

Many Choices.
One Provider.

RANDOLPH
CONNECTION



MANY FACTORS CAN AFFECT YOUR INTERNET SPEED

If you've tested your Internet speed at www.rtc.net/speedtest or a similar site and it's not what you expected, your first thought might be to contact your Internet Service Provider. Keep in mind, however, that a number of things could be decreasing your Internet speed. They include:

Multiple Devices Connected Simultaneously

Does your household have multiple laptops, tablets, game consoles, and smartphones? This can reduce the overall Internet speed each device receives. When multiple devices are connected simultaneously to the same network, they must share the available bandwidth.

Bandwidth-Demanding Applications

Applications such as streaming movies and TV shows, playing online games, and video conferencing will consume more bandwidth than things like checking email; so, they can reduce your overall Internet speed.

Poor Computer Performance

The culprit for disappointing speeds could be your computer — such as an old and unstable operating system or insufficient memory. In addition, if your

computer is infected with adware or spyware, you may experience diminished computer performance and a stream of pop-up ads. This will likely cause everything on your computer to work slower.

Insufficient Wireless Router

Wireless router specification is an important factor in your home's Internet performance. If an older router that does not support high speed is used, Internet speed will be correspondingly reduced. For example, if you are signed up for 100 Mbps service and your outdated wireless router only supports up to 10 Mbps, your Internet speed will only reach up to about 10 Mbps. Upgrading to our MyHome WI-FI router is one of the best ways to make sure your network is as fast and reliable as possible.

Interference in Your Home Network

Other wireless devices — such as older cordless phones, baby monitors, some security cameras, and microwaves — can cause interference in your home, weakening your wireless router's signal and affecting your Internet speed.



FOOD HARVEST DRIVE

START FROM OCT 1ST-NOV 30TH

BRING DONATIONS

TO OUR ASHEBORO OR LIBERTY LOCATIONS

ALL ITEMS WILL BE DONATED TO LOCAL FOOD BANKS THROUGHOUT THE AREAS WE SERVE.

63rd ANNUAL MEETING

Due to the uncertainty of the pandemic, we felt it was best that we have a virtual meeting this year. We missed seeing everyone in person but the health and safety of our members and employees was our main concern.

After the Pledge of Allegiance and special presentation of The National Anthem, by Marcus Lowery, Board President, Mel Nunn called the business meeting to order. Invocation was given by Director, Randy Hussey; followed by Secretary-Treasurer, Janice Scott declaring a quorum for the meeting with participating members by phone, online streaming and proxies received totaling 873 members. Kim Garner, CEO & General Manager, reviewed the Co-operative's 2020 audited financial statement; discussed the impact of the COVID19 pandemic on the company; and shared ongoing efforts in building the Cooperative's fiber optic network for future sustainability. Keeping rural communities connected, improving economic development, providing

technology to advance education are key initiatives to advance our co-operative areas towards a future-proof sustainable infrastructure. Recognition of our 2020-2021 Scholarship recipients was also part of Ms. Garner's report. No new or unfinished business was reported at this meeting; thereafter, the report of the Members' Nominating Committee was presented by Chair, Rebecca Gray. According to the Co-operative's bylaws, in the case of an uncontested election, a ballot is not required and the incumbent Directors: Randy Hussey, from the High Falls exchange, Andy Garner, from the Farmer/Jackson Creek exchange and Becki Rice from the Badin Lake exchange were re-elected for a three-year term.

We look forward to a time when meeting in person feels safe again. Until then, please contact the business office and let us know if you have any questions or concerns. We appreciate your support and value our co-operative relationship.



Melvin Nunn
President
Liberty, District 7



Randy Hussey
High Falls, District 3



Andy Garner
Vice President
Farmer/Jackson Creek,
District 5



Becki Rice
Badin Lake, District 6

Internet-connected devices are helping homeowners increase efficiency, reduce costs, conserve energy and a whole host of other benefits. However, with all of these benefits come risks to privacy and security. NCSA recommends consumers connect with caution, and take steps to secure these devices. Listed below are some tips on how to secure your home devices:

Configure Your Privacy And Security Settings

The moment you turn on a new “smart” device, configure its privacy and security settings. Most devices default to the least secure settings so take a moment to configure those settings to your comfort level.

Disable Features You May Not Need

Internet of Things (IoT) devices often come with features you will never need

or use. If you can, disable those features to protect your security and privacy.

Think Of Where You Put Them

Particularly for listening devices or ones with cameras, think strategically about where you place them in your home. Do you want them in a child’s room or

Cybersecure Your Smart Home

where you have sensitive work or family discussions? Designate some of the areas of your home as “safe” rooms from IoT devices.

#BeCyberSmart

Learn more at staysafeonline.org



OCTOBER IS CO-OP MONTH

October is National Cooperative Month. National Cooperative Month is organized by the network of cooperatives and recognized by USDA to shine a light on the role of cooperatives across the industries they serve: utility, food, credit union, insurance, worker, housing and agriculture.

As your local telecom provider, our goal is to provide affordable, reliable services that shape and improve our members’ daily lives and enable our communities to thrive. We realize the importance of listening to your concerns so that we may respond to your questions and requests with knowledgeable, prompt, and courteous service. Randolph Communications intends to bring our customers services equal to, if not better than, those available in more heavily populated urban markets. We are dedicated to offering the highest level of service, not just as any company serving the community, but as partners serving neighbors and friends in the Piedmont region.





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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.

PRSRT STD
U.S. POSTAGE
PAID
PERMIT #433
58501

DATES TO REMEMBER
September 6 - Labor Day
(Business Offices Closed)

PAY BY PHONE
855-382-9920
Must have account #.

PAY ONLINE
www.rtmc.net/payonline

START YOUR SCHOOL YEAR OFF RIGHT WITH A STRONG CONNECTION.
OUTDATED ROUTERS CAN SLOW DOWN YOUR SPEED.
UPGRADE TO OUR MYHOME WI-FI ROUTER & GET 3 MONTHS FREE!

Router does not increase your internet speed. Restrictions may apply. 100 Mbps or higher requires a MyHome Wi-Fi Router. Additional fees may apply. Based on structure of home or business. Offer expires 9.30.21.

DRIVE-UP & PARK HOTSPOT
Monday - Friday 8AM - 9PM

WI-FI Username: RC-GUEST

- Carolina Fried Chicken (281 N. Middleton Street, Robbins)
- Liberty Town Hall (239 S. Fayetteville Street, Liberty)
- Seagrove Town Hall (798 NC HWY 705, Seagrove)
- Westmoore Family Restaurant (2172 S. NC HWY 705, Seagrove)
- Silk Hope Ruritan Club (4221 Silk Hope Road, Siler City)
- Chandler's Grove UMC (2535 Blaine Road, New London)
- Tina's Country Store (2697 Spies Road, Robbins)

FREE
WI-FI!