

## MUST-SEE VIDEOS



### Let It Go (and Let It Snow)

This little girl's snowy backyard performance of the song "Let It Go" from the movie *Frozen* will warm your heart.



### Bravo Bubl  and Bing!

Through editing magic, Michael Bubl  joins Bing Crosby in a 1971 Christmas special to sing "White Christmas."

## NEWS AND VIEWS

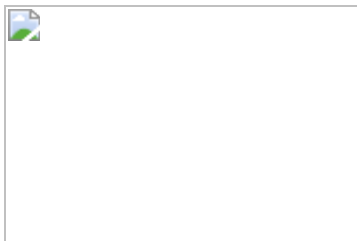
### SITES OF THE MONTH

Hartelco hopes your Christmas season is filled with wonderful moments and warm smiles. As you plan your activities, please take note of our office's holiday schedule:

Open on Thursday, December 24th from 8-NOON and closed Friday, December 25th.  
Open Thursday, December 31st from 8-3:00 pm and closed on Friday, January 1st  
In case of a service emergency, please call us at 402-254-3901 and press 1.

## Retransmission Time is Here

**WHAT IS RETRANS?** "Retrans" is short for Retransmission Agreement. **Every three years, the Sioux City broadcast stations (KCAU, KTIV, KMEG, KPTH that carry ABC, NBC, CBS, FOX programming) must negotiate in "good faith" with local cable TV companies like ours.** These negotiations mainly evolve around the price that they will charge us over the next three years for retransmitting their over-the-air broadcast signal to our customers on our TV System.



You may have heard that TV stations in other parts of the country are going "dark". This means that the local cable company and a local broadcast TV station couldn't reach an agreement prior to the final date of the previous contract, and the TV station forced the cable TV company to pull their channel from the cable TV system causing it to "go dark". Many times TV stations are in the driver's seat in negotiations,

and the local cable TV company's only option is to pay the rate increase of the new agreement or drop the TV station's signal all together.

All of Hartelco's TV's agreements with the Sioux City TV stations expire within the last few months of 2020, and we're working hard to negotiate rates lower than what the TV stations originally offered. Rest assured that we'll continue to work on your behalf to keep rates as low as possible while retaining the Sioux City broadcast stations for your viewing enjoyment.

## **Hartelco Authentication Page**

### SITES OF THE MONTH

If you get a new desktop or laptop computer, tablet, or router for Christmas, *please note that you may see an "Authentication" page displayed on your device the first time you try to connect to your home WiFi network.* This is our systems way of welcoming your new device to our system.

In order to protect your network and ours, it asks you for your Hartelco username and password to make sure your new device is allowed to be connected to your WiFi. **These are the same usernames and passwords that you use for sending Hartel.net emails. Simply input your username without the "@hartel.net" suffix, and then put your password in the password box. This is also the username you gave us while signing up for services with us.** You will then need to reboot the device to take full advantage of the internet. If you need any assistance at all, please don't hesitate to call us at 402-254-3901.

### SITES OF THE MONTH



#### **Unclaimed Property**

Every U.S. state has unclaimed property programs to find owners of lost and forgotten assets. Do you have missing money?

[Learn more...](#)



#### **Electronics Recycling**

If you have old electronics gathering dust, visit this site to learn what to do and where to take them for safe recycling.

[Learn more...](#)



#### **Holiday Zoom Backgrounds**

Make video calls more fun by using these free virtual backgrounds from the Christmas experts at the Hallmark Channel.

[Learn more...](#)

### CUSTOMER ALERT



## BEWARE OF PHISHING VIA TEXT

You're probably familiar with phishing emails, where a scammer claims to be from your bank or a government agency and tries to trick you into giving them personal information...

[CLICK HERE FOR DETAILS ▶](#)

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## COOKING DEMOS



### Stained Glass Holiday Cookies

What's the secret to these jolly cookies? It's crushed Jolly Rancher candies placed in the center of the cookie prior to baking.



### The Ultimate Prime Rib

Prime rib is expensive, so you don't want to mess up the cooking. Get step-by-step instructions to serve it with confidence.

## POPULAR APPS



### Cookpad

This app makes everyday cooking more fun. The world's largest home cook community shares recipes and inspiration.

[Learn more...](#)



### Rakuten Slice

Never enter a tracking number again! This is a shopper's best friend for keeping track of all the things you buy online.

[Learn more...](#)



### Speedtest

Test your internet speed at any time, on any device. Speedtest offers apps for mobile, desktop, and Apple TV use.

[Learn more...](#)

## CRAFTY IDEAS



### Mini Christmas Trees

While both trees are mini in size, they make a big impact. One is made from paper napkins and the other from yarn.



### Holiday Houses from Recyclables

Turn empty milk and juice cartons into holiday houses using only paint, sea salt, pipe cleaners, and gem stickers.

## FAQ / TUTORIAL



## WHAT'S THE SECRET SISTER GIFT EXCHANGE?

**Question:** A Facebook friend invited me to join a Secret Sister Gift Exchange. It seems like it would be fun, but are there any issues I should be concerned about?

[CLICK HERE FOR THE ANSWER ►](#)

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