



Join Us at the 2019 Annual Meeting!

Join us at Poka Lambro's 68th Annual Membership Meeting on Thursday, March 28th! The Annual Meeting will be held at the Poka Lambro business office located 11.5 miles north of Tahoka on US Highway 87. We look forward to seeing you! Registration will begin at 11:00 a.m. and we will start serving lunch at 11:30. The business meeting will begin at 12:30 to take action upon the following matters:

- Determination of Quorum
- Secretary's Statement
- Minutes of March 29, 2018 Annual Meeting
- The Reports of Officers and Directors
- The Election of Directors
- Financial Report
- Any Other Business to Come Before the Meeting

DON'T FORGET TO BRING YOUR INVITATION TO THE ANNUAL MEETING TO SCAN-IN FOR THE DOOR-PRIZE DRAWINGS

COOL PRIZES ARE UP FOR GRABS

Nominating Committee Report

During the January 2019 board meeting, the Board of Directors appointed a Nominating Committee for the purpose of nominating at least one candidate each from Districts 2 and 6 whose term is expiring. Appointed to the committee were:

District 2: Randy Reid, Lloyd Halbrooks, Jim Owens, Danny Yocom, Jerry Bingham, and Terry Burris

District 6: Joel Dennis, Billy Russ, David Franklin, Don Forbes, John Hawthorne, and Brad Hammonds

The Nominating Committee met on February 8, 2019 and in accordance with the By-Laws, nominated the following members to be presented to the membership:

District 2: Ricky Mills (Incumbent)

District 6: Mike Aten
Randy Hensley (Incumbent)

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Follow us on social media for the latest news and updates



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Tech Tip: Service Call Charges



A lot of people do not know what to expect when it comes to charges for service calls. The last thing we want is for customers to be afraid of calling us out to get a problem fixed! Hopefully we can simplify it for you a bit here.

First, make sure your equipment is plugged in before calling Poka Lambro. This includes the router/modem, and the battery pack for our customers on fiber. If everything is plugged in and you are still having issues, try unplugging your router/modem for 10 to 20 seconds, and then plugging it back in. If this does not fix your problem, give us a call! We will ask a few questions to try to diagnose the problem over the phone. If we can't, we will send a technician out to have a look at a time that works for you.

If the problem is found to be within Poka Lambro's network, we will resolve the issue at no charge. If the issue is outside our network, we will give you the option to have us fix it. If we are asked to proceed, the customer will be charged for the premise visit and mileage (telephone), or tech support (internet), and any necessary replacement equipment. We offer a protection plan, called InWire, to our members for just \$1.00/month. InWire covers everything from your phone jack back to Poka Lambro's equipment. We will fix it free of charge. Think of it as a very cheap insurance plan in case you ever have issues specific to your telephone wiring or jack.

Capital Credit Checks

Be on the look-out for Capital Credit Checks in March for 50% of 1992 patronage (approximately \$480,000 total). Poka Lambro operates as a non-profit cooperative, which means that our members receive capital credits when a positive margin is earned. This positive margin is invested in our cooperative, and later paid back to our members with capital credit checks.

We've had some questions recently about the differences between a joint account, and an individual account with an authorized user. A "joint account" means that both parties are equally responsible for any debt or gains accrued on an account. When one member dies, the other just assumes the account without having to get a new membership number. The member left behind has full and complete rights to the account.

If the account is an individual account, with the spouse being listed as an authorized user, both can make changes and inquiries to the account. However, only the member is actually financially responsible for debt or gains accrued. If the member should die, the spouse left behind no longer has rights to the account. If the remaining spouse desires a name change on the account for personal or financial reasons, legal documentation will be required.

Mobile Devices



We talk about Cyber Security a lot in the newsletter, but some tips are especially useful for mobile devices. Considering how much we rely on cell phones and tablets, it is important to make sure they are protected. Here are a few tips to keep you and your data safe.

Lock your device with a fingerprint, PIN, or password and do not share your password. Unlike a desktop computer that sits at home, mobile devices are easily lost and left behind. Your device is an easy target if it isn't password protected. All modern devices allow you to lock, erase, and back-up your data remotely if the device is lost or stolen.

