

# THE INSIDER

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**WAVE WINNER**

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 Leon Schwarz, Ray Noregaard, and Dan Williams from Nehalem, Oregon and Matthew Echer from Idaho for finding the waves in our last issue!



RTI gives several scholarships each year to students who exemplify the criteria of contribution to community and their future goals. To be eligible, your parent or legal guardian must be a subscriber to at least one of the following RTI services: Cable, Telephone, Cellular, or Satellite Internet.

Along with your scholarship application, you will need to write and submit an essay about your education goals and volunteer projects including how volunteering contributes to the local community. We look forward every year to seeing these bright young students' essays and learning what future ambitions they have set for themselves.

**Please submit your application and essay to the RTI office at 892 W Madison Ave., Glens Ferry, Idaho 83623. The deadline is April 23, 2019. The application and additional requirements are available online at [www.rtc.net](http://www.rtc.net).**



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# Understanding the TV Requirements for Streaming

All TVs are not created equal. In addition to screen size, picture quality, and sound quality, you also need to consider a TV's streaming capabilities. To help you navigate today's TV landscape, we've gathered some common questions and their answers.

## What is a smart TV?

A smart TV is one that incorporates an operating system/platform that allows you to access, manage, and view online and network-based media content without the need to connect to an additional box (such as a Roku or Firestick).

## How do smart TVs work?

Smart TVs access online content by connecting to the same broadband router and Ethernet or Wi-Fi network that you use to connect your computer to the internet.

## Do I need a smart TV to use a streaming media player?

No. A smart TV is one that can connect to the internet directly to access content from it. Since that's what a streaming media player does, you could say it turns a regular TV into a smart TV.

## Can I use a streaming media player with an older TV?

Whether a TV can work with a streaming media player depends on what kind of connection ports it has. If it has an HDMI port, then it will work with most players. If it doesn't have an HDMI port but it has RCA ports (red/white/yellow), then you can get a Roku Express+, which includes composite audio and video connectors (and cable) found on most older televisions as well as an HDMI connection.

## What are the general "rules of thumb" for TVs and streaming?

If you're buying a new TV and don't have any other devices that provide access to internet streaming content, get a smart TV.

If you already have a smart TV that doesn't provide access to the number or type of streaming channels you would like, consider adding an external media streamer, streaming stick, or internet-enabled Blu-ray disc player rather than buying a new smart TV.

If you already own a TV without smart features but are satisfied with its picture quality and other features, you don't need to buy a smart TV. Just add a media streamer, streaming stick, or internet-enabled Blu-ray disc player to your current setup.

**You may want to upgrade to a faster internet plan to better accommodate streaming. Check out our internet speeds at [www.rtc.net](http://www.rtc.net).**



## IT'S SMART TO USE YOUR HOME WI-FI NETWORK WITH SMARTPHONES

Do you and your family members have smartphones? Is your home set up with a Wi-Fi network? If the answer is yes to both questions, we have a suggestion for you. When using your smartphone at home, you may want to access the internet via your Wi-Fi network rather than use the national wireless network of your smartphone provider.

This strategy has a couple of advantages. A home Wi-Fi network typically offers a faster internet connection than many national wireless networks. It can also save you money, especially if you don't have an unlimited data plan, by eliminating the need to use your smartphone's data plan while at home. Check with your wireless phone provider to verify the details.

Is your home not yet a hot spot? RTI can help you enjoy the convenience of a home Wi-Fi network by providing a wireless modem for use with our high speed internet service. For more information, visit [www.rtc.net](http://www.rtc.net) or call 888.366.7821.

## COMMUNITY EVENTS

### March

**5th:** Chamber Meeting, Glenns Ferry VFW, 12-1 p.m.

**12th:** City Council Meeting, Senior Center, 7-8 p.m.

### April

**2nd:** Chamber Meeting, Glenns Ferry VFW, 12-1 p.m.





## It's Probably Time to Clean Your Phone... and More

You may be shocked to learn how dirty your phone can get. According to a survey by Deloitte, Americans check their phones an average of 52 times per day, which affords plenty of opportunities for microorganisms to move from your fingers to your phone.<sup>1</sup> Scientists say a phone is typically 10 times dirtier than a toilet seat!

Your other devices also build up dust and germs over time, so add them to your list to clean on a regular basis. Below are general guidelines for safely cleaning most electronic surfaces. Consult manufacturer instructions for more specific recommendations.

- **Phones and Tablets** – Remove any cases and covers. Wipe with a barely damp microfiber cloth and/or a screen wipe to effectively clean and disinfect. Wipe any keys or frequently touched areas with a cotton pad with rubbing alcohol or an alcohol wipe to disinfect surfaces. Make sure you don't get any part of the devices wet.
- **Computers and Laptops** – Dust large areas with a microfiber cloth or a mitt. Use a soft, small (clean) paintbrush to dust keys and small crevices. Canned air also works well to dislodge dust and other small debris that can be difficult to remove. Depending on your manufacturer's suggestion, you can most likely use a barely damp microfiber or screen-safe cloth to effectively clean the screen. Do not use paper towels on your screens, since they can scratch and pit the surface.
- **Televisions** – Since there are so many different types of TV screens around, you'll want to follow manufacturer instructions for cleaning yours. Not doing so may void any warranty or damage your picture. For routine dusting, use a microfiber wand duster or microfiber cloth, moving from top to bottom.
- **Remotes and Controllers** – Use a cotton pad with rubbing alcohol or an alcohol wipe to disinfect surfaces. If you have pesky crevices, use a cotton swab or toothpick to dislodge debris.

