

# Member Guide

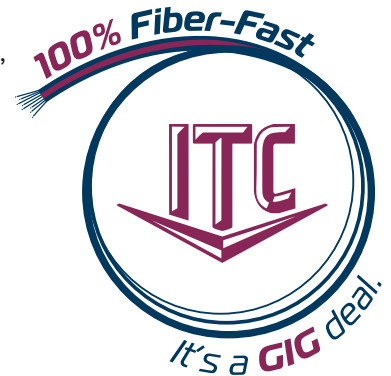


# Welcome to ITC



ITC is a progressive telecommunications company that offers big-city Internet speeds with personalized, small-town customer service. We provide voice, video, and data services over 100% fiber-optic infrastructure to more than 15,000 customers located in northeastern SD and western MN.

You can count on us to work hard every day to serve you. Please don't hesitate to contact us at **1.800.417.8667** with any questions about your ITC services.



# Support Information

ITC staff is just a phone call away if support is needed. This page details the various ways we are available to assist our members. If onsite support is required, our goal is to provide same day or next day support.

**24/7 Phone Support: 1.800.417.8667**

**General Inquiries: [info@itccoop.com](mailto:info@itccoop.com)**

**Online Chat, M–F, 8AM–5PM: [www.itc-web.com](http://www.itc-web.com)**

## 24/7 Internet Help Desk Support

If you are an ITC Internet customer, our 24/7 Help Desk can assist you with the following problems on your devices:

- » **Email problems**
- » **Internet connection problems**

Give us a call at **1.888.217.5718!**

**Additional resources are available at [www.itc-web.com](http://www.itc-web.com):**

- » **Check ITC webmail**
- » **Change ITC email password**
- » **Check ITC email spam folder**
- » **Read the most recent company updates**

**Need help?**

Chat with us!

START CHAT

[Check Email](#) [View/Pay Bills](#) [Spam Settings](#) [Support](#) [Contact Us](#)

# Bill Pay Options



Scan for  
more info



PO Box 920  
Clear Lake, SD 57226

[www.itc-web.com](http://www.itc-web.com)  
1-800-417-8667

Address Service Requested

For autopay setup or change of address, please check here and complete the reverse side. Thank you.

JOHN OR JANE DOE  
123 MAIN ST  
MILBANK, SD 57252-3011

## Remittance Information

Account Number	00001234-5
Invoice Number	11508562
Bill Date	Sep 01, 2022
Due Date	Sep 19, 2022
Current Charges Due	\$ 115.84

**Total Current and Past Charges**      **\$ 115.84**

**Amount Enclosed:**      \$ \_\_\_\_\_

Please return this portion with your payment.

**DO NOT PAY THIS BILL - AMOUNT WILL BE DEDUCTED FROM YOUR BANK ACCOUNT ON Sep 10, 2022.**

## ITC has multiple ways to pay your monthly invoice.

- 1. Pay by mail.** Each month you will receive an invoice with an envelope to return for payment.
- 2. E-Statement.** You can sign up for an E-Statement account through the ITC eBill app (*get the app from the QR code on the left*) or by going to [www.itc-web.com](http://www.itc-web.com) after you receive your first bill. It is easy to register. If registering on the ITC website, on the upper right side of the main page, you will see “View/Pay Bills.” Click here to register for the first time and then to view or pay your bill. Once you have clicked on “View/Pay Bills,” you can enter your login info, or if you don’t have an account, click “Register here.” An email will be sent to the email address you have entered. Once you open that email, there will be a link asking you to confirm your email address. Click the link, and you will be directed back to the login page. Enter your email and password to log in.
- 3. Pay through the ITC eBill app.**
- 4. Credit card payment by phone.**

# Bill Pay Options



Scan to login  
to E-Statement

## E-Statement

Once you log into E-Statement, you will see the Dashboard on the left side of the screen. Here are a few things you will find:

- » **Overview**– Shows a brief recap of your ITC account.
- » **Usage**– Check out your long-distance usage.
- » **Invoices**– See a year’s worth of ITC invoices.
- » **Directory**– Can look up anyone in the ITC Phone Book by searching by name.
- » **Pay Bill**– Pay bills online every month by using a credit card. If you are enrolled in an auto-pay option, there will be a blue box on the top of the screen, letting you know what you are enrolled in.
- » **AutoPay**
  - **Bank Account**– You can choose to have your bill deducted on either the 10<sup>th</sup> or the 17<sup>th</sup> of the month.
  - **Credit or Debit Card**– You can choose the deduction date from the 1<sup>st</sup>–17<sup>th</sup> of the month.
- » **Payment History**– Find the last 12 months of payment amounts & how you paid.

