



Bell Ringer

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BRINGING MULTI-GIG SPEEDS TO YOU

ITC is committed to providing fast, reliable Internet to our communities. Because of this, we are currently upgrading our fiber network to deliver Multi-GIG Internet speeds, helping homes and businesses stay ready for today's needs and tomorrow's technology. Today, more of our daily activities depend on a strong Internet connection, including:

- Streaming movies and TV shows
- Video calls with family, doctors, and coworkers
- Online classes and remote work
- Smart home devices like security cameras and doorbells

Faster Speeds at No Extra Cost

As part of this upgrade, ITC will be increasing the speeds of our current Internet packages at no additional monthly cost. Today, speeds range from 100/100 Mbps up to 1GIG/1GIG. As the network is upgraded, new speeds will start at 500/500 Mbps and go up to 5GIG/5GIG, with the ability to scale all the way to 10GIG in the future.

Because ITC offers symmetrical speeds, your upload and download speeds will be the same. This means quicker file sharing, smoother video calls, faster game downloads, and less waiting when sending photos or documents.

Benefits for Homes and Businesses

With Multi-GIG speeds, families can stream, work, learn, and play online simultaneously without slowdowns. Pages load faster, videos look clearer, and connections stay reliable, even with multiple devices connected at once.

Local businesses rely on fast, dependable Internet to stay competitive. Higher speeds help with uploading files, running online tools, completing sales, and serving customers efficiently and reliably.

Upgrades Coming to Your Community

Technology continues to advance, and Internet use will only grow. Even if you don't need higher speeds today, having them available helps ensure your home or business is ready for tomorrow's technology. These upgrades provide a stronger, faster, and more future-ready connection for our communities.

ITC's speed upgrades are taking place community by community across the ITC service area. Members will be notified directly when the faster speeds become available in their area. While we appreciate your patience during this process, we're confident the wait will be worth it once you experience our fastest Internet yet.

To see when your community will be upgraded, please refer to the chart to the right. If you have any questions, call ITC at 1.800.417.8667.

2025 COMPLETE	2026 UPCOMING	2027 UPCOMING
Webster	Watertown	Clark
Milbank	Brookings	Florence
Willow Lake	Waubay	Bradley
Bryant	Madison	Revillo
Estelline	Wentworth	Gary
Elkton	Chester	Stockholm
Hayti	Toronto	South Shore
Castlewood	Hendricks	Goodwin
Lake Norden	Lake Benton	Brandt
White	Ivanhoe	Nunda
Canby	Tyler	Sinai
UPGRADES DONE FOR 2025!	Arco	Clear Lake
	Porter	
	Astoria	

TAMING THE INBOX

By Michael Martinell, Network Broadband Technician

Email threats get a little smarter every year, and the average inbox sees far more junk than anyone realizes. At ITC, our spam filter blocks about 26 million unwanted or malicious messages annually. This is compared to roughly 16 million legitimate emails that go through without issue. In other words, nearly two-thirds of the emails trying to reach you are junk, and the filter is working nonstop behind the scenes to keep it out of your way.

The Filtering System

The filtering system scans every incoming message the moment it arrives. It looks for bad links, odd sender behavior, and patterns common in phishing attempts. Once it has checked everything, it assigns a spam score and makes a decision. Safe messages are delivered, and suspicious ones are quietly held for your review.

Because scammers love to imitate trusted brands like your bank, online retailers, and even ITC, our filter sometimes takes a cautious approach when something looks a little off. The message may look legitimate to you, but the scanner is reacting to details most people would never notice. When that happens, it holds the email rather than taking a chance.

Spam Quarantine Report

To stay in control, you will receive a daily Spam Quarantine Report, which is a snapshot of anything the filter has pulled aside. From this report, you can approve a message, block a sender, or ignore something that was clearly junk. Also, you can always see everything that's been held, including brand-new items not in the daily snapshot. To access the filtering portal, you can wait for a Spam Quarantine Report or log in anytime via webmail.itctel.com or itc-web.com.

If an email you were expecting gets flagged, fixing it is simple. Just open your report or log in directly to the spam filter, then choose Deliver or Release. If it's from someone you trust, choose Allow to add them to your safe-sender list and ensure future messages arrive without delay.

Spam Threshold

Behind the scenes, each message's spam score is based on a combination of content, sender reputation, and behavior. Our default settings strike a good balance for most people, but inbox habits aren't the same for everyone. If you feel the filter is sweeping too much into quarantine, or not enough, we can fine-tune your personal spam threshold. Some customers prefer a stricter filter; others want to see more messages, even if some are questionable. In very specific cases, we can even turn filtering off entirely, though we don't recommend it for most users.

If you ever want adjustments or have questions about ITC's Spam Filter, contact us at 1.800.417.8667 or the 24/7 Helpdesk at 1.888.217.5718. We'll help make sure your inbox feels like your inbox, not a battleground.

ESPORTS

By Holly Stormo, Marketing Communications Specialist

ITC is proud to partner with area schools to help launch esports as a school-sponsored activity. Esports transforms online gaming into an organized, competitive experience where students participate as teams and spectators cheer them on, much like traditional sports. Because esports relies on fast, reliable Internet for smooth gameplay and streaming, ITC is excited to support these programs as a local broadband provider.

Students who participate in esports experience many benefits, including:

- **Cognitive Skills:** Esports encourages strategic thinking, quick decision-making, and problem-solving, which can positively impact academic performance.
- **Teamwork:** Competitive play promotes communication, cooperation, and collaboration, helping students build critical social skills.
- **Physical Health:** Many esports programs encourage healthy habits, including regular physical activity and balanced nutrition, to help players perform at their best.
- **Educational Engagement:** School-sponsored esports programs help build school pride and provide opportunities for students who may not typically participate in other extracurricular activities. Surveys show that up to 80% of participants consider esports their first school activity.
- **Mental Well-Being:** Being part of a team can give students a sense of belonging and help reduce feelings of isolation.

ITC is currently partnering with Deuel, Florence, South Shore—Waverly, and Elkton—Lake Benton schools. Through these partnerships, ITC has provided monetary support and essential items such as team shirts and mouse pads. We wish all participating students the best of luck in their competitions.

For more information about esports or ITC's involvement, please call ITC at 1.800.417.8667.



Happy New Year!

ITC will be closed on December 31 at 2:00 PM and all day on January 1.

Warm wishes for a wonderful 2026!