In addition, be sure to keep food or drinks away from your electronics to avoid potentially damaging spills.

<sup>1</sup><https://www2.deloitte.com/us/en/pages/technology-media-and-telecommunications/articles/global-mobile-consumer-survey-us-edition.html>

### CALL BEFORE YOU DIG

All sorts of utility lines, pipes, and cables could be buried on your property. In some cases, they're close to the surface and easily damaged by even shallow digging.

That's why every digging job—from planting a bush to installing a fence—requires a call to 811 to have utility lines marked. Simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge.

As one of your local service providers, RTI thanks you in advance for your cooperation!

### COMMUNITY EVENTS

#### March

- 10th:** Daylight Savings Time
- 17th:** St Patrick's Day
- 23rd:** Solve Spring Oregon Clean Up, 10-1:00 p.m.
- 25-29th:** Spring Vacation

#### April

- 20th:** Easter Bonnet and Egg Hunt, 10 and 11 a.m., Rex Champ Field
- 20th:** National Oregon Coast Clean Up and Awareness Day "Do it for the Beaches," Meet Saturday at Manzanita Beach from 10 to Dusk
- 21st:** Easter
- 29th:** RTI Scholarship Deadline

#### May

- 12th:** Happy Mother's Day
- 17th-19th:** Manzanita Open Golf Tournament, Manzanita Links
- 27th:** Memorial Day RTI office Closed
- 31st:** Neah-Kah-Nie HS Graduation, 7:00 p.m., Lower Gym

We want to thank our customers that use our long distance service. RTI gives a penny for every call completed to our area schools. In 2018 we donated a total of \$1707.69, split between Neah-Kah-Nie High School, Nehalem Elementary and Junior High. Please consider using our long distance service and help RTI support local schools.







## REDUCE THE RISK OF YOUR EMAIL ACCOUNT BEING HACKED

Are you still using your original or default password on your email account? Or are you now using a different email account and seldom checking your email? If you answered “yes” to either of these questions, your email account with us could be in danger of being hacked.

Weak and common passwords are easy for hackers to guess, and this opens the door to reading your email, spoofing your information, and gaining access to your other online accounts such as banking and credit cards.

You need long and strong passwords to protect yourself online. We recommend the password for your email account meets these criteria:

- Minimum of 16 characters
- Contains at least one uppercase letter and one number
- Uses one or more punctuation marks such as (.), (-), (#) or (!)
- Does not include your username

It's also important not to use the same password for multiple online accounts, because if that password is cracked, your exposure to damage would be increased.

**Call us at 888.636.2840 if you have any questions about managing the security of your email account.**



# Lifeline Lowers Communications Costs for Qualifying Households

Lifeline is a federal program to help low-income subscribers stay connected by providing a monthly discount of at least \$9.25 on their wireline phone, wireless phone, or broadband internet service. You can only receive this discount for one service per household — either phone or internet, but not both. A household is defined as a group of people who live together and share income and expenses.

Lifeline is available to eligible low-income subscribers in every U.S. state, territory, commonwealth, and on Tribal lands.

This program launched in 1985 to provide discounts on phone services. In 2016, internet services were added in recognition of our digitally connected economy. Lifeline discounts on internet service can be crucial to unlocking the internet's economic benefits for disadvantaged households, since research consistently finds low incomes stand alongside less education and older age as the strongest indicators of lower subscription rates.



## There are two ways to qualify for Lifeline:

- 1. Your household's income is at or below 135% of the Federal Poverty Guidelines.** You'll find a chart with this information for households of different sizes here: [www.lifelinesupport.org/ls/do-i-qualify/federal-poverty-guidelines.aspx](http://www.lifelinesupport.org/ls/do-i-qualify/federal-poverty-guidelines.aspx)
- 2. You, your dependent, or a member of your household participate in at least one of these assistance programs:**
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension or Survivors Pension
  - Other Programs for Tribal Lands — Bureau of Indian Affairs (BIA) General Assistance, Tribally-Administered Temporary Assistance for Needy Families (TANF), Tribal Head Start, and Food Distribution Program on Indian Reservations (FDPIR)

**Visit [www.lifelinesupport.org/ls/do-i-qualify/default.aspx#programs](http://www.lifelinesupport.org/ls/do-i-qualify/default.aspx#programs) to get additional details about Lifeline qualifications and learn how to prove your income or assistance program participation. If you think your household qualifies for a Lifeline discount, you can apply by asking for an application from RTI.**