

In Touch

FALL 2016

There's No Such Thing As a Dumb Question

As our community's classrooms once again become alive with learning, Albany Mutual Telephone wishes students, teachers, and administrators a successful school year. Since questions are a key part of education, this is a good opportunity to remind all of us to ask questions without hesitation. Whether you're six or sixty, if you don't understand something, ask!

Albany Mutual Telephone would be happy to answer your questions about our communications services or the devices used with them. Stop by our office or call 320.845.2101.

Contact

Albany Mutual Telephone
131 6th Street
Albany, MN 56307
Phone: 320.845.2101

Office Hours
M-F: 7:30 am to 4:30 pm

- Office Closures**
- Monday, September 5
 - Thursday, November 24
 - Friday, November 25

Email
customersupport@albanytel.com

Visit Albany Mutual Telephone Online
www.albanytel.com

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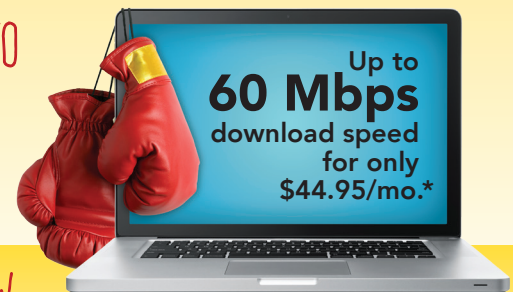
**punch up
YOUR INTERNET**

FOR A KNOCKOUT SCHOOL YEAR

The start of the school year is a great time to upgrade your home's Internet plan. After all, the whole family puts heavyweight demands on your connection with multiple devices, streaming, and more.

**CALL 320.845.2101 NOW TO
PUNCH UP YOUR INTERNET**

Mention promo code
PUNCHAD when you call.



**TO CLINCH IT, WE'LL THROW
IN FREE INSTALLATION**

*Service availability and Internet speeds will depend on location. Prices subject to change. Call for details. Offer good through October 20, 2016.

Raise Your Cup to National Coffee Day

National Coffee Day is on September 29, and excitement is brewing about this annual event. Some restaurants, coffee shops, and convenience stores offer special deals including free cups of coffee on this day, so visit the websites of your favorite places to see what's available.

To say coffee is a popular beverage is an understatement. Over 400 billion cups of coffee are consumed worldwide each year. In fact, it's a world commodity second only to oil.

While you're sipping your cup, ponder the history of coffee. As legend has it, a sixth-century Ethiopian goatherd discovered his goats frolicking from one coffee shrub to another. He realized the coffee berries had a stimulating effect and he began to experiment with the seeds. A century later, brewed coffee emerged in Arabia and the popularity of coffee grew at an exponential rate.

By the way, if your Internet speeds could use some perking up, call Albany Mutual Telephone at 320.845.2101 and ask about upgrading to a faster plan.



Crooks Use Caller ID Spoofing to Wear "Mask" of a Local Phone Number

One of the best ways to avoid phone scams has traditionally been to not answer calls from numbers that you do not recognize on your Caller ID. But crooks have a sneaky way around this. With Caller ID spoofing, they are able to make it appear as if their calls are coming from a local phone number. They literally hide behind the "mask" of a legitimate phone number in order to increase the likelihood that you'll pick up the phone.

How does it work? Caller ID spoofing providers (such as SpoofCard) allow individuals and organizations to dictate what phone number they want to appear when they place calls. They pay for a certain number of call minutes, then use an online interface to enter their phone number, the number to be called, and the number they want to appear in the recipient's Caller ID. The Caller ID spoofing service then makes the call on the spoofer's behalf.

The goal of this scam is to try and get you to reveal personal information such as account numbers, passwords, and Social Security numbers. To avoid becoming a victim of Caller ID spoofing, take the following precautions:

- Never give out personal information over the phone, such as account numbers, unless you initiate the call.
- If you receive a call requesting information, ask for the name of the organization that is calling. Then, call that organization, using the phone number on your bill or statement — NOT the number on your Caller ID. If the call is legitimate, you will be transferred to the appropriate department. If it's not legitimate, you can inform the organization of the spoofing incident.

For additional information about Caller ID spoofing and other phone scams, visit the FCC Consumer Help Center at <https://consumercomplaints.fcc.gov/hc/en-us>.