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Summer  
2024



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 >>>*

## **SURCHARGE FOR CREDIT/DEBIT CARD PAYMENTS**

Beginning August 5 Minerva Valley will access a **\$2.95 per transaction fee to credit and debit card payments**. Ways to avoid this fee is to use your checking or savings account for automatic payments or pay by cash or check. We will also be implementing a new eBill system that will add several new convenient ways to pay including: PayPal, Venmo, Amazon Pay, Apple Pay, and Google Pay along with 24 hr pay by phone service and the ability to pay by text.

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](http://www.iowaonecall.com)



## **INTERNET PRICING RESTRUCTURE**

Beginning July 1<sup>st</sup>, 2024, in addition to our current internet packages Minerva Valley will offer a **1gig package** for \$180.00 per month...just \$5.00 per month more than the price of our current 500mbps package.

In addition, we will **lower the price of our current 500mbps package** from \$175.00 to \$125.00 per month. Current 500mbps subscribers will see the price decrease on their July 1 bill. If you prefer to go up to the gig package (just \$5 more than your current bill) give us a call at 641-487-7399 or email [support@minervavalley.net](mailto:support@minervavalley.net).

The 100mbps and 300mbps packages will stay at the \$75.00 and \$95.00 per month pricing respectively.

With **Minerva Valley internet** you get:

- Unlimited use...no data caps
- No contract
- 100% fiber to the premise
- 24/7/365 technical support
- Fast, friendly customer service
- Competitive pricing

Call us at 641-487-7399 or email [support@minervavalley.net](mailto:support@minervavalley.net) for more information.

# Psychology Behind Internet Scams

Internet scams continue to proliferate, exploiting psychological vulnerabilities to defraud unsuspecting individuals. Understanding the underlying psychological principles behind these scams is essential for developing effective prevention strategies. Here, we delve into the psychology of internet scams and provide practical tips on how to avoid falling victim to them.



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**Never send money or provide personal information, credit card details, or online account details to anyone you do not know or trust.**

include emotional manipulation to evoke panic or excitement, Cognitive biases to make their schemes appear more credible and urgent, and social engineering tactics impersonate authority figures or create a sense of familiarity to deceive their targets. Some helpful strategies to help avoid internet scams include the following.

- 1. **Stay Informed and Vigilant.**
- 2. **Verify the Source**
- 3. **Exercise Caution with Personal Information**
- 4. **Think Before You Click**

- 5. **Question Urgency and Promises of Reward**
- 6. **Secure Your Devices and Accounts**
- 7. **Seek Confirmation from Trusted Sources**
- 8. **Report Suspicious Activity**

Internet scams thrive on exploiting psychological vulnerabilities, but by understanding the tactics used by scammers and adopting proactive measures, you can protect yourself from falling prey to their schemes. Stay informed, exercise caution, and trust your instincts when navigating the digital landscape to safeguard your personal and financial security. Remember, prevention is key in combating internet scams.

## Introducing >>>

# MVTC TECH SERVICES

*A place to come for help with your technical needs*

Minerva Valley is pleased to offer a new service to help you with your technical needs. MVTC Tech Services is available for computer software issues, hooking up your smart online devices such as printers, grills, hot tubs, speakers, refrigerators...the list goes on and on.

Pricing for MVTC Tech Services:

Computer Software Issues:

In-Office: \$35.00 first ½ hour analysis  
\$65.00 per hour labor

In-Home: \$65.00 service call  
\$65.00 per hour labor

Other In-Home devices:

\$65.00 service call  
\$65.00 per hour labor

When you are experiencing computer issues or have a smart device you need help with call us at 641-487-7399 or email [support@minervavalley.net](mailto:support@minervavalley.net).

We'll be happy to make an appointment to get things working smoothly.

### Looking for Better Wi-Fi Outside Your Home?

Now that summer's here most of us are spending more time out on our porch, patio, deck or other outdoor spaces...even the garage. How many times have we wanted to have a strong Wi-Fi signal in these areas?

Minerva Valley may be able to help you do this by adding extenders which broadcast your Wi-Fi signal to a wider area. Contact our office at 641-487-7399 or email [support@minervavalley.net](mailto:support@minervavalley.net) and we can take a look at the possible solutions.

Interested in paperless billing?  
Want to receive a large-print bill?  
Prefieres una factura en español?  
(Prefer a Spanish language bill?)

Contact us at 641-487-7399, email [support@minervavalley.net](mailto:support@minervavalley.net) or stop in and let us know and we'll cater our billing to your preferences.

## ALWAYS DIAL BEFORE YOU DIG

Always CALL 811 before you dig to avoid damaging utility lines buried underground on your property. That way, the utility lines in the project area can be located and marked, preventing accidental damage or injury.

Thanks in advance for your cooperation!

Flag/Marking colors by Utility:

Proposed Excavation	White
Electric	Red
Gas, Oil, Steam	Yellow
Communication, CATV	Orange
Water	Blue
Sewer	Green
Temp. Survey Markings	Pink

Technician advice>>>

## Do you have a Home or Construction Project in 2024?



Outside fiber enclosure (NID) Above: Damaged from improper removal. Below: Proper installation.



When doing home repair or construction please use caution when working near fiber equipment. It can be crucial to maintain uninterrupted services. One of the best ways to ensure this is by contacting Minerva Valley Companies directly. Whether you need something moved on the outside temporarily for new siding or inside of your home Minerva Valley can offer expert advice tailored to your specific needs. Technicians can assess your current setup, requirements for relocation, and then recommend the best locations and configurations for your equipment to ensure optimal performance. Moving phone, internet, and video services involves technical knowledge to avoid damage and ensure proper functionality which could be costly if not done correctly. Our technicians have the skills to handle and relocate the equipment without causing damage. Proper installation ensures that services work correctly and efficiently after the move. Calling us will also help minimize downtime and service interruptions.



### Meet the Team

Joshua Lee joined our Minerva Valley team as a Combination Technician in the Fall of 2023. His job includes monitoring and maintaining the buried plant and central office and taking care of customer needs. In his free time Joshua enjoys running in McCallsburg, spending time with his family and tinkering with technology.

#### HAVE YOU TRIED...

**PROTECT IQ** – 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.

**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 today at 641-487-7399 for more details.



See you at the 2024 Zearing Days Celebration!!!!

July 26 – 28

Go to [www.zearingdays.com](http://www.zearingdays.com) for all the details!



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