

TechTeam: Your Local Technology Experts

Are you hesitant to use new technologies because there is so much to learn? Or do you phone a loved one about your device issues several times a week? The TechTeam from Nuvera is here to make technology easy.

The TechTeam will respond to any of your tech-related questions, from social media to smartphones to computers and your network. Get expert tech support from the comfort of your own home remotely or over the phone. You can also arrange for an in-home visit with one of our professionals.

The TechTeam is here to help:

- If your device isn't functioning correctly.
- If you feel like you're bothering your loved ones too often with tech-related questions.
- During times you are feeling overwhelmed and frustrated.

TechTeam Services and Support

- Computer Repair and Virus Removal
- Data Backup and Transfer
- Email Setup and Maintenance
- Network Assessment
- New Computer Setup (Good2Go)
- Online File Backup
- Printer Setup, Troubleshooting and Repair
- Smart Device Setup
- TV Setup and Support
- Wireless Phone Training and Support
- Wireless Router and Wi-Fi Support

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**Schedule a 15-minute support session for \$15
at nuveratechtrends.com.**

Fiber Internet Launch Event

Nuvera held a fiber Internet expansion project launch just outside New Ulm on Thursday, Sept. 23. The event was attended by (l-r): Lauri Stark, resident; Mary Korthour, Nuvera Senior Director of Business Development; Kathy Van Roekel, resident; Larry Shepard, Nuvera Director of Network Operations; Kristy and Tom Oelberg, residents; Glenn Zerbe, Nuvera President and CEO; Rep. Susan Akland; Rick Van Roekel, resident; Barb Bornhoft, Nuvera Chief Operations Officer and Vice President; Kathy Lund, Nuvera Senior Director of Regulatory and Customer Operations; MN Sen. Nick Frentz; Todd Anderson, Nuvera Senior OSP Manager; Monty Morrow, Nuvera Regulatory and Legislative Administrator; Dan Long, resident; and Jennifer Frost, Broadband Grants Administrator, Minnesota Department of Employment and Economic Development. This was one of four fiber launch events Nuvera held late this summer to recognize five border-to-border grants Nuvera received for 2021, impacting more than 680 homes, farms and businesses. The other launches were in Webster, Goodhue County, and Hutchinson.



REFER A FRIEND!

Refer your friends and family to Nuvera and get rewarded!

Current customers who refer a friend to Nuvera Internet, TV or Nuvera Wireless service will receive a \$50 bill credit! This offer is \$50 per service and there is **no limit** on the number of referrals. It's simple.

All the new customer has to do is mention that you referred them to our service, and you will get a credit on your next bill.



Small Business. Big Appreciation.

Small businesses deserve more than one day of recognition. Nuvera is celebrating small businesses like yours all month long.

Enter our sweepstakes at nuvera.net/big-appreciation to win one of three cash rewards of up to \$500 and have your business featured in our newsletter.

An employee of your business must fill out the survey at nuvera.net/big-appreciation and like our Nuvera Business Facebook page for a chance to win one of three (3) cash rewards; \$500, \$250, \$250. Other rules and restrictions may apply. Drawing will be held November 29, 2021. Winners will be notified via email and/or phone call.

Sign up for Nuvera Internet and get Home Wi-Fi Free for 12 Months – a \$70 savings! Also, get up to \$100 credit when you provide a testimonial (\$50 for each service – Internet and TV). Call **844.354.4111** to get started.



Limited time offer for new customers. Service availability based on location. Some restrictions may apply. Pricing and promotions are residential. Contact Nuvera for business information. One-time service charge of \$45 and monthly equipment fee of \$4.95 will apply.



Access Your Home Network Quickly, Easily with Home Wi-Fi

Home Wi-Fi is a great option for customers that want a fully hosted solution with tools to monitor their home's bandwidth and coverage. Download the Nuvera IQ app and enjoy the following benefits:

- Parental Control • Guest Network
- Device List • Network Usage
- Enable/Disable Applications
- Bandwidth Monitoring

Call 844.354.4111 to get started.



Nuvera Volunteers

In September, Nuvera employees were challenged to track their volunteer hours to win prizes. Many of our employees volunteer on a regular basis already. Pictured are (l-r) Nicole Ash and Sam Salonek during their regular volunteer hours at the Brown County Humane Society.

