

Connected

MARCH 2017

CARBONITE

What is Carbonite?

Offsite/cloud data backup solution

Carbonite is an application installed on your PC that will automatically and continuously perform data backups.

What Exactly Does Carbonite Backup?

Files on your PC

Pictures • Home Videos • Documents

Devices

PCs • Servers • External Hard Drives
Network Attached Storage

**You have to
back it up if you
want to get it back.**

Contact

Chariton Valley Macon Retail Office

Phone, Internet, Video,
Wireless Phones & Wireless Internet
1206 N Missouri, Macon
Mon - Fri 8 am - 7 pm, Sat 10 am - 5 pm
660.395.9000
800.769.8731 (out of area)

Chariton Valley Computer and Network Solutions

Sales, Repairs & Support For
All Your IT Needs
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800.769.8731 (out of area) opt 3

Email: support@cvalley.net

Visit Us Online: www.cvalley.net



Switch To Us ...It's Easy!



Switch to us
and Get
up to
\$200*

- **Over 300 TV channels**
- **Speeds up to 300 Mbps**
- **Carbonite backup & anti-virus FREE with 75 Mbps and higher**

All delivered by our outstanding fiber network!

*This is a residential only offer at this time. Credit will be applied for each new qualifying service category, not multiple lines, boxes, service upgrades, etc. Eligible service categories are Telephone, Internet and Video. Bill credit will be applied after 61 days of service. Wireless Phone and Wireless Home Internet services are excluded from this promotion. Speeds not available in all areas.

Smiles,
Smartphones
and up to **\$650**



Many
Phones
Under
\$20!

Consumer Alerts from the IRS About Tax Scams

In recent years, thousands of people have been victims of tax scams and fake IRS communication. As a result, they've had personal information and money stolen.

One of the most common methods is called the IRS-Impersonation Telephone Scam. Callers claim to be employees of the IRS, but are not. These con artists can sound convincing when they call. They use fake names and bogus IRS identification badge numbers. They may know a lot about their targets, and they usually alter the caller ID to make it look like the IRS is calling.



Victims are told they owe money to the IRS and it must be paid promptly through a pre-loaded debit card or wire transfer. If the victim refuses to cooperate, they are then threatened with arrest, deportation, or suspension of a business or driver's license. In many cases, the caller becomes hostile and insulting.

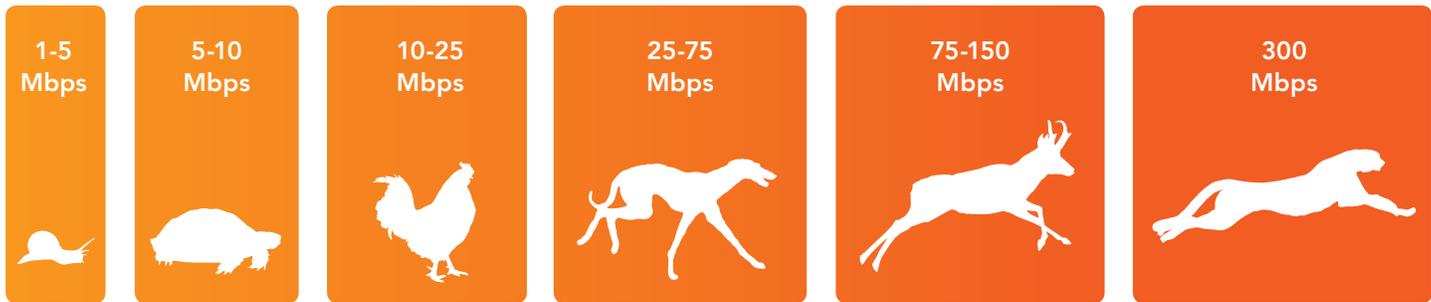
In a variation of this scam, victims may be told they have a tax refund due from the IRS to try to trick them into sharing private information. If the phone isn't answered, the scammers often leave an "urgent" callback request.

Scammers can also try to trick taxpayers by sending emails designed to look like official communications from the IRS or others in the tax industry such as tax software companies. These emails can seek information related to refunds or filing status, or ask for confirmation of personal information including a PIN.

Note that the IRS will never:

- Call to demand immediate payment using a specific payment method such as a prepaid debit card, gift card, or wire transfer.
- Threaten to immediately bring in local police or other law-enforcement groups to have you arrested for not paying.
- Demand that you pay taxes without giving you the opportunity to question or appeal the amount they say you owe.
- Ask for credit or debit card numbers over the phone.

To learn more about tax scams and how to avoid them, visit www.irs.gov/uac/tax-scams-consumer-alerts.



Should You Move From a Snail's Pace to a Cheetah's?

Compared to what it was several years ago, today's internet is a whole new animal. All across the country, people now have access to faster internet speeds for their homes. This is vitally important, since the number of internet-connected devices being used simultaneously in these households is rising, adding to the need for higher-level plans.

According to 2016 comScore data posted on www.statista.com, an average household in the United States now has 10 connected devices in active use; households with four or more people have an average of 19 connected devices including computers, smartphones, tablets, streaming devices, gaming consoles, smart TVs, smart home monitoring and management equipment, DVR/set-top boxes, Blu-Ray players, and more.

How many connected devices do you currently have in your home? You may be surprised at the number once you start adding them all up. The more devices you have, the more internet speed you need.

Why? Because too many devices and users sharing the same insufficient internet connection can result in annoying slowdowns and buffering, diminishing the enjoyment of online activities.