## Go Paperless

Going paperless, or not receiving a paper bill, is just a click of a button! To receive an e-bill, click on “Settings” at the bottom left of the Dashboard. Once in the “Settings,” click the “General” tab under the words “Manage Your Settings.” Under “Invoice Preference,” select the dot next to “Web Bill Only.” Then click “Change Preference.”

## Member Information

### What is CPNI?

CPNI stands for **Customer Proprietary Network Information**. The FCC has implemented rules to protect the privacy of your information contained in your ITC account. The rules allow ITC to discuss account information only with the person(s) listed on the account. Also, we must authenticate authorized individuals by asking for a **password** or by asking specific **security questions**.

If you wish to restrict ITC's use of your information to only allow us to discuss services you currently have, and not to discuss other services we have to offer, please register your request by calling **1.800.417.8667**. Your decision will not affect our provision of your current services. Your approval or denial regarding CPNI use will remain valid until you revoke or limit the approval or denial. You may do so at any time.

### Backup Battery Power

In the past, your home phone would allow you to stay connected to emergency voice services during a power outage. Today, many advanced home phone services require backup battery power, so they continue to function during an outage. As a Fiber-To-The-Home customer, it's crucial that you understand what will happen to your ITC services when your power goes out. During a power outage, your ITC telephone service will continue to work with your wired (not cordless) telephone using battery power. This battery power comes from the ITC installed power supply at your home. Voice service on a backup battery is expected to last at least eight hours on standby power. The backup battery should give you at least six hours of talk time. If you feel that is not enough time, you may extend your standby power up to 24 hours by purchasing additional eight-hour batteries from our company.

If you have any questions, please contact our office at **1.800.417.8667**.

# Member Benefits



Scan for  
more info

When you join ITC, you are a member. You have a voice. You also have a vote when it comes to changes made in the Coop or in the Directors that represent our communities. At ITC, you are the company, you make the difference, and the bottom line is you share in the profits.

## What are capital credits?

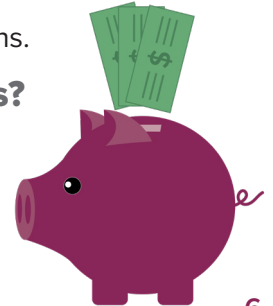
Interstate Telecommunications Cooperative, Inc. (ITC) allocates patronage sourced margins to its members of the Cooperative. These allocations are known as capital credits. At the end of each fiscal year the amount of capital, if any, so furnished by each member is clearly reflected and credited in an appropriate record to the capital account of each member.

## Who qualifies to receive capital credits?

Any person, association, corporation, firm, partnership or body politic or subdivision thereof will become a member of Interstate Telecommunications Cooperative, Inc., upon purchasing telecommunications services or broadband internet services from the Cooperative. See section 1 of Company Bylaws in the front section of the ITC Phone Book for additional terms and conditions.

## When are capital credits distributed to members?

Distribution of capital credits is under the discretion of ITC's Board of Directors. Members are notified in the company newsletter, the Bell Ringer.



# Phone



Scan for  
more info

## Phone Services

- » Keep the same number!
- » Get the service and features you need at an affordable price.

## Calling Features

- » **ITC Notify** ..... Packages Available
- » **Voice Mail** ..... \$3.95
- » **Voice Mail to Email** ..... \$2.00
- » **Caller ID/Call Waiting** ..... \$3.50
- » **Single Number Service (Find Me)** ..... \$4.95
- » **Call Forwarding** ..... \$0.50
- » **3-Way Calling** ..... \$0.50
- » **Telemarketer Call Management** ..... \$1.95



The ITC Hosted Voice service is a phone solution for businesses that is feature-rich, flexible, scalable, reliable, and secure. Give us a call at **1.800.417.8667** for a free, no-obligation consultation!

## 10-Digit Dialing

Reminder, to complete all local calls, you are required to dial **area code + telephone number**. This applies to all calls within your area code that were previously dialed with seven digits. Contact ITC for more information.





