

PTCI protects your personal information

It is important for us to protect your personal information. Using measures implemented by the FCC, PTCI safeguards CPNI (Customer Proprietary Network Information).

What is CPNI?

CPNI is information about your phone service from us. The information could be anything like what kinds of service you have, how you use them, and billing info.

How do we protect you?

- When you call asking about account information, we will ask for your password. This ensures only authorized users have access to your account.
- If you make a change to your account, we send a notification to your original mailing address on record.
- PTCI never sells or gives out your information, including your non-published phone numbers.

The U.S. Telecommunications Act of 1996 granted the Federal Communications Commission (FCC) authority to regulate how CPNI can be used and to enforce related consumer information privacy provisions. The rules in the 2007 FCC CPNI Order further restrict CPNI use and created new notification and reporting requirements



PTCI introduces residential symmetrical speed internet

Your lightning-fast internet from PTCI got better with the introduction of symmetrical speed plans. Plus, you don't have to do a thing to receive symmetrical speeds — your PTCI internet plan will automatically be upgraded at no additional cost to you.

What is Symmetrical Speed?

Previous internet plans allowed users access to information and data at a high rate of speed. This is your download speed. However, sending information and data to others typically took longer because your upload speed was slower.

Symmetrical speed plans eliminate this issue because whatever download speed you've signed up for, you now also get in upload speed. This means uploading documents, photos, and videos will move much faster than was previously possible.

This upgrade will allow for more reliable connections for remote learning, working from home, and livestreaming at the highest quality possible. You will also be able to upload larger files to cloud storage, shared drives, and Dropbox more quickly.

Not yet a PTCI internet customer? Call 800.562.2556 and sign up today to get these new symmetrical speeds with free installation with a one-year commitment at your home.



Has 2020 made you long for time travel?

Let's face it — 2020 has been difficult. You may wish you could travel back to a joyful year in your past or travel forward to a future where today's problems have been solved. While time travel isn't possible, you can watch time travel movies via streaming services. Here are a few ideas:

Back to the Future – A teenager accidentally travels back in time from 1985 to 1955, where he meets his future parents.

Bill & Ted's Excellent Adventure – Two teens try to prepare the ultimate historical presentation with the help of a time machine.

Groundhog Day – A weatherman finds himself inexplicably living the same day over and over again.

Somewhere in Time – A playwright uses self-hypnosis to travel back in time and meet the actress whose vintage portrait hangs in a hotel.

12 Monkeys – In a future world devastated by disease, a convict is sent back in time to gather information about the man-made virus.

You may need to increase your internet speed to improve your streaming experience. Call 800.562.2556 for details.

Is it time to increase your internet speed?

You may notice your internet beginning to slow, and nobody likes a slow internet connection. So it might be time to evaluate what speed you actually need. Here are just a few factors to consider when looking for your ideal connection speed:

- **Number of users and devices:** Knowing how many users in your home are on the internet using different devices at one time is a primary factor in determining what internet speeds you'll need at the point of peak usage. (Devices include computers, smartphones, tablets, gaming consoles, smart TVs, smart home devices, etc.)
- **Video chat:** How often does your household use video chat or make internet phone calls using Skype, Vonage, Google Hangouts, FaceTime, etc.?
- **Streaming audio:** How often does your household stream audio on apps such as Spotify, Pandora, Amazon Echo or Alexa, and Google Home?
- **Gaming:** How often do members of your household play online video games?
- **Online movies:** How often does your household watch TV or movies on apps such as Netflix, Hulu, Amazon Prime, or Roku?
- **Download files:** How often does your household download large files?

PTCI can help you determine the right speed for your needs. Call 800.562.2556 and speak with a Customer Service Representative to receive customized plan recommendations.

Cloud gaming may change technology

Cloud gaming services like Google's Stadia and Microsoft's xCloud are changing the way people are gaming. Video games are intensive programs that often take powerful hardware to run. Thanks to faster internet speeds, cloud gaming allows games to be hosted and run on Google or Microsoft's powerful servers, instead of your device bearing the load. This means more affordable devices will be able to seamlessly play games that they couldn't before, saving the end-user money. The technology will likely be implemented with other demanding programs in the future, making work, play, and entertainment more affordable and accessible for everyone.



Word search for Fall

To be qualified for a drawing for a \$20 credit toward your PTCI services, mail your completed puzzle to: PTCI, Attn: Puzzle, PO Box 1188, Guymon, OK 73942, or drop it into the envelope with your monthly payment.

M W G Y Z C I H R P
 B G N P V K I U F Q
 H X I B Q C R N O Y
 U R V U Y W B T L Z
 K O I F H O E I C O
 G S G Z T J M N S A
 D Y S D X A O G I H
 Z L K S F A H P A U
 E M N T R B O R O W
 G Y A N Z C V J M G
 W Q H F U E R Y O C
 F A T N S O Y M C K
 F R R T V I E B P P
 N O P U M P K I N S
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| AUTUMN | HARVEST |
| FOOTBALL | PUMPKINS |
| HUNTING | FAMILY |
| TURKEY | HAYRIDE |
| CORNUCOPIA | THANKSGIVING |

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PTCI Scholarship gives back to local students

PTCI highly values education. Every year, we help five local high school seniors work toward their goals of obtaining college degrees. Over the past 29 years, PTCI has awarded over \$300,000 to students in our area, with each student receiving a \$1,000 scholarship to attend the university 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 to our region as well. Many students return to the area after graduating to work and enhance our communities.

This year, local high school seniors have until January 31 to submit their applications online. The mobile-friendly process makes it easier for students to apply, as 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, 2021. Recipients will be announced in Spring 2021.

New symmetrical speeds now available.

- 25x25 Mbps
- 100x100 Mbps
- 1x1 Gbps

Free installation available.

Existing customer's speeds change automatically.

PTCI
800.562.2556
ptci.net/canadian

Free installation with 1 year commitment. Offer expires Dec 31, 2020. Symmetrical speeds for residential customers. Business speeds: 25x10, 100x50, 1Gbpsx500Mbps.

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