

# Transmitter

Egyptian Telephone Cooperative Assn. • May 2020

## Important Notice Regarding Your Account

**F**rom time to time, Egyptian Telephone Cooperative Association changes its service offerings and makes available additional features and services, which may enhance and augment the services to which you are already subscribed. In order for us to determine which customers may benefit from the new services and enhancements, we will use information about your account that is within our database, legally referred to as Customer Proprietary Network Information (CPNI) unless you restrict that use in manner described below. CPNI includes information such as: your long distance carrier and plan to which you are subscribed; calling features and plans to which you are subscribed; and the associated charges for those plans. Use of this data will allow Egyptian Telephone to tailor our service offering to your individual needs.

For this purpose, CPNI data will be used by Egyptian Telephone Cooperative and its subsidiaries only. This data will not be shared by Egyptian Telephone with any other outside source except as necessary and required to provide the service(s) to which you are already subscribed, and unless we are legally compelled to share the information with an outside party, such as law enforcement agency.

In all events, however, you have a right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data based upon your response. To restrict the use of your CPNI data, you must call the business office at 618-774-1000 during regular business hours or email us at [cpni@egyptian.net](mailto:cpni@egyptian.net) within 30 days of your receipt of this notice to request that we not utilize your CPNI data. Your denial of approval for Egyptian Telephone to use this data will not affect the provision of any services to which you subscribe. We will contact you no less than every 24 months in order to provide this notice again to remind you of your options. Your approval or denial of approval for the use of CPNI outside the service to which you already subscribe, however, will remain valid until you revoke or limit the approval or denial.



## COVID-19 office impact



In response to all the changes around us, we want to remind you to contact us at 618-774-1000 if you have any questions regarding office closures or service related questions. We will continue to be available to you by phone to assist you. As a precaution, in case our office has to be closed, please call ahead before making a trip to the office. Payments can also continue to be made through the mail, phone, or with our ebilling SmartHub option. We also have a drop box in the front entry for any payments or contracts.

## Reach Out with Relay

**I**llinois local telephone companies provide a service that allows people who are deaf, hard-of-hearing, or speech disabled and use a TTY to communicate with people who are hearing and use a standard telephone. The Illinois Relay Service is available 7 days a week, 24 hours a day. The relay operator speaks to the standard telephone user and types to the TTY user. There is no cost for the use of this service.

Relay service should not be used in emergencies. In an emergency, callers should use their local 911 or local emergency access numbers.

The relay service, which is required by state and federal law, is funded by a small fee included in your monthly service charge. The program is administered by the Illinois Telecommunication Access Corporation (ITAC) on behalf of all local telephone companies in Illinois. For more information about relay, call ITAC at (800) 841-6167 v/tty. To use the Illinois Relay Service, dial 711.



HAPPY  
MEMORIAL  
DAY

Egyptian will be closed on May 25  
in observance of Memorial Day.





# Win a \$10 Bill Credit



Correctly complete the following questions and mail the completed form with your telephone bill before the due date. Your name will be placed in a drawing for a \$10 bill credit. There will be four winners drawn in June. Last month's winners were Kerri Krawiecki, James Forys, Ty Hollmann, and Jonathan Choate.

1. The Illinois \_\_\_\_\_ Service allows people who are deaf, hard-of-hearing or speech disabled and use a TTY to communicate with people who are hearing.
2. Spam messages account for more than \_\_\_\_\_ of email traffic worldwide.

Name \_\_\_\_\_ Telephone Number \_\_\_\_\_



## What are DoS attacks?

As the world grows more reliant on the Internet and the high-speed, reliable connections to it, there are cybercriminals who look to cause problems and disrupt legitimate users. One of the terms you may have heard in relation to this is DoS Attack. But what is a DoS Attack?

An easy way to visualize a DoS attack would be if you were trying to get a sip of water and suddenly someone blasts you with a firehose! You are still getting water, but it is not in a form you can really use or enjoy.

DoS stands for Denial of Service. A DoS attack is when an attacker, or attackers, attempt to make it impossible for a user to utilize their Internet connection. The methods of doing this are widely varied, but in its most basic form, a DoS attack floods the user's connection with data or requests to the point that the service cannot keep up with the amount of traffic being sent to it. These attacks can come from a single source (DoS attack) or from many sources working together (DDoS - Distributed Denial of Service)

The attacks can take down websites and then send out phishing emails to direct customers to a fake site.

## How to Reduce the Amount of Spam in Your Inbox

Spam messages account for more than half of email traffic worldwide. Short of cutting yourself off from the Internet, there's no way to eliminate spam entirely. But there are steps you can take to reduce how much of it you see:

- Never respond to spam – if you recognize something as spam before you open it. If you open it and then realize it is spam, close it. Do not click a link or a button, or download a file from a message that you even remotely suspect is spam.
- Hide your email address – the more people who have your email address, the more spam you are going to get. So keep your address close to your chest. Don't publish it on the web unless absolutely necessary and use a different address for that purpose.



### IMPORTANT- 24-Hour Trouble-Reporting Numbers

To report trouble from ETCA Exchanges, use the following free telephone numbers 24 hours a day:

Oakdale.....	329-1234	Blair.....	774-1234
Rice .....	336-1234	Baldwin .....	785-1234
Glenn .....	763-1234	Venedy .....	824-1234
St. Libory .....	768-1234		



**Egyptian Telephone Cooperative Association**  
 1010 W. Broadway, Steeleville, Illinois 62288  
 Business Office: 618.774.1000  
 Toll Free: 888.774.1638  
 Office Hours: • 8:00 a.m. – 4:30 p.m. Mon. - Fri.

