

# the NETWORK



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## Employee Spotlight

"Never say never" is Customer Service Representative Marjae Schinkel's motto because things in the telecommunications industry are always changing.

Marjae grew up in Groton, graduated from Nettleton Business School in Sioux Falls and started working at JVT/NVC in 2000. Marjae was a National Sales representative at both StarMark Cabinetry in Sioux Falls and Larson Storm Doors in Brookings before moving back home and in her words "marrying my farmer."

She and Dan have three daughters, a son, and three grandsons. They have been foster parents for many years, and three of their four children are adopted.

Over the years Marjae has taught Sunday school and helped coach her kids volleyball, basketball, softball, and soccer teams.

When Marjae started at JVT/NVC she had dial-up internet, and now we offer Gig internet. It really is an ever-changing industry!

Thank you Marjae for your service.



## Grand Giveaway Winner

*Congratulations to Chad and Vicki Bent, who won \$300 in our Grand Giveaway! Vicki is pictured.*

Wondering how to register? No problem, because there's no purchase or registration, just winners! Each month we randomly select one of our "grand" residential customers to win. Our next winner could be you!



# Open House & 12 Days of Christmas Winners

At our open holiday house, customers enjoyed cookies, cider and coffee and could sign up for credits on their account. Congratulations to the following credit winners: \$50 Fran Mastel, \$75 Donna Johnson, \$100 Rick Smith.

We also continued our 12 Days of Christmas Drawing. Customers could register online or in store. Below is a list of the winners.

Kessler's \$100	Tina Kary
Echo Show	Kayla Moss
Roma's \$100	Roger Schaible
\$100 Cash	Joetta Redlin
Three22 Kitchen & Cocktails \$100	Betty Beyer
Runnings \$100	Toni Gisi
Roku Streaming Stick	Barb Feist
Mulligan's \$100	Nancy McQuillen
Hulu \$100	Kellie Tollefson
Ken's \$100	Lynda Engel
Golden Ticket Cinemas \$100	Tina McLeod
NVC Credit \$500 (pictured)	Rick Neal



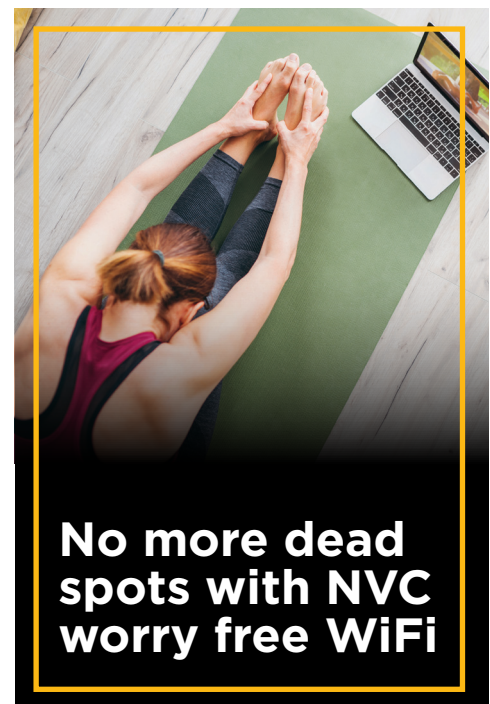
Congrats to all the winners!

## Customer Loyalty Discount

We're so thankful for our long-time customers and want to thank you for your years of continued business. If you've been a customer for 5 years or more, you may be eligible for our customer loyalty discount of 10% off all your monthly recurring services!

Contact us to hear more about our loyalty discount.

*Discount for residential customers only, restrictions apply.*



**No more dead spots with NVC worry free WiFi**

## AAHS Sponsored Pet

Our December Aberdeen Area Humane Society sponsored pet, 4.5 year old cat Patches, was adopted very quickly. Because she was adopted, we happily donated \$250 to the AAHS.

Our November pet, Millie, is still available. You can find out more about Millie and other available pets at [anewleashonlife.net](http://anewleashonlife.net) or call the AAHS at 605-226-1200 to schedule a time to visit.



## Simplify Your Life By Using the Ebill App



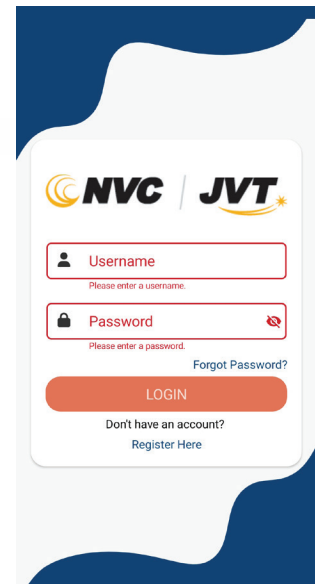
By signing up for Ebill, you will be notified each month by email that your bill is ready for online viewing. You can also make payments through the app. Customers who already have Ebill can simplify even

more by downloading the app. Search for Innovative Ebill in the Google Play Store and click on the icon pictured to the left.

Once you've downloaded the app, type in your zip code and scroll down to NVC & James Valley Telecommunications Ebill.

Log in using your existing eBill/bill pay website account. Don't have one? Not a problem! Using your latest invoice, register for a new Ebill account and say goodbye to cluttered paper invoice statements.

In the app, you can pay your bill, see payment history, usage, invoices, and more.



## National Do-Not-Call Registry

The federal government created the National Do-Not-Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov), if you have an active email address; or you can call toll-free 1-888-382-1222 (TTY 1-866-290-4236) from the number you wish to register.

Registration is free and will not expire. Your phone number, when placed on the Do-Not-Call Registry, will remain there permanently. If you would like to remove your number from this list, you must

call 1-888-382-1222 from the number you wish to delete.

If you receive telemarketing calls after you have registered your telephone number and it has been on the registry for 31 days, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do-not-call" complaint.



# NVC Managed WiFi

As today's technology continues to advance, almost every device in your home needs a solid Internet connection: computers, smart phones, tablets, TVs, and products like doorbells, lights, and security systems. Many people confuse the Internet and WiFi for good reason. The words are often used interchangeably.

The Internet is connected networks all over the world. WiFi is your personal wireless network within your home. A wireless connection is made possible using WiFi technology; specifically, by another device in your home called a router.

An older router is one potential cause of WiFi issues. WiFi technology has improved a lot recently, so if your router is a few years old, it won't work nearly as well as a new one.

If your router itself is not the problem, its location might be. For you to enjoy the best possible online experience, your router needs to be able to send out a strong signal to your wireless device. In general, the signal gets weaker the farther you are from it.

If possible, you should place the WiFi router on a table or a shelf. The ideal position is half-way between the floor and the ceiling.

The easiest way to get a strong WiFi signal throughout your home, and even in your yard, is by creating a bigger WiFi network.

If you are frustrated by the WiFi coverage in your home, there is an alternative available. Called a Mesh WiFi network, this technology combines a WiFi router with one or more satellites, which are small wireless devices you place in different rooms. The small size of our Managed WiFi router can be hidden about anywhere, including in plain sight, with its sleek design.

These satellites communicate with the router and provide you with a strong WiFi signal everywhere in your home; even in your backyard.

Call us today to find out more and to receive your first 3 months of Managed WiFi service FREE!



**FREE your family with an Unlimited Data plan!**

GET IN TOUCH WITH NVC



 SIGN UP FOR NVC'S MONTHLY ENEWSLETTER AT [NVC.NET](http://NVC.NET)

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## REDFIELD

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Open Wed 10am-4pm