# Voice Mail Instructions

## Setting up your Voice Mail

### To access your Voice Mail:

1. **From your home phone:**
  - **Dial \*94.** If you call from your home phone using Auto Login, you don't have to press anything. To set-up Auto Login: access your mailbox, press 9 for mailbox set-up, and then press 4 to disable or enable Auto Login.
2. **Remotely; from a phone other than your home phone:**
  - **Dial 605-874-MAIL (6245).** When prompted for your mailbox number, **enter your 7-digit phone number.**
  - If requested, enter your four-digit password, followed by the # key. If this is your first time accessing your Voice Mail, the default password is 0000 (four zeros) until you change it.
  - If you have sub-mailboxes, follow Step 1 above, then press \* to access the Group Greeting Menu and follow the voice prompts.

### Change your Password

1. Access your Voice Mailbox.
2. Press 9 for the mailbox set-up menu.
3. Press 2 to change your password.
4. Enter your new password and then press the # key (your password is any series of up to 16 numbers you choose). You can't access your mailbox from a number other than your home number without it, so choose a password you can remember easily!
5. To verify, enter your password again and press the # key.

# Voice Mail Instructions

## Record your Greeting

1. Access your Voice Mailbox.
2. Press 9 for the mailbox set-up menu.
3. Press 1 for greeting options (disregard this step if you choose to use the default greeting).
4. Press 2 to record your greeting.
5. Record your greeting and then press the # key.
6. Press 1 to listen to your greeting.
7. If you would like to record multiple greetings: Press 5; choose a new greeting (#2-9); Press 2 to record your greeting and press # to end your recording. If you would like to record more greetings, follow step 7 again.
8. Press \* to return to the Main Menu.

## Retrieve your Messages

1. Access your Voice Mailbox.
2. When prompted, press 1 to listen to Voice Mail messages.
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.
5. Press \* to return to the main menu.

### When retrieving messages, you can:

**Press 1** to play the message again.

**Press 2** to save the message and play the next.

**Press 3** to delete the message.

**Press 4** to save the message as new.

**Press 7** to rewind the message.

**Press 8** to pause or continue the message.

**Press 9** to fast forward the message.

**Press \*** to return to the main menu.

# Internet

## Fiber-Fast Internet

### We've got all the bandwidth you need!

- » Enjoy Internet that's fast enough for anything. With symmetrical packages up to 1 GIG, ITC will help you find the Internet option that meets your need for speed.
- » **Unlimited Internet**—no more worries about overages, no slowing/throttling speed—use as much Internet as you want. It's complete freedom!
- » Top-notch support & timely customer service from technicians in your community.
- » Upgrading to a faster package is easy; give our office a call at **1.800.417.8667!**



**EXPLORER**  
**100M/100M**



**MULTITASKER**  
**250M/250M**



**MAXIMIZER**  
**1GIG/1GIG**



Scan for  
more info

# Blast Wi-Fi



Scan for  
more info

Blast Wi-Fi Powered by ITC gives you the freedom to have ITC manage your Wi-Fi, or we can get you the tools to help you manage it yourself. Here are some of the benefits of the new service:

- » Superior Wi-Fi strength with device connection support
- » Apps available to manage and control your Wi-Fi network
- » An option to extend wireless to your entire house, deck, attic, yard, or garage

Call ITC at **1.800.417.8667** to upgrade to Blast Wi-Fi today! An ITC technician will come to your home for a site analysis. During this site visit, the technician will:

- » Review your current router placement
- » Verify wireless coverage is everywhere you need it
- » Install the new router and assist you in connecting your devices
- » Install & configure the app on your phone if you want to manage your network

## Blast Wi-Fi Packages

**Intro – \$6.95/month**

**Premium – \$14.95/month**

**Blast Wi-Fi**  
..... POWERED BY ITC .....



# Blast Wi-Fi

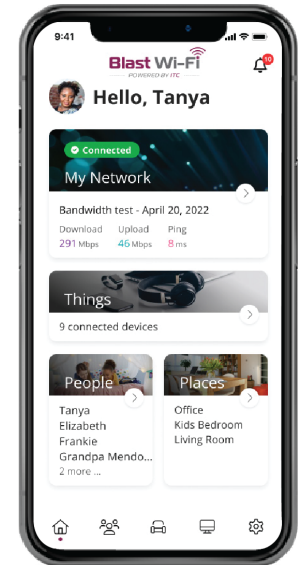
## Blast Wi-Fi offers two additional applications to help manage, automate, and secure your network:

