

THE INSIDER

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FIND THE WAVES TO WIN!



Waves have been hidden in a picture somewhere in this newsletter. Find them and call your local RTI office with the location and you will be entered into the "Winning the Wave" drawing for \$5.00 off your next bill. Congratulations to Don Markle, Ann Morgan and Billie Harris from Nehalem, Oregon for finding the waves in our last issue!

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Common Wi-Fi Problems and How to Fix Them

Your home's Wi-Fi network will undoubtedly hit a snag every now and then. But there's no need to panic. Many common Wi-Fi problems can be easily fixed, so hang onto this article for future reference.

Slow Speeds – Fixes:

- **Move your router to its ideal position.** For the best signal and coverage, put your router in an open space near the center of your home. The further away you are from your router, the slower your speeds will be. Keep it away from thick walls made of brick or concrete, and make sure it's not around metal items, which can reflect Wi-Fi signals.
- **Protect your Wi-Fi network.** If someone nearby is leeching off your network, it can slow down your internet speeds. Set up security for your Wi-Fi network that includes a password.
- **Upgrade your internet plan.** Your current internet plan may not be fast enough to support all the users and devices in your home, regardless of how well placed and secured your router may be. If so, you may need a speed upgrade.

No Connection – Fixes:

- **Pull the plug.** Periodically, something glitches and the router or modem (or combination) just stop communicating. There isn't always an explanation. It just happens. Try disconnecting your router and modem from power, wait at least 30 seconds, then plug them back in.
- **Contact your ISP.** If the above fix doesn't work, it's possible your internet service provider is dealing with a system outage.

Wi-Fi Doesn't Reach Certain Rooms – Fixes:

- **Get a new router.** If you've already positioned your router in the best location within your home — described above — and are still experiencing poor signals in some areas, you may need to buy or lease a more powerful router.
- **Add a wireless signal extender.** If your home is larger than about 3,000 square feet, getting good Wi-Fi signal throughout can be a challenge. Multistory homes can also be difficult if the router isn't plugged into the broadband line somewhere on the middle level. These situations may call for a wireless signal extender.

If the problem doesn't resolve after trying the steps above, call the RTI office near you. RTI: 1.888.366.7821, Washington: 1.888.636.2840, and Oregon 1.800.350.5036.

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DO OUR FACEBOOK POSTS APPEAR IN YOUR NEWS FEED?

RTI posts all kinds of information on our Facebook page at www.facebook.com/rtitelecom/ including:

- Our latest money-saving promotions
- News about changes or additions to our services
- Photos and videos from community activities
- Invitations to customer events
- Helpful technology tips
- Alerts about outages
- Employment opportunities
- Fun seasonal/holiday ideas

We hope you're seeing our posts in your Facebook News Feed since we want to keep you connected to what's happening at RTI and our other area companies. If you're not seeing our posts, please go to our Facebook page and click on both the "Like" and "Follow" buttons. This is the easiest way to make sure you stay in the know.

Here's a shout-out to our Oregon and Washington customers: Visit our Facebook page for your community's updates. To quickly access our Facebook page as well as our other social media accounts, look for the icons on the home page of our website at www.rti.net.

COMMUNITY EVENTS

September

2nd: Glens Ferry Historic Opera Theatre, 2 p.m. - 3 p.m., free

5th: Chamber Meeting, 12 p.m. - 1 p.m., VFW Hall-Glens Ferry, free

9th: Airforce Appreciation Day in Mountain Home, Idaho Parade: 10 a.m. BBQ: 12 p.m.

October

3rd: Chamber Meeting, 12 p.m. - 1 p.m., VFW Hall
31st: Halloween

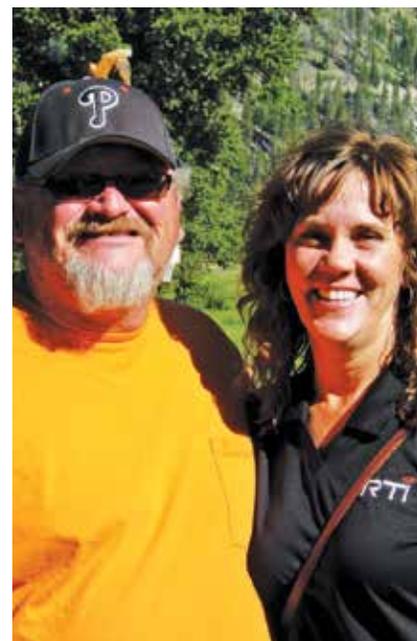
November

23rd-24th: RTI office is closed for Thanksgiving



Check Out Highlights From RTI's Summer Appreciation Days

We thank all of our customers each year—in Idaho, Washington, and Oregon—with an Appreciation Celebration. We hope you were able to attend your local event and enjoyed it as much as we did. Thank you for being such great communities and customers. Here are some photos of our summer fun. See you next year!



