

# GRISWOLD Connections

FALL 2015



## Visit Us Online

Go to [griswoldcommunications.com](http://griswoldcommunications.com) to find the most up-to-date information for Griswold Communications services, promotions, regulatory information and more. Notice that Griswold Communications' website address has transitioned along with the name updates to the website.

*Website Compass* quarterly magazine is posted on the website along with *Griswold Connections* quarterly newsletter. Be sure to check out the valuable information these resources provide. Plus, like us on Facebook for fun facts, give away contests, service alerts and more.

## Contact

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[griswoldcommunications.com](http://griswoldcommunications.com)



## Griswold Communications' Management Changes

The Board of Directors of Griswold Communications and its' President Tom Shellberg, are pleased to have announced the appointment of Amy McLaren as General Manager of the company effective earlier this year. "Within every organization, you will find hard-working and dedicated employees. Amy's success is proof of her skill sets and motivation during the seventeen years she has been employed here," said Tom. Retiring Executive Vice President Bob Drogo stated, "There is no area of our business and industry that Amy has not been involved in as preparation for advancement, and we are pleased she has accepted this important opportunity."

Additionally, the Board of Directors confirmed the rest of the management staff reporting to Amy. That team includes Amy Carlisle, Accountant/Office Manager; Brent Milner, Outside Plant Supervisor; and Karl Lantz, Central Office Equipment Supervisor.

Amy and her direct reports, as well as all the capable, loyal employees of the company, are committed to continuing to provide value to, and enhancement of, the customer experience with Griswold Communications and the blueSURGE product line. 763-4564

Please join the Board of Directors in congratulating Amy and the management team, as well as thanking Bob for his 10 years of service to the company and wishing him well in retirement!



*Congratulations!*



## What the FCC is Doing About Annoying Robocalls

If you've ever had your dinner interrupted by an automated sales call—a.k.a. a "robocall"—you'll be happy to hear that the Federal Communications Commission (FCC) is fed up as well. Better yet, the FCC is taking action.

Last year, the FCC received more than 215,000 complaints about robocalls and spam texts. Chairman Tom Wheeler is proposing three rules to make it harder for spammers to harass you through your phone lines:

1. The FCC will make robocall-blocking technology legal and encourage phone service providers to make this technology available to customers.
2. The FCC will redefine "autodialer" to include technologies that target mobile phones.
3. The FCC will require that telemarketing organizations make it easy for customers to opt out of robocalls. You should be able to opt out of receiving the automated calls by simply saying "no."

If these proposed rules go through, this will not impact the ability of your bank or doctor to use an automated calling system to send you reminders and updates. But telemarketers will be much more limited.

# Free TED Talks Offer Lots of Bright Ideas from Bright People

**T**ED ([www.ted.com](http://www.ted.com)) offers free knowledge from some of the world's smartest minds. It's a free and convenient way for anyone of any age to keep learning through engaging content, usually delivered in the form of powerful talks lasting 18 minutes or less. 769-2628

In 1984, the Technology, Entertainment and Design (TED) conference began to build its global community. Today TED is an organization devoted to spreading great ideas. TED is non-profit and nonpartisan, and its focus is on making great ideas accessible and sparking conversation. Watching TED talks online is a great way to improve your education, expand your mind, and learn for free.

TED welcomes speakers and listeners from every discipline and culture who seek a deeper understanding of the world, and its collection of knowledge just keeps growing. You can explore a wide range of subjects from science to business to health to global issues. Search by topic or video duration, and sort by categories including Newest, Most Viewed, Jaw-Dropping, Funny, Inspiring, and Ingenious. Here's a sampling of some of the most-viewed TED Talks:

- Your body language shapes who you are
- The surprising science of happiness
- Hidden miracles of the natural world
- 10 top time-saving tech tips
- How to make work-life balance work
- The power of introverts
- How to live before you die
- Why do we sleep?
- Every kid needs a champion

For a full list of topics and to view the 1900+ talks available online, go to [TED.com/talks](http://TED.com/talks). TED now offers mobile apps as well, making its knowledgebase accessible while you're on the go. 778-4135

**Are you experiencing buffering when you watch TED Talks or other videos? That's a sign you probably need a faster Internet connection. Call us at 712-778-2121 to learn about our current speeds and prices.**



# Today's Malware is an Increasingly Scary Threat

According to key findings from the 2015 Symantec Internet Security Threat Report\*, cybercriminals are working faster and launching more malicious attacks than in previous years. More than 317 million new pieces of malware — computer viruses or other malicious software — were created last year. That means nearly one million new threats were released each day.



