

Pathways

August 2015



Your pathway to the world

We Love It When You "Like" Us on Facebook

To join the Citizens Connected community, click on the Facebook link on our homepage at citizens-connected.com. Then "Like" our Facebook page to get the latest on:

- New products and services
- Upcoming promotions
- Community activities
- Customer alerts
- FREE Technology Classes

If you're new to Facebook, check out our Facebook for Beginners class in October. (See page 4 for details.)

Contact

CITIZENS CONNECTED

328 Main Street / PO Box 127
New Auburn, WI 54757

Phone: (715) 237-2605 or just dial 611

Toll Free: 1-888-815-5550

Email: info@citizens-connected.com

Website: citizens-connected.com

Office Hours:

Mon., Tues., Thurs., and Fri.:
8:00 am to 4:30 pm

Wed.: 8:00 am to 6:30 pm

Office Closures:

September 7 for Labor Day

CEO/General Manager:

Dennis Bachman

Board of Directors:

Lynn Trowbridge, President
Suzanne Perry, Vice President
Francis Langman, Secretary
Donald Newman, Treasurer
Veda Reed, Director
Bryce Harelstad, Director
Wayne Olson, Director

**Download a song in
1 second or less!**

Yeah, it's that fast...

FIBER-FAST

FIBER-FAST INTERNET

starting at

\$29.99*

**PER MONTH
IN A BUNDLE**

Call us today at (715)237-2605!

*Terms & Conditions apply.

10 Leading Sites for Instructional Videos

Thanks to the Internet, you can easily access experts to find out about any subject — anytime, anywhere. Whether your son needs assistance with algebra or you could use a lesson on landscaping, online videos let you watch and learn whenever it's most convenient for you. Here's a list of some popular sites to check out:

ted.com

Short, powerful talks from speakers in a wide range of industries

bigthink.com

Video interviews with thought leaders in a range of fields

brightstorm.com

Short-form online video lessons by professional educators

mathtv.com

Professional video lessons in mathematics covering basic math through calculus

howcast.com

Professional and user-generated how-to videos

archive.org

Huge collection of free historical videos

cosmolearning.com

Aggregator of free, online video lessons and documentaries

pbs.org/video

Free videos from your favorite PBS programs, including NOVA and Frontline

wonderhowto.com

How-to videos for all kinds of tasks

youtube.com/edu

Free lectures from colleges and universities



Four Ways to Make Your Home's Wi-Fi Faster

Citizens Connected offers Fiber-Fast Internet speeds, but if your Wi-Fi router is out of date or not set up correctly, it could be slowing you down. Here are some tips to help you maximize router performance and enjoy the Internet speed you are subscribed to.

- 1. Choose the right channel and frequency.** Routers have many channels; sometimes, just changing the channel can make a huge difference. Channel 6 is the default setting for most routers, so it has a high risk of being congested, especially in apartment and condo buildings. We suggest you use a channel closer to 1 or to 11. Routers also have different frequencies. Generally speaking, 2.4 GHz is better for bigger homes with multiple floors because the signal travels farther and through walls. For smaller homes, 5 GHz is great because it offers faster speed, just at a shorter range.
- 2. Move your router to its ideal position.** Keep your router centrally located and away from thick walls made of brick or concrete as well as water and windows.
- 3. Make sure your router is secure.** Putting a password on your router or limiting which devices can access your network will keep other people from accessing your network and slowing it down.
- 4. Upgrade your router.** If your household has several people—each with a computer, phone, and tablet—plus there's a gaming console, your entry-level router's capacity might be exceeded. A home network with this much online activity warrants the purchase of an upgraded router.

Questions? Call Citizens Connected S.W.A.T. Services Technicians at (715) 237-2605 or stop by our office.

Customer Appreciation Day is Coming

Save the date! Citizens Connected's 2015 Customer Appreciation Day has been set for Saturday, October 3 at the New Auburn School. Watch your mailbox for more information and plan to join us for food and fun.



Citizens Connected Awards \$1,500 Scholarships

Citizens Connected is pleased to announce the recipients of our scholarships to area graduates:



Arik Nichols
Son of Larry and Pat Nichols
Chetek-Weyerhaeuser High School



Brandon Books
Son of Randy and LuAnn Books
Chetek-Weyerhaeuser High School



Ryan Sauve
Son of Brett and Laura Sauve
Cameron High School



Michael Semon
Son of Jon and Kathy Semon
Cameron High School

Each of these scholarship recipients will receive \$1,500 to help continue their education. Citizens believes strongly in giving back to our community and has awarded more than \$78,000 in scholarships over the last 25 years.

Area Students Enjoy FRS Youth Tour

In June, two students from New Auburn High School represented Citizens at the annual Foundation for Rural Service (FRS) Youth Tour in Washington DC. They were Anthony Gordon, son of James and Janice Gordon; and Colton Lunemann, son of Brian and Janice Lunemann.

The FRS Youth Tour, now in its 22nd year, offers rural students an inside look at the telecommunications industry, educates them on legislative and governmental processes, gives them the opportunity to experience our nation's Capitol, and allows them to meet students from throughout the country.

This is the 10th year that Citizens has sponsored two area juniors to attend the Youth Tour.



Colton Lunemann (left) and Tony Gordon visit the Martin Luther King Jr. Memorial during the FRS Youth Tour.



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 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.

Enter Your Photos to Win a \$150 Credit

All Citizens members are invited to submit photography or artwork for our 2016 Directory Cover Challenge. Four winners will be chosen. The first place entry will be featured on the cover of the 2016 Directory and receive a \$150 credit towards their account. Second place will receive a \$75 credit; third place will receive a \$50 credit; and fourth place will receive a \$25 credit.

Visit our website at citizens-connected.com for complete rules for the 2016 Directory Cover Challenge and the entry form. The deadline for entries is September 4, 2015.

WIN \$150 towards your account
2016 Cover Challenge



2015 Winning Photo submitted by Brenda Carlson

Entry deadline is September 4, 2015



Your pathway to the world

328 Main Street
PO Box 127
New Auburn, WI 54757
(715) 237-2605
citizens-connected.com

PRSRT STD
U.S. POSTAGE
PAID
New Auburn, WI
Permit No. 5

FIBER-FAST INTERNET
starting at
\$29.99*
PER MONTH
IN A BUNDLE
*Terms & Conditions apply.

Free Technology Classes

You're invited to attend any of these classes at the Citizens Connected office.

August

Class: Basic Concepts of Microsoft PowerPoint
Date: August 18, 2015
Time: 9:00 am & 6:00 pm

Get an overview of Microsoft PowerPoint and the Ribbon, and learn how to create and save presentations.

September

Class: What to Look for When Buying a New PC or Tablet
Date: September 15, 2015
Time: 9:00 am & 6:00 pm

Get tips on what to look for when buying a new PC or tablet including memory, processors, and hard drive sizes.

October

Class: Facebook for Beginners
Date: October 20, 2015
Time: 9:00 am & 6:00 pm

Find out why so many people and businesses are using Facebook to connect with family, friends, and customers.



This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director Office of Adjudication, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.