



Are you in need of more bandwidth/speed?

With the unfortunate events of the coronavirus 19 many individuals are forced to stay home for work and for education to better social distance oneself and family. At Lakeland we want to assure you that our network has been designed to handle these changes.

Working from home can bring new challenges. Your in-home network needs to be prepared to handle the new influx of work objectives, school work, streaming, and cell phone use over your network. We are here prepared to help you with those solutions. If you find you do not have the adequate needs for your in-home network please call our office at 715-825-2171 or email us at info@lakeland.ws and we would be happy to help you.

Lakeland and Coronavirus 19

Lakeland Communications is actively monitoring the spread of COVID-19 and conditions from federal, state, local health and safety officials. The health of the communities we serve is our top priority as we continue to assess impacts to our employees, customers, and suppliers. At this time our office locations are closed to walk-in traffic. We are assessing any technician visits to homes prior to sending someone out.

Lakeland's network is a new state of the art Fiber Optic infrastructure of communications built with redundancy to help limit disruptions in service. As always, we are committed to you in providing high reliable and robust service to both business and residential customers during the COVID-19 outbreak, and the potential disruption COVID-19 may cause. Lakeland is anticipating increased usage demands, and be assured that we can meet your needs as we are equipped to meet our areas growing or changing requirements. We endeavor to be fully staffed to address isolated incidents should they arise. We encourage our customers to use our drop box or implement ACH payments or pay online to maintain social distancing.

We also are committing to a FCC national pledge as follows during these difficult times of Covid 19:

<https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>

The Keep Americans Connected Pledge

Given the coronavirus pandemic and its impact on American society, Lakeland Communications pledges for the next 60 days to: (1) Not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic; (2) Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and (3) Open its Wi-Fi hotspots to any American who needs them. (With social distancing) i.e. via a vehicle in a parking lot.

For those that need Internet availability during this Covid 19 impacting period we will have Wi-Fi hotspots available at both our Milltown and Luck Office parking lots. You can join our complimentary community provided service with:

[Lakeland_Open](#)

A situation like we have upon us now is one of the reasons why we built a redundant Fiber network. Any customer can call us at 715-825-2171 or email us at info@lakeland.ws to set up service.

Smart Support – Managed WiFi

In today's environment a fast reliable connection is no longer a luxury but an essential need. Our customers now depend on WiFi in so many ways: social media, sharing photos, streaming movies, music and TV series. School and classes for education is now a must on-line, along with home business applications. With looking at that, we also need to remember the host of online devices we have in our homes from security or monitoring devices to computers and tablets, smart thermostats and appliances.



When it works like it should WiFi is amazing and everyone is happy. When it doesn't users are anything but happy. As users experience poor performance or can't connect it has a big impact on daily life. This can be very frustrating.

Many now look to how can I simplify this. They want No hassle to make their on-line lives more enjoyable. That's where we come in. Since consumers depend on a positive WiFi experience, Lakeland can deliver that now. Lakeland can take care of managing your network with Smart Support. Smart Support is our solution of managed WiFi to help you take care of your in-home network. It is a stress-less solution for your home network experience. All devices on your network can be analyzed and we can help you troubleshoot if you have issues. Enjoy visibility of your bandwidth usage so you always know you have enough bandwidth. Also, if a technician visit is required you have one free home visit per year. One home visit and an hour of on-site support is equal to \$130. Please contact us if you would like more information.



STREAMING 101

With so many now spending time at home streaming video can be the way to see all of your favorite movies, series and videos. To stream you need to have a "Smart TV" or a streaming device. There are many devices available but some that come to mind are the Amazon Fire Stick or the Roku. Both of these and others give your TV access to the many apps that supply content like Netflix or Hulu to name a couple. After you have a streaming device connected you will need to decide what streaming service you would like. Each streaming service has their pros and cons. Many offer their own content with some offering more movies some offering sports and some offering the latest help videos. It is a good idea to think about what you want and then make a decision. Each provider does charge a monthly fee to watch their content. It is an easy setup process that you can do from the comfort of your home and then start watching. Many want to get caught up with a television series which you can do, in fact you can watch an entire series that ran for years watching one after another. This is called binge watching! Time really flies when you do this! If we can be of any help in this process please call our office. Remember to stream video you have to make sure your broadband connection can handle the extra bandwidth needed. If you would like to increase your speed please let us know. Happy Streaming!

FIBER to the NEST

We are patiently waiting for our eagles to have their family! They have been busy getting their nest ready for the arrival. You can watch each day at: <https://www.lakeland.ws/fibertothenest/>



Isn't it amazing that we can now watch eagles high in a tree with Lakeland broadband? Anytime you need a solution for broadband we can help. Maybe you need to monitor your grain or cattle on your farm or your lake home property, contact us, we can help. Just give us your issue and we will see how we can find a solution for you. In the meantime enjoy our resident eagles. We are still looking for names so if you think of something email us at: info@lakeland.ws

Do Not Cut our Cables

Now that the nice weather will be arriving, you may be considering putting in a fence, building a house, shed, deck or addition, and planting shrubs or trees. Many of us plan our projects without considering what facilities may be buried in the area. Before you begin your project, please call Diggers Hotline at "811" or 1-800-242-8511 so utilities can be located.

You should call at least three working days before you plan to dig. Just a reminder that if a cable or line is cut or damaged which was **not located, you will be responsible** for the entire cost of the damage. This can be very costly.

The infrastructure Lakeland places underground is Lakeland's property. Lakeland owns this. It is really no different than a person owning a car or a truck. If someone hits it and damages it that person has to pay for damaging it. It used to be when a cable was cut it was a few hundreds of dollars. If someone cuts a fiber optic cable you can be looking at several thousand dollars for repair.



**DIAL 811
BEFORE YOU DIG**

Fun Stuff to do at home!

How about a cooking class or new recipes? Go to:

Serious Eats

www.serious-eats.com

Tasty Kitchen

www.tastykitchen.com

Americas Test Kitchen

www.onlinecooking-school.com

Food Network

www.foodnetwork.com

The Pioneer Woman

www.thepioneerwoman.com



Ready for some Games?

Wheel of Fortune

<http://www.wheeloffortune.com/so-many-ways-to-play>

Scrabble

<https://scrabble.hasbro.com/en-us>

Sudoku

<https://www.websudoku.com/>



Kids

Activities and online resources for homebound kids: A Coronavirus Guide

www.livescience.com/coronavirus-kids-activities.html

The best stories are those spent with family! Find fun and magical Disney activities that you'll remember forever – from family game nights to movie nights.

<https://family.disney.com/activities/>

125 Ideas for Kids during COVID 19

<https://parade.com/1009774/stephanieosmansi/things-to-do-with-kids-during-coronavirus-quarantine/>

Just make it fun!

Please contact us at Lakeland with any Questions. T. 715-825-2171 or info@lakeland.ws

SAVE THE DATE
CUSTOMER APPRECIATION DAY
AUGUST 14, 2020

