

# Connect.

April 2015



*Connecting Your Life.*

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## **Welcome.**

Welcome to **Connect**, our new customer newsletter!

It is our hope that this newsletter will help keep you informed of what is happening with Manti Telecommunications and Manti Telephone Company. Through this newsletter, we hope to bring you up-to-date information about some of the great products and services we offer, policy or rate changes, upcoming events, tech-tips to help you get the best experience out of your technology, changes and additions to our channel lineup, and much more!

This free newsletter will be available to you at our office or via email, and will soon be available on our website!

Enjoy!

## **Connecting Your Life.**

At MTCC we know that life is all about connecting with people and those connections are just as important to us as they are to you. Through our many great products and services, we strive to provide you with the best connections to the world around you. Through our Fiber-to-the-Home network, we can provide you with some of the fastest Internet connections in the state, and provide high-quality, great-looking High Definition TV, as well as many other services.

Great customer service is also something we pride ourselves on. Our mission is to give our customers the best customer service possible. We understand your connections our important to you, and so we have it made it our goal to provide fast, friendly, professional customer service and try to resolve any issue you may have the first time we visit.

If you're not already taking advantage of our great services, we invite you to sign up today!

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*Welcome to Connect,  
our new customer  
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## Watch TV Everywhere



Watch TV Everywhere...It's FREE!!

Watch TV Everywhere is a great new service that we currently offer to our TV subscribers. It allows you to watch some of your favorite channels on your PC, Laptop, Tablets, and Smartphones and can be accessed anywhere you have an Internet connection! Whether you are travelling and want to watch your favorite show on the road or whether you are at home and want to let the kids watch Disney Junior on their tablets...now you can with Watch TV Everywhere! And best of all...it's FREE!

We currently offer 54 Channels through Watch TV Everywhere including ABC Family, CNN, Fox News, ESPN, NFL, Pac-12, SyFy, USA, and many more! With most of these networks, you can access live TV or view previous episodes that you may have missed. We are constantly adding more channels to our Watch TV Everywhere lineup as well.

To Register for Watch TV Everywhere, simply follow these steps.

1. Contact us at 435.835.3391 to get your account number.
2. Go to [www.watchtveverywhere.com](http://www.watchtveverywhere.com).
3. Choose MTCC in the Provider list.
4. Click on 'Register' at the top of the page.
5. Fill out registration information.  
*Note: When asked to enter the verification code, it is the numbers displayed to the right of the box.*
6. Click the Register button at the bottom of the page.
7. Click Create Account.
8. Log in to your email account and follow the instructions in the email from Watch TV Everywhere to complete your registration.
9. Once complete, you can now click on 'Login' at the top of the [watchtveverywhere.com](http://watchtveverywhere.com) page to log into your account.

Once you have registered, you can also download the individual app for each network you want to watch on your tablet and smartphone. This allows for quicker access to you favorite content. If you have any questions or need help registering, please let us know!

## New Channels!

**130** – Fusion SD  
**868** – Fusion HD  
**869** – ESPNNews HD

### Fusion

Fusion features news, lifestyle, pop culture, satire, and entertainment aimed at millennials and English speaking Hispanics. Shows include: Alicia Menendez Tonight, America with Jorge Ramos, No, You Shut Up!, Soccer Gods, and more!

### ESPNNews

Get all of your favorite sports programs and news in amazing HD quality!



## TechTip: How to Avoid Getting a Virus

One of the most common causes of computer woes is a computer virus. They can cause your computer to slow way down or not function at all. Here are some tips to help you avoid getting a virus (from [wikihow.com](http://www.wikihow.com)).

1. *Avoid clicking on everything*, especially if it's an email with just a link in it. These links will often take you to a website and download a virus.
2. *Beware of misleading pop-ups*, no matter how legitimate they look. To close these pop-ups you often have to go into your task manager to close them.
3. *Clear your cache*. Sometimes pop-ups and websites will store information in your browser's cache and cause them to reappear over and over again. Clearing the cache will help eliminate this.
4. *Keep your browser up to date*. If you are running an older version of Internet Explorer, it may be vulnerable to security issues. Keep your browser updated or try another browser such as Firefox or Chrome.
5. *Don't go where you're not supposed to*. Viruses thrive on illegal sites. When you visit these types of sites you are opening your computer up to a ton of viruses.
6. *Download only from trusted sources*. Avoid uses bit torrent or other file sharing services when possible. These are prime sources of computer viruses.
7. *Scan downloaded files*. Taking a few minutes to do a quick virus scan on the files you download could save you the headaches and costs of removing some viruses.
8. *Use your Anti-Virus program*. Schedule regular scans of your computer for malware, spyware, and other harmful applications.

