

VOLUME 19 | ISSUE 4 | WINTER 2019



# THE TRIO

Quarterly newsletter for the members of TrioTel Communications, Inc.

## THIS ISSUE

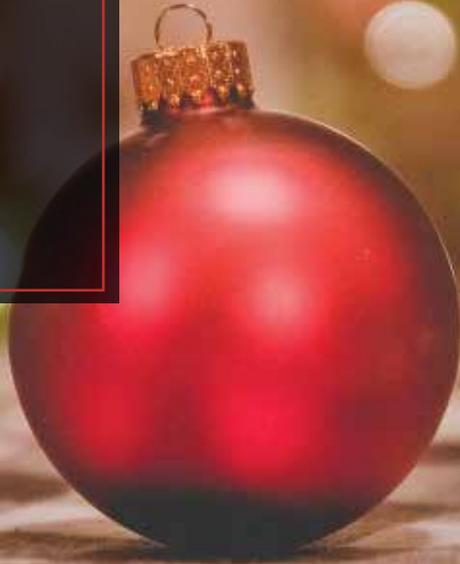
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**SEND US YOUR BEST SHOT!**

ENTER OUR DIRECTORY COVER PHOTO CONTEST  
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TrioTel is an equal opportunity provider and employer.

Photo by: Todd Trapani

# DIRECTORY CHANGES OR ADDITIONS

## SALEM

Fiferlick, Curtis & Melanie.....	425-2000
Gigi's Doll Boutique .....	425-3139
McNaughton, Joshua & Reyes, Tara.....	425-2017
Peterson, Milton Jr. & Brenda.....	425-2695
Schniesow, Jean.....	425-5121

**CLIP & SAVE**

# TRIOTEL DIRECTORY COVER PHOTO CONTEST



**SHOW OFF YOUR PHOTOGRAPHY SKILLS!**



TrioTel Customers are invited to enter our directory cover photo contest for a chance to win \$50 and to have their name printed on the 2020-2021 directory cover! Get in touch with your creative side. The only requirements are that it needs to be a taken outside and in TrioTel's service area. Email your digital photos to [customerservice@triotel.net](mailto:customerservice@triotel.net). Images must be 300 DPI to ensure high quality printing. Written permission will be needed for any photos containing people who are easily identifiable. Entries are due by February 14th! Please call 425-2238 if you have any questions.

## IMPORTANT DATES:

- 1st of the month - Bills are mailed out
- 15th of the month - Prompt payments due (1st year customers)
- 20th of the month - Payment due

## TRIOTEL HOLIDAY CLOSED DATES:

- December 24 - Christmas Eve | closing at noon
- December 25 - Christmas Day
- December 31 - New Years Eve | closing at 3PM
- January 1 - New Years Day



**CONGRATS TO OUR FALL TrioQuiz WINNER:**

**Eugene Livingston from Salem, SD**

- 1. What was TrioTel Communications, Inc. previously called?  
**Answer: McCook Cooperative Telephone Company**
- 2. What was the date of the very first Board of Directors meeting?  
**Answer: December 13th, 1951**
- 3. How many exchanges are in TrioTel's territory?  
**Answer: Nine**
- 4. What was the most recent exchange added to TrioTel's territory and in what year?  
**Answer: Fulton in 2016**

# **TrioTel PopQuiz**

**Can you guess the Christmas songs written with Emojis?**

Mail this in with your next payment or email your quiz answers to [customerservice@triotel.net](mailto:customerservice@triotel.net). Please include your name and address to be entered into a drawing for \$10 off your next bill!



NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

All TrioTel members are invited to stop by the office anytime in December to pick out a holiday gift. You can also register for TrioTel's 12 Days of GIVEAWAYS by going to [www.triotel.net](http://www.triotel.net) OR by stopping in the office to sign up!

