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A NEWSLETTER FOR MEMBERS OF SCC NETWORKS

CONTACT

SCC Networks
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Leon, IA 50144
Phone: 800-782-7932
Hours: M-F, 8 am-5 pm

After Hours Call: 800-451-2360
Internet Tech Support:
800-721-2577

OFFICE CLOSURES

Our office will be closed:
July 3 for Independence Day
September 7 for Labor Day

CATCH THIS MOUSE TO WIN!

This mouse is hiding in a photo somewhere in this newsletter. Find it and call your local SCC Networks office with the photo description to be entered in our "Mouse for Money" drawing for $5.00 off your next bill. Good luck and we look forward to hearing from you!

Congratulations to Raymond Johnston and Todd and Joyce Smith for catching the mouse in our last issue!

Visit Us at Our **Remodeled Office**

The remodeling of SCC Networks/ Chat Mobility office in Leon, IA is complete! Our employees are settled in and ready to assist you. A grand opening celebration was held last month in conjunction with our Customer Appreciation Extravaganza. If you didn't make it in to see the newly re-modeled facilities, or if you have questions on our products and services, stop by during our regular office hours.

Top Photo: (Left to right) Melanie and Shawna at the Chat Mobility Customer Service Counter in the Leon office.

Bottom Photo: (Front row, left to right) Leon Customer Service Representatives Dora and Linda (Back row, left to right) Shawna, Jeanne and Melanie.

SCC NETWORKS
ADVANCED TECHNOLOGY. EXCEPTIONAL SERVICE.

SCC Networks is an equal opportunity provider and employer.

In an Emergency, Would the 911 Dispatcher Know **Your Exact Location?**

Unfortunately, many people have discovered the answer to the question above is "No." If you use a cell phone to make the call to 911—and you can't say the address due to a medical condition or other reason—dispatchers may not be able to pinpoint your exact location quickly.

Why? In most communities, 911 systems are not equipped to provide dispatchers with specific location information from the phone record if you call from a cell phone. The best they can do is to try and get a general indication of your location based on the cell tower site closest to where you are. This data exchange can take minutes; or sometimes, it doesn't return a location at all.

This situation often comes as a surprise to people since mobile apps like Facebook and Uber can tell where you are located with impressive accuracy. The fact is, not all cell phone calls transmit location data. Your chance of a 911 operator getting a fix on your location from a cell phone can be as low as 10 percent.[1]

By contrast, if you call 911 from a landline phone, the phone record is tied to a specific physical location, and the dispatcher will be able to locate you quickly and send the appropriate help. The 911 system was designed for landline phones, and it transmits your call and your location instantly over a hard-wired connection.

The FCC estimates that about 70 percent of 911 calls are now placed from cell phones, and that number is growing. While cell phone convenience is a great thing when you're out and about, your safety and security are two important reasons to also keep a landline phone at home. Having one enhances the likelihood of emergency personnel locating your home when every second counts.

To bundle your landline service with Skitter TV and GRM Networks Internet service, call SCC Networks at 1-800-782-7932.

[1]*USA TODAY. "911's Deadly Flaw: Lack of Location Data," February 22, 2015. http://www.usatoday.com/story/news/2015/02/22/cellphone-911-lack-location-data/23570499/*

Is Your Internet Plan Sized to Support
Multiple Users and Multiple Devices?

Does your family do a lot of gaming and streaming movies through Netflix? Are there multiple devices in your household including laptops, tablets and smartphones? Have you noticed your Internet speeds seem to be going down as your usage goes up? If you answered "Yes" to these questions, you'll want to consider getting more bandwidth (and corresponding Internet speeds) to meet your growing needs.

Many SCC Networks customers are saturating their bandwidth because multiple devices in their homes are connected wirelessly to the Internet. This makes it seem as though their Internet service is running slow when it's actually being maxed out.

What exactly is bandwidth? The term refers to how much data you can send through a network or modem connection. Bandwidth is usually measured in bits per second, such as 10 Mbps (10 million bits per second). You can think of bandwidth as a highway with cars traveling on it; the highway is the network connection and the cars are the data. The wider the highway, the more cars 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.

Households with several family members accessing the Internet simultaneously will be happiest with one of our higher-level plans that provide greater bandwidth and faster speeds:
• **SuperNet 15: Up to 15 Mbps download and 3 Mbps upload for $60.00/month**
• **SuperNet 25: Up to 25 Mbps download and 10 Mbps upload for $79.95/month**

As you use more Web-connected devices, and use them for more data-intensive applications, it's important to make sure your bandwidth increases as well.

For help determining which Internet plan is right for your household, call 1-800-782-7932 today!

DON'T LEAVE YOUR COOL DEVICE IN YOUR HOT CAR

Leaving your wireless phone or tablet in your car on a hot summer day can do a lot of damage to those electronics. The interior of your car could reach over 150 degrees—enough to temporarily or permanently damage the display of a touchscreen device.

If you absolutely have to leave a device behind when you get out of the car, consider putting it in the trunk instead. The trunk stays quite a bit cooler than the interior of your car. Also, turn your device off to keep the interior electronics just a bit cooler, and take it out of its case to eliminate the insulation effect.

Is your wireless phone less of a "cool device" and more of a "dinosaur?" **Come to the SCC Networks office in Leon to browse through Chat Mobility's hot selection of cool new models and sign up for a chance to win a new car!**

SCC NETWORKS DONATES TO CITY OF MURRAY FOR SPORTS COMPLEX

The city of Murray, IA Recreation Committee is currently in the planning stage of building a community sports complex. SCC Networks is honored to donate $500 to the City of Murray Recreation Committee to help fund the developmental phase of this project.

Photo Above: (Front row, left to right) City of Murray Recreation Committee Treasurer Kristi Frederick, SCC Networks Leon District Manager Michael Jordison, Ken Harrison and Sarah Dinham. (Back row, left to right) SCC Networks Marketing Representative Cindy Roy, Recreation Committee President Brian Peterson and Trevor Robins.

FUTURE LOOK

PHASE LOOK

Architectural rendering of City of Murray's community sports complex, now in planning stages.

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From Too-Slow Internet

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FIRST MONTH & INSTALLATION FREE

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CALL 1-800-782-7932
Sign up by July 31, 2015
MENTION PROMO CODE JULY4AD.

Some restrictions apply. Call for details.

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