Everyone Had Fun and These People Won

We had a successful turnout for RTI Nehalem’s Appreciation Day on July 21st, and here are the lucky prize winners:

- Colleen Loucks won the barbecue grill.
- Market Tellehd won the Samsung tablet.
- Faye Reid and Glen Easom won the outdoor chimney.
- Scott and Hillary Howell won the bicycle planter.

We congratulate these customers and hope you’re enjoying your prizes. Thanks to everyone who attend-ed our annual event!



WHAT TO KNOW BEFORE YOU BURN, DIG OR MOW

Telephone pedestals and fiber markers indicate the location of internet, digital TV, and phone cables and equipment. Please watch for them on your property if you are burning ditches or mowing and be careful to avoid them. Damage can disrupt service for you and/or your neighbors.

Fiber connections are very expensive to repair—often several thousand dollars or more. Repair costs may be billed to the operator who caused the damage, so pay attention in order to avoid having to pay up.

Also be sure to call 811 before you dig anywhere. All sorts of utility lines, pipes, and cables could be buried on your property. That’s why every digging job—from planting a tree to installing a fence—requires a call to 811 to locate and mark underground facilities before digging begins. There’s no cost to you.

RTI Nehalem thanks you for your cooperation in helping protect our valuable communications infrastructure.

COMMUNITY EVENTS

October

- 1st:** NCRD presents “Doubt,” 7 p.m. to 9 p.m.
- 7th:** Trashion Show at NCRD Theater 7p.m.
- 14th:** Nationally known musicians Eastern European folk 7:30 p.m. NCRD

November

- 23rd-24th:** RTI is closed for Thanksgiving
- 24th:** Community Tree Lighting Manzanita

December

- 2nd:** Christmas Bazaar and Clam Chowder/pie luncheon @Nehalem Bay United Methodist Church
- 2nd:** Holiday Farmers Market @ White Clover Grange 10:00 a.m.



COMMUNITY PRIDE

Brandon Hatch, our Installation and Repair Technician and proud father of Marine Corps graduate Joseph Hatch, celebrates with his son from the Marine Corps Training Camp in San Diego, California in July. All of us here at RTI want to congratulate Joseph on his accomplishment. Thank you for your commitment to our country!



Down River Days Plus Our Appreciation Day Equaled a Great Weekend

Thanks to everyone who kicked off their time at Down River Days by stopping by the RTI Pend Oreille Appreciation Day on July 28th. It was a day filled with fun, food, and friends. Congratulations to all the prize winners!



School's in Session So Please Drive Carefully

Every fall, over 55 million U.S. children head back to school. With 13 percent of them typically walking or biking, it's important for drivers to be extra vigilant for pedestrians before and after school hours. Afternoons are particularly dangerous; over the last decade, more than one-fourth of child pedestrian fatalities occurred between 3 p.m. and 7 p.m.

Here's what you can do to help to keep kids safe:

- **Slow down.** Speed limits in school zones are reduced for a reason. A pedestrian struck by a vehicle traveling at 25 mph is nearly two-thirds less likely to be killed compared to a pedestrian struck by a vehicle traveling just 10 mph faster.
- **Come to a complete stop.** Research shows that more than one-third of drivers roll through stop signs in school zones or neighborhoods. Always come to a complete stop, checking carefully for children on sidewalks and in crosswalks before proceeding.
- **Eliminate distractions.** Children can be quick, crossing the road unexpectedly or emerging suddenly between two parked cars. Taking your eyes off the road for just two seconds doubles your chances of crashing. Reduce this risk by not using your cell phone or eating while driving.
- **Watch for bicycles.** Children on bikes are often inexperienced, unsteady and unpredictable. Slow down and allow at least three feet of passing distance between your vehicle and a bicyclist.

Remember—a little extra time and attention can save lives.

COMMUNITY EVENTS

September

1st-4th: Bob's Car Show, Newport City Park

October

16th: Autumn Bloom Fun Run 5k/10k, Newport

31st: Trick or Treat in Business District, Newport

November

23rd-24th: RTI offices are closed for Thanksgiving