**HAPPY HOLIDAYS FROM TRIOTEL**

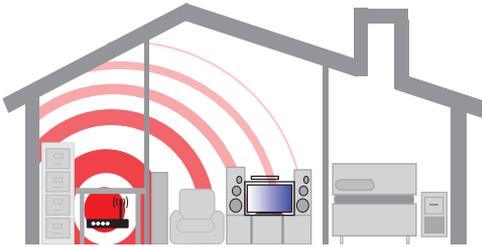
# Improve the Internet and WIFI connection in your home

Are you dealing with spotty WIFI and frustrating connectivity issues? If the basic reboot of your router isn't working, check out the troubleshooting tips below for some of the most common router issues.

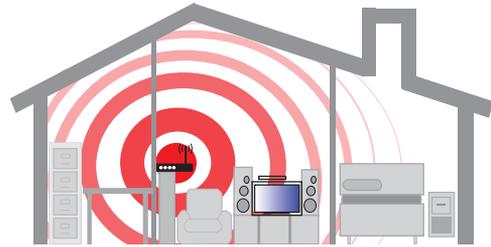
## LOCATION OF ROUTER

The slightest adjustments to the placement of your router can make the biggest difference in performance. It is best to place your router as close to the middle of your home as possible, which will allow equally distributed access to the WIFI signal. Avoid placing your router in a basement, near a window, or close to a mirror or microwave as they can emit interference and reduce your WIFI signal.

Poor Placement of Router

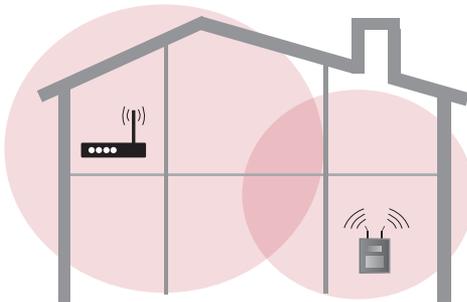


Optimal Placement of Router



## GET AN EXTENDER

An extender might be another option to optimize your WIFI signal. By implementing an extender in your home, it will help increase the wireless coverage and range throughout the house. You can purchase extenders from retail stores or even your wireless router's manufacturer. Think an extender will solve your issues? Call TrioTel to learn about our extenders that are included with our Enhanced WIFI!



A WIFI Extender is a device that repeats the wireless signal from your router to expand its coverage. It functions as a bridge, capturing the WIFI from your router and rebroadcasting it to areas where the WIFI is weak or nonexistent, improving the performance of your home WIFI.

## CHECK YOUR INTERNET SPEED

Not receiving the proper Internet speed to support your WIFI needs can be frustrating. By running a speed test you are able to narrow the problem down to either you maxing out your current Internet speed and needing to upgrade, or not coming close to your current Internet speed and it being a device issue. Run an Internet speed test by going to [www.triotel.net](http://www.triotel.net) if you are experiencing a slower than usual connection.



## UPDATING ROUTER FIRMWARE

Your router's firmware needs to stay up-to-date to provide an optimal WIFI signal for your devices and their streaming performances. Check the device manufacturer's website regularly for updates to keep your router in optimal condition. Note that some older routers have restrictions when it comes to streaming technology. It may be time to upgrade your router if you have had it a while. If you have TrioTel's Enhanced WIFI, TrioTel will take care of all software updates to keep your router up to date.

## COUNT YOUR DEVICES

You're streaming a movie while browsing the Internet on your laptop, one of the kids is playing Xbox upstairs and the other is video chatting in their bedroom- and now you're getting the "loading, please wait" screen. During the times when there is heavy Internet usage in your home, shared bandwidth may be bogged down. This is also an indication that an upgraded speed may be necessary to keep the house in peace. Go to [www.triotel.net](http://www.triotel.net) to check out our different speed options that best fit your needs.

**The average US household has 14 connected devices in the home.  
How many do you have?**

# PHISHING: *Don't Take the Bait!*

Phishing is the fraudulent practice of sending emails claiming to be from a reputable company in order to induce individuals personal information such as passwords, credit card information, and social security numbers.

*The Scare Tactic*- This is when the scammer tries to convince you that a specific account of yours is "full" or will "soon be deactivated". If you think it may be legitimate, call your provider directly to find out. Do not call the number on the email, it may be fake. Find your last invoice or look up the number online to get the correct information.