Malware is getting tougher to stop because the cybercriminals behind it are growing increasingly sophisticated. Twenty years ago, cybercrime was little more than Internet pranksters and Nigerian 419 email scams. Today, it's a multi-billion dollar industry supported by foreign governments, ex-spies and security agents, engineers, mathematicians, and well-funded organized crime rings. These criminals are developing all sorts of tricks to make their malware harder to spot, including “wrappers” that combine the virus or other malware with a legitimate program such as a PDF, Word document, or Powerpoint file.

Visit [griswoldcommunications.com](http://griswoldcommunications.com) for information about SecureIT Plus Computer Protection.

\*[www.symantec.com/security\\_response/publications/threatreport.jsp?imid=us\\_ghp\\_hero1\\_istr20](http://www.symantec.com/security_response/publications/threatreport.jsp?imid=us_ghp_hero1_istr20)

## Keeping Electronics Clean

With so many electronics throughout our homes—from TVs to phones to computers— one of the most nagging problems some of us experience is just how to keep everything clean. Here are a few guidelines:

### TVs and Computer Monitors

You can use a static duster or a soft, dry cloth (like an electrostatic cloth or a small bath towel) to clean most TVs. Electronics spray or plain water can be used as well, but don't put these directly onto the TV. Instead, slightly dampen your cloth with the cleaner, then wipe down the TV. The same process can be used for computer monitors. Do not use paper towels, as they can scratch the screen.

### DVD Players

A dry cloth is best for the outside of your DVD player. To clean the inside, get a DVD disc cleaning kit from your local electronics shop.

### Cellphones and MP3 Players

Again, a soft, dry cloth is the best place to start. Headphones and cords may need to be cleaned periodically as well. If screens become scratched, a scratch repair kit can help.

And remember—whatever electronics you own, it's always a good idea to refer to your owner's manual for specific instructions related to your particular model.

## Get Free Homework Help and More

Discovery Education ([www.discoveryeducation.com](http://www.discoveryeducation.com)) is an incredible free resource for students of all ages and their parents. Check out the Homework Help pages for assistance in all sorts of school subjects. Stuck on a math problem? Go to Step-by-step WebMATH to get answers. You'll also find Games & Interactives on this site to add a little more fun to learning. High school students can even test their driving skills with the Heads Up! Interactive Challenge.



## Fall Equinox May Affect Your TV Picture

If your TV picture momentarily turns snowy or blurry around September 23, the date of the fall equinox, it's probably from a sun outage. This is a natural phenomenon which occurs when the sun appears to pass directly behind the satellite, as seen from the receive antenna. Reception becomes degraded and eventually impossible for a brief period of time, usually less than 15 minutes.

There is nothing that can be done from a technical standpoint to prevent the sun outage effects. Fortunately, however, sun outages are a short-term problem and end when the equinox is over. 767-2268

## Before You Dig, Call 811

All sorts of utility lines, pipes, and cables could be buried on your property and easily damaged by even shallow digging. This can result in service interruptions to your entire neighborhood.

Before you dig, call 811 to have utility lines marked. Simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.



## Hidden Number Contest

We have hidden randomly selected phone numbers throughout this newsletter. If you find your phone number in italics anywhere in this newsletter, please call our office at 712-778-2121 by September 30, 2015 to receive a \$5.00 bill credit. Last newsletter's Hidden Number Contest winners were Phil and Dawn Chalmers, Mark Turner, and Becky Riley.

*Good luck and happy reading!*



## Broadband Network Evolution Project: Fiber to the Home Update

Fiber-To-The-Home allows higher Internet speeds, more television options, television to the rural areas, and more. The majority of our subscribers have been converted to fiber, and those subscribers remaining need to be scheduled for an appointment.

**Each home and business will be, or has been, contacted by Griswold Communications to discuss services and schedule an appointment for the fiber to be hooked up, which is the final step for the fiber installation. Your services are not on fiber until you've had your conversion appointment.**

All areas of the Griswold exchange are ready to be converted to fiber. If we have left you a message, you've seen that we called on your caller ID, or if you haven't heard from us, please call back at 712-778-2121.

Griswold Communications employees will convert the remaining subscribers to fiber as timely as possible. If you have any questions or concerns about the Griswold exchange Fiber-To-The-Home project, stop in the office or call us at 712-778-2121 or check our website at [griswoldcommunications.com](http://griswoldcommunications.com) for more information. Again, we thank you for your time and patience during this Fiber-To-The-Home project.

If you have not been converted to fiber yet, please be aware that the new service box installed on the side of your home or business may appear to be loose. Further work will take place when the fiber is hooked up and then the box will be secured. We ask that you be more cautious than ever when digging. The new fiber, when in the ground, will not be live yet and will be more difficult to locate until it is in service, plus more costly and time consuming to repair. Before you dig, call Iowa One Call at 811.