CHECK OUT OUR NEW WEBSITE

ITC is updating our look! Along with the new updated look of the Bell Ringer, ITC is launching a new website this month! It will have the same web address (www.itc-web.com), same great service info, but with a more modern look. Your Support and Webmail buttons are still conveniently located at the very top of the page. Links to all our social media are at the bottom of the page.

New to the website is the chat feature! During the business hours of Monday-Friday, 8:00 AM-5:00 PM, you will be able to chat with ITC staff. Have a quick question about the online application or a service that ITC offers? Click on the chat! For after hours help, you can always call the 24/7 Help Desks at 1.888.217.5718 for Internet or 1.800.455.5958 for TV.

Another new feature of the website is under "Get Services." Once there, you will be asked to enter your address or select your service area. The services that are available in your area will populate on the page. Select the ones you want and continue with the online application.

A News tab has moved to the main header of the website. Within News, you will find the monthly newsletter, as well as informative blog posts about Internet and other topics relating to ITC services.

The About tab will continue to have information about being a Coop. You will find our Board of Directors, information about capital credits, and photos from recent community involvement. It is a good spot to learn more about ITC.

Watch ITC's Facebook page for the official launch date. We are excited to show off our new site and hope you love it as much as we do!

KEEP UP-TO-DATE WITH YOUR COOP

Being on the ITC email list has its benefits. You will receive our monthly newsletter, along with all the happenings and promotions of your Coop. Be the first to know!

Make sure your email is up-to-date. If you have already been receiving emails, that's great; ITC has the correct email for you. If you have not received any emails from ITC, we either don't have your email, or it's invalid. Please give us a call to review your email address. If you haven't provided an email and are interested in getting on ITC's email list, you can call ITC or send your name and email to info@itccoop.com. Giving your email address does not mean you will be bombarded with junk mail. The newsletter email comes once per month. You may also periodically get information regarding current promotions or important notices.

If you decide you don't want to be on our email list, you can always unsubscribe at the bottom of the email. All of these emails will be coming from marketing@itccoop.com. If you have any questions about an email being legitimate, call ITC at 1.800.417.8667.

Don't miss a thing with your Coop; get on ITC's email list today!

FIGHTING SPAM

By Michael Martinell, Network Broadband Technician

Every day it seems like more spam gets sent out by criminals looking to scam somebody. They are also constantly changing their tactics to get around spam filters. While the overall volume changes every day, we continuously see a high volume of spam that gets caught. Unfortunately, some of that spam also makes it into your inbox. It also takes a few days for our spam filter to catch up to the newest techniques that the spammers are inventing.

Sometimes more spam than usual might end up in your inbox. You can do a few things to help in the fight against spam. The first thing is to mark the email as bad. You can do this by opening the message at https://webmail.itctel.com, clicking the Mark button, and selecting the "Add Email to Blacklist" option. This will immediately update the spam filter and put the sender into your Enemies list. If you do this accidentally, you can remove them by clicking the "Add Email to Whitelist" option instead. While time-consuming, this does help block messages coming from a specific bad sender.

Another step is to forward the entire bad message, including the envelope, to the spam filter. This is a little more complicated than a regular forward, but webmail has a built-in feature you can use. At https://webmail.itctel.com, open the email that you want to report as spam. On the right-hand side of the Forward button is a tiny arrow pointing down. Click on the arrow and choose "Forward as attachment." Then send the new email to the spam@edgewave.com or gosupport@gosecure.net email addresses. This will ensure that the envelope gets sent to the spam filter and not just the message. The envelope is important because it helps us determine where the spam came from.
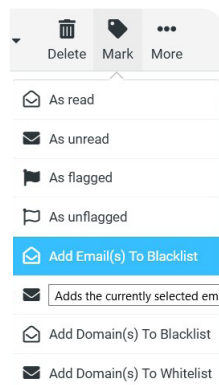
If you use a product like Microsoft Outlook or another email software, the easiest way to forward as an attachment is to start a brand-new email. Once you have the new email open, drag and drop the spam message into the body of the new email. The program will automatically turn it into the type of forward you want. Address it to spam@edgewave.com or gosupport@gosecure.net and click send.

When the spam filter receives a forwarded email, as described above, a real person will look at it to make sure it wasn't a non-spam message sent accidentally. If they agree that it is a spam message, new rules will be written to help prevent similar messages from arriving in every customer's inbox.

You can choose to both mark a message and add it to your Enemies list and still forward it to the spam filter. When you have done those steps, delete the message.

Do not interact with spam messages. Please do not download the images or click on any of the links they provide. However, it is safe to open the message in the webmail preview window and report the message.

At ITC, our goal is to trap the highest volume of spam possible. You can help by using the Mark buttons and sending bad emails to the spam filter.

Mark to add email to blacklist.
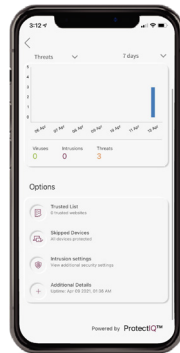
PROTECT YOUR DEVICES

By Holly Stormo, Marketing Communications Specialist

By subscribing to ProtectIQ™ Network Security from ITC, you will protect your Wi-Fi-enabled devices against malicious traffic. ProtectIQ™ is an add-on application available with your Blast Wi-Fi service. ProtectIQ™ delivers home network protection to give you peace of mind.

Once you subscribe, all data coming into your network will be scanned automatically, blocking anything that looks suspicious. ProtectIQ™ offers malicious website protection, anti-virus, and anti-ransomware packet inspection and intrusion detection. You would receive a notification if the content were blocked. This will show as a notification within the ProtectIQ™ main menu in your app. No action is needed when you receive an alert. These threats are automatically blocked from entering your network.

ProtectIQ™ will protect any device you have connected to your Wi-Fi network. No additional equipment is needed.

For more information on Blast Wi-Fi, or the ProtectIQ™ app, visit our website at www.itc-web.com.

IT'S FARM SHOW SEASON

After a year's break, the farm shows are back! ITC will attend shows in Milbank and Watertown this year.

> **GRANT COUNTY FARM & HOME SHOW -** January 14-15
>
> **WATERTOWN WINTER FARM SHOW** - February 9-12

These shows are a good opportunity for ITC staff to meet and greet our customers in person. It is also the perfect place to ask questions you might have about your Coop.

If you get a chance, be sure to stop by, check us out, and say hello!

DIAL 511 FOR ROAD CONDITIONS

With the winter season comes the likelihood of hazardous driving conditions. It's a good time for all of us to remember to get prepared before you travel.

Before heading out, check the road conditions by calling 511 or going to www.safetravelusa.com.

It's also essential to have a survival kit. Your kit should contain a shovel, window scraper, non-perishable food items, candles/matches, extra clothing/blankets, and a flashlight with extra batteries. It is also important to make sure your cell phone is charged.

Be sure to tell someone where you are going and when you should arrive. Be safe; arrive safely!