



## FIVE EASY WAYS TO SPOT SUSPICIOUS IRS CALLS

*from IRS.gov website*

The Internal Revenue Service issued a consumer alert last year providing taxpayers with additional tips to protect themselves from telephone scam artists calling and pretending to be with the IRS. These callers may demand money or may say you have a refund due and try to trick you into sharing private information. These con artists can sound convincing when they call. They may know a lot about you, and they usually alter the caller ID to make it look like the IRS is calling. They use fake names and bogus IRS identification badge numbers. If you don't answer, they often leave an "urgent" callback request.

The IRS reminds people that they can know pretty easily when a supposed IRS caller is a fake. Here are five things the scammers often do but the IRS will not do.

**Any one of these five things is a tell-tale sign of a scam.**

**The IRS will never:**

1. Call to demand immediate payment, nor will they call about taxes owed without first having mailed you a bill.
2. Demand that you pay taxes without giving you the opportunity to question or appeal the amount they say you owe.
3. Require you to use a specific payment method for your taxes, such as a prepaid debit card.

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(cover story continued)

4. Ask for credit or debit card numbers over the phone.
5. Threaten to bring in local police or other law-enforcement groups to have you arrested for not paying.

**If you get a phone call from someone claiming to be from the IRS and asking for money, here's what you should do:**

- ▶ If you know you owe taxes or think you might owe, call the IRS at 1.800.829.1040. The IRS workers can help you with a payment issue.
- ▶ If you know you don't owe taxes or have no reason to believe that you do, report the incident to the Treasury Inspector General for Tax Administration (TIGTA) at 1.800.366.4484 or at [www.tigta.gov](http://www.tigta.gov).
- ▶ You can file a complaint using the FTC Complaint Assistant; choose "Other" and then "Imposter Scams." If the complaint involves someone impersonating the IRS, include the words "IRS Telephone Scam" in the notes.

**Remember, too, the IRS does not use unsolicited email, text messages or any social media to discuss your personal tax issue. For more information on reporting tax scams, go to [www.irs.gov](http://www.irs.gov) and type "scam" in the search box.**

## FIND YOUR NUMBER

To get \$20 off of your next bill, look carefully through the contents of this newsletter and if you find your telephone number call us by January 23rd to claim your one-time \$20 credit off of your February bill. 266-4266 To opt out of this and other newsletter contests, please call 503.266.8111 or email [care@canbytel.com](mailto:care@canbytel.com).

## LET US KNOW

If you have an idea for a local story or article to be considered for a future newsletter, or comments about this or past newsletters please email us at [newsletter@canbytel.com](mailto:newsletter@canbytel.com).

## DIRECTORY LISTING

Is your listing in the North Willamette Valley Directory correct? Does it need an update or do you wish to remove it? To make any changes to your 2015-16 directory listing, give us a call at 503.266.8111 by February 15.



If Santa missed “new computer” on your Christmas list, bring your old one in for a tune up. Our highly-trained Canby Telcom technicians will clean up the performance and problems with your laptop, netbook, PC or Mac for as little as \$29.95 per device for MyTech subscribers, \$99.95 for non-subscribers. Best of all if we cannot fix it, there’s no charge!



Our FOz network is the only certified Fiber to the Home (FTTH) fiber optic network in Canby. The average Internet speed in the US has been reported to be only 11.4 Mbps but with FOz, we are able to bring speeds up to 1 Gigabit (1000 Mbps) to our customers. Unlike other providers who bring fiber cable just to their office or maybe as far as the neighborhood, we bring the fiber connection directly to your home or business. This ensures that our customers consistently receive the fastest, most uninhibited speeds for their 266-9380 Internet needs.

Our board has recently approved an aggressive plan to convert our entire 84-square mile Canby Telcom service area to FOz by 2020. Currently, only 15% of US homes have a Fiber to the Home connection. 263-3512 By the time that this newsletter reaches you, we will have added another 850 addresses to our FOz footprint and have nearly finished laying fiber throughout the Canby city limits.

## PAY & WIN

We think that customers who pay their bill on time should be rewarded. That is why every month we enter every on-time bill payment into a drawing for a \$50 gift basket. The basket to be given away is on display in our lobby from the first of the month until the winner is drawn around the 20th of the month. 651-1400 Come in to see the great basket that you could win for January!

