



# Bell Ringer

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## ITC OFFERS NEW MANAGED SERVICES

Whether you run a large or small business, ITC has several solutions to assist you with all your IT needs. The Managed Services offered by ITC will allow you to focus on your business, leaving the IT work to ITC.

### Managed Services Include:

- IT Support - ITC's technicians will assist you with your IT planning and decisions. Technicians will deploy, maintain, and support the hardware and software within your infrastructure.
- Managed Firewall - This service provides continuous security monitoring. A management dashboard and scheduled reports of security threats can be configured and sent to you.
- Managed Wi-Fi - Take the worry out of maintaining your business wireless network. Real-time statistics are available to track usage and performance.
- Endpoint & Anti-Virus Protection - Sophos endpoint protection integrates proven technology like malicious traffic detection with real-time threat intelligence from SophosLabs to help you prevent, detect, and remediate threats with ease.
- ITC Backup - A local cloud option with support from ITC. Monitor and manage backups via a web-based dashboard.
- Email & Web Hosting - Up-to-date modern servers adhere to and support the latest security standards. ITC technicians are available to assist with configuring DNS settings and domain registration.

Instead of working with multiple vendors, ITC offers a streamlined approach to managing your IT tasks. In the end, this can save on staff time and be more cost-effective. ITC's team dedicated to these products is trained, qualified, and certified to be your one call for support.

### Questions to ask yourself about your business network:

- When was the last time you updated your firewall?
- Do you have up-to-date virus and malware protection installed on all computers and devices?
- Has your company implemented PCI security standards?
- Does your Wi-Fi reach every area of your business where it is needed?
- Do you have a solid plan for backing up your data?

If you don't have a strong level of comfort with the answers to the above questions, let ITC assist you. Give us a call today at 1.800.417.8667 to review our Managed Services portfolio and see what solutions fit your business.



## EXAMPLES OF PHISHING

*By Michael Martinell, Network Broadband Technician*

In last month's article, I discussed various types of phishing-related messages designed to steal your personal information by criminals. Since we have continued to see an increase in phishing attempts, I wanted to include some concrete examples of what to look for in these messages.

Remember the following tips when you are trying to identify a spam message:

1. Real companies will not request your sensitive information over email.
2. Real companies will address you by your real name.
3. Real companies know how to spell and don't make grammar mistakes.
4. Real companies don't send unsolicited attachments.
5. Real companies don't send attachments that you did not request.
6. Real companies will send you emails from their domain, not a fake address.

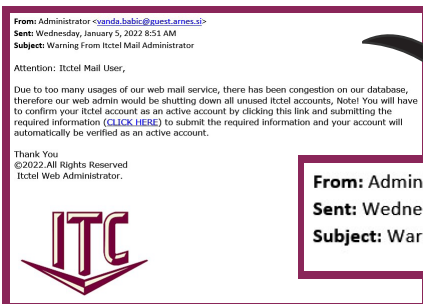
At first glance, phishing emails may appear to come from "ITC," "UPS," or the "IRS." These are organizations that many people would respond to. In a UPS example, the message has a sense of urgency because something ordered is being held. Other variations say the package couldn't be delivered, or a pickup time needs to be scheduled. In an IRS example, the scammer attempts to entice the victim with the promise of free money.

One of the first signs that an email is not legitimate is that it does not use the customer's name. Instead, they say "Hi," and "Dear Applicant." Other variations of these phrases might also be used.

The email may include a link that does not go to the company, like UPS, Netflix, IRS, or other real websites. The link is usually innocent-sounding, such as "Track Your Package" or "Get Your Receipt." However, in many of these examples, the criminal has copied some parts of a website, which is where the link takes you. At a glance, the website might look real.

The page you are taken to will commonly prompt you for your username, password, and possibly other personally identifiable information such as your name. If you type this information into the site, it is sent to the scammers who will use it for illegal purposes.

Be careful when you receive an email like this example. Instead of interacting with these bad emails, it is always better to contact the company how you usually would.



*For more examples of bad emails, go to [www.itc-web.com/news](http://www.itc-web.com/news) and click on this article.*

**From:** Administrator <[vanda.babic@.si](mailto:vanda.babic@.si)>  
**Sent:** Wednesday, January 5, 2022 8:51 AM  
**Subject:** Warning From Itctel Mail Administrator

## E-STATEMENT IS EFFICIENT

*By Holly Stormo, Marketing Communications Specialist*

If you currently mail your bill or drop it off at one of our offices, we would like to encourage you to sign up for Auto-Pay and go paperless with E-Statement. Sign up for both services now, and we will give you a **bill credit for \$20**. The best part about signing up for both services is you never have to leave home to pay your bill or worry about it being late. If you only sign up for one of these services, we'll still give you a \$10 bill credit.

When you sign up for Auto-Pay, your bill amount is deducted from your account every month. If you pay using your checking account, your bill will be deducted on the 10th of the month. If you pay with a credit or debit card, you can choose the date (from the 1st to the 17th of the month). Call ITC's offices at 1.800.417.8667 to sign up.

When you sign up for E-Statement and go paperless, ITC will notify you via email that your bill is ready each month. You can log in to see the information, save it, or print it if you want a paper record. Your monthly newsletter, the Bell Ringer, will also be delivered via email. To go paperless, sign in to [www.itcebill.com/estatement/login](http://www.itcebill.com/estatement/login) and follow these instructions:

1. Log into E-Statement.
2. Go to "Setting" and click the "General" tab.
3. Under "Invoice Preference, choose "Web Bill Only."
4. Then click "Change Preference."

It's easy to save time, paper, and money. Go paperless with E-Statement and sign up for Auto-Pay to get a \$20 credit off your next bill!

**Please note: ITC University classes on Facebook, scheduled in February, were postponed until March. Call ITC at 1.800.417.8667 for more info or to sign up.**

## CAPITAL CREDITS

**Cashed Check?** If you have not cashed your capital credits check from ITC, please cash it at your earliest convenience.

If you are not sure, please check the list at [www.itc-web.com/about/your-cooperative](http://www.itc-web.com/about/your-cooperative). You will find a link to members who have an outstanding capital credits check. If your name is on the list or if you have a question, contact us at 1.800.417.8667.

**Taxes** - Every year, coop members receive notice of the patronage credits they earned the previous year.

Current tax laws say that no part of the capital credits allocated to cooperative patrons is subject to taxation until paid in cash.

When patrons receive cash for allocated credits, they are only subject to taxation to the extent that the payment for services was deducted on the income tax return for the year the credit was allocated. The non-business portion is not subject to taxation. For more information, please consult your tax advisor.