![BTC - Bringing Technology Closer]

LOCALLY DRIVEN, GLOBALLY CONNECTED.
BTCservices.org

March 2025

News From The Manager

Spring has arrived and the BTC team is eager to continue our commitment to supporting our community and connecting with you, our valued members. For nearly 75 years, BTC has proudly invested time and resources back into our community, which is at the heart of our mission. Unlike other telecom providers, we hold a deep personal commitment to our community's well-being and will always strive to make it a better place to live and work.

We're excited to announce a series of informational meetings at our BTC office starting in May. These sessions will cover our range of services such as email, internet and phone safety, extending your Wi-Fi coverage, and more, then provide guidance on how to best utilize them.

Keep an eye out for sign-up dates.

We're also planning our annual Customer and Community Appreciation Day. The first will be held June 17th in our McCracken County/New Hope service area at New Hope Cumberland Presbyterian Church from 4pm-6pm.

We will also host an event on June 19th from 11am-1pm at our BTC office. We invite you to drive through our back parking lot to join us for lunch and receive a free gift. We look forward to seeing you!

On behalf of the entire BTC Team, I would like to express our sincere gratitude for your continued patronage and loyalty to BTC. We are honored to have the opportunity to serve you and meet all of your technological needs.

- Karen Hensley

January Bingo Winners

Senior Security Talk

At BTC, we think it's a special honor to be recognized by one's peers. BTC employees were given the opportunity to evaluate their coworkers and nominate those who best exemplify the qualities deserving of these special awards.

The recipients of these awards are:

- **Unsung Hero Award**
  Chris Denton
- **Spirit of BTC Award**
  Tara Greenwood
- **Extra Mile Award**
  Darrin Bishop
- **Star Employee Award**
  Lisa Myatt
- **Problem Solver Award**
  Brock Kirk

Employees **Craig Shepherd** and **Darrin Bishop** participated at Ballard County Elementary School for the Discovery Group program.

Call Before You Dig

Spring is on the way and lots of outside projects are planned that require digging. No matter how small or large the project is, if you are digging, Ky state law requires you to call Kentucky 811. All locate requests must be sent to Kentucky 811 and not to BTC. Here are a few steps to follow for safe digging:

1. **Plan your project**
   Before you contact Kentucky 811, you will need to know the specific details of your project about where you plan to dig and the specific contact information. If you are hiring a contractor, you are still responsible for contacting Kentucky 811.

2. **Contact Kentucky 811**
   You can request locates online via Kentucky811.org or by phone at 811. You will be given a ticket number and a list of all member utilities that will be notified.

3. **Wait for Response**
   You must contact 811 two full working days or more depending on the size and scope of the project. This gives us enough time to mark the approximate location of the underground fiber and provide a positive response.

4. **Confirm Response**
   Once the two full working days have passed, confirm that a positive response has been provided. To view the status of locate request(s), visit the Kentucky 811 Ticket Search & Status.

5. **DIG WITH CARE**
   Once you receive a positive response, you can begin digging with care. The area will be clearly marked, and Kentucky 811 will provide you with the tolerance zone for digging.

BTC Holiday Closures

Good Friday
Friday, April 18

Memorial Day
Monday, May 26

Ultimate Outside Wi-Fi Service from BTC

It's time to Wi-Fi outside!

BTC changes the game by providing fast and stable Internet to your outdoor space. Our Ultimate Wi-Fi service is perfect for outdoor parties, working outside the house, streaming poolside or connecting outdoor wireless cameras and speakers.

Now you can have Wi-Fi suited for outside the home, business, and even the farm. BTC also offers a Point-to-Point Wi-Fi service that can reach garages or shops that aren't connected to your house.

For more information contact our office at 270-665-5186 or email baltel@brtc.net.

BTC GO

BTC GO gives you an instant snapshot of your home or small business network. Through the BTC GO App you can view all the connected devices on your network, set up Parental Controls, or a guest network, run speed tests, change your SSID and password, and more. BTC GO puts you in charge!

If you have our router, BTC GO is completely free and has these additional services that make sense for your lifestyle and allows you to take charge of your service. Protect IQ provides protection against viruses, malware, and malicious websites, keeps your network and devices safe from cyberattacks. Experience IQ provides you with the tools needed to enforce the Internet rules you've established for your home. Set up profiles for your children or devices, filter content, websites, and applications, and set appropriate time limits.

In February, BTC GO protected our users from

43,029
Web Threats

105
Viruses

7,291
Other Intrusions

Take control of your online safety today with BTC Go!

Download on the App Store

GET IT ON Google Play

IMPORTANT UPDATE FOR BTC CUSTOMERS

Our Pay by Phone number has changed. To make a payment over the phone, please call: **1-833-603-0874**

For a more convenient way to manage your bill, consider signing up for AutoPay and Paperless Billing.

Contact us to sign up today!

New Employee Spotlight

A warm welcome to our newest team member, Kelsie Blanks!

