



# PTCI

# communicator

Summer 2024



## Happy Independence Day from all of us at PTCI

On July 4, we celebrate the land of the free and the home of the brave with family, friends, and neighbors. We also celebrate America's 248th birthday. We hope you can make the most of July — from watching colorful fireworks on Independence Day to enjoying backyard barbecues all month long.

This occasion reminds us of the values of freedom, unity and community that make our nation strong. We're proud to serve you and committed to enhancing your way of life with exceptional service.

### PTCI Headquarters

PO Box 1188, Guymon, OK 73942  
800.562.2556 | ptc.net

### Perryton Store

222 S Amherst, Perryton, TX 79070  
Mon, Wed-Fri: 8:30 am-12:30 pm, 1:30-5:30 pm  
Tue: 9:00 am-12:30 pm, 1:30 pm-5:30 pm

### Spearman Store

721 W 7th, Spearman, TX 79081  
Mon-Fri: 9:00 am-12:30 pm, 1:30 pm-5:30 pm

### Canadian Store

112 N 3rd Street, Canadian, TX 79014  
Wed: 9:30 am-12:00 pm, 1:00 pm-4:00 pm

### Office Closures

July 4 – Independence Day  
September 2 – Labor Day Weekend

## PTCI 2024 scholarship recipients

Congratulations to these local high school seniors, who each received \$1,000 to attend college or trade school. Each year, PTCI awards \$10,000 in scholarships.



*Kathia Aragon*  
Canadian High School



*Cadence Barrett*  
Spearman High School



*Evan Born*  
Perryton High School



*Haylee Clevenger*  
Booker High School



*Luke Flowers*  
Canadian High School



*Laney Hood*  
Canadian High School



*Maddox Miller*  
Follett High School



*Ashley Perry*  
Canadian High School



*Joseph Rodriguez*  
Gruver High School



*Madelyn Schickedanz*  
Perryton High School

## Crooks use Caller ID spoofing to wear “mask” of a local number

One of the best ways to avoid phone scams has traditionally been to not answer calls from numbers that you do not recognize on your Caller ID. But crooks have a sneaky way around this. With Caller ID spoofing, they're able to make it appear as if their calls are coming from a local phone number. They literally hide behind the “mask” of a legitimate phone number to increase the likelihood that you'll pick up the phone.

How does it work? Caller ID spoofing providers allow individuals and organizations to dictate what phone number they want to appear when they place calls. They pay for a certain number of call minutes, then use an online interface to enter their phone number, the number to be called, and the number they want to appear in the recipient's Caller ID. The Caller ID spoofing service then makes the call on the spoofer's behalf.

To learn more about Caller ID spoofing, visit [www.fcc.gov/spoofing](http://www.fcc.gov/spoofing).



## A reminder of our policies regarding customer information

Under Federal Communication Commission (FCC) rules, telephone companies like PTCI are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). Please remember that we follow the policies below when discussing CPNI with our customers:

- When opening a new account with PTCI, you must show a photo ID to prove your identity.
- We can only discuss account information with people authorized by the account owner.
- For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss.
- When you call with account questions, we must authenticate you by requesting your pre-established password, calling you back at a telephone number provided by PTCI, or sending the information to your street or email address of record.

**Keeping your information secure is extremely important to PTCI. If you have any questions or want clarification on these policies, please call 800.562.2556.**

# Let PTCI handle your business IT needs

Just like larger companies, small and medium-sized companies need to operate efficiently and effectively. But IT resources are often very limited with smaller businesses. PTCI's Managed Services Firewall can fill the gap by providing you with access to the best WiFi network, cybersecurity, data recovery, and disaster recovery solutions.

