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**WINTER
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 >>>

BILLING OPTIONS

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, stop in and let us know OR go to www.minervavalley.online and click on "Manage My Account" to customize your billing and payment preferences.

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

www.minervavalley.online

CUSTOMER APPRECIATION CHRISTMAS OPEN HOUSE

MINERVA VALLEY COMPANIES CUSTOMER APPRECIATION CHRISTMAS OPEN HOUSE

**FRIDAY, DECEMBER 13TH
9:00 A.M. TO 4:00 P.M.**

Stop in our office at 104 N. Pine Street in Zearing to say "Hi" and enjoy some refreshments!

**We appreciate your business and want to take this opportunity to say thank you to all our customers – past, present and future! Minerva Valley will donate \$1.00 for each person attending to the local food pantry.
MERRY CHRISTMAS
HAPPY NEW YEAR**

**Follow us on Facebook
Search for Minerva Valley Companies**



PROTECTING YOURSELF FROM HOLIDAY CYBER THEFT

The holiday season is a time for joy, giving and unfortunately, cybercrime. With increased online shopping and digital gift exchanges, it's crucial to be aware of the potential threats and take steps to protect yourself. Here are some tips to safeguard your digital life during the holidays:

BE VIGILANT WITH ONLINE SHOPPING:

- **Shop on Secure Websites:** Look for the padlock symbol in the address bar and ensure the website begins with "https."
- **Use Strong, Unique Passwords:** Create complex passwords for each online account and consider using a password manager.
- **Beware of Phishing Emails:** Be cautious of suspicious emails, especially those claiming to be from retailers or banks. Verify the sender's address and avoid clicking on links or downloading attachments from unknown sources.
- **Keep Your Devices Updated:** Install the latest software updates for your devices to patch security vulnerabilities.

SECURE YOUR WI-FI NETWORK:

- **Use a Strong Password:** Choose a complex password for your Wi-Fi network and change it regularly.
- **Be Mindful of Public Wi-Fi:** Avoid conducting sensitive online activities, such as online banking or shopping, on public Wi-Fi networks.

PROTECT YOUR PERSONAL INFORMATION:

- **Limit Social Media Sharing:** Be cautious about sharing personal information on social media.
- **Use Two-Factor Authentication:** Enable two-factor authentication whenever possible to add an extra layer of security.

Looking for computer help?

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 is as follows:

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



ProtectIQ is available from Minerva Valley Companies today. Call our office at 641-487-7399 or send an email to support@minervavalley.net to start protecting your family for just \$6.00/month. Pair it with ExperienceIQ for an extra layer of protection against harmful and inappropriate sites. Experience IQ enables you to prioritize traffic or devices on your network. Get both apps for just \$10.00/month.

HOW MUCH BANDWIDTH DO YOU NEED?

After adding those new devices everyone receives for Christmas will you have the right amount of bandwidth to make everything run smoothly? Try our new Bandwidth Estimator Tool to find out.

By answering a few quick questions, the tool will guide you to the internet package that best suits your usage needs. As you add devices or increase your streaming and gaming activity you can check out the recommended bandwidth. You can find this handy tool on our Website under the Internet of StreamNow tabs.

MERRY CHRISTMAS AND HAPPY NEW YEAR

From the employees and Board of Directors at Minerva Valley Companies. We are grateful for your business each and every day!

SKITTER (ABSOLUTE) TV PRICE INCREASE JANUARY 1, 2025

SkitterTV, now known as AbsoluteTV, has announced a price increase which will take effect January 1, 2025. The new price will be:

- Select Package \$ 70.00 (currently \$65.00)
- Prime Package \$158.00 (currently \$150.00)
- Prime + Package \$164.00 (currently \$160.00)

You will see the price change on your January 1st billing. If you have questions give us a call at 641-487-7399.



Meet the Team

Angie Schnur has been Minerva Valley's Customer Service Representative since 2011. Angie takes care of all things customer related along with a wide variety of duties. She is an integral part of keeping our office running smoothly. When not working Angie loves spending time with family and working in her garden.

WANT TO TRY TV STREAMING BUT DON'T KNOW WHERE TO START?

Minerva Valley's StreamNow tool can help with that. StreamNow is a guide to streaming TV. This platform will help you navigate through the many streaming options currently available in the marketplace to decide what ones are best for you, or if your current Cable TV is the best option. StreamNow features include:

- Ability to input your most-watched channels to see the best fit
- Side by side comparison of the different streaming options
- Education and tutorials on various streaming devices
- Frequently Asked Questions section covering many topics

CHARITY GRANT

Did you know that non-profit groups and agencies are invited to apply for a charity grant to help with specific projects within our communities? This is available only to communities served by participating Iowa Independent Telecommunications Companies like Minerva Valley Companies. Applications may be submitted any time during the year with grants being awarded quarterly.

To complete an application, go to:

www.SurveyMonkey.com/r/AureonGrants. Awards range in amounts from \$500 to \$5,000. Minerva Valley is happy to help with any questions or information you may need.

Community Events:

SANTA AT THE LIBRARY:

Saturday, December 7. 5:00 – 6:30. Santa, horse-drawn rides, silent auction, and bake sale. Santa will be heading back to the North Pole at 6:00 p.m.

CHRISTMAS OPEN

HOUSES: Stop in Minerva Valley, Security State Bank and other businesses in Zearing on Friday, December 13 for some delicious goodies...and to say hi!

CAROLING IN THE

CHURCH: St. Gabriel's Church in Zearing is hosting their Annual Caroling in the Church event beginning at **4:00 Sunday, Dec. 15**. Come and have fun singing your favorite Christmas songs in the warmth and beauty of the church followed by a delicious bowl of soup and fellowship with friends.

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