

Home Phone Now Available for Most Wireless Internet Subscribers!

Through a partnership with Alliance Connect, an Iowa Network Services company, NEIT is pleased to offer Telephone service for business and residential customers with NEIT Wireless Internet service!

Benefits of NEIT Wireless Internet Telephone Service:

- You can (in most cases) keep your current phone number
- Low per line rates (\$20/mo residential and \$25/mo business)
- Low Long Distance Rates (\$.08/min)
- Local technical support from NEIT staff

The service is available in the following areas in Iowa, and locations must meet a few requirements before eligibility is confirmed:

- Decorah
- Waukon
- Lansing
- Calmar

Other areas may be eligible, but as mentioned above, each location must be evaluated by NEIT staff. Call 877-638-2122 today for more information!

The Results are In... Thank you!



An overwhelming number of NEIT customers took the time to respond to the Customer Satisfaction Survey. NEIT will be using the information provided to help guide our business moving forward. Thank you for taking the time to provide valuable input and rate how we're doing!

Internet Speed - What Causes Slowdowns?

Do you feel like you should be getting more speed? First, check the speed of your Internet plan, which is listed on your bill. Then check your actual speed at [www.http://neitel.com/speed-test/](http://neitel.com/speed-test/). While Internet delivered to end users depends greatly upon which



LOADING

NEIT service technology you have at your location, we want you to have the best experience possible. Here are a few things that can affect that experience:

- **End-User Hardware Issues:** If you have an old router, poorly configured Wi-Fi connection that's being slowed down by interference, or a PC that can't process fast enough to keep up with your Internet, you won't actually experience your subscribed speed.
- **Distance From ISP:** On NEIT's copper and wireless networks, the further you are away from NEIT's transmission equipment, the more difficult it is to provide a fast, reliable connection.
- **Congestion:** You're sharing an Internet connection with others in your home. The Internet delivered to your house is much like a pizza - the more others eat, the less there is for you.
- **Server-Side Issues:** Your download speeds don't just depend on your Internet service provider's advertised speeds. They also depend on the speeds of the servers you're downloading from and the routers in between.

Many factors can impact Internet connection speed, and it's hard to know which is the precise problem. If your actual speed varies greatly from your subscribed speed when tested with only one device connected, there may be an issue that is easily resolved. Please call NEIT Technical assistance at [888-740-4824](tel:888-740-4824) to begin the troubleshooting process.



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Inside Wire Maintenance Plan What's Covered?



- Diagnostic work to determine where the service problem is located through your home network, up to the electronics/equipment that you own.
- Repair and/or replacement of any connected and previously working permanent home Ethernet wiring and jacks that develop service problems.
- Repair and/or replacement of all standard inside wire jacks installed or relocated by NEIT technicians.
- NEIT Technician trip/travel charges.

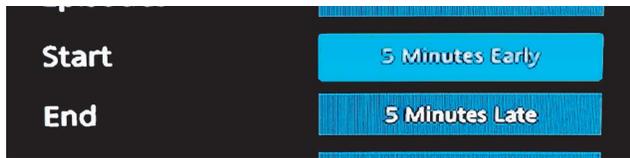
It is inexpensive insurance so you don't end up with a large bill for repairs inside your home. NEIT's current labor rate is \$50/hr with a 1/2 hour minimum. If the problem exists in the wiring you own in your home, a trip charge of \$20.00 applies as well. These charges can be avoided by subscribing to the Inside Wire Maintenance Plan for only \$5.95/mo!

Call today for more information
and to sign up!
563-539-2122

(Available for NEIT wireline
customers only)

Getting The Most Out Of Your DVR

Keep your shows from being cut off - The timing of the start and stop when recording your favorite programs is dependent completely upon the data in the program guide. On occasion, the data sent to NEIT for the program guide is not totally accurate. For example, if the program guide says the show ends at



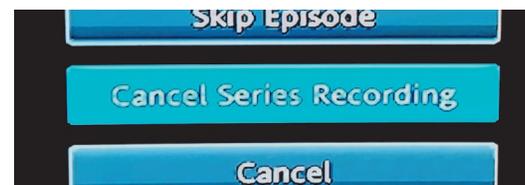
9:00PM, but the show actually ends at 9:02PM, the DVR will not know that and the last 2 minutes of the

program will be cut off. This can be prevented by setting your recordings to start and stop 5 minutes before and after the scheduled start and stop times. To do this, after setting a program to record, select it again and click "edit recording". There you will have the choice to start or stop the recording 1, 5 or 30 minutes before and after the program's scheduled start and end times.

Don't Lose Saved Recordings - Have you recorded a favorite movie, only to have it suddenly deleted automatically when your DVR reaches capacity? To prevent this, be sure to lock the recording. The DVR will always delete the oldest recordings to make room for new recordings as it operates. To lock a recording, find and select the title in the DVR recordings list, scroll down to "lock," and push "OK." This will force the DVR to keep that recording in the event that the hard drive is full.



Manage Your Scheduled Recordings - If you've found that unintended recordings keep showing up in your DVR list, someone may have inadvertently set the series to record. An easy way to see if this is the case is to open your DVR home screen and scroll down to "To Record." This will produce a list of any programs



scheduled to record. To remove an entire series that keeps recording, select one of the titles and click on "Cancel Series Recording."

 **Connecting You Now**

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Mobile services