**ProtectIQ® delivers home network protection that provides peace of mind.**

- » Malicious website protection, anti-virus, and anti-ransomware packet inspection, and intrusion detection
- » Traffic monitoring that automatically blocks anything that looks suspicious coming into the home
- » A dashboard to demonstrate how this service is actively protecting the home network
- » Notifications when content is blocked
- » \$4/month, or included with Premium Blast Wi-Fi

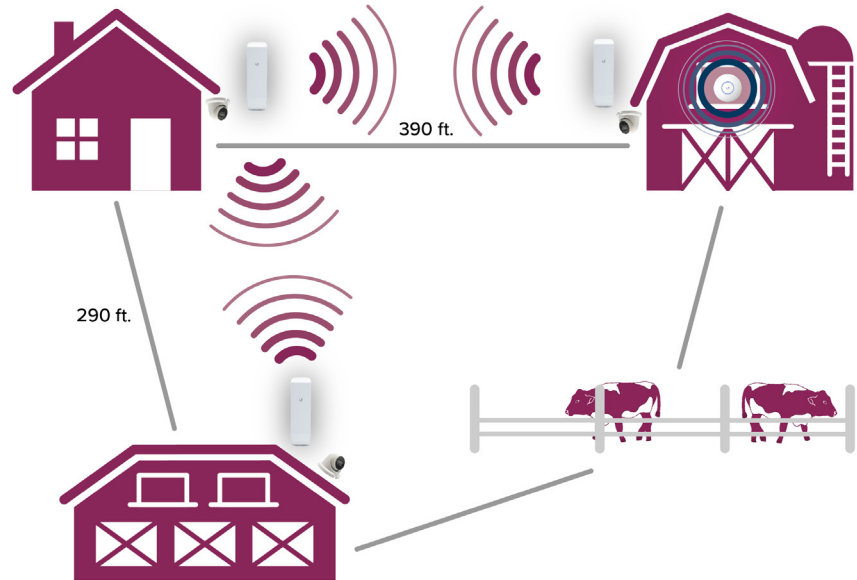
**ExperienceIQ® gives you the ability to manage the content, applications, and websites for devices connected to your home network.**

- » Enhanced parental controls that give you the ability to enforce Internet usage rules
- » Family profile tools to manage the content and hours of use for each connected device in the home
- » \$4/month, or included with Premium Blast Wi-Fi



# Wireless Extension

ITC offers many solutions to extend wireless Internet to an outbuilding or additional location at your premises. Whether you are looking to get a wireless signal to your barn or shop, or a camera mounted on an outbuilding, ITC has solutions. If you would like additional information on the pricing or would like to schedule a site visit with an ITC technician to review the options, please call **1.800.417.8667**.



# Camera & NVR Systems

## ITC camera systems are scalable to fit any size business or residence.

- » The integrated cameras are available up to 8MP or 4K resolution and provide high-quality recordings, both day and night.
- » Data is recorded on the NVR (Network Video Recorder) and can record on motion or continuously. The NVR can also be programmed to overwrite the oldest footage to free up storage space.

ITC has installed camera systems in local businesses, schools, farming operations, lake homes, and residential locations. One of the most incredible benefits of this system is that you can monitor your premises from any Internet-enabled device while you are away.

ITC offers many NVR options to fit your needs. Determining the size of the NVR depends on the number of cameras, camera resolution, recording styles, and hard drive size. Installation costs will vary based on the number of cameras and wiring requirements. The cameras can be powered by a POE switch or an individual POE injector. Each camera will require network connectivity. We are able to install cameras on outbuildings and poles within the landowners property utilizing wireless or wired Point to Point managed equipment.

If you would like additional information on the pricing or would like to review options with an ITC representative, please call **1.800.417.8667**.

## ITC Stream



Scan for  
more info



ITC Stream is the cutting-edge streaming TV service delivering high-quality content to your device. Offering a variety of channel options, including LIVE Sports and Local Networks, enjoy seamless access on one platform. Dive into captivating entertainment anytime, available exclusively in the ITC service territory.

