnecessary documents, especially those containing your personal information.
8. Take your outgoing mail to the post office or postal box rather than using street-side mailboxes.

One way to cut down on the amount of mail you receive that contains personal information is to pay your bills online. To learn about eBilling with PTCI, visit www.ptci.net.



With a new year comes new tricks that hackers will use to try to access your valuable information. Here are some tips to help you be prepared:

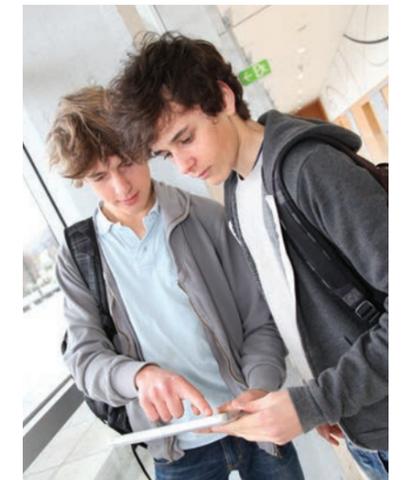
- **Use strong passwords.** They're paramount for keeping your information secure. Keyloggers are malicious software designed to crack easier passwords, so a unique password comprised of lowercase and capital letters, numbers, and symbols will help keep keyloggers at bay.
- **Stay on top of updates.** Always keep your computer, smartphone, and other devices up to date. Software updates often come with new security patches that help make your devices less vulnerable to attack.
- **Take advantage of virus protection.** Good antivirus software will help block unwanted attempts to enter your computer's system.

Ask us about our Tech Home plans, which can protect your system from security threats as well as back up important files, manage passwords, and support your connected devices. Call 800.562.2556 or visit www.ptci.net/internet/wifi-security.

Remind your honor roll students to order their free backpacks

It's the time of year when PTCI will reward your 7th through 12th grade honor roll students. We've made a change this year and will be giving out a free, custom-made backpack to each student for making good grades!

Please remind your children to order their school-specific backpacks soon, as the deadline is Friday, January 24. Order forms will be at their school office and more information is available through the school counselor or office personnel.



3 tech resolutions to make in 2020



Don't forget about technology when making New Year's resolutions. It could save you tons of time and trouble in the coming year.

1. **I will back up my data.** Consider the vast amount of personal data (some of it irreplaceable) stored on your devices. What happens to these files if someone steals your laptop, your hard drive fails, or there's a nasty virus? It's imperative to back up your data regularly, either through an external hard drive or cloud storage.
2. **I will keep my software and operating system updated.** Software makers continually update their programs to fix problems or add more functionality. If you have the option for "automatic" updates — in software such as your operating system, internet security programs, and Web browser — click to accept this feature.
3. **I will fight back against spam.** You can greatly reduce the amount of spam you receive by employing a combination of strategies. Check your email or webmail program to see what your options are for junk mail filters, and bump up your filters so they keep more spam out of your inbox.