



Winter 2021

PTCI communicator

Increased internet use requires increased internet speeds

Have you noticed your internet-connected devices slowing down or lagging lately? If the recent holidays caused more devices to come into your house, you may now 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 100 Mbps, especially if you have multiple devices. This includes smart-phones, computers, tablets, smart TVs, and many other gadgets.

If you're not sure what speed is right for you, give us a call at 800-562-2556.



PTCI
PO Box 1188, Guymon, OK 73942
800.562.2556 | ptci.net/canadian

Office Closure
April 2 – Good Friday



**GIG-CAPABLE
PROVIDER**

Benefits of symmetrical internet speeds

PTCI is now offering symmetrical internet speeds. This means you can get a plan with 250 Mbps download and 250 Mbps upload — the same speed in both directions. In the past, upload speeds have been significantly slower than download speeds, but new technology and online activities have made upload speeds much more important. Gaming, video calls, live streaming, posting videos or pictures to social media, video doorbells, and working / schooling from home are all tasks that require fast upload speeds.

There are many benefits to having a symmetrical internet connection. It allows you to work and connect with little interruption or latency. Symmetrical speeds also equal greater bandwidth, allowing your connection to flow uninterrupted.

One of the best benefits of PTCI's symmetrical speeds is that you get a better value — faster internet for your money. We understand that the demand for data is always rising, and our symmetrical speeds were created with the future in mind.

If you're interested in upgrading to faster internet, call us at 800-562-2556.

Catch local events on PTCI's YouTube channel

A lot of local events have been different over the past year. In some instances, attendance capacity was restricted. PTCI has remained committed to filming and live-streaming local events and sports so everyone can enjoy the fun and memories.

Basketball season is in full swing, and you can expect to catch much of the action being streamed live to PTCI's YouTube channel: youtube.com/user/ptcivideo. A scoreboard and play-by-play are both provided for the games that PTCI live-streams. Chat with your friends as you watch your favorite local players in the YouTube video's live chat. If you miss a live stream, you can go back and watch it later, since we archive all of our video content on YouTube.

PTCI also features local partners, events, and technology tips on our YouTube channel, always available for your convenience. If you ever have questions, you can post them in the comment section below the video you're watching. We reply to these comments during business hours.

Stay in touch with the community and share the memories by subscribing to PTCI on YouTube. Your support allows us to keep providing this free coverage and content.



3 tech resolutions to make in 2021

It's not too late in the year to make New Year's resolutions, and don't neglect your technology fitness. 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.

Improve your cybersecurity with Tech Home

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:

- **Strong Passwords:** They're paramount for keeping your information secure, since keyloggers (malicious software) are designed to crack easier passwords. Strong passwords are unique and contain lowercase letters, capital letters, numbers, and symbols. This will help keep keyloggers at bay.
- **Updates:** Always keep your computer, smartphone, and other devices updated with the latest software. These updates often come with new security patches that help make your devices less vulnerable to attack.
- **Virus Protection:** Good antivirus software will help block any unwanted attempts to enter your computer's system.

PTCI offers solutions to help you keep your devices and information secure. Our Tech Home service protects your computer from viruses and malware, and updates missing Microsoft security patches. Tech Home also includes parental controls, password management, disk optimization, file backup and spyware protection features.

To learn more or sign up for Tech Home—or Tech Office or Managed Services—please call 800-562-2556. Or visit one of our store locations and our friendly customer service representatives can assist you.

Everything's easier with a local business

There are many community-centered reasons to buy local whenever possible. For example, when you choose to buy products or services from a local business, you're supporting a local employer and helping to boost the local economy. You're also enabling unique independent businesses to keep going, which is important since they add personality and appeal to the community.

In addition, there are other easy-to-appreciate reasons to buy local. When you choose a local business, it's:

- **Easier to talk to a human being.** Your call won't be transferred to a faraway place. Instead, it will be answered by a local employee.
- **Easier to get responsive customer service.** You can count on being treated well whenever there's an issue to resolve.
- **Easier to enjoy the shopping experience.** Isn't it more fun to do business with a local owner or manager who clearly has a passion for what they do?

PTCI encourages you to buy local and thanks you for choosing us, the local communications provider.



