

# HelloCentral

SUMMER 2016

## Let Us Keep You Connected

Wheat State provides our customers with state-of-the-art technology coupled with friendly local service—a strong combination. Count on us to keep you connected with a variety of phone, Internet, and TV options. Call 1/800 442-6835 to learn more.

## CONTACT

### Wheat State Telephone

106 West First Street, PO Box 320

Udall, Kansas 67146

Phone: 1/620 782-3341

Fax: 1/620 782-3302

### Office Hours

Udall (Main Office), 1/800 442-6835

M – F: 8am – 12pm & 1pm – 4:30pm

Potwin, 1/800 387-7739

M – F: 8am – 12pm & 12:30pm – 4:30pm

Olpe, 1/800 440-3018

M – F: 8am – 12pm & 12:30pm – 4:30pm

Email: [care\\_team@wheatstate.com](mailto:care_team@wheatstate.com)

Online: [www.wheatstate.com](http://www.wheatstate.com)

### 24/7/365 Help Desk

1/888 377-6523

[support@wheatstate.com](mailto:support@wheatstate.com)

## OFFICE CLOSURES

- **Memorial Day**  
Monday, May 30, 2016
- **Independence Day**  
Monday, July 4, 2016

## HELLO CENTRAL EDITOR

Berniece Millsap



# RAISE YOUR HAND

## IF YOU NEED MORE INTERNET SPEED

**It looks like it's unanimous!** Everybody in the family is voting to get a much faster Internet connection. Not surprising, since you need more speed for maximum enjoyment and performance when multiple people are simultaneously streaming, downloading, gaming, and more.

Don't settle for yesterday's Internet speed when you have a home full of today's devices. We make it easy to get your hands on an amazing upgrade.

**Get 10 Mbps now for just 39.99/mo.\***

**Call 1/800 442-6835 to grab this deal.**



*\*Service availability and Internet speed will depend on location. Featured price is when bundled with other WST services. À la carte pricing is \$39.99/mo. Other Internet speeds available. Additional terms and conditions apply. Contact us for details.*



## You Can't Beat a Burger With Everything on It

May is National Hamburger Month, so Wheat State hopes you have the chance to fire up the grill and enjoy your favorite burgers with family and friends. If you're hungry to try some new burger recipes, check out the ones at [www.foodnetwork.com](http://www.foodnetwork.com) or [www.thedailymeal.com](http://www.thedailymeal.com).

Speaking of burgers, Wheat State is a little like a burger with everything on it. The "meat" of our business is the infrastructure that brings you essential Internet and home phone services. Then stacked on top of that are all kinds of complementary services including:

- Online Data Backup
- Internet Security Products
- Voice Mail and Calling Features
- Digital TV Packages

To get details on any of our services, call 1/800 442-6835.

## Tips for a More Secure Home Network

Many families have a variety of Internet-connected devices—including computers, laptops, gaming systems, TVs, tablets, and smartphones—that all access a home Wi-Fi network. To protect your network and your family from online threats, the National Cyber Security Alliance offers these tips:

- **Keep a clean machine.** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.
- **Automate software updates.** Many software programs will automatically connect and update to defend against known risks. Turn on automatic updates if that's an available option.
- **Protect all devices that connect to the Internet.** This includes computers, smartphones, gaming systems, and other web-enabled devices. They all need protection from viruses and malware.
- **Plug and scan.** USBs and other external devices can also be infected by viruses and malware. Use your security software to scan them.
- **Use a firewall.** A firewall is like a guard, watching for attempts to access your system and blocking communications with sources you don't permit. Your operating system and/or security software likely comes with a pre-installed firewall, but make sure you turn on these features.
- **Secure your wireless router.** Make sure wireless security is activated on your router. Change the name of your router from the default ID (called a "service set identifier" or "extended service set identifier") to a name that is unique to you and won't be easily guessed by others. Prevent your router from broadcasting the router name. Also change the pre-set password on your router to a new password that's long and strong, using a mix of numbers, letters, and symbols.
- **Back it up.** Protect your valuable work, music, photos, and other digital information by making an electronic copy and storing it safely.

Wheat State can help you set up a secure home Wi-Fi network. Call 1/800 442-6835 for details.





## Internet Infrastructure Affects Reliability and Speed of Service

Today's consumers have many choices to make about Internet service, and one of the most important ones is deciding what type of infrastructure will be used to carry the connection. While options vary depending on the service area, the most common types of Internet infrastructure used in the U.S. today are copper telephone lines, coaxial cables, fiber-optic cables, satellites, and cell phone towers.

