

READY FOR THE FUTURE

By Michael Martinell, Network Broadband Technician

When setting up your home Internet, you need a connection that's fast, reliable, and ready for anything—whether it's for work meetings, streaming, gaming, or managing smart devices. Do you prioritize fiber's speed and reliability or settle for the portability of cellular or satellite despite their limitations? The answer is clear: fiber delivers faster speeds, greater reliability, and better value for everyday home and business use.

ITC fiber delivers speeds up to 1 GIG per second, with the potential for even faster speeds as our network grows. Unlike many Internet options, such as cellular and satellite, which often prioritize download speeds while significantly limiting uploads, ITC fiber offers symmetrical speeds—your uploads are just as fast as your downloads. This is a significant advantage for gaming, video calls, and sharing large files. Plus, fiber delivers stable and reliable performance, unaffected by factors like signal strength, distance from towers, weather, or physical obstructions such as trees or buildings, which can make cellular connections unpredictable.

ITC fiber users rarely experience downtime, and when they do, it's typically related to the Wi-Fi setup, not the fiber connection. These issues are not unique to fiber and are the same problems you encounter with any Internet service, including cellular or satellite. Common Wi-Fi issues across all platforms include interference from devices like microwaves or baby monitors or weak signals in areas far from the router, such as upstairs bedrooms or basements. Fortunately, these problems are often easy to resolve with simple adjustments, like repositioning your router, updating its firmware, or adding a Wi-Fi mesh extender. If you need help, our team is ready to troubleshoot, and we'll even replace your ITC leased equipment free of charge.

Fiber offers a distinct advantage for gamers and streamers with ultra-low latency, typically under 10 milliseconds. In contrast, cellular connections often experience a latency between 20 and 50 milliseconds. Satellite connections can have a latency of 500-600 milliseconds, making some games virtually unplayable. That level of responsiveness can be the difference between winning and losing in an online match or enjoying smooth, uninterrupted video calls. To get the most out of your gaming experience, connecting your console directly to your router with an ethernet cable can further reduce lag and improve performance, especially in high-traffic environments. Fiber also excels at handling multiple devices simultaneously. Whether you're managing smart home systems, streaming your favorite shows, or working remotely, fiber ensures everything runs smoothly without any slowdown. In contrast, 5G networks can become congested in busy areas and may be unavailable in rural areas, leading to frustrating drops in speed and performance.

Don't settle for interruptions or slow speeds. Let ITC fiber provide a seamless experience today. For questions on what Fiber-Fast Internet can do for your home, call ITC at 1.800.417.8667.

FEBRUARY CLASS: AI

By Holly Stormo, Marketing Communications Specialist

The topic of February's ITC University classes will be The Good and Bad of Artificial Intelligence (AI). These classes will be held at 10:00 AM and 2:00 PM in Clear Lake, Webster, Milbank, Brookings, and Ivanhoe. There is no charge for ITC University classes.

During class, we will be teaching you how to create letters, pictures, and videos using AI tools. Then, we will get into what you need to watch out for to keep yourself safe in this new AI world.

To see dates in these communities and sign up for class, please scan the QR code to the right or go to www.itc-web.com/itcuniversity.

AI will be an interesting topic to discuss. If you have any questions about classes, please call ITC at 1.800.417.8667. We hope to see you in class!



DO NOT CALL REGISTRY

The National Do Not Call Registry was established by the Federal Trade Commission to offer a choice of receiving telemarketing calls at home or on your cell phone. You can call or go online to register or remove a number from the National Do Not Call Registry. Registration is free. Telemarketers have 31 days to remove your number from their call lists.

To register by phone or verify a number on the registry, call 1.888.382.1222 or TTY, call 1.866.290.4236 from the phone you want to register.

To register online or verify a number on the registry, go to www.donotcall.gov. If you register online, you will receive a confirmation email from donotcall.gov. You must click the link in the email within 72 hours to complete your registration.

With the Do Not Call Registry, you may still receive political, charitable, debt collection, information, and telephone survey calls. A company can still call if you've recently done business with them or permitted them to contact you. A company must honor your request if you ask them not to call.

Phone numbers placed on the National Do Not Call Registry will remain on it permanently unless you ask them to remove it.

WATCH OUT FOR PEDESTALS

Watch out for pedestals when removing snow. They are a distribution center that provides fiber-optic services to you and your neighbors. These pedestals offer network access to emergency, cellular, TV, and broadband services. If one becomes damaged, services could be affected. Don't be the cause of an outage. If you come across a damaged pedestal, please call ITC at 1.800.417.8667.