Kelsie Blanks
Customer Relations Specialist

How to Recognize
# and Avoid Phishing Scams

How to Recognize Phishing

Scammers use email or text messages to try to steal your passwords, account numbers, or Social Security numbers. If they get that information, they could get access to your email, bank, or other accounts. Or they could sell your information to other scammers. Scammers launch thousands of phishing attacks like these every day — and they're often successful. Scammers often update their tactics to keep up with the latest news or trends, but here are some common tactics used in phishing emails or text messages:

The scammers often tell a story to trick you into clicking on a link or opening an attachment. They are usually unexpected messages that look like they are from a company you know and trust, like BTC! The story is usually saying they notice suspicious activity, there is a problem with your account, or there is a new offer and request you to click a link or open an attachment.

Here's a real-world example of a phishing email that many BTC customers received:
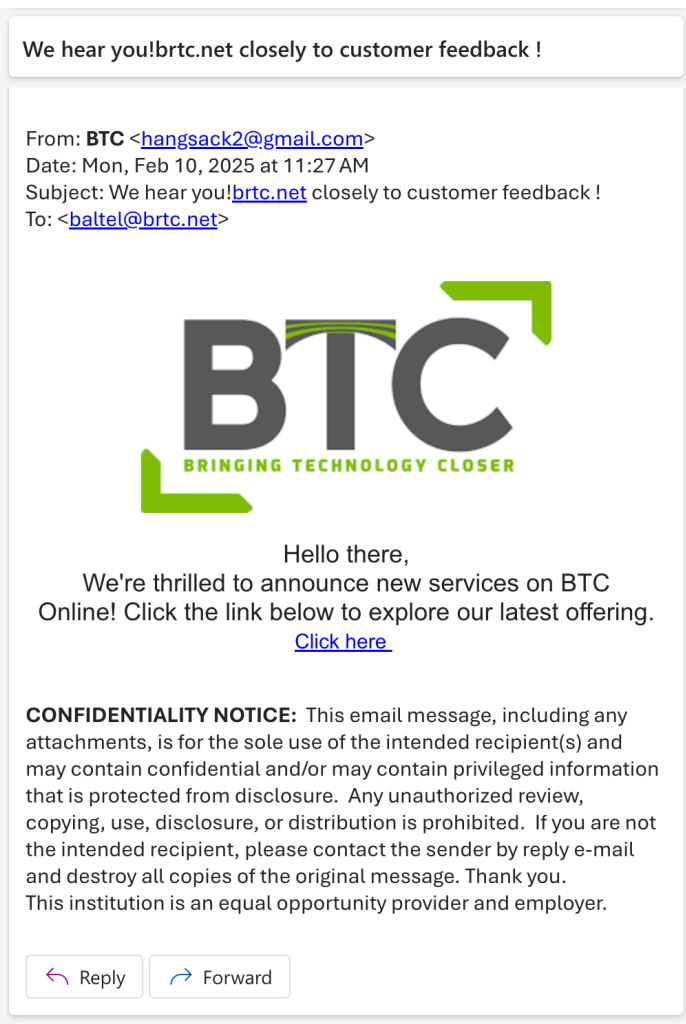
At first glance, it looks real. But look at the header, look at the email address, and read the caption. The header uses strange language and incorrectly states our company motto. The email address is not a corporate address, which is another sign that this is a phishing email. All phishing emails have signs that they are not from the company, so we must be very careful before responding to these types of emails.

How to Protect Yourself from Phishing Attacks

Email spam filters might keep many phishing emails out of your inbox. But scammers are always trying to outsmart spam filters, so extra layers of protection can help. Here are four ways to protect yourself from phishing attacks.

1. **Protect your computer by using security software.** Set the software to update automatically, so it can deal with any new security threats.

2. **Protect your cell phone by setting software to update automatically.** These updates could give you critical protection against security threats.

3. **Protect your accounts by using multi-factor authentication (MFA).** MFA makes it harder for scammers to log in to your accounts if they do get your username and password.

4. **Protect your data by backing it up.** Back up the data on your computer to an external hard drive or in the cloud. Back up the data on your phone, too.

What To Do if You Suspect a Phishing Attack

If you get an email or a text message that asks you to click on a link or open an attachment, answer the following question: Do I have an account with the company or know the person who contacted me? If the answer is "No", we recommend that you review the email closely and delete it. If the answer is "Yes", contact the company using a phone number or website you know is real – not the information in the email. Attachments and links might install harmful malware.

What To Do if You Responded to a Phishing Email

If you think a scammer has your information, like your Social Security, credit card, or bank account number, go to IdentityTheft.gov. There you will see the specific steps to take based on the information that you lost. We recommend that you change all passwords for all log-ins. If you think you clicked on a link or opened an attachment that downloaded harmful software, update your computer's security software. Then run a scan and remove anything it identifies as a problem, plus change your passwords.

How to Report Phishing

If you get a phishing email or text message, report it. The information you provide helps fight scammers.

- If you receive a phishing email, forward it to the Anti-Phishing Working Group at reportphishing@apwg.org.

- If you receive a phishing text message, forward it to SPAM (7726).

- Report the phishing attempt to the FTC at ReportFraud.ftc.gov.

BTC is always available to answer any questions!

SAVE $5
ON YOUR NEXT BILL

Customers that enroll in both auto-pay and paperless billing earn a $5 credit towards their monthly bill!

How to Enroll:

1. Visit btcservices.org and log in to your account.

2. Select auto-pay and paperless billing options.

3. Follow the simple steps to complete your enrollment.

Or call our customer support line anytime at 270-665-5186 for assistance!