### Fiber is Fastest

Why does it matter what kind of infrastructure is used? It matters because these various technologies have different capabilities, most notably in terms of maximum Internet speeds. Copper telephone wires provide the slowest maximum Internet speeds (6 Mbps), while fiber-optic cables provide the fastest maximum speeds (1,000 Mbps). In between are satellites (10 Mbps), cell phone towers (12 Mbps), and coaxial cables (150 Mbps).<sup>1</sup>

A commonly asked question is, "What's the difference between wired and wireless Internet?" Wired Internet is carried over copper telephone wire or fiber-optic cables. Wired systems are generally more reliable than wireless because they're not affected by weather, topography, or other "line of sight" obstacles.

### Wireless Faces Challenges of Obstructions

By contrast, wireless Internet typically comes into the premise by radio waves, transmitted from cell phone towers or satellites. Wireless systems require a receiver at the premises, such as an attachment on the computer, a modem, or a satellite dish and receiver. Every obstruction along the way obstructs wireless data including buildings, hills, trees, and rain. Even the air itself slows the effective speeds that can be achieved wirelessly.

For these reasons, fiber-optic wired systems offer, by far, the highest Internet speed and reliability. They also have the capacity for virtually unlimited bandwidth, which is why fiber is often referred to as the "future-proof" Internet infrastructure. Only fiber can provide extremely high speeds directly to users, known as Fiber-to-the-Premise or Fiber-to-the-Home.

For details about the Internet services we offer, visit [www.wheatstate.com](http://www.wheatstate.com).

<sup>1</sup>Source: <http://www.lao.ca.gov/Education/Article/Detail/39>

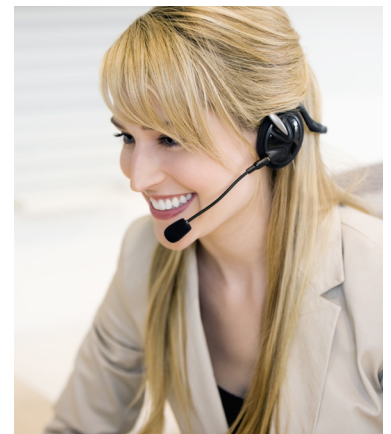
## Calling the Do Not Call List

With telemarketing becoming more prevalent in recent years, more than 137 million consumers have opted to register with the national Do Not Call list. If you're among them, you may have noticed that your registration only affected certain types of callers.

That's because the Federal Trade Commission (FTC) and the Federal Communications Commission (FCC), who administer the Do Not Call list, have limited jurisdiction. As a result, the following groups can still contact you:

- Political groups.
- Charitable organizations.
- Phone surveyors, when their sole purpose is to conduct a survey.
- Companies with whom you have a business relationship—this includes anyone from whom you've made purchases; they can call you for up to 18 months after your last purchase.
- Those who have received written permission from you.

For additional details or to register your phone numbers (including both home and cell phone numbers), visit [www.donotcall.gov](http://www.donotcall.gov). Most telemarketing calls should stop within 31 days of your registration.



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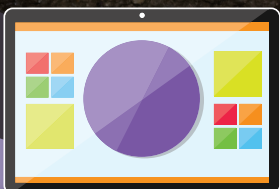
KNOW WHAT'S BELOW...

CALL  
811  
BEFORE  
YOU DIG

There may be more than roots underground on your property. All sorts of utility lines, pipes, and cables could be buried there. In some cases, they're close to the surface and easily damaged by even shallow digging, which can result in service interruptions to your neighborhood.

That's why every digging job—from planting a bush to installing a fence—requires a call to 811 to have utility lines marked. Simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.

**As one of your local service providers, we thank you in advance for your cooperation!**



## Is Your Family Prepared for Storm Season?

As we all know, spring and summer storms can wreak havoc in our community, bringing with them lightning, heavy rain, and high winds. In some cases, this can lead to flooding and power outages. The good news is that with a little preparation, you'll be equipped to weather these storms more successfully:

- Remember, a lightning bolt can carry billions of watts of electricity. If a strike would occur near your home, its powerful surge could damage your electronics and potentially injure you. To reduce your risk, unplug your computers, televisions, modems, and other electronics before bad weather hits.
- It's a smart idea to back up your computer files to online storage or a remote site. That way, if flooding or a tornado happens at your home and your hard drive is damaged, your data will still be safe and accessible.
- The American Red Cross recommends you create an emergency preparedness kit for your family. At minimum, this kit should contain first aid items, a battery-powered flashlight and radio, extra batteries, food, water, and basic toiletry items.
- Stay up to date on weather reports, and know the difference between different weather alerts (such as watches and warnings) and what actions to take in each case.
- Make sure your home has a corded landline phone that will continue to work even if the power goes out.\* Cordless phones require power to operate, and cellular systems and towers are not required to provide backup power, so cell phones may not operate during a power outage either.



**Wheat State wants you to stay safe this season. For information about landline phone service, call 1/800 442-6835.**

*\*Emergency communications are powered by a UPS installed at your residence for approximately 8hrs without commercial power.*



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