These are just a few ideas to help keep your computers safe. To see the rest of this article, visit <http://www.wikihow.com/Avoid-Getting-a-Computer-Virus-or-Worm>.



Avoid Getting a Virus!

## Video Contest

It's time to vote!

We have posted the entries for our video contest on our Facebook page. There have been some pretty interesting and funny videos submitted this year. Now we need everyone to watch the videos and vote for their favorite!

To vote, click on the link on our Facebook page, then click Enter Contest, then click on Vote. This should bring up the videos and let you watch them. Then just click Vote for the one you like the most!

Voting ends **April 10, 2015**.

There are over \$500 in prizes and gift certificates to be awarded to the participants. Winners for each category will be announced on our Facebook page.

For more information please call us 435-835-3456 or visit [www.manti.com](http://www.manti.com).



## A Word about Rate Changes

We have recently had to increase the rates we charge for our TV packages. This is due, in most part, to the fact that we have had to renew our contracts with many of the television networks so that we can continue to offer you a great lineup of quality channels.

Most people don't realize that it is the networks, and not necessarily TV providers such as MTCC, who dictate the pricing. The networks charge us a "per subscriber" rate for the channels that we carry. While we cannot legally disclose what each of these rates are, we can say that some of the networks have increased their per subscriber rate by more than the rate of inflation. This unfortunately means that we must raise our rates to be able to cover the expense of carrying some of the most popular channels.

However, there is good news!

On the Internet side of life, we have been able to dramatically reduce our rates on our 10, 20, 50, and 100 Mbps speeds. This means that if you were already subscribed to one of those speeds, your Internet bill will go down! It is our hope that this will help offset the rate increase on the TV side.

We have also eliminated our 1.5 and 5 Mbps Internet speeds. Why? The Internet has changed, and people have changed the way they use the Internet. With the growth in popularity of such programs as Netflix, Hulu, Vudu, Dropbox, and others, people are streaming more video and uploading more files than ever before! Not to mention that an average household typically has 3 or more devices accessing the Internet at the same time. This change means that speeds slower than 10 Mbps just won't handle the increase in demand on bandwidth.

We hope that these changes will give our customers a better overall experience at a reasonable and competitive rate. If you have any questions regarding our rate changes, please feel free to call our office at 435-835-3391 or 435-835-2929.

For more information on how we negotiate our TV contracts, please visit <http://tvonmyside.com/>.

## Symmetrical Internet is Here!

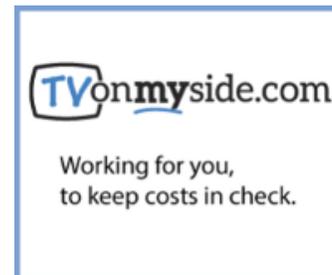
We are excited to announce Symmetrical Internet is now available!

Up until now, most Internet providers have offered their customers what is known as asymmetrical internet, which means the download speed has typically been faster than the upload speed.

However, as we mentioned previously, people have changed the way they are using the Internet. With the popularity of streaming video, online gaming, cloud storage and file sharing, people are uploading more than they ever have before. With asymmetrical Internet, that means that it will take you longer to upload information than it does to download that same information.

We are proud to say that we are the first and only Internet provider in Sanpete County today to offer Symmetrical Internet! Now your upload speed can match that of your download speed at a fantastic price! For just \$10 more per month, you can make any of our Internet packages symmetrical!

Go Symmetrical today!



Visit [TVonmyside.com](http://TVonmyside.com)  
for information on rate  
changes.

sym·met·ri·cal

/sə'metrik(ə)l/

*adjective*

Made up of exactly similar parts  
facing each other or around an axis:  
showing symmetry.

*noun*

*Totally awesome internet from Manti  
Telecommunications!*

## New Value-packed Bundles!

Big changes are here!

We are excited to present our new value-packed Bundles! Now you can save more on TV, Internet, and Phone services by choosing one of our great new Bundles. The more services you sign up for, the more you save!

