



Neighbor Spoofing

Are you receiving a lot of phone calls from numbers that appear to be local, but that you don't recognize? Is there a recording, or someone you don't know, on the line when you answer? This scam is called "neighbor spoofing" and it is one of the latest caller ID spoof strategies being used by scam artists in an attempt to get people to answer the phone. Con artists and robocallers use the latest technology to change what phone numbers appear on your caller ID. They impersonate phone numbers from your neighbors, friends, and local businesses to try to get you to answer the call. In most cases it is a random number with the same area code and first three digits as your own phone number. Sometimes, the number appears to be coming from a local business or person with whom you've previously communicated.

For phone scams to be successful, scammers need people to pick up the phone so they can initiate the conversation. Neighbor spoofing tricks people into thinking somebody local, maybe even someone they know, is calling. This intrigues a lot of people just enough to get them to answer their phone. Answering one of these spoofed calls will indicate to the robocaller that you have an active phone line, which will probably lead to even more scam calls.

Here are a few tips on how to handle neighbor spoofing phone calls...

- Avoid answering calls from phone numbers you don't recognize, even if they appear to be local. If it's important, the caller will leave a message.
- If you're not certain whether the call is legitimate or a spoof, hang up and dial the known phone number for the contact to verify their identity.
- Never give out, or even confirm, your personal or financial information without verifying the caller's identity first. If someone is pressuring you or using threatening language, just hang up. It is almost certainly a scam.
- Do not push any buttons to indicate you wish to stop receiving calls. This also lets the scammer know they have reached an active number.
- If your own phone number is used in a caller ID spoof call, you may receive calls and messages from people asking why you called them. This can lead to a lot of confusion, but knowing your own number can be used by scammers might help you explain the situation.
- Make sure your phone number is on the National Do Not Call Registry. Though it is unlikely to prevent most phone scam calls, it will help to reduce calls received from legitimate telemarketers, which can be helpful in screening fraudulent calls.
- We are proud to offer Terminating Call Manager; which screens out calls from telemarketers, polling services, auto-dialers and other nuisance callers. You have the ability to pre-select numbers to block, and add new callers to your block list by simply dialing a code after the call. We will also continue to explore new technologies and work to minimize spoofed calls received by our customers. Give us a call if you are interested in Terminating Call Manager.

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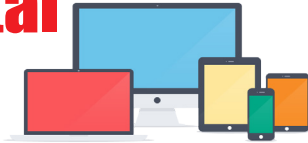
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Tech Tip: Digital Footprint



The internet is an amazing tool for adults and students alike, but there are also safety concerns to keep in mind. Back-to-school is an ideal time to discuss digital footprints with your school-aged children. Digital footprint is a term used to describe the trail, or footprints, that people leave behind from their on-line activities. Teach your children that our digital footprint starts taking shape the minute we go on-line, and each time we log-on we are leaving a trail.

Items that make up your digital footprint are web searches, pages visited, emails sent, uploaded images, social media comments, social media likes/follows, uploaded videos, chat messages, links clicked, and many more. People are constantly encouraged to make personal information public; like birthdays, addresses, phone numbers, photos, art, blogs, and videos. Since you never know who might access this information, it's important to remind your children not to over-share!

Managing your on-line reputation is important. Unfortunately, at some point most of us have probably been guilty of sharing a little too much. Once something has been posted or sent across the internet, it is virtually impossible to take it back. Even things shared with friends might be accessed by complete strangers, so think before you post! Inform your children that colleges, universities, and future employers now use the internet to check up on potential students or employees. Make sure to talk to them about on-line safety and encourage them to think before they post. The decisions you make today can stay a part of your digital footprint forever.

Keep these tips in mind to manage your digital footprint and stay safe on-line...

- Keep your personal details private.
- Never share your passwords/user names with anyone other than your parents.
- Think before you post. You can't take it back.
- Never post something that you wouldn't say to someone's face.
- Be respectful when sharing someone else's content. For example, a photo taken by a friend is their property. Make sure it's alright with them before sharing it.
- Let an adult know if something you see on-line upsets you or makes you feel uncomfortable. Unfortunately, predators and cyber bullies are out there.
- Always remember to log-off when you are finished with a service or application. If you stay logged-in, it's possible for someone to access your information without you knowing.



Password Security



We have all heard for years how important passwords are, but most of us still don't practice good password management. Passwords provide the first line of defense against unauthorized access to your computer or device, and recommendations change over time. Below are some of the most up-to-date tips for effective passwords.

Change your passwords regularly (every 90 days), and have different passwords for each account. All of these passwords will be hard to keep up with, but please do not write your passwords down and keep them where they can be found. There are password management apps that will create and store passwords for all of your accounts. You only have to remember one password to open the app.

Use strong passwords for your accounts. A strong password is at least 12 characters long, is significantly different from previous passwords, and contains an uppercase letter, lowercase letter, number, and a symbol. They do not contain complete words or names. Consider replacing letters with symbols or numbers. For example, use a \$ instead of an "S" or @ for an "a". Use a fingerprint instead of a password or pin whenever the option is available. They are considerably more secure.