Getting back to the animal kingdom idea, look at it this way: You may be OK with a basic "snail's pace" internet plan if the only online activity in your household is you on a laptop checking email a few times a day. But if there are more people and more connected devices sharing the same internet connection, everybody will be happier if your internet speed is something closer to a "cheetah's pace." This is particularly true if you frequently stream HD movies and play online games.

Is it time to pick up the pace? Chariton Valley offers a variety of internet plans including ones fast enough for you to run wild online and cover more ground. To learn more, call 660.395.9000.

You Can Save Green When You Go Green

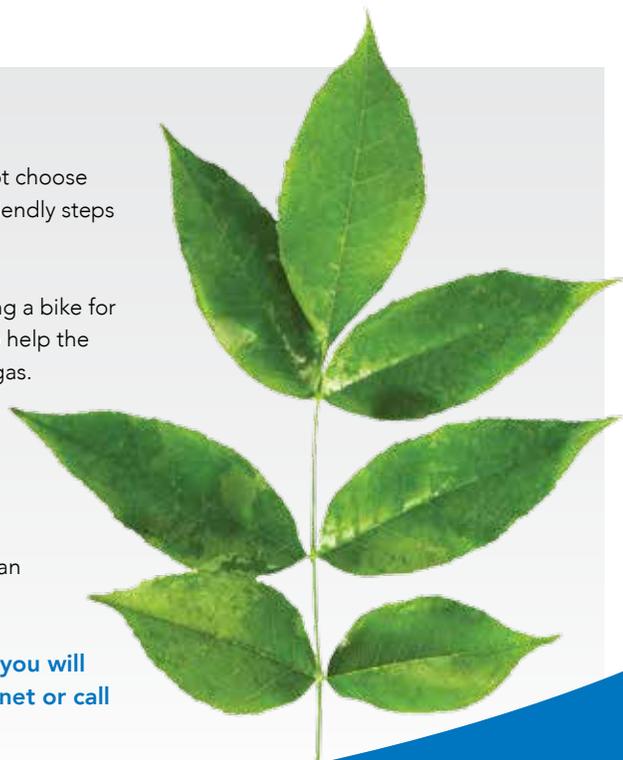
Thanks to St. Patrick's Day, we tend to celebrate green during March. So why not choose this month to start expanding your efforts to go green all year? By taking eco-friendly steps like these, you'll do good things for the planet as well as your budget.

Ride a Bike – If you live close to your job or just need to run errands, substituting a bike for your car is a great way to go green. You'll not only get great exercise, you'll also help the environment by reducing exhaust fumes and your budget by spending less on gas.

Skip the Furnace – Rather than adjusting your thermostat, try to adjust to March's changing weather naturally. If it's cool, throw on a sweater. If it's warm, open the windows for a breeze.

Go Paperless – Sign up to get your monthly statements electronically, rather than having a paper statement mailed, and pay your bills online.

It's easy to go green by signing up for Paperless Billing. When you do, you will receive a one-time credit of \$5 on your account. Just visit www.cvalley.net or call 660.395.9000 and sign up today.



World Backup Day is March 31

Don't be an April Fool. Back up all your important files—including family photos, home videos, and financial documents—on World Backup Day, March 31.

What is a backup? It's simply a second copy of your files that's kept in a safe place other than on your computer, tablet, or smartphone. That place could be an external hard drive or an online storage service.

It's imperative to do backups on a regular basis, not just on March 31, since losing personal files can be a devastating experience. If you think it won't happen to you, think again. Losing files is common and can be caused by things like theft, hardware failure, computer viruses, car accidents, fire, and flooding.

According to www.worldbackupday.com:

- 30 percent of people have never backed up their files.
- 113 smartphones are lost or stolen every minute.
- 1 in 10 computers are infected with viruses each month.

Chariton Valley cares about our customers and shares this backup reminder to help prevent technology disasters. Visit www.cvalley.net to learn about our backup solutions.



Now Available...RESTART TV!

Have you ever arrived home a little later than expected and missed the beginning of your favorite television program? No worries! Now, with Restart TV you can enjoy your program from the beginning.

Chariton Valley has added Restart TV to your Video service for FREE! You now can restart a currently airing program at the touch of a button!

Here are some common questions and answers to help you understand more about Restart TV.

Q. What is Restart TV?

A. Restart TV allows you to start viewing from the beginning of a currently airing program on a restart enabled channel.

Q. How many channels are Restart TV enabled?

A. Nearly all Chariton Valley channels are Restart TV enabled, with the exceptions of the Tutorial Channel (ch 1), Music Channels (chs 301-350) and NFL Redzone (chs 99 & 499).

Q. Can I restart a program after it has ended?

A. No. Restart TV is only available on currently airing program.

Q. What happens at the end of the Restarted program?

A. The dedicated connection is over and you will be connected back to live TV.

Q. Can I use fast-forward, rewind and pause functions on a Restarted program?

A. Yes. These functions are available on a Restarted program.

Q. Can I record a Restarted program?

A. Yes. However, a DVR is required for this function.

Check out how easy it is to use Restart TV!

Using the Programming Guide and Browser Bar:

- Look for the green and white Restart icon next to the channel number
- Highlight the program you wish to watch
- Press the green button on your remote to restart your program from the beginning,



Using the "What's Hot" App:

- All Restart TV Programming in the What's Hot App is indicated by the green and white Restart TV icon next to the channel information below the program title
- Highlight a program and press the GREEN button to tune to the program and watch from the start

Don't miss a minute of your favorite program...RESTART IT!