Only install apps from trusted sources. The Apple App Store and Google Play have security measures in place to keep malware-infested apps out. Free apps from unknown sources are often too good to be true. You don't know what info on your device they will access once you get them downloaded.

Avoid transmitting or storing personal information, like credit card info or social security numbers, on your device. Actions like shopping, banking, and filling out government forms should be done only on your home network. Make sure to log-out when you are finished.

Keep location sharing to a minimum. You would be surprised how many apps track location. This can be handy if you are looking for nearby restaurants or using a map to help you get where you are going. The danger is sharing your location publicly. You never know who might come across your info, or what they might use it for.

Always install software updates as soon as possible. These updates often help to patch the latest security holes and software vulnerabilities. Oftentimes, when there is a software update, it can add to or enhance security settings and reset your current settings. As a result, you'll also want to review your security settings on each device and make adjustments as needed.

Watch out for "smishing". It's not just emails you have to watch out for these days. SMS phishing scams (text messages) are another concern. Whether an email or a text, trust your instincts. If a message seems suspicious, or comes to you unexpectedly, delete it and do not reply. You might even have the option to block the number from texting you again. Better to be safe than to put your device, and your information, at risk.

Use Apple's Find my iPhone or the Android Device Manager tools to help prevent loss or theft. These apps use location-sharing in a positive way. Just enter your credentials to track the location of your device when it is lost or stolen. Just be sure to guard your password so that others can't log-in and see your location. These apps come in especially handy if you, or your children, misplace your devices frequently.



Network Updates

Once fiber has been installed in an area, customers located in that area will need to upgrade to the new fiber facilities to experience the added benefits. There is no cost to the customer to transition to fiber facilities, however, we do need to enter the home or business to install a small piece of equipment.

Ausborne: If you have not been upgraded, please give us a call to schedule an appointment.

Fletcher-Carter: Fiber-splicing is complete. Customer conversions are underway.

Patricia: Construction continues in the Flower Grove area. Customer conversions are underway in the Three League area.

New Home: Customer conversions are underway.

O'Donnell: If you have not been upgraded, please give us a call to schedule an appointment.

Union: Fiber-splicing is complete. Customer conversions are underway.

If you are unsure whether you are in an area that has been upgraded, or need to schedule an appointment, please call us at 806-924-7234 or 800-422-2387.

Sign-up for SmartHub

If you haven't signed-up for SmartHub yet, what are you waiting for? Making a payment through SmartHub is fast and easy. Plus, you never have to leave the couch.

Access SmartHub by visiting poka.com, hovering over "my account", and clicking "pay my bill". On your first visit, you will need to click the underlined link [Sign-up to access your Self-Service site](#). Enter your account number, last name, and e-mail address. You will be able to store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks. You'll also be able to manage your account notifications with SmartHub. You select if you want to receive notifications via email or text messages. You can also download the app on your mobile device through the App Store (iPhone or iPad) or Google Play (Android phone or tablet). If you need to drop off a payment or stop by our office, SmartHub can help you with that as well. Use SmartHub's map feature on your GPS-enabled device to view our three convenient locations.



New Connects

Gail

Ricky Martinez (806) 756-4387

Loop

Franz Wieler (806) 487-6667

New Home

Audra Bruton (806) 924-7642

James T Capps (806) 924-7490

Ashley Escobedo (806) 924-7336

Ashley Forbes (806) 924-7309

Mary Gilliland (806) 924-7705

Kelsey Hinson (806) 924-7443

Chelsea McClure (806) 924-7410

Regan Sarten (806) 924-7380

New Home Continued

Jesus M Vasquez (806) 924-7734

O'Donnell

Rodney Badders (806) 428-3463

Patricia

Jeff Riddle (806) 462-7363

Brent Schmidt (806) 462-7614

Punkin Center

Bailey Brown (806) 489-7936

Kiley Gruben (806) 489-7933

Andrew Phipps (806) 489-7408

Southland

Shannon Chambliss (806) 996-5457

George Sepeda (806) 996-5681



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Kevin Pepper
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The Connection

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Quarterly Newsletter

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