**October Winner**  
*Thelma Kriegshauser*

**November Winner**  
*David Streetman*

**December Winner**  
*Pat Rogantine (not pictured)*





## THE "BELLE" OF BROADWAY PLAYS CANBY

**Susan Egan**

*Richard R. Brown Fine Arts  
Center in Canby*

*7:30 PM on Friday, January 23  
Auditorium doors open at 7:00 PM*

*Open Seating tickets \$25 each,  
Season pass for the remaining  
3 concerts are just \$50*

*Photo Credit: Joan Marcus*

Bring your children and grandchildren! On January 23, the Canby Community Concert Association presents Susan Egan in concert. Susan is one of Broadway and Disney's most celebrated performers, and brings you on a journey from Belle to beyond with hilarious personal anecdotes and magnificent music by Gershwin, Porter, Rodgers and Hammerstein, Alan Menken, Stephen Schwartz, and New York's hottest new writers.

Susan received both Tony Award® and Drama Desk® nominations for "Best Actress" as the original 'Belle' in Disney's Beauty and the Beast. 266-1338 In animation, Egan gave voice to sultry 'Meg' in Disney's Hercules, and sang as 'Angel' in Lady and the Tramp II. She has also spent the last 6 years recording the voice of 'Belle' for all those Disney Princess CDs and toys!

The Canby Community Concert Association is an all-volunteer 501(c)(3) group dedicated to bringing world-class affordable, live entertainment to Canby and the surrounding communities. They also provide complimentary live performances for local school children whenever the artists allow. Funding for this 20-year old program is reliant entirely on ticket sales and donations. Performers in past years have included the world-renowned Canadian Tenors, country superstar Collin Raye, old time rock and roll legends, The Diamonds and many, many more.

Call 503-263-3840 or 503-266-9574 or visit [www.canbycommunityconcert.org](http://www.canbycommunityconcert.org).



# CUSTOMER COMMENTS

*"The woman on the phone was amazing. She even gave us a restaurant recommendation in town. She really made us feel welcomed to the area. The technician was wonderful too. The company has really impressed me."*

**Heather Solum**

*"Darrin, the technician, 651-1270 was very professional and communicated well."*

**Jay Van Sant**



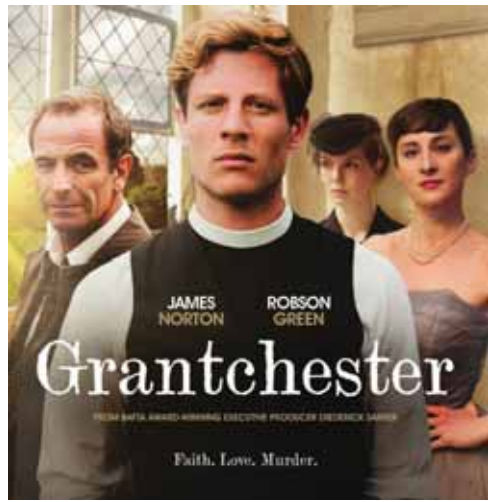
**Darrin Smeback, Network Technician**

*"Every time I have connected with the tech support they have been very prompt, helpful, and solved my problems. I have been pleased with every encounter I have had with you."*

**Patrick Kettle**

*"We've been a customer for 30 some years and love your service! You should be voted best phone company in Oregon!"*

**Donald Bassen**



## COMMUNITY CLASSES

Canby Telcom FREE community classes are held on a quarterly basis, include tips and information for technology users of all levels and are open to any who are interested.

### January 29 – iPad Basics

Bring your iPad to learn first-hand how to set up your email, download apps, basic navigation and more in this informative session.

### April 30 - Kindle Fire

### July 30 - Android Tablets

### October 29 - TBA

**Location:** Canby Telcom  
150 SE 2nd Avenue (our training building)

**Times:** Your choice -  
3:00 pm – 4:30 pm or  
6:30 pm – 8:00 pm

**RSVP:** Canby Telcom  
Facebook Events page or  
at 503.266.8111



## LISTEN TO YOUR HOME VOICEMAIL ONLINE

If you've ever wanted another way to check your home voicemail, or just see who might have called while you were away, access your MyVoice account. This service is free to all voicemail customers and allows you to access your home voicemail and telephone features with any Internet connection.