*The Conversation Starter*- Some emails may mention a recent conversation they had with you. Depending on the timing, this could be quite convincing. Make sure to pay attention to where the email is coming from. Things to notice in emails are the addresses, phone numbers, and attached files. If you get a suspicious email with a .ZIP attachment, it could potentially have a virus embedded into the attachment. DO NOT open up any attachments with a .ZIP file unless you are 100% sure of where it is coming from.

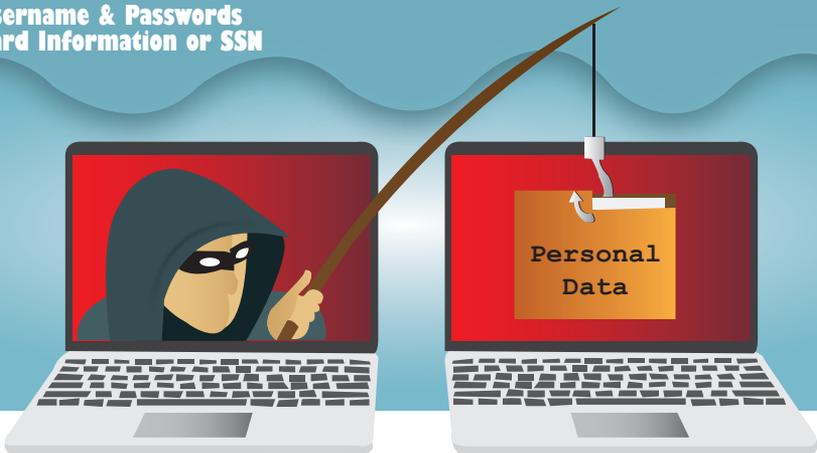
*The Legitimate Looking Email*- There are tons of reports of emails being sent that truly look like they could be legit. If you even have the slightest suspicion, trust your gut and do some research. Even a small typo can give it away that it could be a scam email. Don't be afraid to google the phone numbers or addresses that is displayed in the email. It's better to be safe, than sorry!

## PHISHING TIPS:

- Delete Phishing Emails Right Away**
- Do Not Click on Links or Attachments**
- Do Not Give Out Personal Information**
  - Username & Passwords
  - Card Information or SSN

## Have you been Phished?

- Contact IT Support Immediately**
- Change Passwords**
- Contact Financial Institutions**



# TrioTel Happenings.....

## Roku Ultra Winner

The month of November is about being thankful for all that we have. TrioTel asked their customers on Facebook why they are thankful for the broadband service they receive from TrioTel and in return would give away a Roku Ultra to a lucky winner. A Roku is a very popular streaming device that can be used to stream Netflix, Hulu, Disney Plus, and many others. The winner of the Roku was Sue Weber of Salem! Her answer was "I am thankful for TrioTel's Broadband service because it has allowed me to keep our families that live miles away close to us." Congrats, Sue!



## Jean Fund



Walk into TrioTel's office on a Friday and you may find the employees dressing a little more casually than a normal weekday, but it's all for a good cause. Over the years, TrioTel employees have given back to our service area communities and families through the TrioTel employee Jean Fund. The Jean Fund was created as a way for employees to give back to the areas that TrioTel serves and to wear blue jeans to work on Fridays. This year TrioTel will donate over \$300 worth of toys, winter coats, and personal care products to local children, families, and organizations throughout our service area communities. Pictured are some items that have been donated in the past with the money from the Jean Fund.

## Winter Basketball Classics on TrioVision



Tune into TrioVision Special Events Channels 17, 18, & 19 for local basketball tournaments this winter.

Visit TrioTel's Facebook Page/Website for schedule updates.



# Happy Holidays and Seasons Greetings!

*May your holiday  
season be wrapped up  
with cheer and filled with  
celebration for the New  
Year. Thank you for  
choosing TrioTel as your  
service provider!*

TrioTel Communications, Inc.  
P.O. Box 630  
Salem, SD 57058



FIND US ON FACEBOOK

<https://www.facebook.com/triotelcommunications>