

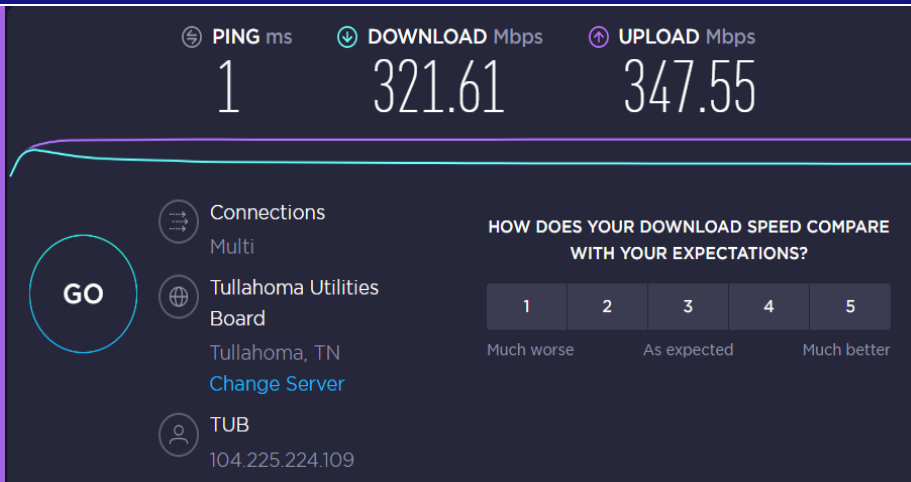


A publication for the customers of LightTube—a division of the Tullahoma Utilities Authority

September 2023

## CHECK YOUR INTERNET SPEED IN UNDER 30 SECONDS!

With Speedtest



With more adults working from home and students taking part in distance learning, more smart devices than usual may be connecting to your home internet at once. If you suspect your home network speeds are slowing down, there's an easy way to check your connection is delivering the speed you're paying for.

### What should I do if my internet speed is slow?

First, test your service without interference. Stop any ongoing downloads and shut down any programs that may be using your internet connection. Then, if you are connected to Wi-Fi, try bypassing the router. Unplug the ethernet cable and plug it directly into your desktop or laptop computer to test your speed directly.

Once you're on a wired connection, visit [speedtest.net](https://speedtest.net). The website measures how quickly data travels between your device and a test server. Click the word "GO" to compare your results to your expectations.

If your LightTube service is delivering the expected speed, your devices may not be performing the way that they should. Try rebooting your router. If you're using a tablet or mobile device, try turning it off and on again. Those simple steps really can solve a multitude of problems.

### Why does my computer show a different speed than my phone/tablet?

Speedtest measures your real-time network connection, so tests taken within a few minutes of each other might vary a little based on the number of users in your home and available bandwidth. If your results are drastically different, make sure that you're (1) testing the same connection and (2) testing the same server. If one device is using Wi-Fi and the other is not, you're testing different connections. If one device tests a server in Tullahoma and another tests a server in Alabama, the one closest to you will likely show the faster speed.

### What factors impact my Speedtest result?

Speedtest has the world's largest testing server network, but several factors could affect your results. Not all of your personal devices are necessarily capable of ultra-fast network transactions. Some tablets, phones and PCs are better suited to high-speed transactions than others.

Want faster speeds? Call us at 931-455-4515 to upgrade your service today!

## Keeping You Up To Speed

### Fall Sun Outages



You may experience a fall sun outage for a few minutes on any given day when the sun aligns with a communication satellite. In 2023, these brief outages are most likely during the first week of October.

You don't have to do anything to restore your television service. Just wait a few minutes for the event to end. If an outage lasts longer than a few minutes, give us a call.



**ALL  
GAMES  
KICK OFF  
AT 7 P.M.**

<b>ONLY ON LIGHTTUBE CHANNEL 23</b>	<b>Sept. 1</b>	<b>@ Rockvale</b>
	<b>Sept. 8</b>	<b>Franklin County</b>
	<b>Sept. 15</b>	<b>@ Lincoln County</b>
	<b>Sept. 22</b>	<b>Columbia</b>
	<b>Sept. 29</b>	<b>Lawrence County</b>
	<b>Oct. 6</b>	<b>Warren County</b>
	<b>Oct. 20</b>	<b>@ Spring Hill</b>
	<b>Oct. 26</b>	<b>@ Shelbyville</b>

### TECHTIPS

## Unplug electronics during storms

When there are thunderstorms in the area, do you go from room to room unplugging your electronic devices and appliances? No? Well, maybe you should.

That advice may sound outdated; but in today's highly connected households, the danger of an unexpected power surge damaging your equipment should be taken seriously.

Most things that plug into a household wall outlet are designed to use around 120 volts of electricity; but when lightning creates a power surge, those devices can be hit with *millions* of volts.

Don't rely on your plug-in surge protectors to take the heat off your set-top box or internet router. Those protective strips are built to keep small electrical surges from reaching your devices, but they aren't built to hold back the massive surge of electricity that happens during a lightning strike.

There are whole-house surge protectors on the market, but they are more expensive and uncommon.

Fortunately, lightning surges are also uncommon; but it's always better to be safe than sorry! When the thunder rolls in, pull the plugs out.



**Joe and Mary Lyda** won **\$100 off** their **LightTube** bill, just for displaying our sign on their lawn! Call 571-7186 for a **FREE** sign and your chance to win!

Seamless music streaming everywhere life takes you. Download the Stingray music app today!

