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A NEWSLETTER FOR MEMBERS OF SCC NETWORKS®

CONTACT

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OFFICE CLOSURES

January 1 for New Year's Day
March 25 for Good Friday

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 Don & Sally Chapman, Jr and Marlene Nash for catching the mouse in our last issue!



Important Reminders About Our Communication With You

Sadly, there are scammers out there looking to steal your identity or money using a variety of methods. We believe you'll be better prepared to combat fraud if you know exactly how we communicate with customers like you.

We use snail mail, email, phone calls, our website, social media and more to promote our products and services. But, there are four things we will NOT do in our marketing:

1. We'll NEVER ask for your membership or account number unless you call us directly.
2. We'll NEVER ask you for your login information.
3. We'll NEVER use online advertisements or pop-ups which ask you to enter private account information.
4. We'll NEVER ask you for your credit or debit card information, unless you call us to add a service or pay your bill.



If you need to share personal information with us, it's very important that you initiate the call. When you call us, we'll verify your identity by asking certain questions about your account.

We also want to warn you of these scams being reported locally:

- DO NOT trust a company that calls you unexpectedly offering to help clean up your computer. They're not looking out for your best interest. They are looking for an easy way to steal personal information.
- Some of our customers have seen pop-up messages while browsing the Internet that appear to be sponsored by us, and these messages offer rewards such as money or electronics for taking a survey. We do NOT sponsor these surveys. The companies conducting these surveys might be attempting to gain access to your computer or personal information, or to scam you out of money.

It's a good rule of thumb to NEVER click on links in emails or text messages unless you're sure they're from legitimate sources. We send our customers regular emails about our promotions or other information we want you to know, but if you question the legitimacy of any communication that looks like it is from us, please call to confirm that we sent it. You can also keep up on the scams we're aware of by visiting www.grm.net/support/alerts.



SCC Networks® is an equal opportunity provider and employer.

EASY, ECONOMICAL AND EARTH-FRIENDLY EBILLING

Do something great for the environment and your bank account — switch to eBilling from SCC Networks®.

This free feature allows you to access your monthly bills online and pay online with your credit card or debit card. It's a small change that yields big savings:

- Save time paying your bills.
- Save money on stamps and checks.
- Save trees by helping to reduce paper use.
- Save \$1 every month on your bill.

It's quick and easy to get started with eBilling too. To go green and save green, simply visit www.grm.net/ebill today and follow the step-by-step instructions to set up your eBilling account.



Four Technology Resolutions to Make for the New Year

Don't forget about your computer and other devices when making New Year's resolutions. The suggestions below could save you tons of time and trouble in the coming year.

1. I will back up my data.

Consider the vast amount of personal data (some of it irreplaceable) stored on your devices — photos, videos, music files, documents, contacts, calendars, and more. What happens to these files if someone steals your laptop, your hard drive fails, or there's a nasty virus? It's imperative to back up your data regularly, either through a local solution such as an external hard drive or a cloud storage option.

2. I will responsibly manage my digital reputation.

Think twice before you post photos on Facebook and other social media sites, since your digital reputation may be a factor in a variety of situations. Do you want a party photo of you to be seen by potential employers or clients, extended family, or school admissions officers? Remember, what you post online may be accessed virtually forever through online searches.

3. I will keep my software and operating system updated.

Software makers continually update their programs to fix problems or add more functionality. If you have the option for “automatic” updates — in software such as your operating system, Internet security programs, and Web browser — click to accept this feature. By doing so, updates will be automatically downloaded whenever they become available.

4. I will fight back against spam.

Spam is a thorn in the side of most computer users, since it clutters up your inbox and wastes time. You can greatly reduce the amount of spam you receive by employing a combination of strategies. Check your email or Web mail program to see what your options are for junk mail filters, and bump up your filters so they keep more spam out of your inbox. You can also block specific senders or flag words that might suggest the message is spam (such as “Viagra”).



SCC Networks® offers a variety of computer security services. Tech Home Support is our premium technical support package and includes 24/7 phone support for all devices on your home network. For details, call 800-782-7932.



How to Protect Yourself From Common Telemarketing Scams

According to the Federal Trade Commission (FTC), telemarketing scams bilk thousands of people each year. Some lose just a few dollars; others lose their entire life savings. While everyone's a potential target, scammers often target older people because they may live alone, have a nest egg, or tend to be more polite and trusting.

Scammers will say virtually anything to cheat people out of money. They may sound very friendly — calling you by your first name, making small talk, and asking about your family. They may say you've won money or a fantastic prize. They may even claim to work for a company you trust, or send you mailings to convince you to call them about an offer.



Here are a few examples of common telemarketing scams used to “hook” people:

- **Travel packages.** “Free” or “low cost” vacations can end up costing a bundle in hidden costs. Some of these vacations never take place, even after you've paid.
- **Sham or exaggerated business and investment opportunities.** Scammers rely on the fact that business and investing can be complicated and that most people don't research the investment.
- **Charitable causes.** Urgent requests for recent disaster relief efforts are especially common on the phone.
- **Extended car warranties.** Scammers find out what kind of car you drive and when you bought it so they can urge you to buy overpriced — or worthless — plans.

Remember, if you get a call from someone you don't know who is trying to sell you something you hadn't planned to buy, say “No, thanks.” If they pressure you about giving up personal information — like your credit card or Social Security number — you can be certain it's a scam. Hang up immediately and report the incident to the Federal Trade Commission. Call 1-877-FTC-HELP or visit ftc.gov/complaint.

You can reduce the number of telemarketing calls you receive by being on the National Do Not Call Registry. Visit www.donotcall.gov for details.



THANK YOU FOR DONATING TO THOSE IN NEED

A huge thank you goes out to all our customers that participated in the 1st Annual Pass It On! clothing, toy and non-perishable food drive.

We were able to present SCICAP with several boxes of items to be distributed to those in need just in time for Christmas.

WE HOPE THE NEW YEAR IS A YOU YEAR

Happy New Year from all of us at SCC Networks®. As 2016 begins, it's a great time to focus on YOU — what you want to change, enjoy, and learn during the next 12 months.

We may be able to help you achieve some of your New Year's resolutions. For example, if you plan to gain skills by watching educational videos online, upgrading your Internet speed will quickly make those lessons a more enjoyable experience.



SCC NETWORKS® IS NOW A TV PROVIDER!

You no longer need separate providers for your TV, Internet and local phone service. SCC Networks® is your local source for all three services! You can even get discounted bundle pricing. Plus, you'll enjoy the convenience of one bill and one monthly payment for all of your services.

Our new TV offering is called Skitter TV. With Skitter TV, you can customize your TV connection by choosing from three programming packages. You can also add Whole Home DVR service and get free 24/7 tech support over the phone. Because Skitter TV runs over your Internet connection, severe weather will not affect your service as is the case with satellite dishes.

Skitter TV is currently available to all SCC Networks® customers! Dial 777 from your landline phone or go to www.grm.net/skittertv for more information.



As the number of connected devices per home rapidly increases, interconnected home networks are becoming the norm. Although these devices are meant to simplify your lifestyle, they bring with them an increased risk for problems like viruses, network issues and even simple setup issues.

TECH HOME SUPPORT is here to help!
24/7/365 Unlimited Support for Unlimited Devices
connected to your home network.

Special Offer-Save \$15!!

Add **TECH HOME SUPPORT**
during January & receive
a \$5 credit for your first three
months of service.

Call 777 or go to www.grm.net/techhome
for more information!

Offer ends January 29, 2016.