### Once logged in, you can:

- Receive an email notification when a new voicemail is left
- Listen to voicemails from any computer and forward them to others via email
- Delete (and undelete) messages
- Manage home voicemail and telephone settings quickly and conveniently
- View your missed calls

Every Canby Telcom voicemail customer has online access to their messages, phone management, and more at [www.canbytel.com/myvoice](http://www.canbytel.com/myvoice).



## FRAUD, SCAMS & OPT OUT RESOURCES

Despite all efforts, scam artists are constantly fine tuning their cons and will occasionally get through. When encountering a suspect phone call or email, do not provide personal details to the caller or sender. Instead, hang up or delete the offending email and contact the claimed organization (if known) through public means to determine validity. Should the call or email prove fraudulent, file an official scam report with the Oregon Attorney General at 877.877.9392 or [www.oregonattorneygeneral.gov](http://www.oregonattorneygeneral.gov).

An example of an email scam that has recently surfaced in our area is above. **This is not from us!**

*Dear Canby User,*

*Your Canby Quota Has Exceeded The Set Quota/Limit Which Is 20GB. You Are Currently Running On 23GB Due To Hidden Files And Folder On Your Mailbox. Please Click the Link Below To Validate Your Mailbox And Increase Your Quota. [http://www.form2pay.com/publish/publish\\_form/158836](http://www.form2pay.com/publish/publish_form/158836)*

*Failure To Validate Your Quota May Result In Loss Of Important Information In Your Mailbox/Or Cause Limited Access To It.*

*Thanks, Canby Telcom Support!*

Avoid unsolicited calls by registering your telephone numbers with the National Do Not Call Registry. To register up to 3 numbers (landline or mobile phone), visit [www.donotcall.gov](http://www.donotcall.gov) and click on "Register a Phone Number". To eliminate and opt out of unsolicited credit card or insurance offers via telephone and mail, visit [www.optoutprescreen.com](http://www.optoutprescreen.com). Opt-out for five years using their electronic form, or permanently opt out by printing and mailing in the form provided on the website.

## MORE CHANNELS ON: watchTVEverywhere

watchTVEverywhere provides streaming access to top rated shows and movies from over 45 different networks. You can watchTVEverywhere from wherever you receive an Internet connection like a coffee shop or during a work break. View this OnDemand content on your laptop or desktop computers, Macintosh platforms, iPad, iPod and other Apple IOS devices (including iPhone!) as well as Android tablets and devices. 263-6304 Access and stream full-length episodes, shorts, entire Made-For-TV and blockbuster movies, documentaries and musical content from the following cable networks\*:

Adult Swim	Esquire TV	PAC 12
A&E	Fox Business	QVC <b>-NEW</b>
ABC Family	Fox News	Spike
ABC <b>-NEW</b>	fyi	Sprout
266-6586	Golf Channel	Starz Play
Bravo	H2	Stingray Music <b>-NEW</b>
C-Span <b>-NEW</b>	Hallmark Channel	Syfy
Cartoon Network	History	TBS
CMT NEW	Lifetime	Telemundo
CNBC	LMN	TCM
CNN	MoviePlex Play	TNT
Comedy Central	MSNBC	Tru TV
Disney Channel <b>-NEW</b>	MTV	USA
Disney Jr. <b>-NEW</b>	Mun2	VH1
Disney XD <b>-NEW</b>	NBC Sports Network	Watch ESPN
E!	Nickelodeon	266-4908
Encore Play	Oxygen	

It's all included FREE with your Canby Telcom Digital TV subscription. If you already have our Digital TV service, register at [www.watchTVEverywhere.com](http://www.watchTVEverywhere.com) and begin your mobile TV experience today.

*\*Access to networks is dependent on package subscription.*



ABC NEW SERIES | SUNDAYS 8/7C

# ON DEMAND

OnDemand is a feature included with Canby Telcom's digital television service that allows anyone to watch newly released movies and content when convenient. 263-6456 Canby Telcom offers both free and pay per use content, including recently released hits. Watch, pause, stop and rewind for 24-hours after activation!

For more information about OnDemand and digital television from Canby Telcom, contact Customer Care at 503.266.8111.

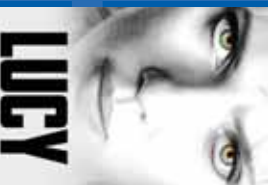
12.16



02.03\*



01.20\*



02.17\*



01.20\*



02.24



Premiere Dates: \* Available 4-weeks before Netflix and Redbox!



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