Here is a quick look at our new Bundles:

### **Essentials**

At \$92.95 per month, this package is geared toward our budget-conscious customers. It includes our Locals Only TV package, 10x3 Mbps Internet, and Basic Phone. Great value without breaking the bank!

### **Select**

Our Select Bundle is similar to the Essentials Bundle with the exception that you will now have our Basic Choice lineup of channels, including Disney, ESPN, Fox Sports 1, The Pac-12 Network, and RFD. It starts at \$125.95 per month.

### **Preferred**

This is our best value and most popular package. The Preferred Bundle gives you our Expanded TV package plus our crystal clear HD Channels, Whole Home DVR, Basic Phone, and 20x5 Mbps Internet! Now you can record all your favorite shows in amazing HD quality, and watch them on TV in your house! \$158.95 per month.

### **Extreme**

This bundle is for the person who wants a great channel lineup plus super fast Internet. It includes everything the Preferred Bundle does, but gives our customers blazing fast 50x10 Mbps Internet. Online gamers and Netflix addicts, this package is for you! \$178.95 per month.

### **Ultimate**

For the person who wants it all, the Ultimate bundle includes our Total Choice TV package, 100x100 Mbps Symmetrical Internet, Whole Home DVR, HD Channels, and Unlimited Long Distance! Get every channel we carry and have the fastest Internet on your block! \$267.95 per month.

Come visit us or call us for more details on these great packages. Pricing does not include taxes and fees, and are subject to change. Restrictions may apply.

## Be On the Lookout!

Now that Spring and Summer are coming, we are excited to get out and meet everyone face to face!

Over the next few months, we will be out and about and all over the county talking to everybody about our great products and services. We will be setting up our canopy at some of our favorite local businesses, and will be showing off some of our new home automation gadgets, showing people how they can Watch TV Everywhere, and more! You will also see us in most of the parades and at big events over the course of the year. Not to mention, we have a big customer appreciation event in the works too!

So be on the lookout and come have some fun with us!



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*Check out our great  
new Bundles!*

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## Family Event Packages Are Here!

### Does your Internet slow down when your family gets together?

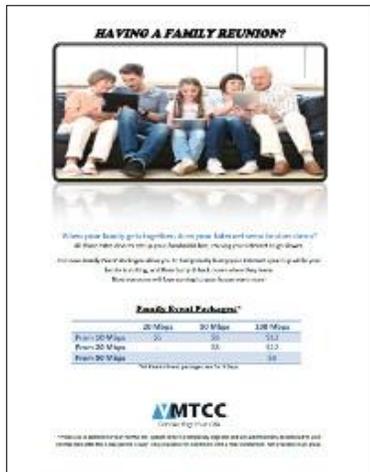
All those extra devices (laptops, smartphones, tablets, gaming consoles, etc) can eat up your bandwidth fast, causing your Internet to slow down.

Don't worry! We're here to help!

With our new **Family Event Packages**, you can now temporarily bump up your Internet speed while your family is here, and then bump back down to your normal speed after they're gone.

The cost of our Family Event Packages is minimal (\$5, \$8, or \$12 depending on the speed you are bumping from and to), and the upgrade lasts for 5 days. If you need longer, you can simply extend your upgrade by another 5 day package. It's that easy!

If you're expecting company soon, let us know and we can get you signed up for one of Family Event Packages today!



Family Event Packages

## Library Classes Have Begun!

Are you new to computers or know just enough to get by? Do you want to know more about how computers work or what you can do with them? Want to learn more about the Internet? Or maybe how to make your computer safer?

Good news!

We have started teaching classes at both the Manti City and Ephraim City Libraries! The classes are meant to be basic introductory level classes and will cover topics like basic computers, Windows, Internet basics, and more. Classes will be taught mainly by Dallas Cox and Gary Hughes (our tech guys) and are Free of charge!

Check with each library for a schedule of classes and sign up!

## Pardon Our Dust!

If you've been by our office in Manti lately, you probably have noticed some construction going on. We are excited to announce that our new Demo Room is nearing completion!

We have put new tile flooring in, painted the walls, built some display panels, and added a great new artistic wall all in anticipation of being able to show our customers all of the great products we currently carry, as well as some new ones (like our Pharos Home Automation products – coming soon)! The goal will be to show you the many ways we are Connecting Your Life!

We plan on having a big open house event when the Demo Room is all done, but please feel free to come by any time and check out our progress!