- » **2 package options, ITC Stream Lite or ITC Stream Ultra. Cloud DVR (80 hours, one-year retention) is included with ITC Stream Ultra, or can be added to ITC Stream Lite for \$10/month. (Please note: You must subscribe to ITC's Fiber-Fast Internet to get ITC Stream.)**
- » **All packages include two streams, which allows for simultaneous watching on two separate devices. Additional streams available for a monthly fee.**
- » **ITC Stream users have the option to either lease an ITC set-top-box or utilize approved streaming devices (full list of devices is available on our website).**



# ITC Stream



Scan for  
help videos



Some options for approved streaming devices (*for the full list with specific device models, please visit our website*):

- » Roku devices
- » Apple TV devices
- » Amazon Fire TV devices
- » Android TVs
- » ITC set-top-box

For directions on how to get started, user guides, help videos, and the ITC Stream channel card, please visit [www.itc-web.com/stream](http://www.itc-web.com/stream) or scan the QR code to the left.

# Controlling the Remote



**TV, AUD, DVD, VCR, STB**  
Use one remote to control multiple devices.

**Setup**  
Use for programming sequences of devices controlled by the remote.

**Skip Forward, Skip Back, REW, Play, FFWD, Stop, Pause, Record**  
In STB mode, these control the DVR functions. In other modes, these control a VCR, DVD Player or PVR.

**Menu**  
Displays the menu.

**Guide**  
Opens the Interactive Program Guide.

**Day +/-**  
Jump ahead or back one day in the Interactive Program Guide.

**Red, Green, Yellow, Blue**  
Access additional features on your set-top box.

**Vol +/-**  
Raise or lower the volume.

**Mute**  
Turn the sound off or on.

**Aspect Ratio\***  
Temporarily change the conversion mode to Original Size or Fit to Screen.

**Input**  
In TV control mode, will change the input of the device you are controlling.

**Power**  
Turn on/off a selected device.

**Live**  
Return to watching live TV.

**List**  
Display a list of recorded, future and series rules on your DVR.

**Info**  
Display the current channel and program information. Press again for more detail.

**Browse, Search, Arrows, OK**  
Navigate and select on-screen choices.

**Exit**  
Exit the current screen.

**Page +/-**  
Page up or down in lists and Interactive Program Guide.

**Channel +/-**  
Changes to the next higher or lower channel.

**On Demand**  
Access video on demand services.

**Last**  
Recall the last channel you were watching.

**FAV**  
View your favorite channels.

**Number Keys (0-9)**  
Directly select a channel or enter options.

**# Button**  
Use to turn closed captioning on and off.

\*If Available

# Reprogram Your Remote

## Backlit Remote

### Step One: Program remote to control your TV

1. Turn on the TV
2. Press “TV” button
3. HOLD “Setup” button until TV flashes twice
4. Press “991”
5. Press “Power” button
6. Press “Channel Up” repeatedly
7. Once TV shuts off press “Setup” button

### Step Two: Turn power off of TV and STB at the same time

1. Press “STB” button
2. Hold “Setup” button until STB flashes twice
3. Press “995”
4. Press “Power” button
5. Press “TV” button
6. Press “STB” button
7. Hold “Setup” button until STB flashes twice

These steps will program the remote to turn off both the TV and the STB when pressing the “Power” button. If you are still having issues with the remote, please contact ITC at **1.800.417.8667**.



## My ITC Information

### Internet

Email Address: \_\_\_\_\_@itctel.com

Email Password: \_\_\_\_\_

Wi-Fi Network: \_\_\_\_\_

Wi-Fi Password: \_\_\_\_\_

Internet Speed: \_\_\_\_\_

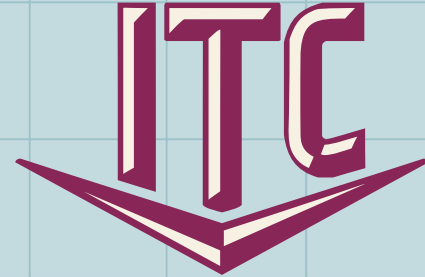
### Blast Wi-Fi

Blast Wi-Fi App Username: \_\_\_\_\_

Blast Wi-Fi App Password: \_\_\_\_\_

### Phone

Voice Mail Password: \_\_\_\_\_



[www.itc-web.com](http://www.itc-web.com)

**1.800.417.8667**

**24/7 Internet Help Desk: 1.888.217.5718**

**24/7 TV Help Desk: 1.800.455.5958**