Some experts now recommend using a passphrase instead of a password. These phrases should be a long group of random words strung together with symbols, numbers, uppercase letters, and lowercase letters. They are typically 20-30 characters. Avoid popular phrases that are easy to guess.

Use multi-factor authentication when it is available. Multi-factor authentication is an additional security step that helps to verify your identity. Most programs will send a text or email to ensure your identity when you log-in from a new device or location. This can also be accomplished with an additional PIN, security question, or fingerprint.

Make sure your connections are secure. Great passwords do you no good if you access your personal information over an unsecure connection. Make sure that your devices have the latest anti-malware and security updates. Also, it might seem obvious, but pay attention to anyone who might be looking over your shoulder or watching you type your password. It's one of the oldest tricks in the book, but also one of the easiest.

Fiber Construction Process

We remain committed to upgrading our infrastructure and network in order to deploy a first rate fiber optic voice and data network to meet the needs of our customers. We do our best to keep our members informed on the status of our construction projects. Here is a little insight into the process.

Construction of fiber facilities from our Central Office to customer premises are planned by our engineer. All facilities are carefully mapped out and the exchange is designed to work with our network. All utilities and other obstacles along the planned route must be identified. The route at the customer premise is white-flagged and contact is made with Texas 811 to have other utility providers identify their facilities.

Local permits, state permits, right of ways, and easements on private property are also required, depending on where the construction is taking place. All of the necessary materials (equipment, electronics, etc.) must also be ordered. In total, planning and design typically take several months.

Construction arrives at the customer premise with a ditcher to place duct in the ground. The duct runs underground from the highway or county road to the customer premise. The duct contains hand-holes, small covered openings in the pipe, that allow access for maintenance. Fiber cable is then placed inside the underground duct. Construction time depends on many variables; like weather, equipment, special circumstances, and the overall size of the job.

After all of the duct, hand-holes, pedestals, and fiber have been put in place, technicians splice the fiber. Simply put, this means they connect the fibers to each other. Once fiber-splicing is complete in an area, customers can begin to receive service.

Customers are notified that the process is complete and times are scheduled for technicians to visit the homes to install a modem. Central Office technicians then initiate service to the customer, and the conversion is complete.



Network Updates

Once fiber has been installed in an area, customers located there 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: Now under construction.

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

New Home: Customer conversions continue.

Union: We are splicing fiber.

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.

New Connects

Ausborne

Peggy Bingham..... (806) 585-6680
Elizabeth Falls..... (806) 585-6531
Hannah Henson..... (806) 585-6321
Kyle Wood..... (806) 585-6482

Fletcher-Carter

Billy Bishop..... (806) 327-5262
Ryan Colville..... (806) 327-5225

Gail

Joan Foree..... (806) 756-4480

Hatch

John K Todd..... (806) 497-6495

Loop

Demeitrius Esquivel..... (806) 487-6834

Nelms

Nell Vaughn..... (806) 645-8006

New Home

Kimberly Brown..... (806) 924-7485
Meagan Etheridge..... (806) 924-7222
Garrett Ferguson..... (806) 924-7319
Ashley T Foerster..... (806) 924-7706
Shawna Gray..... (806) 924-7793
Amy Oden..... (806) 924-7376
Carla Scott..... (806) 924-7574

O'Donnell

Kaleb Crutcher..... (806) 428-3308
South Plains Implement, LTD.... (806) 428-3245

Patricia

George T Elliot..... (806) 462-7395

Punkin Center

David Casey..... (806) 489-7479

Southland

Justin Anderson..... (806) 996-5329
Joseph Jones..... (806) 996-5433



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How Much Speed Do You Need?

People are using the internet to stream video and music more than ever before. These activities require more speed than surfing the web did in the past. We have put together a guide (below) to help you choose the bandwidth that is right for you. Each household is unique, so be sure to let us know the activities you will use the internet for, and how many devices you have. The guide is a starting point to help you determine what plan fits your needs best. Give us a call to learn more.

Some speeds not available in all areas. Modem may be required.
Additional upload bandwidth can be added for \$3/month per Mbps.

250MBPS

250MBPS Download/25MBPS Upload
Recommended for businesses &
high-volume users
Heavy usage like streaming,
online gaming, smart home, video
surveillance, internet phone

\$199.95/Month

30MBPS

30MBPS Download/3MBPS Upload
Recommended for up to five users
Web surfing, email, streaming,
social media, smart home, video
surveillance, internet phone

\$84.95/Month

100MBPS

100MBPS Download/10MBPS Upload
Recommended for businesses &
high-volume users
Heavy usage like streaming, online
gaming, social media, smart home,
video surveillance, internet phone

\$149.95/Month

20MBPS

20MBPS Download/3MBPS Upload
Recommended for up to four users
Web surfing, email, social media,
short video clips

\$79.95/Month

50MBPS

50MBPS Download/5MBPS Upload
Recommended for multiple users
Heavy usage like streaming, online
gaming, social media, smart home,
video surveillance, internet phone

\$89.95/Month

10MBPS

10MBPS Download/3MBPS Upload
Recommended for up to two users
Web surfing, email, social media

\$69.95/Month