

Transmitter

Egyptian Telephone Cooperative Assn. • May 2021

Important Notice Regarding Your Account

From 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 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, you will remain valid until you revoke or limit the approval or denial.

4 Warning Signs of Computer Viruses

Computer viruses can infect your computer in the blink of an eye, and many can do some serious damage to your system. So watch out for these warning signs.

1. Strange and frequent pop-ups

If you are getting bombarded by pop-up ads, this may be a sign your computer is infected by a virus. Also beware of unusual alerts and ads that advertise anti-virus products.

2. Messages you didn't send

If a friend says they received a fishy email or a social media message from you that you didn't send, you might have a computer virus.

3. Lockdown warning

This might be the scariest virus symptom you'll ever see: a pop-up message saying you are locked out of your computer. This is commonly called ransomware, since the scammer tells you to send money to unlock your system. Take your computer to a computer repair professional.



4. Very slow startup

If your computer takes forever to boot up – and you've done all the usual troubleshooting, including reducing the number of programs that launch a startup – this may be a symptom of an infection.






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 Ellen Litteken, Robert Villanueva, Frank Korando, and Donald Stallman.

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. Starting April 24, 2021, you should start dialing 10 digits for all local calls – the _____ area code plus the 7 digit phone number.

Name _____ Telephone Number _____ 



Egyptian will be closed on May 31 in observance of Memorial Day.

Reach Out with Relay

Illinois 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.



Get ready for
10-DIGIT DIALING
for local calls

In July 2020, the Federal Communications Commission adopted an order approving the designation of 988 as the 3-digit dialing code for the National Suicide Prevention Lifeline. To facilitate implementation, area codes across the country where the 988 prefix is a working prefix and which now use 7-digit local dialing must transition to 10-digit local dialing. This includes the 618 area code in our service area.

Starting April 24, 2021, you should start dialing 10-digits for all local calls — the 618 area code plus the 7-digit phone number. If you forget to do so during this transition period, your calls will still be completed. **Starting October 24, 2021, however, you must use 10-digit dialing to make local calls.** You'll also need to reprogram 7-digit local numbers to 10-digit ones if you use speed dial or other systems that automatically make calls.

For more details, please call 618-774-1000.



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		



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Toll Free: 888.774.1638
Office Hours: • 8:00 a.m. – 4:30 p.m. Mon. - Fri.

