

Celebrating the Power of Co-ops

October is National Co-op Month!

Being a cooperative means we are member-owned and guided by local voices. Our members help shape the direction of the Cooperative by electing Board members who live right here in our service area. They understand the unique challenges and opportunities our communities face. Every decision is made close to home—by people who care about the same things you do.

Telecom cooperatives were created to bring reliable communication services—first telephone, now broadband internet—to areas that larger companies overlooked. As member-owned organizations, co-ops put people before profit. That means decisions are made locally, with the best interests of members and their communities in mind.

National Cooperative Month is important because it reminds us of the cooperative difference: affordability, accountability, and reinvestment in local communities. In an era where fast, dependable internet is essential for education, business, healthcare, and staying connected, telecom cooperatives ensure rural communities aren’t left behind.

TIPS FOR CHOOSING THE RIGHT WI-FI BAND

2.4 GHz Wi-Fi has more range, but 5 GHz Wi-Fi is faster

There are two commonly used Wi-Fi bands - 2.4 GHz and 5 GHz. Many people aren’t aware of this until they connect a new device to their home network and see two slightly different Wi-Fi network names pop up. Here is how you can determine which devices belongs on what band:

	Pros	Cons
2.4 GHz	<ul style="list-style-type: none">• Better range provides larger coverage area• Better penetration through walls and other solid objects• Best for mobile devices	<ul style="list-style-type: none">• Slower data transmission speeds• More prone to interference from other devices• Usually there are more devices using this frequency
5 GHz	<ul style="list-style-type: none">• Higher data transmission speeds• Less prone to interfere with other electronic devices• Usually there are fewer devices using this frequency• Best for stationary devices & gaming/streaming	<ul style="list-style-type: none">• Limited range means less coverage area• Worse penetration through walls and other solid objects

Many newer routers now use band steering technology, which automatically decides whether a device connects to 2.4 GHz or 5 GHz. With band steering, you’ll only see one network name, and the router and device determine the best band to use.

BEWARE OF SCAMS!

We want to make you aware of an increase in email scams targeting our members. Please remember, we will NEVER ask for immediate payment or personal account information through email. To help protect you from fraudulent activity, we follow FCC regulations by verifying your identity when speaking with you over the phone. This may include confirming a password you have set up with us or the last four digits of your SSN. If you receive a call demanding payment or threatening to disconnect your services:

1. HANG UP
2. CALL TRIOTEL DIRECTLY
605-425-2238 (M-F, 8am-4:30pm)
3. REMEMBER- YOU ARE IN CONTROL

Do Not call the number back & Do Not share personal information



IT’S SOUP SEASON! *SUBMIT YOUR FAV*

Do you have a favorite soup recipe everyone should try? Share it with us, and your recipe could be featured on our website and our upcoming Winter Newsletter!

Please submit the following information to kendra@triotel.com or drop it off at the TrioTel office:

1. *Your Name & Town You Live In*
2. *Soup Name*
3. *Full Recipe/Instructions*



THE TRIO

QUARTERLY NEWSLETTER FOR THE CUSTOMERS OF
TRIOTEL COMMUNICATIONS, INC.

MTA SAFETY
AWARD
PG. 2

WHY FIBER IS
BETTER THAN 5G
PG.3

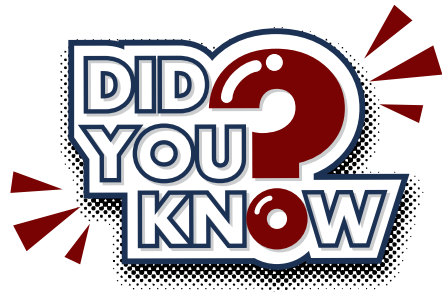
CELEBRATING
THE POWER OF CO-OPS
PG.4



HOMETOWN BINGO IS BACK!

TrioTel’s annual Hometown Bingo event is back for the fifth year in a row! You can find us at the McCook Central PAC on Friday, December 5th during Salem’s Annual Hometown Christmas event. We will be playing BINGO from 4:30PM-6PM or until prizes run out. Check our Facebook and December eNewsletter for more information.

Please do not arrive prior to 4:10PM to allow a safe dismissal of school.



TRIOTEL’S LAST INTERNET INCREASE WAS IN ... ???

- For nearly 20 years, TrioTel has never raised its internet rates!
- Our prices have remained steady at \$39.95 or \$64.95 for our basic packages, even as we’ve continually increased speeds to meet customer needs. While bundled pricing was once
- available, our internet rates themselves have never gone up—only the speed and value we deliver!

