

# In Touch

WINTER 2016



## We Wish You a Very Merry Season

The merriest of moments are the ones spent with family and friends. Albany Mutual Telephone hopes your holiday season is filled with the sound of laughter, the feeling of togetherness, and the sight of festively decorated celebrations.

We thank you for choosing us as your communications provider and look forward to keeping you connected in 2017. Happy New Year (and new technology) from all of us!

### 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

- Friday & Monday, December 23 & 26
- Monday, January 2

Email  
customersupport@albanytel.com

Visit Albany Mutual  
Telephone Online  
www.albanytel.com



Technology. All the Way Home.

# FASTER INTERNET

*makes you way cooler*

You'll instantly be amazed at how much better everything is with faster internet speeds. We're talking better streaming, better gaming, and better use of your time (since you won't be waiting around watching that annoying buffering pinwheel).

### Here's a quick idea:

**60 Mbps / 5 Mbps**  
**\$44.95/mo.\***

**CALL 320.845.2101  
FOR A COOL YULE  
AND A MUCH  
SPEEDIER  
NEW YEAR!**

Mention promo code YuleAD.

\*Service availability and internet speed will depend on location. Certain restrictions apply. All prices subject to change. Contact us for details.



## Kids Will Enjoy Interactive Holiday Websites

The North Pole must have fast internet service, since Santa and the elves love to take part in online activities. Here are a few websites to share with your kids or grandkids this holiday season:

### [www.NorthPole.com](http://www.NorthPole.com)

Here you'll find a countdown to Christmas, a way to write Santa a letter, Mrs. Claus' favorite recipes, a look at the weather at the North Pole, and much more.

### [www.elfyourself.com](http://www.elfyourself.com)

Users can upload an image and create a personalized dancing elf video to share on Facebook. The site's terms of service require users to be age 14 or older, so you'll need to do the "elfing" for younger kids in the family.

### [www.noradsanta.org](http://www.noradsanta.org)

Kids can watch NORAD (North American Aerospace Defense Command) track Santa's movements as he and the reindeer deliver to homes around the world.

**By the way, is Santa going to bring a new computer or tablet this year? Pair it with faster internet service from Albany Mutual Telephone. Call 320.845.2101 to learn more.**



## Beware of Tech Support Scams Via Emails and Phone Calls

When you communicate with tech support, you want them to help you solve computer problems, not create them! Yet, that's exactly what scammers pretending to be tech support personnel are doing. Every single day, innocent people are tricked into spending hundreds of dollars on non-existent computer problems.

Here's how it works: Pop-up ads claiming to sell fixes for your computer lead you to a website to download the software. The website includes a phone number for you to call to "register" the software. When you call, the person on the other end of the line requests information, such as passwords or remote access to your computer. Using remote access, they "examine" your computer and tell you that it has problems that need additional "solutions." They then ask for your credit card number to purchase these so-called solutions that don't actually do anything. While they're at it, they may infect your computer with malware or use your financial information to commit credit card fraud.



In a variation of this scam, scammers call you and claim that they're on the tech support team at Microsoft or another well-known technology company. They go through the same process of accessing your computer, getting credit card or other information, and then causing trouble. There are also scammers out there who pretend to be from Microsoft, say they'll help you install Windows 10, and then demand a fee for the service.

### To help protect against scams, follow these tips:

- Never give access to your computer to someone who calls you out of the blue.
- To contact tech support, call the number you already have for your hardware or software.
- Never provide credit card information, passwords, or other sensitive data to someone claiming to be a tech support representative.
- Use an anti-virus and anti-malware application, and run it regularly to ensure continuous protection.
- Perhaps most importantly, back up all your files regularly. Use a reliable offsite backup and recovery service.

If you fear you may already have been a victim of a scam, check your computer for malware, change passwords you may have given out, and reverse any associated credit card charges.