PTCI's Managed Services Firewall enables your business to increase operational efficiency and cost-effectiveness while you focus on your business, not on technology. We offer:

- Protection against phishing attacks, intrusion vulnerability, application/ URL filtering, virus attacks, malware, spam, and ransomware
- Entry point security you can customize for your business — block unwanted websites and get daily reports on internet usage and thwarted cyberattacks

PTCI Protect Endpoint Device Security runs in the background, protecting your business from outside forces. The Endpoint Device Security is monitored and maintained by PTCI's expert technicians, providing you with professional, local cybersecurity.

**You've worked hard to make your business a success. Stay ahead of cybercrime and gain peace of mind with network monitoring from PTCI's Managed Services. Call 800.562.2556 to learn more.**

## Are any of your passwords on this list? We hope not!

Cybersecurity experts have been telling us for years what not to use for passwords, yet "123456" and "password" are still frequently used. In late 2023, password manager NordPass published its fifth annual list of the 200 most common passwords — and there are some repeat offenders from previous years.

The password manager evaluated 4.3 terabytes of data related to cybersecurity incidents and the top 10 passwords are truly lacking in originality:

1. 123456
2. admin
3. 12345678
4. 123456789
5. 1234
6. 12345
7. password
8. 123
9. Aa123456
10. 1234567890

Are you using any of the passwords above? If so, consider this a friendly reminder to change your passwords now to make them stronger and less likely to be guessed by hackers. Follow these tips:

- Use passwords with 12 characters or more that include uppercase and lowercase letters, numbers, and symbols.
- Don't use recognizable strings of letters or numbers.
- Don't use a single word.
- Avoid using the same password repeatedly on different websites.

You may also want to consider signing up for a password manager service to make using many different (and complicated) passwords less cumbersome.



# Benefits of ProtectIQ and ExperienceIQ

PTCI's Whole Home WiFi helps improve your home WiFi experience in many ways. ProtectIQ and ExperienceIQ come with Whole Home WiFi at no extra cost and offer multiple benefits.

ProtectIQ automatically protects your home network with a firewall built into your PTCI router. And, with the free PTCI WiFi App, it will also alert you when it stops threats that try to get in.

ExperienceIQ gives you full control over your home WiFi with the PTCI WiFi App. With it, you can set time limits on devices, disconnect

unwanted devices, have access to advanced parental controls, prioritize certain devices for a better experience, set up a guest WiFi network and more. PTCI's Whole Home WiFi is designed to give you the tools you need to help protect your family and ensure an unmatched home WiFi experience.

**Are you interested in getting Whole Home WiFi with ProtectIQ and ExperienceIQ? Call 800.562.2556 today, visit one of our store locations, or check out [ptci.net](http://ptci.net).**



## SmartHub. Smart management. Smart life.

Life is fast, and it can be hectic, but it doesn't all have to be complicated. Paying your PTCI bill shouldn't be a complex task, and with our SmartHub web and mobile app, it won't be.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage, contact customer service and get the latest news.

With SmartHub, you'll also be able to see important PTCI notices and select how you want to be notified about your bill, including email and text messaging.

Access SmartHub by visiting [ptci.smarthub.coop](http://ptci.smarthub.coop) or by downloading the app on your mobile device through the Apple App Store (iOS devices) or Google Play Store (Android devices).

**If you need help with SmartHub, call 800.562.2556 and one of our Customer Solutions Representatives will be happy to assist you.**



# PTCI at Hansford County Heritage Days

Spearman's annual Hansford County Heritage Days Parade took place on Saturday, June 1, and PTCI was on hand to participate. PTCI employees Cynthia Ibarra, Frank Salgado and their children threw out candy and prizes along the parade route.



PO Box 1188  
Guymon, OK 73942

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Local Postal Customer



Take control with the PTCI WiFi app today.

PTCI

PTCI

PRIVACY.FLOWOODS.COM

The advertisement features a smartphone displaying the PTCI WiFi app interface. The app screen shows a welcome message, a network diagram, and a 'Let's Get Started' button. To the right of the phone is a large QR code for downloading the app. The background is dark blue with white wavy lines.