



## 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 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.**

To learn more about Caller ID spoofing, visit [www.fcc.gov/guides/caller-id-and-spoofing](http://www.fcc.gov/guides/caller-id-and-spoofing)



### WHEN TO REBOOT YOUR ROUTER AND WHEN TO REPLACE IT

It may seem simple, but one of the easiest ways to fix a wide variety of technical issues is to simply reboot (or restart) the device, including your router. This is because routers are like small computers that use memory, a processor, and an operating system. And like your desktop or laptop computer, routers also benefit from a fresh start every now and then.

For example, if your internet service goes down at your home, the first thing to try is to reboot your wireless router. It’s a quick process that will often take care of the problem:

1. Unplug your router from its power outlet (don’t just turn it off).
2. Wait about a minute, then plug it back in.
3. Allow the device a minute or two to turn back on.

For help troubleshooting your current router or selecting a new model, contact LPC Connect.

# The Connector

## Expect More. Do More.

Q2 2017 Newsletter



### BUSINESS SPOTLIGHT

## Photographic Images by Georgia

Photographic Images by Georgia was founded in 1996 by Georgia Reiter who is the sole proprietor and photographer. This community mainstay located at 1344 53rd Street in La Porte City Started specializes in photographing weddings, portraits, commercial, and sports photography, with high school seniors being most of her clientele.

Georgia is multi-talented and when asked what makes her business unique, she said, “I work with my customers from start to finish, so I am fully aware of their requests. I can conveniently take both indoor and outdoor photographs for my clients at my location, with a wide variety of outdoor settings. They do not have the pressure of a time limit, with appointments set too close together. My indoor studio can handle large groups for family portraits. I have several years of experience, so I am comfortable working with children and photographing weddings, as they can require a lot of patience.”

LPC Connect has been serving Photographic Images by Georgia since 2014 with telephone, high-speed Internet and FusionTV services. What makes her most appreciate LPC Connect? “The telephone service provides a local number, for ease of contact and listing my business in the phone book. High-speed internet helps me be more productive in ordering my photographs online. With the large digital files and albums being uploaded, it is extremely important to have an internet provider that will streamline my orders as quickly as they do. Having the internet running without constant problems has been great! Local service with someone on the other end of the phone that will provide answers and help immediately is worth more than anything,” noted Reiter.

Georgia spoke highly of a recent experience with LPC Connect. “We recently remodeled and moved the location for our television. The access they had to work with was a difficult job, but they were successful and very competent,” praised Georgia.

For superior quality photography that will capture memories for generations, call Photographic Images by Georgia at 319-342-3602.

For information on reliable Internet service with hometown support, contact LPC Connect at 319-342-3369.



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*Local service with someone on the other end of the phone that will provide answers and help immediately is worth more than anything.*

-Georgia

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## LPC Connect

306 Main St. • P.O. Box 185  
La Porte City, Iowa 50651  
Monday - Friday  
8:00 a.m. - 4:30 p.m.

319-342-3369

email: [lpctelco@lpctel.net](mailto:lpctelco@lpctel.net)  
[www.lpctel.com](http://www.lpctel.com)  
[www.facebook.com/lpctel](http://www.facebook.com/lpctel)

Internet Tech Support: 855-558-9863  
SecureIT Tech Support: 877-373-3320  
After Hours Repair: 319-342-2213

## Aureon Provides Charity Grant to Hawkins Memorial Library

LPC Connect in conjunction with Aureon is pleased to announce that an Aureon Charity Grant has been awarded to the Hawkins Memorial Library in La Porte City. They received a grant for \$500.00 to purchase new book bins. Upon reviewing an abundance of applications, our Aureon Charity Grant Committee delegated funds to projects committed to the betterment of local Iowan communities. The grant was presented in conjunction with LPC Connect who sponsored the grant application.

Aureon, the new name for Iowa Network Services, created the grant program in 1993 to increase service and support to rural independent telecommunications companies and the communities they serve. The Aureon Charity Grant Program awards grants on a quarterly basis. Over the course of twelve years, Aureon has donated over \$850,000 to local communities and their surrounding areas. We believe in rewarding various organizations for their passion and dedication to advancing their own neighborhoods. Each proposal that is chosen by our Grant Committee reflects the organization's enthusiasm for serving their communities. Aureon looks forward to aiding future community-improvement projects and extends our best wishes to your own community development.

Visit <http://www.lpctel.com/Aureon-charity-grant.html> to obtain a copy of the Aureon Charity Grant Program application.



*Pictured: Barb Bader, Jolene Kronschnabel, and Ken Atha.*

## There May Be More Than Roots Underground

### Call 811 Before You Dig!

All sorts of utility lines, pipes, and cables could be buried on your property. In some cases, they're close to the surface and easily damaged by even shallow digging, which can result in service interruptions to your neighborhood.

That's why every digging job — from planting a bush to installing a fence — requires a call to 811 to have utility lines marked. Simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.

As one of your local service providers, we thank you in advance for your cooperation!



## Congratulations to Our Annual Survey Winners

LPC Connect conducted its annual customer satisfaction survey in January. Customers who completed the survey were eligible to win one of ten bill credit prizes. This year's winners won the following credits:

- \$100 - Dawn Hendershot
- \$75 - Leslie Getz
- \$75 - Amber Scott
- \$50 - Jaime Harkness
- \$50 - Kristi Wagner
- \$50 - Douglas Grekoff
- \$25 - Doug Smith
- \$25 - Kirk Orr
- \$25 - Peter Beck
- \$25 - Marvin Hrubes



*Rose Adams won an LPC Connect blanket from our drawing of all those folks who donated to the Lord's Food Pantry. Thank you, Rose, and all who donated food and cold weather gear this season!*



*Congratulations Gina Holman for winning the \$100 Netflix gift card from our Cool Yule promotion (presented by Heidi Barz). Thank you for your business!*

A graphic for the Aureon Network Services Scholarship Program. It features a white graduation cap icon at the top. Below it, the word 'AUREON' is written in large, bold, orange letters. Underneath, 'NETWORK SERVICES' and 'SCHOLARSHIP PROGRAM' are written in white. A smaller line of text reads: 'Up to \$1,000 for students pursuing a STEM-related course of study and those residing in the trade area of an Iowa Independent Telecommunications Company. Apply by April 30, 2017.' At the bottom, it says 'VISIT AUREON.COM/SCHOLARSHIP FOR DETAILS' in orange. The background is a dark blue with a faint pattern of people.