

In Touch

OCTOBER 2018



Eat an Apple a Day in October

As the old saying goes, "An apple a day keeps the doctor away." Keep that in mind during October, which is National Apple Month. Apples provide vitamins, minerals, antioxidants, and dietary fiber, and a medium one has only about 80 calories.

October is also National Caramel Month and National Dessert Month. So it's not surprising that October 31—Halloween—is National Caramel Apple Day. Enjoy every bite!

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**FEEL LIKE YOU'RE
CRAWLING
ON THE WEB?**

GET A SCARY GOOD DEAL ON FASTER INTERNET

Why crawl like a spider when you can fly like a bat? After all, it's frightening when you realize how much time you're wasting with slow internet. Take advantage of the savings with this eerily perfect Halloween deal on ESTech internet plans.

FREE FIRST MONTH when you sign up for a new or upgraded internet plan.*

**CALL NOW
1-888-999-3778**

*Certain restrictions apply. Contact us for complete details.

66th Annual Meeting

The 66th Annual Meeting of the Members of Eastern Slope Rural Telephone was held on Tuesday, June 5, 2018 in Hugo, CO. There were over 224 attendees, including 125 members present. The theme for this year's meeting was "Rising Above Challenges, Reaching New Heights, Soaring into the Future". General Manager/CEO Patricia White highlighted the cooperative's business accomplishments of the past year. Most notably, the completion of the Hugo headquarters remodel and addition of a new multipurpose room, as well as the progress of the Bennett fiber upgrade were discussed.

Tammy Totzke of BKD, LLC. reviewed the financial condition of the cooperative with the members and assured those present that ESRTA is in a strong financial position. Corporate Attorney Ed Zorn then informed the membership that three petitions were filed for the three board member positions that were up for re-election this year. Elected by unanimous ballot were James Collie from the Arriba Exchange, Wade Hollowell from the Hugo Exchange, and Keith James from the Karval Exchange.

President Keith James presented a retirement award to Lyle Ravenkamp and thanked him for his 30 years of service as a member of the Board of Directors. Service awards were presented to Tobe Simmons, Brian Miller, Damian Duran, Deb Ward, Royce Pindell, and Patricia White. Thank you for attending the annual meeting, and we hope to see you all next year!



Con Artists Use Facebook Messenger to Contact Victims

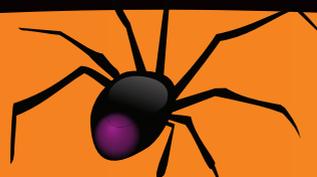
The Better Business Bureau cautions people to be aware that con artists are using Facebook Messenger to promote phony grants. Here's how the scam works: You get a Facebook Messenger chat that looks like it's from a friend or relative. The message will claim you qualify for "free grant money" from the federal government or other organization. The catch is that you need to pay upfront first. The con artist will claim the money pays for "delivery" or "processing."

Other versions of this scam will ask you to complete an application form that requires personal information such as your address and Social Security number.

How do scammers manage to look like someone you know on Facebook Messenger? They either hack a Facebook account or create a separate lookalike profile by stealing photos and personal information.

On a related topic, also be on the lookout for messages about grants that claim to be coming from the federal government. Keep the following tips in mind:

- **Government agencies communicate through the mail, not through Facebook.** Be very cautious of any unsolicited social media posts as well as phone calls, text messages, or emails you receive.
- **Don't pay any money for a "free" government grant.** If you have to pay money to claim a "free" government grant, it isn't really free. A real government agency won't ask you to pay a processing fee for a grant that you have already been awarded.
- **Be wary of look-a-like government agencies.** Just because the caller says he's from the "Federal Grants Administration" doesn't mean that he is. There's no such government agency.



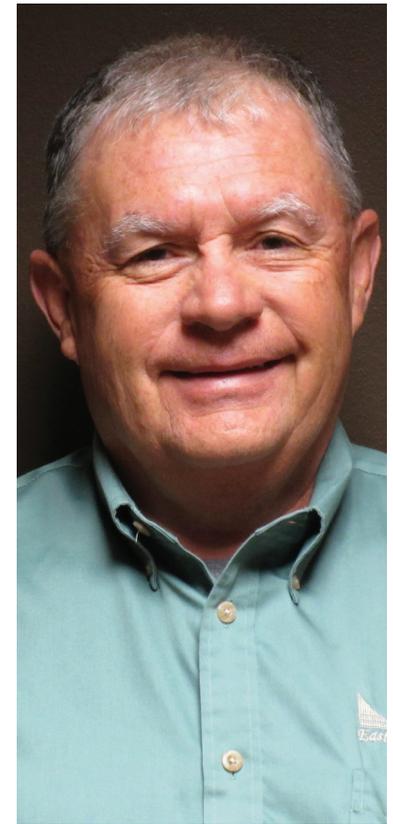
It's Important to Teach Young Children About Calling 911

In a medical emergency during which the adult in the home blacks out or is otherwise incapable of calling for help, a young child's ability to call 911 could be lifesaving. Do the children in your family know how and when to make that call?

