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CONNECTION



COMMON WI-FI PROBLEMS AND HOW TO FIX THEM

Your home's WI-FI network will undoubtedly hit a snag every now and then; but, there's no need to panic. Many common WI-FI problems can be easily fixed, so hang onto this article for future reference.

Slow Speeds

Fixes:

- Move your router to an ideal position. For the best signal and coverage, put your router in an open space near the center of your home. The further away you are from your router, the slower your speeds will be. Keep it away from thick walls made of brick or concrete, and make sure it's not around metal items, which can reflect WI-FI signals.
- Protect your WI-FI network. If someone nearby is leaching off your network, it can slow down your internet speeds. Set up security for your WI-FI network that includes a password.
- Upgrade your internet plan. Your current internet plan may not be fast enough to support all the users and devices in your home, regardless of how well placed and secured your router may be. If so, you may need a speed upgrade.

No Connection

Fixes:

- Pull the plug. Periodically, something glitches and

the router, or modem (or combination) just stops communicating. There isn't always an explanation. It just happens. Try disconnecting your router and modem from power, wait at least 30 seconds, then plug it back in. Many electronic devices need to reboot or reset from time to time.

- Contact your ISP. If the above fix doesn't work, it's possible we may be dealing with a system outage.

WI-FI Doesn't Reach Certain Rooms

Fixes:

- Get a new router. If you've already positioned your router in the best location within your home as already described – and are still experiencing poor signals in some areas, you may need to buy or lease a more powerful router.
- Add a wireless signal extender. If your home is larger than about 2,000 square feet, getting good WI-FI signal throughout can be a challenge. Multi-story homes can also be difficult if the router isn't plugged into the broadband line somewhere on the middle level. These situations may call for a wireless signal extender.

Do you think you need to upgrade your home router? Call 336.879.5684 today and get **3 MONTHS FREE!**

NOTICE OF 2021 ANNUAL MEETING

Randolph Telephone Membership Corporation's 63rd Annual Meeting will be held as a virtual event on Saturday, August 14, 2021. Detailed planning for the annual meeting of the membership begins during the first quarter each year; and, at that time, there was still a lot of uncertainty regarding the COVID-19 virus pandemic. With great concern for the health and safety of our members and employees, the Board of Directors approved modifying our 2021 meeting to a virtual event. We certainly look forward to a time when we can meet in person again.

The meeting will be a business meeting only, beginning promptly at 9:00 a.m. and will be broadcast on our website. More details on how to participate and earn a registration gift will be mailed out in the near future.

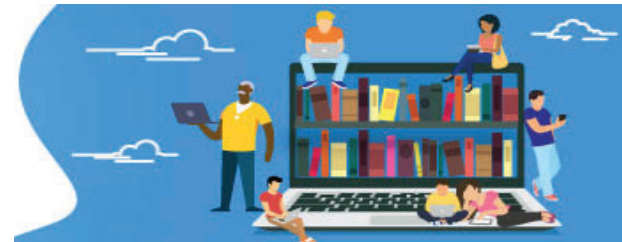
The meeting agenda includes the election of Directors, a process governed by Article IV, "Board Members," Section 4.5, Nominations, of the RTMC By-Laws. A temporary modification to the By-Laws was made in order to accommodate the pandemic circumstances. These changes will expire at the conclusion of the 2021 Annual Meeting.

(a) It shall be the duty of the Board to appoint, not more than ninety (90) days before the date of a meeting of the members at which Directors are to be elected, a committee on nominations consisting of not less than seven (7) nor more than eleven (11) members who shall be selected from the seven (7) districts so as to ensure equitable representation. At least one (1) member of the committee shall be selected from each district where a Director is to be elected. No member of the Board, close relative of a Director or employee may serve on such committee. The committee, keeping in mind the principle of equitable representation, shall prepare and post at the principal office of the Cooperative at least twenty (20) days before the meeting, a list of nominations for Directors which shall include as many nominees for each Board position as the committee deems desirable; (b) The Secretary shall be responsible for mailing with a Notice of the Meeting, or separately, but at least ten (10) days before the date of the meeting, a statement of the number of Directors to be