Overall, Nuvera employees logged more than 173 hours in September. The three employees logging the most hours were: Leslie Myrom – 25 hours; Gwen Mack – 22.5 hours; and Tricia Gieseke – 16.25 hours.

Meet Our Employees



Kristi Wolle

Position: Billing Representative

Length of time with company: 21 years

One of my favorite hobbies: One of my favorite hobbies is traveling and making memories with my family.

How I like to be involved in the community: One of the ways I like to help our community is by helping with the Relay for Life event. So many families have been touched by cancer and my family is no different.



Elizabeth O'Keefe

Position: Technical Support

Length of time with company: Three years

One of my favorite hobbies: I love to spend time with my family.

How I like to be involved in the community: I help out with tech needs at my church.

Corporate Location

27 N Minnesota St
New Ulm, MN 56073
507.354.4111

Office Locations

221 Main St
Aurelia, IA 51005
712.434.5989

2104 E 10th St
Glencoe, MN 55336
320.864.2818

111 Second Ave
Goodhue, MN 55027
651.923.5005

235 Franklin St SW
Hutchinson, MN 55350
320.587.2323

421 S CSAH 34
Litchfield, MN 55355
320.593.2323

4690 Colorado St SE
Prior Lake, MN 55372
952.226.7000

137 E 2nd St
Redwood Falls, MN 56283
507.627.4111

121 Second Ave NW
Sleepy Eye, MN 56085
507.794.3361

22 S Marshall Ave
Springfield, MN 56087
507.723.4211

Nuvera TechTrends

15 Berens Blvd
New Ulm, MN 56073
507.233.3000

Get a \$400 Credit
on any new 4G/5G Smartphone

Nuvera Wireless

Nov. 22-29 & Dec. 20-31

Some restrictions may apply. New customers only. Service availability based on location.

EDDM
U.S. POSTAGE
PAID
MANKATO, MN 56001
PERMIT NO. 66

Postal Customer

ECRWSS

What Nuvera customers are saying...

"I have enjoyed reliable and leading service for many years."

- Chuck S., Goodhue

"Nuvera has a personal touch. We are so happy to hear a live voice; almost unheard of anymore. If I have a computer issue, it can usually be resolved with a phone call. To me that is HUGE."

- Carol S., New Ulm

Like Us on



Watch for prize giveaways on #thankfulthursday

If you are interested in purchasing Nuvera Communications, Inc. stock (NUVR), please contact our corporate office.

View Nuvera News on our website at nuvera.net.

Ask Our Experts

How Strong Are Your Passwords?

A weak password can put your home network at risk. According to the New York Times, over half of Americans have had an account hacked in the past two years.



Linda Anderberg
Technical Support Coordinator

Part of the problem is that our passwords are terrible.

Unfortunately, the more secure we make them, the more difficult they are for us to remember. There are countless websites, apps and accounts that we have to create passwords to access. Many people even use the same password for multiple accounts, so if someone figures out the password to one of your accounts, they will likely be able to access many of your other accounts.

Passwords remain critical to keeping our online information secure. They are not a perfect method, however they remain our best option. What can be done to increase the security of our accounts and also make logging into our favorite accounts easier?

- Think of a password phrase instead of a password word. Adding length to your password using multiple words is an easy way to make your password more secure.
- Adding length is even better than adding special characters. Password cracking software knows most of the common substitutions that people use with special characters. For example, using @ instead of 'a'.
- Using words that are not typically found in the dictionary are a way to add security as well. A simple way to do this is to use a proper last name.

As a reminder, your Nuvera email password must meet the following criteria:

- Minimum of 12 characters long
- Upper and lower-case letters
- At least one number
- Special characters are encouraged but aren't required

To help protect you, we'll be contacting those with weak passwords in the upcoming weeks to update them. For more information visit nuvera.net/secure-passwords. As a reminder, Nuvera will never ask for your password by phone or email.

Wondering how to do something on your computer, wireless phone or social media?

Nuvera's TechTeam has extensive knowledge in all things technology.

We'll answer your tech-related questions for as little as \$15.

If we can't answer your question or solve your issue, we won't charge you.

Visit nuveratechtrends.com/15-minute-support to schedule a session.