Review this list of strategies to help prepare children for emergencies:

- Most experts suggest teaching kids how to call 911 at around 4 years old, but you may need to start earlier in cases where a parent has a serious medical condition.
- Consider posting a cheat sheet in an easy-to-find place with information like pictures of first responders, the numbers 9-1-1, and your home address.
- Role-play 911 calls with your children, and prep them for the questions they will likely hear from a dispatcher such as, "911, what is your emergency?" Remind them that if they ever need to call 911, not to hang up and to stay on the line until help arrives.
- Talk to your children about opening the door to first responders.
- If your home only has a cell phone, keep in mind that a child will have to locate your cell phone (which could be anywhere), unlock it, enter a passcode or tap on the word "Emergency," find the phone icon, get to the keypad, enter 911, and then tap on Call or Send. That's a long list of steps for a child, especially during the stress of an emergency.
- In light of the challenges of a child finding and calling from a cell phone, consider having a landline phone in your home. It's much easier for a child to use, and landlines make it possible for dispatchers to automatically identify your address without having to be told it by your child.

ESTech cares about the well-being of our customers and wants your family to be prepared for emergencies. For information about getting a landline, call 1-888-999-3778.



Meet the Employees of Eastern Slope: Damian Duran Combination Technician

I came to work for Eastern Slope in April of 1997. After spending 8 years in construction with most of that time working in Bennett, an opportunity to move into a Combination Technician position came up and I took it. With this position I service the areas of Woodrow, Genoa, Arriba, and Flagler. I have been with Eastern Slope for 20 years and it has been my privilege to work with some pretty savvy folks. I have been married to Vicki for 38 years. We have two children: Kendra and Jessica and four grandchildren: Rowdy, Paislee, Declan, and Dayde. They take up most of my time. I enjoy hunting fishing and in my free time I like to, OH WAIT! What is free time?

A Home Phone is Never Misplaced and Always Reliable

Having a landline phone in your home keeps things simple when it comes to making and receiving calls. Compared to a cell phone, there's a lot you don't have to do with a home phone:

- You don't have to think about signal strength.
- You don't have to remember to charge the battery.
- You don't have to run around the house looking for it when it rings.
- You don't have to be careful not to drop it and break the screen.
- You don't have to worry about losing your phone.
- You don't have to take time to do software upgrades.

What's more, a home phone is easier for young children to find and use when an emergency requires them to call 911. This could be lifesaving in situations where the adult in the home is unable to talk due to a medical event.

Including a home phone in your communications mix offers peace of mind and provides an always-ready backup to a cell phone. For more details, call 1-888-999-3778.



Common Culprits for Slow Internet and What to Do About Them

It's frustrating when a webpage takes forever to load or a video stops to buffer, displaying the famed "spinning wheel of death." Here are some common reasons why an internet connection may be moving at slower-than-expected speeds, along with actions you can take to help rectify the issues.

An Increase in Users and Devices

The more people online at once, the slower the connection gets. For example, if you have several houseguests on your home's Wi-Fi network, you may notice a temporary decrease in internet speeds during their visit. This can also be an ongoing issue if your family size has increased or the number of internet-connected devices and bandwidth-heavy applications have risen significantly. In the case of the latter, it may be time for an upgrade of your internet plan.



Spyware and Viruses

Spyware and viruses could be the culprits causing your internet connection to slow down on your computer. Consider running a full system scan with your antivirus program to see if there are any suspicious programs that need to be removed.

Walls and Floors Blocking Wi-Fi Signals

The construction materials in your home can greatly affect wireless communication speed and range. Materials such as concrete, brick, and metal can make it difficult to connect and can slow your network speed or even completely block wireless signals from reaching certain parts of your home. Large furniture items such as filing cabinets or bookshelves, as well as appliances like stoves or refrigerators, can also interfere with Wi-Fi. You may be able to solve the problem simply by moving your router to a different location.

An Old Router

Some older routers have a speed cap limiting the maximum internet speed possible, which means your outdated router may be preventing you from receiving the full speed of your internet plan. One of the best ways to make sure your home's Wi-Fi network is as fast and reliable as possible is to buy a new router that supports the current 802.11ac standard, which can effectively handle 20 or more devices.

For help solving internet speed issues at your home, call ESTech at 1-888-999-3778.

