EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

WWW.EASTEX.COM | OCTOBER 2018

Eastex Telephone Cooperative, Inc.

A Phone For Every Farm. Broadband For Every Barn.

National Night Out in Waskom

Tuesday, October 2, 2018
5:30pm - 7:30pm
Waskom Volunteer Fire Department
185 E. Texas Ave.
Waskom, TX

HAVE A SAFE AND HAPPY HALLOWEEN!

4 Best Practices for Good Home Network Hygiene

by Macy Bayern

To ensure safe browsing, users must keep routers and connectivity updated. Here are four easy ways to check your devices. Make sure your connectivity is safe and reliable!

HERE ARE 4 TIPS THE CCAB SUGGESTS TO PROTECT YOUR WI-FI CONNECTION:

1 Change your passwords.

What a revolutionary idea! Changing your passwords is probably the easiest way to stay protected. Users should change their passwords frequently on all accounts, especially those that work remotely and may not have as many protections as a corporate office. Make sure your Wi-Fi is password protected to begin with, but also update the password to be different from other accounts.

*We can help you with this!

2 If you are having to constantly reboot your modem/router, this is an indication that your modem/router is having a problem or you may have wireless interference.

If you are rebooting your modem/router more than once a week, call us to ensure you are getting the best experience out of your internet from Eastex.

3 Simplify network path.

In order to make connectivity stronger on your most-used devices, remove older devices from the network that you aren't using. Also, make sure the router is in the optimal location for signal strength, keep it out in the open or in an accessible area.

*If you have low signal strength in that far away bedroom, contact us! We can help!

4 Consider a new router.

However, if your router's lifespan is coming to an end – or, if it's more than five years old – consider buying a new one. Users with new and old devices will see their connection improve with a new router that supports the latest Wi-Fi capabilities and standards.

*Eastex offers discounted routers with a 12 month contract!

SAY "NO" TO TELEMARKETERS

Follow the instructions below to sign up for the Texas and National "Do Not Call" Lists.

TEXAS "DO NOT CALL" REGISTRY

Texans may register FREE of charge a telephone number with either of the Public Utility Commission-sponsored "No Call Lists" (Statewide "Do Not Call" List or "Electric No Call" List). By placing your name, address, and telephone number on a list, you identify yourself as someone who does not want to receive telemarketing calls, thus limiting telephone solicitations, including text, graphic, and image messages, from all telemarketers operating in Texas.

HOW DO I SIGN UP?

At www.TexasNoCall.com - Use the Internet for an easy, automated method that provides instant registration. The site is available 24 hours a day, 7 days a week, 365 days a year. To register by mail, use the printable registration form.

Write: Texas No Call, 100 Summer Street Suite 800, Boston, MA 02110.

Assistance: Email: customerservice@texasnocall.com or Toll-Free 1-888-309-0600.

NATIONAL "DO NOT CALL" REGISTRY

Consumers in Texas can register your home or mobile phone numbers on the National "Do Not Call" list by using one of these methods:

Online: https://www.donotcall.gov or by calling Toll-Free at 1-888-382-1222 (TTY 1-866-290-4236).

The National "Do Not Call" List is FREE. Placing your number on the National Do Not Call Registry will stop most but not all, telemarketing calls.

Your Rights as a Customer

A detailed article of your rights as a customer is provided in the Eastex Telephone Cooperative, Inc. telephone directory. Some of the items covered are: Rates and services, resolution of billing disputes, alternative payment plans, and your right to a supervisory review by the Cooperative and/or to file a complaint with the Public Utility Commission of Texas. Also listed are business office hours, addresses and telephone numbers, locations where information may be obtained and where bills may be paid. A notice of non-discrimination is included. This information is printed in English and Spanish.

We encourage you to read the information contained in your telephone directory and to contact your local business office concerning any problems or questions.

This information is provided to you pursuant to part § 26.31 of the Public Utility Commission of Texas' Substantive Rules.

Customer Privacy & Your Telephone Service

The protection of our customer's privacy is a fundamental policy of our business and is an obligation which the law imposes on all telecommunications providers. Our customers have a right to privacy when using our facilities and they expect that their records and their communications will be kept confidential. This is a legal responsibility under the Federal Communications Act of 1934.

Customers often need someone to assist them with their services and billing questions, such as a child or parent or family friend or caretaker. Eastex is unable to disclose information about your service or account to an individual unless you have notified Eastex that you want that individual to be authorized to receive information concerning your service. Please help us to help you by notifying Eastex of persons you want to be registered as authorized representatives on your account.

PROUDLY SERVING YOU AT THREE CONVENIENT LOCATIONS

LIVINGSTON
P.O. BOX 1510
1704 US HWY 59 LOOP N
LIVINGSTON, TX 77351
936.327.5224 • 1.800.732.7839

HENDERSON
P.O. BOX 150
3675 US HWY 79 S
HENDERSON, TX 75653
903.854.1000 • 1.800.232.7839

WASKOM
P.O. BOX 1691
705 SPUR 156
WASKOM, TX 75692
903.687.3600 • 1.800.232.7839