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Merry Christmas and Happy New Year from Dunkerton Communications.

NOTICE OF REQUIRED PERFORMANCE TESTING OF SPEED AND LATENCY

Beginning in January of 2022, Dunkerton Communications is required by the Federal Communications Commission (FCC) to begin Performance Measures Testing to ensure communication providers are delivering broadband speeds as reported to the FCC. All communication providers nationwide receiving Universal Service Support are required to participate in this testing.

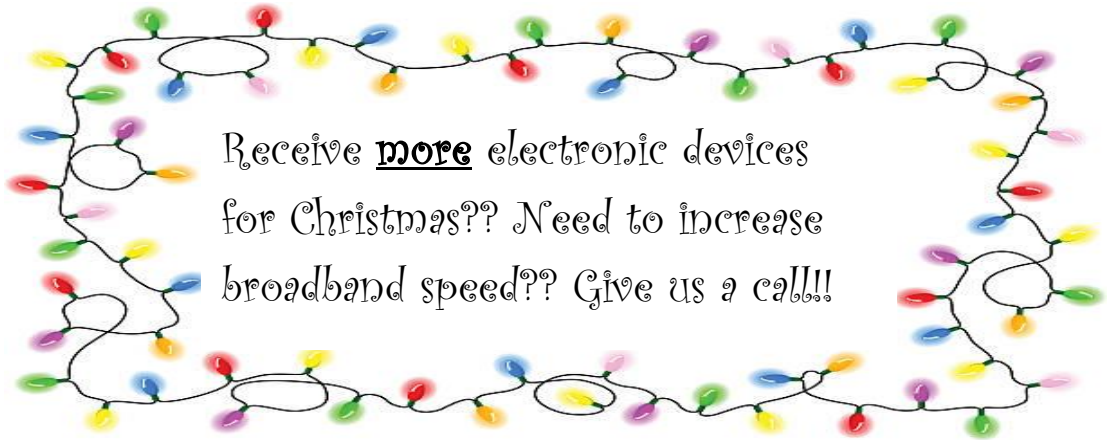
Approximately 11 of Dunkerton Communications’ broadband customers will be chosen at random by the Universal Service Administration Company (USAC) to participate. The selected customers will be notified directly from our office over the next few weeks. Special software has been installed in our central office to automatically monitor speed and latency data from the router* of the participant. **ONLY SPEED and LATENCY will be monitored, not content.** There should be no disruption or interference to services during the testing period. The testing will take place one week per month, from 6pm until midnight, for 12 months. The term of participation will be for one year with the exception of the first selection group which will be for two years to allow for an initial year of pre-testing. The FCC has mandated the testing to continue for an indefinite amount time.

*To ensure compatibility with the software, selected participants will have a *Calix Gigaspire* router installed in their home/business by Dunkerton Communications for no charge for the duration of testing. The internet speed for the selected participants may also be increased at no additional charge during testing.

Please reference the Dunkerton Communications Acceptable Use Policy (AUP). If new equipment is placed in your home, you will be responsible for it as described in the AUP and Service Catalog, available on our website, www.dunkerton.net.



**Know what's below.
Call before you dig.**



Receive more electronic devices for Christmas?? Need to increase broadband speed?? Give us a call!!!

How To Recognize Phishing

Scammers use email, phone calls or text messages to trick you into giving them your personal information. They may try to steal your passwords, account numbers, or Social Security numbers. If they get that information, they could gain access to your email, bank, or other accounts. Scammers launch thousands of phishing attacks like these every day — and they’re often successful. The FBI’s Internet Crime Complaint Center reported that people lost \$57 million to phishing schemes in one year.

Visit <https://www.consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams> to find out how to:

- Recognize phishing
- Protect yourself from phishing attacks
- What to do if you suspect a phishing attack
- What to do if you responded to a phishing email
- Report phishing

Central Office Staff:

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Brett Delagardelle, Plant Superintendent
Kathy Wheeler, Customer Service Representative
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AFFORDABLE CONNECTIVITY PROGRAM

The Affordable Connectivity Program is an FCC program to help families and households struggling to afford internet service during the COVID-19 pandemic. This benefit will help connect eligible households to jobs, critical healthcare services, virtual classrooms, and so much more.

For eligibility and enrollment visit www.fcc.gov/acp. After you apply, you will need to contact the Dunkerton Communications Office to complete the enrollment/verification process.