LOCAL BUSINESS SPOTLIGHT:

Canadian Restaurant

With \$400 and blind faith, Canadian Restaurant owner Carla Evans found her calling. "I wasn't sure what I was getting into, but I went for it. It's been 15 years now and a big blessing," Evans said.

Evans has worked off and on in the restaurant business since the age of 14. Her first job was at the Dairy Queen in Canadian, just a few blocks away from her current location. In 2006 she was presented with the opportunity to buy the Canadian Restaurant. "I knew the previous owners and had worked for them," Evans said. "I had \$600 in my account and used \$400 to buy the restaurant. I lucked into a really good deal. Besides, my kids were raised and I needed something to do."

The Canadian Restaurant has been at its current location on U.S. Highway 83 for 25 years. Previously it was located just down the road at the Canadian Motel. "I know it's been around at least since 1957," Evans said.

And the iconic bull on top of the Canadian Restaurant sign made the move with the restaurant as well. Heavy winds knocked it off of its perch at least one time, but friendly folks in Canadian made sure it was repaired and placed back atop the sign.

The Canadian Restaurant lives up to their motto, "Home cookin' done right" with a wide variety of comfort foods, a salad bar, and an all-you-can-eat lunch buffet. Specials run from Wednesday through Saturday including meatloaf, all-you-can-eat catfish on Thursday, and ribeye steaks on Friday and Saturday night. There are always hamburgers, sandwiches, steaks, Mexican food, and even a variety of four-egg omelets available.

One problem that Evans often had to deal with in the past was an almost non-existent internet connection, which made running credit and debit cards nearly impossible. Thankfully, that problem was solved when PTCL brought gig-capable fiber internet to Canadian.

"We're kind of old school around here," Evans said. "We don't like change too much, so I wasn't for bringing the internet into the restaurant. I wasn't knowledgeable enough about it. We had



been on a landline for our credit card machine and it was so slow. Very, very slow. Then it just quit, and we were without it for a month because they couldn't locate the problem. I finally called PTCL and asked how fast we could get fiber internet in here. And they got it here way before the time they had originally told me. It is so fast! Our whole staff was amazed by it. At the end of the night, it would take me 30 minutes or more to settle out on the old system. Now within five minutes, all of the day's transactions are settled. Seventy percent of our business is by credit card, so we can't be in business without internet service."

PTCL internet allows Evans to do what she loves — take care of people. "The people are the best part of my job," Evans said. "I love people, so it's the perfect job for me."



Sherye Talley wins TV in drawing

Residents of Canadian, TX were able to sign up for our 65" 4K Roku Smart TV drawing back in early November. We're happy to announce Sherye Talley as the lucky winner. She's ready to stream and watch her favorite shows on this Smart TV with reliable fiber internet from PTCL.

4 good reasons to switch to eBilling

Are you still paying your PTCI bill by writing a check and mailing it to us? If so, we encourage you to consider switching to eBilling and paying electronically instead.

You'll enjoy benefits including:

- 1. More Security** – Paper bills leave you vulnerable to sensitive information being stolen and used for identity theft. Your mail could be taken from the mailbox or from a garbage can. With eBilling, you communicate securely with PTCI via a password-protected online portal.
- 2. Saves You Money** – You won't have to buy as many postage stamps or checks when you use eBilling.
- 3. Faster Than Traditional Bill Paying** – Why waste time finding a bill, writing a check, looking for a stamp, and walking to the mailbox? With eBilling, you can pay online in seconds or have your bill paid automatically with Automatic Payment.
- 4. Better for the Environment** – Mother Earth loves eBilling! It reduces paper use and saves trees.



PO Box 1188
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To sign up for eBilling, visit www.ptci.net/pay-my-bill/ and follow the easy step-by-step instructions.

**High-speed
internet helps you
live where you
love and love
what you do.**

A woman with long, wavy brown hair is sitting on a white couch, smiling at the camera. She is wearing a brown cardigan over a plaid shirt. The background shows a modern living room with a white shelf holding books and a small potted plant.

The PTCI logo, featuring a blue circular icon and the letters "PTCI" in bold blue font.

800.562.2556
ptci.net/canadian

Symmetrical speeds for residential customers.
Business speeds: 25x15, 100x50, 250x125,
1Gbpsx500Mbps. New speeds do not expire.