

THE INSIDER

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MEET OUR RTI KITTY NAMED NEVILLE

Neville the kitty arrived at our RTI corporate office in November of 2014. He was starved to the bones and had a badly infected wound. The office peeps took up a collection and had a vet brought in to give him shots, clean the wound, and neuter him. Neville is a member of RTI family and a huge, fluffy, handsome, overly loved feline. Customers love him, and staff regularly pay "King Neville" taxes to keep him supplied with food, toys, and grooming.

Want to join our Kitty of the Month Contest? Here's how it works:

- Take photos of your kitty.
- Like and Follow our Facebook page.
- Upload a photo to www.facebook.com/rtitelecom/ and tell us about your kitty.
- We'll choose a winner, and you get a nice gift certificate just for playing.

We can all use a little fun these days! Send in your purr-fect pic.

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 Carl Northrup from Lone Washington and Val Spencer and Jerry Muceus and Charlene Noregaard from Nehalem Oregon for finding the wave in our last issue!



GET YOUR
PAWS ON
PURR-FECT
HOLIDAY
SAVINGS

The holidays are upon us, and RTI (and our office kitty) would like to give you a great deal on any smartphone we offer. Treat yourself or give a smartphone as a gift to someone special.

Mark your calendar and give us a call for more details:

- Save \$300 during Thanksgiving week.
- Save \$300 during Christmas Week.
- Save \$250 on any other day during the holiday season.

Now's the purr-fect time to shop for a smartphone!



Call one of your local RTI offices today.

Idaho/Nevada: 1.888.366.7821 Oregon: 1.800.350.5036 Washington: 1.888.636.2840

P2

RTI - Idaho/Nevada

P3

RTI - Nehalem Telecom

P4

RTI - Pend Oreille Telecom

4 GOOD REASONS TO SWITCH TO EBILLING

Are you still paying your RTI bill by writing a check and mailing it to us? If so, we encourage you to consider switching to eBilling and paying electronically instead.

You'll enjoy benefits including:

1. More Security – Paper bills leave you vulnerable to sensitive information being stolen and used for identity theft. Your mail could be taken from the mailbox or from a garbage can. With eBilling, you communicate securely with RTI via a password-protected online portal.

2. Saves You Money – You won't have to buy as many postage stamps or checks when you use eBilling.

3. Faster Than Traditional Bill Paying – Why waste time finding a bill, writing a check, looking for a stamp, and walking to the mailbox? With eBilling, you can pay online in seconds or have your bill paid automatically with Automatic Payment.

4. Better for the Environment – Mother Earth loves eBilling! It reduces paper use and saves trees.

To sign up for eBilling, visit www.rtc.net and follow the easy step-by-step instructions.



Many people use the terms internet and Wi-Fi interchangeably, but although they're related, they're not the same. To help clear things up, here are descriptions of both terms:

The Internet Is a Highway

The internet has been called the Information Superhighway and with good reason. Just like a road that connects two cities and moves people and goods, the internet is a digital maze of routes that connects thousands of computer networks so they can exchange bits of information. Using an agreed-upon language called the Internet Protocol, these interconnected devices use the internet's digital "roads" to exchange data that is then translated into human-consumable form at the other end.

To connect to your Internet Service Provider's (ISP) network from your home, you're given access to a physical line connected to a modem. There are two ways to connect a computer to a modem. The first method involves physically plugging the computer into the port on the back of the modem using an Ethernet cable. The second method, which is much more common today, uses a wireless connection made possible by a device called a Wi-Fi router.

Wi-Fi is an Access Ramp

Wi-Fi refers to a wireless network that allows computers, smartphones, or other devices within a particular area to connect to the internet (and each other) without being physically connected by a cable.

The Wi-Fi router can be physically plugged into the modem with a cable or combined with the modem into a single piece of equipment. It uses radio technology to broadcast a unique name (also known as a service set identifier, or SSID), which you or your ISP chooses when the router is first set up.

Because information is transferred using wireless transmitters and radio signals, physical proximity to the Wi-Fi router is necessary for a good connection. But once connected, people can move around freely with their devices without losing their connection to the internet.

To sum things up, Wi-Fi is what transports the internet service to your device but Wi-Fi is not internet service. That's why you can have strong Wi-Fi signals but still experience slow speeds.

RTI is here to help with a range of internet speeds and whole home Wi-Fi service. To learn more, call your local RTI office today or visit www.rtc.net.



Tips to Help You Host Virtual Holiday Gatherings

This year, it may not be possible or safe to host holiday parties at your home. But that doesn't mean your entertaining traditions can't continue, albeit in an altered form. Virtual holiday gatherings using video calls can still provide much of what you love about in-person parties — such as seeing people you don't get to see very often, sharing fun conversations, and enjoying seasonal food and decorations.