elected and the names and addresses of the candidates nominated by the committee on nominations; (c) Any fifty (50) or more members acting together may make other nominations by petition, and the Secretary shall post such nominations at the same place where the list of nominations made by the committee is posted. Nominations may be made by petition, if any, received at least sixty (60) days before the meeting and shall be included on the official ballot. Such ballot shall arrange the names of the candidates by district and shall also designate the candidates nominated by the committee and those nominated by petition. No member may nominate more than one candidate by petition, the seat for which the nomination is made must be specified, and the person so nominated must be in all respects eligible for service on the Board as set out in these By-Laws; and (d) All Directors must be nominated or re-nominated by the committee on nominations or by petition.

EMERGENCY BROADBAND BENEFIT PROGRAM

Helping households connect during pandemic.



The Emergency Broadband Benefit Program (EBB) is a **temporary** federal program that will begin on May 12, 2021, to help households pay for internet service during the COVID-19 pandemic.

This federal program provides a **temporary** discount of up to \$50 on the internet bills for households that meet certain income eligibility requirements.

A household is eligible for the Emergency Broadband Benefit if one member of the household:

- Qualifies for the Lifeline program;
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility

Provision, or did so in the 2019-2020 school year;

- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income since February 29, 2020 and the household had a total income in 2020 below \$99,000 for single filers and \$198,000 for joint filers.

There is a limit of one benefit per household per month. This program will operate until the funding runs out or until six months after the federal "Emergency Period" as defined by Congress, whichever comes first.

For more information please visit <https://www.rtmc.net/ebb>.

Protect Yourself From Social Media Attacks

It's a known fact that emails, text messages, and phone calls are all commonly used by criminals to con people into giving up their personal information. However, social media has also become a favorite method for criminals. With most people having some type of social media account it has become much easier for criminals to scam innocent people. The best way to protect yourself from social media attacks are to make yourself aware of the various scams.

- **Romance scams:** This type of scam creates a duplicate account of a real person, usually someone from military living abroad. The scammer targets the most vulnerable victim looking for love.
- **Identity and credential theft:** Criminals are using social media platforms to launch phishing attacks. Some scammers befriend their targets and get

them to give up more personal information. Then the criminals create a false identity using bits and pieces of collected data for fraud. Criminals use stolen credentials to launch propagation attacks.

- **Impersonation:** Criminals can create fraudulent accounts that often use the same photos, names, descriptions, posts, hashtags, etc. as your official

account. It is also common for them to impersonate "support" or "customer service" pages, or run raffles and promotions.

- **URL abuse:** Abusing short URLs is one of the most common types of phishing attacks, especially for platforms like Twitter. Criminals love to hide malicious links and even use Twitter's URL shortener.

How to Protect Yourself from SOCIAL MEDIA PHISHING





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Headquarters

317 East Dixie Drive
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Monday-Friday
Lobby hours- 8:00am-5:00pm
Drive Thru open- 8:00am-6:00pm

Liberty

211 West Swannanoa Ave
Liberty, NC 27298
Monday-Friday
8:30am-5:00pm
Closed for lunch from 1:30-2:00pm

www.rtmc.net



Randolph Telephone Membership Corp. was established in 1954 as a member-owned cooperative now serving eight exchanges in seven different counties. Randolph Telephone provides complete communication services such as local telephone access, business telephone systems, high-speed internet, security, camera surveillance, computer services, web hosting and design and wireless services through its affiliate Randolph Communications.

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DATES TO REMEMBER

May 9 - Mother's Day

May 31 - Memorial Day

(All Business Offices Closed)

June 20 - Father's Day

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for all you Weekend Warriors
Safe Digging Is No Accident



Monday and Tuesday are the best days to call 811 if you are planning weekend digging projects. Give locators 3 full business days to mark your utilities.

