

Many Choices.
One Provider.

RANDOLPH
CONNECTION



DON'T LET BANDWIDTH HOGS CAUSE HOUSEHOLD BATTLES

Does this sound familiar? Your son is making a hefty download of the latest video game while your daughter is watching YouTube videos and your wife is streaming a movie. Meanwhile, you're trying to get some work done from home, and notice that your laptop's internet connection seems to have slowed to a crawl when you attempt to Skype with a colleague. Before long, a bandwidth battle ensues over who's a bandwidth hog and which online activities should get priority.

As a reminder, bandwidth refers to the amount of data that may be transferred over an internet connection per second. Every internet connection has a specified maximum bandwidth — usually measured in bits per second, such as 10 Mbps — and this bandwidth is shared by all the users and connected devices in a household. This includes background internet usage such as software that automatically updates.

You can think of bandwidth as a highway with vehicles traveling on it; the highway is the internet connection and the vehicles are the data. The wider the highway,

the more vehicles can travel on it at one time and the faster they get to their destinations. The same principle applies to data — the more bandwidth, the more information that can be transferred within a given amount of time.

When your home's bandwidth isn't adequate for simultaneous use by several bandwidth hogs engaged in streaming, gaming, and video chatting, everyone in the family may experience slower internet speeds. That's when frustrations can grow and bandwidth battles can occur.

In the interest of promoting family harmony, Randolph Communications recommends that you upgrade your internet plan. That way, you can all get the speed you need and won't have to argue over who must curtail their online activity to free up bandwidth for someone else. **We are now offering speeds up to 1Gbps.** Call us at 336.879.5684 to upgrade today.

Have you ever had questions about your Randolph Communications bill? If you've ever had questions about your account, our innovative web and mobile app, SmartHub, can help provide some answers.

SmartHub is available through the Randolph Communications website and as a mobile app through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices). SmartHub provides many features that can help you understand your account or in contact with us in a hurry.

Through SmartHub, you'll be able to view detailed information that will provide insight that can help you better understand your bill. You'll be able to put yourself in the driver's seat of your Randolph Communications account.

You'll also receive important news and information about Randolph Communications through the app. Any important news or alerts you need to know, you'll receive immediately. You can also contact us with any issues regarding your service.

Take control of your account and make interacting with Randolph Communications easy with SmartHub.

A purple-themed graphic for the SmartHub app. At the top left is the SmartHub logo, which consists of the words "smart hub" in a sans-serif font next to a circular icon of a hub with radiating lines. To the right of the logo, the words "SMART PAYMENTS" are written in large, bold, white capital letters. Below this, a smartphone is shown displaying the app's interface, which includes the URL "www.smarthubapp.com", a large dollar sign icon inside a circle, and a QR code. At the bottom of the graphic is the Randolph Communications logo, featuring a stylized blue and green "R" followed by the text "Randolph COMMUNICATIONS". Below the logo, there is a white box containing the following text: "Save time. Avoid service interruptions. Eliminate late fees." followed by "With SmartHub, you'll be notified when your bill is due and can pay securely online on in the app, anytime, anywhere." and "Sign up for autopayments, set up your secure preferred payment method and let account management go into autopilot." and "...All in the palm of your hand and online." At the very bottom of the graphic, a dark purple banner contains the text "SMART MANAGEMENT. SMART LIFE. SMARTHUB." in white capital letters.

Save time. Avoid service interruptions. Eliminate late fees.

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SMART MANAGEMENT. SMART LIFE. SMARTHUB.

SCHOLARSHIPS AWARDED TO 8 STUDENTS

Randolph Communications selected eight local high school seniors to receive \$8,000 in college scholarships. Randolph Communications' General Scholarship Program is an investment in the future growth, development, and well-being of our member/subscriber families and the community. The recipients of these scholarships have active service and reside within Randolph Communications customer areas.

"With the challenging times these students have endured, we appreciate all of the applicants and their hard work to pursue their future goals. In

reading the essays, it was apparent these students have persevered during the global pandemic. They were remarkable; and, we are proud of each of them." said Kim Garner, CEO & General Manager.

Randolph Communications has given more than \$140,000 in scholarships since 1995 through its annual scholarship program. This year's General Scholarship winners are:

- **Grace Jones** – Chatham Central High School – (581 Exchange)
- **Hallie Ritter** – Heritage Christian Academy Homeschool – (464 Exchange)
- **Joseph Gilliland** – Chatham Central High School – CLEC
- **Macy Henson** – Chatham Central High School – (879 Exchange)
- **Martin Gann** – Southwestern Randolph High School – (879 Exchange)
- **Matilin Keeter** – Southwestern Randolph High School – (857 & 241 Exchange)
- **Olivia Hall** – Eastern Randolph High School – (622 Exchange)
- **Reilly McDuffie** – Southwestern Randolph High School – (381 Exchange)

1. Ensure that your passphrases are lengthy, unique and safely stored.
2. Adopting strong authentication adds another layer of protection.
3. Update your system and software. Having the latest updates, security software, web browser, and operating system is one of the easiest ways to keep your devices secure.
4. Empty your trash or recycle bin on all devices, and be certain to wipe or overwrite. Simply deleting and emptying the trash isn't enough to completely get rid of a file. You must permanently delete old files.
5. Keep your privacy settings turned on. Hackers can learn a lot about you from your

- browsing.
6. Practice safe browsing. Cyber criminals use intriguing content as bait. They know sometimes people are tempted by dubious content and may let their guard down.

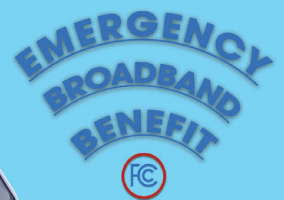
7 Tips To Help Keep You Safe Online

7. Be careful what you download. Cyber criminals trick you into downloading malware through different programs and apps.

The Emergency Broadband Benefit (EBB) program, is a federal program to help support households struggling to pay for internet service during the COVID-19 pandemic. The EBB program will provide a temporary discount of up to \$50 on internet bills for qualifying households. Randolph Communications is a participant in this program. View the eligibility requirements and get more info at: www.rtmc.net/ebb

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.

Emergency Broadband Benefit





Phone: (336) 879-5684
(336) 622-7900

Fax: (336) 879-2100

Tech Support: (336) 879-5681

Headquarters

317 East Dixie Drive
Asheboro, NC 27203
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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VEHICLES FOR SALE

2011 GMC Terrain
All Wheel Drive, 4 cylinder, Automatic, Mileage 151,587



2008 Ford Ranger
4x4, V6, 5 Speed Manual, Extended Cab, Mileage 209,349



DATES TO REMEMBER

August 14 - 63rd Annual Meeting
(Meeting to be held virtually. Watch for special mailing.)
September 6 - Business Offices Closed for Labor Day holiday

Sealed Bids Must Be Submitted To: Randolph Communications Headquarters
by 11:00AM on Wednesday, August 4, 2021. To view vehicles, or to schedule an
appointment, call 336.879.7931.