



Bell Ringer

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ITC HOSTED VOICE

A Smarter, Simpler Business Phone Solution

Clear, reliable communication is the backbone of every successful business. Whether you operate a small office, a growing company with multiple locations, or a large organization with complex needs, ITC Hosted Voice delivers a modern, dependable phone solution that keeps your team connected and your customers satisfied.

ITC Hosted Voice is a cloud-based business phone system packed with powerful features and flexible options. By combining cutting-edge technology with local support, ITC provides a complete communications solution tailored specifically for businesses of any size.



Low Startup Costs

ITC Hosted Voice eliminates those large upfront investments because the system is managed in the cloud. Phones are leased and professionally managed by ITC, which means your system stays up to date without surprise repair bills or technology headaches.

Feature-Packed Service

ITC Hosted Voice is more than just a phone; it is a complete communications platform that offers essential features, including voicemail, web portal access, mobile app access, softphone capability, and call management tools. These tools are built to help you manage calls efficiently, improve customer response times, and keep your team connected.

Flexible and Scalable

Businesses grow and change, so your phone system should be able to grow with you. ITC Hosted Voice is priced per station, making it simple to add or remove users as your needs evolve. This flexibility ensures your communication system always fits your business.

Mobile Connectivity

With ITC Hosted Voice, your office phone travels with you. Access your business calls and messages anywhere with the SNAPMobile app and web interface, so you never miss important calls.

Reliable and Secure

The system is fully redundant, ensuring your service runs smoothly. Your business communications are protected through a secure network infrastructure designed to maintain uptime and safeguard sensitive information.

Dedicated Local Support

One of the biggest advantages of choosing ITC Hosted Voice is the support it offers. In most cases, issues that arise can be resolved remotely, saving time and minimizing disruption to your operations.

ITC Hosted Voice delivers affordability, flexibility, advanced features, and dependable support. To learn more, visit www.itc-web.com/hosted-voice or call 1.800.417.8667.

"ITC Hosted Voice has completely improved the way we handle dispatching. When every second counts and I only have moments to secure a load, being able to simply push a button on the screen of the web portal has made all the difference. I highly recommend Derek and the ITC team; their support has been outstanding."

*- Hauling, Inc.
Bryant, SD*

GOVERNMENT-LOOKING EMAIL SCAMS

By Michael Martinell, Network Broadband Technician

Scam emails often look official and sound serious. “There is an issue with your tax return.” “Your Social Security benefits are suspended.” “Immediate action required.” Each message is designed to trick you.

While the ITC spam filter works hard to block emails like this, scammers do their best to make their messages look legitimate. They carefully design them to slip past spam filters, just like they try to slip past your better judgment. Once a message gets through, they are counting on you already being stressed about taxes or other government paperwork.

Spam Emails are Designed to Trick You

Just as ITC will never email you claiming there is a problem with your email account, government agencies do not either. These scam messages are incredibly common right now and are designed to look just official enough to pass a quick glance. Do not trust them.

Scammers rely on the classic trick of urgency. The message might say you have 24 hours to respond or your account will be locked. Another common move is an attachment labeled something vague like “Tax Notice” or “Important Document.” Sometimes there is a link asking you to “verify your information” or “confirm your identity.” Once you click a link in the email and enter your information, scammers can capture it. At that point, it is no longer secure.

Real Government Emails

Real government agencies do not threaten you by email. They do not ask for personal information through links. They do not demand payment using gift cards, wire transfers, or cryptocurrency. And they definitely do not send surprise attachments and expect you to open them.

In reality, if the IRS or Social Security Administration needs to contact you about something serious, it usually comes through old-fashioned mail. Yes, the kind that shows up in your physical mailbox. Some companies, like ITC, may send emails about billing or service updates, but we will not demand immediate payment through an email link or pressure you with threats.

Be Cautious

So, a good rule of thumb is: if an email makes you feel rushed, scared, or panicked, stop immediately. That emotional reaction is not an accident. Scammers rely on fear because it shuts down common sense.

Current trends indicate we can expect more of these messages. They are annoying, sometimes convincing, and unfortunately, very effective on people who are just trying to do the right thing.

When in doubt, you can always call the ITC Help Desk at 1.888.217.5718 to help verify whether an email is legitimate. We would much rather take a quick call and say, “Yes, that’s fake,” than see you end up with a mess after clicking the wrong thing.

MORE CHATGPT IN MARCH

By Holly Stormo, Marketing Communications Specialist

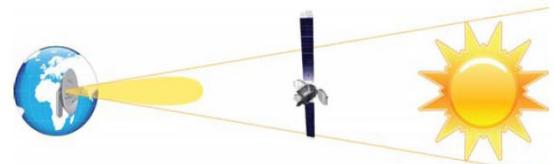
Couldn’t attend class in February, but wanted to learn about ChatGPT? You are in luck! ITC will be teaching a few more classes in March! This is a beginner’s course that teaches you which prompts to use when working with ChatGPT.

March classes will be held in Webster (March 4), Milbank (March 5), and Ivanhoe (March 11). Bring your phone or tablet for these hands-on sessions. Sign up by scanning the QR code or visiting www.itc-web.com/itcuniversity.

If you have any questions, please call ITC at 1.800.417.8667. We hope to see you in class!



SOLAR OUTAGES



It’s that time again when we start to see solar outages. This time of year, the sun’s rays can overpower satellite feeds used to deliver TV service. Your TV may experience fuzzy channels, tiling, frozen, or completely blank pictures. They can last from a few minutes to 15 minutes per day. These outages occur in the Spring and Fall. As in previous years, we expect to see these outages at the beginning of March. If you have any questions, please call ITC at 1.800.417.8667.

CAPITAL CREDITS

Have you cashed your check? If you still need to cash your ITC capital credit check, please do so at your earliest convenience. If you’re unsure, you can scan the QR code to the right with your phone’s camera or www.itc-web.com/outstanding-capital-credits. The ITC website will display a link to members with outstanding capital credit checks. If your name is on the list or you have questions, please contact us at 1.800.417.8667.



Taxes: Each year, Coop members receive notice of patronage credits earned the previous year.

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

When patrons receive cash for allocated credits, they are subject to taxation only to the extent that the payment for services was deducted on their 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.