

# CONNECTION

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## MAKE IT YOUR NEW YEAR RESOLUTION TO HELP YOUR KIDS BE SAFER ONLINE

Here are some tips:

1. Parental Supervision – Actively monitor and set guidelines that you have discussed with your children.
2. Age-Appropriate Content - Encourage and establish age-appropriate websites and games that your children are allowed to have access to. Parents can install parental controls on family devices to filter out inappropriate content.
3. Personal Information Protection – Teach your children to never share personal information online, such as their full name, address, phone number, school name, or any other personal details.
4. Stranger Danger – Kids should not accept friend requests from people they don't know. Encourage open communication with you so kids will report suspicious activity.
5. Cyberbullying Awareness – Talk to your children about the consequences of cyberbullying and encourage them to be just as mindful of people through a screen as they are face-to-face.
6. Secure Password Practices - Discuss how to create strong and unique passwords. Emphasize the importance of not sharing passwords with anyone and updating passwords regularly.
7. Safe Social Media Usage – If your child is old enough to use social media, make sure you discuss potential risks and the importance of privacy settings. Encourage them to only connect with people that they know in real life and to be mindful of what they post.
8. Phishing and Scam Awareness – Educate your children about phishing scams, fraudulent emails, and suspicious websites. Teach them to be wary of clicking on unknown links, downloading files from untrusted sources, or providing personal information in response to unsolicited messages.
9. Online Reputation – Help your children understand that what they post online can have long-term consequences.
10. Open Communication – Maintain open lines of communication with your children so you know what they are experiencing online.





# TECHNOLOGY FAQ

## **Why is it when I run a speed test my phone says I am only getting 60-80 MBPS when I am paying for 100 MBPS?**

Internet speeds are never at a constant. A few factors can determine what your Internet speed is at a given time such as: how many devices are connected in that moment, what kind of device you are using, how you are receiving your Internet to each device, (via Wi-Fi or hardline cable directly from the router) and even if your router has not been rebooted in a while.

## **How do I know what network I should be connecting each device to if I happen to have two Wi-Fi networks come up with one being 5 GHz?**

- 5 Ghz Network: Cell phones, TVs, gaming consoles, & computers.
- Normal Network: Smart devices, security cameras, & Ring doorbells.
- If you happen to only have one network the device will know automatically what network to join.

## **What should I do if my Internet is not working or if it is running slower than usual?**

- Always start off with rebooting your router. (Unplugging it for 1 full minute then plug it back in).
- Every home with Blue Lightning service has a battery pack (metal cream colored box mounted on a wall with the words "Cyber Power" on it) that should always have power to it and even this can be rebooted the same way you would your router.
- Check on the device you were experiencing problems with if that has resolved the issue & if not give us a call to make us aware of the problem.



# ACP WIND DOWN

The Federal Communications Commission (FCC) has announced the winding down of the Affordable Connectivity Program (ACP).

The ACP, launched to provide assistance to households struggling to afford Internet service during the COVID-19 pandemic, has been instrumental in bridging the digital divide and ensuring equitable access to online resources for millions of Americans. However, without action from Congress, the ACP will be winding down as funding is estimated to run out in April of 2024.

Here's what you need to know about the transition:

1. **End Date:** For those utilizing the ACP benefits, these will most likely end in April (without further congressional action).
2. **Transition Period:** During the transition period leading up to the end date, existing ACP participants will continue to receive benefits as usual.
3. **Exploring Alternatives:** As the ACP comes to a close, we understand that many of our customers may be concerned about maintaining affordable Internet access.

Lifeline may be a program you could benefit from. Learn more here: <https://www.lifelinesupport.org/>

4. **Community Resources:** Local organizations, libraries, and government agencies may offer resources and assistance programs to help individuals and families access affordable Internet service. We encourage you to reach out to these community partners for guidance and support.

As a reminder to those of you who receive the ACP subsidy: as the program sunsets, that credit will be removed from your bill and your Internet package will return to normal pricing.

If you have any questions or concerns regarding the winding down of the ACP or your Internet service, please don't hesitate to reach out to our customer support team. We are here to help and are committed to ensuring a smooth transition for all our valued customers.

## ANNUAL MEETING ANNOUNCEMENT:

Watch your mail for registration information.

**Virtual Annual Meeting**

9 a.m.

Saturday, March 23rd, 2024