# ITC HOSTED VOICE = ULTIMATE BUSINESS SOLUTION

ITC Hosted Voice is a phone solution for businesses packed with great benefits and flexible options. Our phones are a cutting-edge solution for any size business, making them the ultimate communications tool for any workplace. Read what some of our customers say about the service to the right.

**Here are some of the benefits of ITC Hosted Voice:**

- **Low Startup Costs** – ITC Hosted Voice is managed via the cloud through our secure local data network with no costly hardware to purchase, thus eliminating the burden of making large upfront investments. The phones will be leased and managed by ITC.
- **Feature Packed Service** – The seat price includes all major business phone features to help you manage your business efficiently, including mobility with soft-phone, web portal access, mobile app, voice mail, and more.
- **Flexible and Scalable** – ITC Hosted Voice is priced per station and can be expanded as you grow your business by any number of users or locations.
- **Mobile Connectivity** – ITC Hosted Voice allows you remote access to your business phone via the SNAPMobile app and web interface.
- **Reliable and Secure** – ITC Hosted Voice is fully redundant and secure.
- **Support** – ITC will take care of your Hosted Voice service. In most cases, issues can be resolved remotely.

"Grant County upgraded the phone system in December of 2022 to ITC Hosted Voice and integrated all five county locations. When the techs were on site, they were informative and efficient. The main reason we chose ITC as our provider is because of their excellent customer service and tech support. Support calls are answered very quickly and resolved."
   - Karen, Grant County

"We have been using ITC Hosted Voice since 2020. We love it! One of the main reasons we switched was to add a remote location. It's great as we can call the other site using only the extension number. We have two top features of the system; the support is the main one. If we need a quick change done with our auto-attendant, we e-mail the technician, and it is updated within the hour. Our second favorite feature is Voice Mail to E-mail. If a Voice Mail is left, whether the office is closed for bad weather or after-hours, we receive them in our e-mail. The voice quality is excellent; we are so glad we made the switch."
   - Amanda, Rick's Welding, Inc. & Powerlift Doors

# LOCATING YOUR INTERNET LINES

ITC recently added four new employees whose jobs primarily include locating fiber-optic lines during construction season. These new employees include Derick "Bob" Nielsen, Tyler Engen, Jack Bandemer, and James Swisher. Whenever you call "811", the South Dakota One Call System, ITC will have 48 business hours to locate the ITC fiber on your property before you start digging. The call is free and could save you money in fines.

The South Dakota One Call System is for excavators or anyone digging to notify utility companies of their intent to dig. When you call 811, the South Dakota One Call System notifies utility companies with buried lines in the area. The utility companies will only mark lines that they own. Private lines must be located by the private locating firm and are your responsibility. (For MN, call 811 or 1.800.252.1166.)

Don't dig before calling 811, even if it's just for a garden. And if you happen to see any of these new employees out and about, say "Hi" and welcome them into the ITC family.

Bob      Tyler      Jack      James

# BLAST WI-FI TIPS AND TRICKS

*By Michael Martinell, Network Broadband Technician*

In today's world, the Internet is an essential part of our lives. We use it to stream movies, connect with friends and family, work remotely, and more. However, there's nothing more frustrating than a slow and unreliable Internet connection. That's why we've put together some tips and tricks to help you improve your Blast Wi-Fi experience.

At ITC, we're committed to providing you with a secure and up-to-date Wi-Fi connection. As a Blast Wi-Fi customer, you can rest assured that we take your online security seriously. Our team regularly checks your equipment for potential issues and upgrades your firmware to keep your connection secure and up-to-date.

The location of your router can affect your Wi-Fi coverage. We recommend you place your router in a central location away from walls and other obstructions to minimize signal interference, helping your devices connect to the Wi-Fi network. For example, if you're streaming a movie on Netflix and it keeps buffering, this could be due to poor signal strength, which can be remedied by moving your router to a central location. ITC can help you relocate your router if necessary.

For devices that require a stable and consistent Internet connection, such as gaming consoles or desktop computers, we recommend using a wired connection instead of Wi-Fi. This minimizes latency and ensures an always-on connection. For instance, if you're playing an online game and the connection keeps dropping, switching to a wired connection can fix the issue.

Older devices that are no longer in use or are rarely used can slow down your Wi-Fi network. You can remove these devices from your network using our Blast Wi-Fi app, which frees up bandwidth and improves Wi-Fi performance for your other devices. This also helps ensure your network is more secure and less susceptible to attacks.

With Blast Wi-Fi, you can prioritize certain types of Internet traffic, such as streaming video, online gaming, or work apps, to ensure that they receive sufficient bandwidth and do not suffer from lag or buffering. This is made possible through the Priorities feature on the ITC Blast Wi-Fi app. Prioritizing specific types of traffic can significantly improve your Wi-Fi performance. For example, if you're working from home and need to participate in a video conference, enabling Priorities for your computer can ensure a seamless video conferencing experience.

If you have a large home or areas with weak Wi-Fi coverage, we recommend using a Wi-Fi GigaSpire Mesh device. This can boost the signal of your existing router, providing seamless Wi-Fi coverage throughout your home by using multiple access points. We can help determine where you need extended Wi-Fi coverage and install a mesh unit.

We hope these tips help you improve your Wi-Fi experience with Blast Wi-Fi. If you ever experience any issues or have questions, our customer support team is always ready to help. If you want to try out ITC's Blast Wi-Fi, call us at 1.800.417.8667 to discuss the best Wi-Fi experience.

# TAKE OUR SURVEY

*By Holly Stormo, Marketing Communications Specialist*

ITC recently emailed out a two-question survey to our customers. If you didn't receive it or don't have email, please scan the QR code to the right with your smartphone camera. You can also stop into the office to pick up a copy. We want to know what you think.

# AFFORDABLE CONNECTIVITY PROGRAM

The FCC has approved ITC as a provider for the Affordable Connectivity Program (ACP), which is an FCC program to help low-income households provide a discount of up to $30 per month for broadband service (up to $75 for those living on Tribal Lands). If your application is approved, you will need to contact ITC to receive the discount on your existing service. For more info or to see if you qualify, visit www.GetInternet.gov.

# LIFELINE FUNDING AVAILABLE

Lifeline is a federal program that lowers the monthly cost of phone or Internet. Eligible customers will get up to $9.25 toward broadband service (up to $34.25 for those living on Tribal Lands), or up to $5.25 toward phone service on their bill. You can use Lifeline either for phone or Internet, but not both. Only one Lifeline credit is available per household. Lifeline is the FCC's program to help make communications services more affordable for eligible customers.

Contact ITC for a Lifeline application or visit ITC's website at www.itc-web.com/services/residential/phone. You can also go directly to the Lifeline National Verifier at www.LifelineSupport.org. The following information will be needed to apply: First and last name, address, date of birth, and last four digits of your social security number (or Tribal ID number). You may also need to provide one of these items: photo ID, prior year's tax return, social security card, or another document to prove your identity.

To be eligible for the Lifeline benefit, either you or someone in your household must participate in one of the programs below. The other option is to prove your income is at or below 135% of the federal poverty guidelines.

-Medicaid.
-Supplemental Nutrition Assistance Program (SNAP).
-Federal Public Housing Assistance (FPHA).
-Veterans Pension or Survivors Pension.
-Supplemental Security Income (SSI).
-Other Programs for Tribal Lands.

If your application is approved, you will need to contact ITC to receive the discount on your existing service.

If you believe you are eligible for Lifeline, call our office at 1.800.417.8667 for assistance.