How do you go from being physically together in a room to being virtually together on Zoom? Check out these tips:

Come Up With a Fun Theme

Virtual gatherings need to be engaging and interactive. Host a dinner party by sending the recipes to guests beforehand and have everyone cook the same meal and eat together. Or throw a virtual cocktail hour and have everyone make a common cocktail or mocktail and do toasts around the (virtual) room.

Make Sure Guests Have the Video Platform

You can choose Zoom, Google Hangouts, FaceTime, Facebook Portal, or Skype. If you're concerned some older guests may need help with the setup, consider scheduling a test call beforehand.

Send Goodie Boxes to Guests

To treat your guests and simplify preparations, consider mailing or delivering goodie boxes with snacks and beverages. It doesn't have to be fancy. Even hot chocolate mix and Christmas cookies will do.

Dress Up and Decorate

Ask guests to wear ugly Christmas sweaters and/or Santa hats. This instantly says "fun party" on the screen rather than "dull business meeting." Also encourage them to sit in front of a Christmas tree or other decorations during the call. Another option is to use a virtual holiday background, such as the ones offered by the Hallmark Channel at www.hallmarkchannel.com/hallmark-channel-virtual-backgrounds.

Set Some Ground Rules

If your virtual gathering will have more than several guests, you'll probably want to have people mute themselves unless they're talking to avoid the distraction of background noises and multiple people trying to talk at once.

Open Gifts Together

If your extended family can't gather in one room to open holiday gifts, do it virtually. You can still share the excitement of seeing delighted faces as each gift is opened. and pricing.



DON'T PASS BY THIS PASSWORD REMINDER

You've heard it before, but we'll say it again. It's important to have strong passwords and change them regularly to help keep your accounts safe. Here are the basics:

Don't use personal information.

This includes names of people in your family, your address, or birthdays, since this information can be publicly available to hackers.

Don't use real words. Password cracking tools can process every word in the dictionary until a match is found. Instead, use uppercase and lowercase letters combined with special characters such as "&" or "#."

Create longer passwords. The longer it is, the better. Try for at least 10 characters.

Don't use the same password for multiple websites. If one website has a data breach and you've used that password elsewhere, it's easier for hackers to steal more information.

Change your passwords. Get in the habit of changing them twice a year when you reset your clocks for Daylight Saving Time.



SHOP BIG ON SMALL BUSINESS SATURDAY

American Express founded Small Business Saturday in 2010 to encourage holiday shoppers to patronize small, independently owned stores in their communities. Held yearly on the Saturday after Thanksgiving, the event has continued to grow.

Due to 2020's challenges, small businesses need more support than ever. So on November 28, RTI encourages you to buy holiday gifts for family and friends. You'll be giving a gift to your favorite small businesses as well.

10-DIGIT DIALING IS COMING TO NEVADA AND WASHINGTON AREAS

Beginning in April of 2021, your area will have 10-digit dialing. This means you will need to use all 10 digits of a phone number (including the area code) to make a local or long distance call.

If you have any questions or concerns about this change, please call your local RTI office.



A Beginner's Guide to Joining a Zoom Meeting

If you haven't been part of a Zoom meeting yet, you'll probably receive your first invitation soon. Use of the videoconferencing app has grown tremendously since the pandemic began—enabling work teams, community groups, families, and friends to have virtual face-to-face discussions.

Before we get to the specific instructions, it's helpful to understand a few Zoom basics. Each meeting has a unique 10- or 11-digit number called a meeting ID. The host has to create a meeting and share either the invite URL link or meeting ID with the invitees.

The process to join a Zoom meeting is simple, but it does vary depending on the device you're using and how the host sets up the meeting. Here's how to join a Zoom meeting on a computer via an invite URL link:

1. Click on the meeting invite URL link that the host shared with you in an email.
2. You'll be prompted to download and install Zoom when you click a link to join for the first time.
3. When prompted, click "Open Zoom.us."
4. Approve the request for permission to use your computer's audio and camera.

Once you're in the Zoom meeting, you'll want to make sure you can see everyone in the grid format (which resembles the opening credits of *The Brady Bunch*).

Zoom calls this grid format Gallery View. To access it, click on "Gallery View" in the top-right corner of your screen. In addition, find the Mute button (which looks like a microphone) at the bottom of your screen. When you click on it, it will change into a crossed-out microphone and no one on the call can hear you. Click again to unmute and speak to the group.

To familiarize yourself with Zoom before participating in an actual call, you can join a test meeting at <https://zoom.us/test>. You'll see what the initial Zoom screen looks like and be able to check your appearance in Video Preview as well as test your computer audio.

For additional details on how to use Zoom, including Quickstart Guides and Video Tutorials, visit <https://support.zoom.us/hc/en-us>.

