THE SPAM FILTER IS CHANGING

ITC's current spam filter provider has helped keep our email safe for over a decade, but now it's time for an upgrade. We will be moving to a new spam filter over the next few months for numerous reasons. While it will most certainly be a change for all of us, we anticipate that the new spam filter will catch the bad emails and let the good messages through more efficiently than the current filter.

An exciting feature is the improved mail quarantine that shows every message from the previous 30 days. This includes all messages, even those that were clean and delivered to your inbox. You can look at these messages on the filter and release them to your inbox again. This works even if you delete your copy from your inbox. It will be convenient when an email gets accidentally deleted or misplaced. This is in addition to the account backups that are already made.
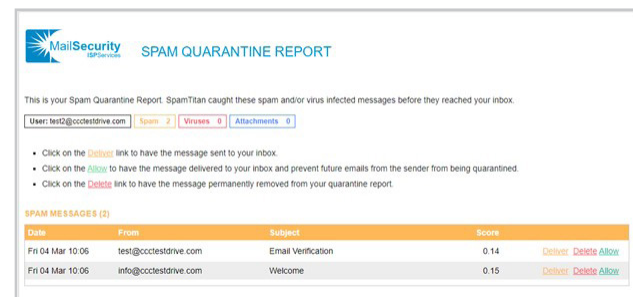
The new spam filter will include several security and user features not previously available on the current filter. One new feature is that you can see every rejected message, including messages containing viruses. This means you won't have to wonder why messages weren't delivered to you. To put it simply, if the email gets delivered to ITC, then you will be able to see what happened to it without calling in for help.

Another feature is how the filter itself works. When an email comes in, the filter automatically looks at the message and compares it to several known spam measurements. It checks to see if the message contains known bad links or bad sender addresses. It even compares the message to lists that are constantly updated. Without being too technical, the spam filter takes the messages and scans them through a cloud environment, called a sandbox, to test for malicious activity. This helps cut down on malicious emails and is an excellent way to capture brand-new threats that have not been previously identified.

While we are focused on stopping bad emails from getting into the inbox, this spam solution will also help to ensure that important emails get delivered. You will also be able to work with your email to retrieve and re-categorize your messages.

Of course, it also includes the kind of features that we have all gotten accustomed to. While the new spam filter will help protect you from viruses, worms, and other nasty software, you will still be able to whitelist and blacklist sender email addresses. This means you can almost always choose to allow or block a specific address, no matter what the system decides. The exception to this is when a virus is found in the message. In that case, you will see it in the report, and the virus will not be delivered to you.

No solution is perfect, but we hope you will like the new spam filter. The old filter will be accessible on the Webmail page along with the new one until the end of May. Please remember to be careful when responding to emails and when in doubt, don't click links.

NEW CHANGES TO YOUR BILL

ITC has recently made a few changes to your bill, starting with the May bill. For those who still receive a paper copy of your bill every month, watch for a smaller envelope with the ITC logo on it (see size comparison to the right.)

The envelope size isn't the only change. Your bill will also be more colorful than the one you are used to. Along with that, the new install list which is printed in your bill is moving to a quarterly publication. Look for the new install list in January, April, July, and October.

If you don't want to receive a paper bill anymore, 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**.

Old Envelope

New Envelope

THE BLAST WI-FI APP
By Michael Martinell, Network Broadband Technician

Let's take a closer look at what you can do with the Blast Wi-Fi app, which is included with our Blast Wi-Fi service. ITC's Blast Wi-Fi options will help you manage your entire Wi-Fi network by letting you turn devices on and off, manage your bandwidth, and monitor your overall speed usage. You can do all of this directly from any device capable of running apps from the Google Play Store or Apple App Store (including iPads, Android tablets, and smartphones.)

Using the main dashboard in the app, you have complete control over the devices in your home. You can touch the big red plus symbol on the dashboard to create profiles for people and places, connect to new devices, and set up a guest network.
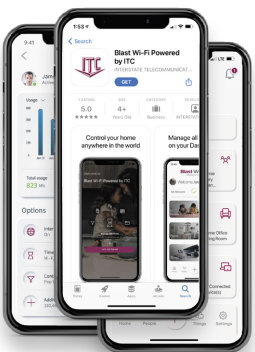
If you want to dig into your network settings, touch My Network at the top of the app, directly below your name. This will take you to a screen that will show your home networks, including network maps and the status of your devices that are connected to the Internet. One handy thing to check here is the usage tab, which shows individual device usage. This can be useful when trying to determine what is using your speed. Touching a device from here will give you even more details on what it is doing and let you turn the Internet off and on for the individual devices.

To run a bandwidth test directly from the router, touch the Bandwidth Test button at the bottom of the My Network screen. This will automatically test both the router and any connected ITC extender units to help determine if an area is slower than expected. You can also look at the Network Map security alerts and set device priorities on this screen.

The app includes basic parental controls. With basic parental controls, you can create a profile for a single person and put all their devices (computers, phones, tablets, and gaming systems) into this one profile. To turn the Internet off for that profile, swipe the Internet Access toggle, and the Internet will be paused to the devices in the profile until you turn it back on.

The optional advanced parental control is a $4/month add-on for Intro Blast Wi-Fi, but included in Premium Blast Wi-Fi. This advanced feature will give you additional functionality to manage the Internet in your home. You can block certain content restrictions, such as pornography, gambling, and other undesirable sites. You can also enable safe search features for Google, Bing, and YouTube. This even includes blocking inappropriate language or categories such as violence. Finally, the advanced parental controls enable you to set time limits for specific applications or people.

If you want to learn more about how you can get protection from malicious websites, monitor your traffic, and enforce parental controls, visit our website by scanning the QR code to the left.

QR CODES
By Holly Stormo, Marketing Communications Specialist

Have you noticed more QR codes lately? Well, they are making a comeback everywhere from local advertisements to menus at restaurants, and even in a Super Bowl commercial.

What is a QR code? A QR code, or "Quick Response" Code, is a type of barcode that can be read easily by a digital device. Data stored with the QR code could contain a website, phone number, or up to 4,000 characters of text.

Here are the steps on how to use a QR code:
1. Open the camera app on your smartphone.
2. Center the QR code you want to scan on the screen like you are going to take a picture of it. Hold your phone steady for a couple of seconds.
3. Tap the notification that pops up to open the link.

Like any website or email, you need to be careful for malicious QR codes which download malware or direct you to a phishing site. Make sure to be cautious about the QR codes you scan. If the code is for a business you don't know, it's best not to scan it.

USE 10-DIGIT DIALING FOR LOCAL CALLS

Everyone should be using ten-digit dialing (area code + telephone number) for local calls. Seven-digit dialing may still work, but it's good to get into the routine of ten-digits before July. Starting July 15, 2022, ten-digit dialing will be required, and seven-digit dialing will no longer work.

Ten-digit local dialing is due to the Federal Communications Commission (FCC) adopting 988 as a new three-digit National Suicide Prevention and Mental Health Crisis Lifeline. This new three-digit number will go into effect on July 16, 2022, but in the meantime, continue to dial 1-800-273-TALK to reach the Lifeline.

If you have any questions, please call ITC at 1.800.417.8667 or visit www.itc-web.com. You can also visit the FCC website at https://www.fcc.gov/suicide-prevention-hotline. Get into the habit; start using ten-digits for local calls today!

605
Dial **(605) XXX-XXXX** to complete all local calls.

507
Dial **(507) XXX-XXXX** to complete all local calls.