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Proudly serving our local communities' voice, video, data, and wireless needs with "customer-first" as our top priority.

104 N PINE STREET
ZEARING, IA 50278

Minerva Valley Insights



current topics >>>

Did you Know?

- You could be a Shareholder of Minerva Valley Telephone? If you would like more information, give our office a call!
- We offer many ways to pay and receive your bill. We offer eBill which is an automated bill payment system where you can view and pay your bill using a bank account (checking/savings), major credit card or debit card. For more info visit our website at www.minervavalley.online and click on the eBill button.

Office Hours are Mon-Fri 8am-5pm – closed from Noon to 1:00 p.m.

Phone – 641-487-7399

After Hours Emergency – 641-487-7511

After Hours Tech Support – 800-205-1110

For Locates call - 811

www.iowaonecall.com

WELCOME

Welcome to the first edition of Minerva Valley Insights, Minerva Valley Companies quarterly newsletter...designed to offer valuable information, tips and tricks, facts and features and keep you up-to-date on all that Minerva Valley Companies has to offer.

Minerva Valley Companies offers fiber to the home services including voice (landline telephone), internet and Absolute TV (AKA Skitter) video service to the cities of Clemons, St. Anthony, Zearing and the surrounding rural areas. We also offer the same services to the city of McCallsburg. This newsletter is designed to give you insight on each of these services and how we can best serve you.

Each edition of Minerva Valley Insights will include features on any new offerings available, tips on how to make or keep your equipment running at its optimal performance, advice on troubleshooting, introduction to our staff, information on any upcoming maintenance and projects along with much, much more.

We are excited for this new opportunity to keep in touch with our most valuable asset, our customers. We welcome you and look forward to being your Voice, Data, Video and Wireless provider for years to come.

The technology used in our industry is changing at a very rapid pace. By putting fiber to each and every one of our customers we have, in effect, future-proofed our network – allowing it to grow with our customers' needs.



Technology >>>

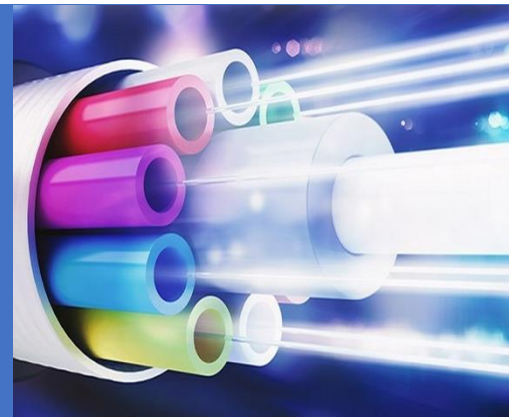
Advantages of Fiber

Today's modern households and businesses demand reliable, high-speed internet access to connect and thrive. Whether you need internet for streaming movies, working from home, or running a business, a quality telecommunications provider can deliver the internet speeds and connectivity solutions you require.

Fiber optic internet, also known as fiber to the home, provides the fastest internet speeds currently available by running fiber optic cables directly to your premises. Fiber internet plans offer symmetrical upload and download speeds, low latency for gaming and video calls, and ample bandwidth for multiple users and devices. High-speed Wi-Fi connectivity has become essential for the smart devices that have become integrated into our daily lives. A robust wireless network provides.

Placement of the wireless router within the home or business can optimize signal strength & speeds as well.

whole-home coverage for phones, tablets, laptops, smart TVs, and more. Businesses require enterprise-grade Wi-Fi solutions to support their employees, clients, and operations. As online threats become increasingly sophisticated, cyber security solutions are imperative to protect individuals, families and organizations from data breaches, fraud, and malware attacks. Network security strategies such as firewalls, antivirus software, and encryption help safeguard devices, networks



and sensitive information. Reliable internet access and advanced telecommunications solutions empower us to connect, communicate and thrive in today's digital world. As your local, reputable provider Minerva Valley can assess your specific needs and tailor the right plan to deliver fast, secure connectivity for your home or business.



Wi-Fi services >>>

Managed Wi-Fi solutions

Whether you are looking for ways to manage your Wi-Fi yourself or are looking for ways to manage your home network and devices we provide services that can help.

We offer a full suite of telecommunications solutions to meet your needs. As we rely more and more on the internet for work, personal business, entertainment, and keeping in touch we see a greater need to protect ourselves and our loved ones from the harmful side of being online. Minerva Valley is here to help ease your concerns with our IQ Suites:

PROTECT IQ is a network-level security that protects **ALL** devices connected to your WI-FI. If it's connected, it's protected from hackers who can push into your home through unprotected devices such as Amazon Echo, Nest, security cameras and

phones. **PROTECT IQ** protects smart home devices that virus protection is not available for such as your Ring Doorbell or Nest Thermostat...and it updates automatically weekly with no manual update required.

EXPERIENCE IQ protects children and grandchildren from harmful or inappropriate content, limits screen time on devices or applications, and displays online usage through our enhanced parental control app. It also enables you to prioritize types of traffic or devices on your network.

Protect IQ and Experience IQ are available for just \$6.00 each per month or \$10.00 per month if you utilize both. Call our office toady at 641-487-7399 for more details.



Getting started with Command IQ

*Command IQ allows the customer to see what devices are connected, change Wi-Fi password, run speed tests, and more. This is **free** to all customers and only takes a few minutes to set up. You can download from the app store on your device, or contact our office for more details.*

Technician advice>>>

Why should I Call before I dig or burn ditches?



Before and after photos of a locate post due a ditch being burnt.



Damaging fiber optic cables can disrupt internet, TV, and phone services for entire neighborhoods. According to industry statistics, unintentional damage to underground utilities during excavation is one of the leading causes of service interruptions. Even a small nick or cut in a fiber optic cable can impact services for Customers. Calling 811 for utility locate services in your area before digging is a simple step that can help avoid unnecessary service interruptions and costly repairs. When Minerva Valley receives locate requests, they can send technicians to survey the dig site and mark the locations of underground lines, including fiber optic cables. Digging carefully around the marked lines helps ensure fast, reliable fiber optic internet and other utility services stay connected for all customers.

For more information about fiber optic internet and safe digging practices, visit www.iowaonecall.com



Meet the Team

Alex Webb joined our Minerva Valley team as a Combination Technician in 2021. His job includes monitoring and maintaining the buried plant and central office and taking care of customer needs. When he's not at work Alex can be found helping his family and playing his guitar with the Sneaky Pete band.

PAPERLESS BILLING

Bills can be received by mail, email, or both. To switch to paperless billing go to our website at www.minervavalley.online and choose "Paperless" at the top. Or contact us at 641-487-7399 or email support@minervavalley.net.

Ask the experts >>>

Q: What to check if the Internet is down?

A: First check the lights on the router.



The router or Gigaspire (pictured) device that was installed by Minerva Valley technicians has a light on the top corner. This light should be **Green**. If it is any other color or flashing a call to our office will probably be needed. If the light is out checking the connection to the power outlet may resolve the issue.

RELAY IOWA

Are you or someone you know suffering from hearing loss and/or speech difficulties? Are you in need of a Captioned Telephone? The Iowa Equipment Distribution Program, called Telecommunications Access Iowa, helps individuals pay for specialized telephone equipment. Go to teleiowa.com or call 800-606-5099 for further information.



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