OFFICE INFORMATION

330 S Nebraska St.
PO Box 630
Salem, SD 57058
(605) 425-2238
OFFICE HOURS:
Mon.-Fri. 8am-4:30pm
www.triotel.net

MONTHLY E-NEWSLETTER

E-newsletters are sent out to customer emails on the first of EVERY month!

Not receiving yours? Let us know. Contact Kendra at kendra@triotel.com or call the office.

FOLLOW US ON SOCIAL MEDIA

Stay in touch with TrioTel. Check us out on Facebook and Instagram! @triotelcommunications



CALENDAR NOTES:

- October** - National Cooperative Month
- October** - Cybersecurity Awareness Month
- November 27th**- Happy Thanksgiving!
- November 28th**- TrioTel Office Closed
- December 5th**- TrioTel Bingo Night @ Salem Hometown Christmas



- 1st of the Month**- TrioTel Invoices Mailed Out
- 15th of the Month**- Prompt Payments Due (1st year customers)
- 20th of the Month**- Remaining Payments Due

Fall Safety Award

In August, General Manager, Heather Kranz, along with TrioTel Board Members attended the SDTA (South Dakota Telecommunications Association) Annual Membership Conference in Deadwood, SD.

There, the Minnesota Telecom Alliance (MTA) presents an annual MTA Safety Award to recognize member companies that demonstrate excellence in safety. The award highlights a commitment to creating a safe working environment for telecommunications employees. The purpose is to acknowledge companies for their contributions to safety and to foster a safe working environment within the telecommunications industry.



Article courtesy of Cornerstone Group

Why Is Fiber Internet Better Than 5G Home Internet?

Fiber internet provides much higher speeds and reliability

You may be hearing a lot these days about the 5G home internet offered by cellular providers. But what exactly is 5G? How does it differ from fiber internet? And which type of service will give you and your family the best online experience at home?

Before we answer those important questions, let’s clear up a common misconception. The abbreviation 5G refers to the fifth generation of wireless technology for cellular networks, which was initially released in 2019. The “G” in 5G does NOT stand for gigabit and has nothing to do with Internet speeds. (See the box on page 4 for more details.)

Fiber Internet Is More Reliable
Ok, now let’s get back to comparing these two Internet technologies. A good place to start is by looking at their availability. Neither 5G home Internet nor fiber Internet services are available everywhere in this country. However, fiber has been around longer. According to the latest data from the Federal Communications Commission, approximately half of U.S. households have access to fiber Internet connections. By contrast, 5G home Internet service is still fairly new and is more limited.

It’s important to note that fiber Internet is increasingly available in rural areas thanks to **local Internet service providers and cooperatives** that have built fiber networks, often with help from state and federal funding. The primary federal funding program currently available for fiber network builds is the “Broadband Equity, Access, and Deployment (BEAD) Program, “ which allocates \$42.5 billion to expand high-speed internet access across the United States.

Side-by-Side Comparison
Let’s say both 5G home internet and fiber internet are available to you. Which is the better choice? Here’s a quick summary of key factors to consider.

5G HOME INTERNET
How It Works
5G home internet uses the 5G network towers of a cellular company to provide a fixed wireless connection. Speeds will vary by location, depending on how far the customer is from a local tower or transmitter.

Speeds
Speeds offered by 5G home Internet typically average just 150 Mbps. What’s more, several factors can adversely affect speeds, including network congestion and line-of-sight issues from obstacles such as buildings or terrain. Even inclement weather can slow things down.

Reliability
5G home Internet can get bogged down by high-traffic demands and technical issues stemming from poor cell service.

FIBER INTERNET
How It Works
Fiber Internet uses fiber-optic cables consisting of bundled strands of glass, which are buried under the ground to provide a direct Internet connection. Fiber is the gold standard.

Speeds
A range of fiber Internet plans are typically offered, with speeds up to 2 Gbps (2,000 Mbps) and more. You may also be able to get symmetrical speeds, meaning your uploads are just as fast as your downloads.

Reliability
Fiber Internet has a much larger capacity to carry data and is less prone to technical malfunctions or slowdowns. This results in a connection you can count on, with a proven track record of 99.9% reliability.

It’s clear that despite the hype around 5G, fiber remains the go-to connection type for extremely fast and reliable Internet. Simply put, you can’t do better than fiber Internet. It’s the preferred connection — and the best overall value — for large households with multiple users and devices, people who work from home, online gamers, and streaming enthusiasts.