



## Why It's Not Always Your Internet

When a video starts buffering, the first instinct is often to blame the internet connection. With today's high-speed fiber networks, buffering isn't always caused by slow internet. In many cases, the issue is happening somewhere else—like the streaming service itself, your Wi-Fi signal, or the device you're using to watch.

Streaming platforms now deliver huge amounts of data, especially with today's high-definition and 4K video. If thousands or even millions of people are watching the same show, movie release, or live event at the same time, the streaming provider's servers can become overloaded. When that happens, delays can occur before the video ever reaches your home network.

The device you're streaming on can also make a difference. Older smart TVs, streaming sticks, or gaming consoles may struggle to keep up with newer video formats and higher resolutions. If the device's processor or software can't handle the stream efficiently, it may pause or buffer—even when your internet speed is more than capable of supporting it.

Wi-Fi coverage inside the home is another common factor. Even if you have a fast internet coming into your house, the signal can weaken as it travels through walls, floors, and long distances. Large homes, metal appliances, and multiple connected devices can all affect wireless performance and lead to buffering on certain TVs or devices.

If you experience buffering, there are a few simple ways to check what's happening. Run an online speed test to see if your connection is performing as expected—make sure to test from a hard-wired connection. Try restarting your modem, router, and streaming device, which can clear temporary network issues. Moving closer to your router or temporarily pausing other heavy internet activity can also help identify whether Wi-Fi or device performance is the cause.

The good news is that buffering doesn't always mean your internet is the problem. Often, a few quick checks can reveal what's really happening and help you get back to smooth, uninterrupted streaming.

# RTMC's 68th ANNUAL BUSINESS MEETING August 8, 2026

This year's annual business meeting will be held at our Distribution Center,  
**6463 US Hwy 220 South Alt. Asheboro, NC 27205**

Registration will begin at 8:00 am with the business meeting beginning promptly at 9:00 am.

Attendees must be a member or member's spouse to register. Children, grandchildren, other family members or friends cannot register for a member. The meeting agenda includes the election of Directors, a process governed by Article IV, "Board Members," Section 4.5, "Nominations," of the RTMC By-Laws.

It shall be the duty of the Board to appoint, not more than ninety (90) days before the date of a meeting of the members at which Directors are to be elected, a committee on nominations consisting of not less than seven (7) nor more than eleven (11) members who shall be selected from the seven (7) districts so as to ensure equitable representation. At least one (1) member of the committee shall be selected from each district where a Director is to be elected. No member of the Board,

close relative of a Director or employee may serve on such committee. The committee, keeping in mind the principle of equitable representation, shall prepare and post at the principal office of the Co-operative at least twenty (20) days before the meeting, a list of nominations for Directors which shall include as many nominees for each Board position as the committee deems desirable;

(b) The Secretary shall be responsible for mailing with a Notice of the Meeting, or separately, but at least ten (10) days before the date of the meeting, a statement of the number of Directors to be elected and the names and addresses of the candidates nominated by the committee on nominations;

(c) Any fifty (50) or more members acting together may make other nominations by petition, and the Secretary shall post such nominations at the same place

where the list of nominations made by the committee is posted. Nominations may be made by petition no more than (90) days and no less than (60) days before the meeting and shall be included on the official ballot. Such ballot shall arrange the names of the candidates by district and shall also designate the candidates nominated by the committee and those nominated by petition. No member may nominate more than one candidate by petition, the seat for which the nomination is made must be specified, and the person so nominated must be in all respects eligible for service on the Board as set out in these Bylaws; and

(d) All Directors must be nominated or re-nominated by the committee on nominations or by petition.

Be sure to watch for more information in early July on how to claim your \$15 bill credit by completing your ballot/proxy. The business meeting will be available on the cooperative's website for online viewing. You do not need to be present for the bill credit registration gift.

## STOP THE ROBOCALLERS: PROTECT YOURSELF FROM UNWANTED CALLS

Robocalls—automated calls delivering pre-recorded messages—have become a daily nuisance for many. They often try to sell products, scam you, or even impersonate official organizations. While these calls can be frustrating, there are ways to reduce them and protect yourself.

First, never answer calls from unknown numbers, and never provide personal or financial information over the phone unless you are certain of the caller's identity. Registering your number with the National Do Not Call Registry can help block legitimate telemarketing calls, though it won't stop scammers.

Many phones and internet providers now offer call-blocking tools that automatically filter suspected robocalls. Smartphone apps can also identify and block robocalls before they reach you. On iPhones, you can enable Silence Unknown Callers in

Settings > Phone, or use apps like Hiya or RoboKiller. On Android phones, open the Phone app, go to Settings > Caller ID & Spam, and enable Filter spam calls, or use similar third-party apps.



For home phone users, Randolph Communications offers **Call Manager** for just \$4.95/month. This "learning" telemarketer screening service blocks telemarketers while recognizing your friends and family. All calls are screened before your phone even rings, helping you avoid unwanted interruptions. To learn more or sign up for Call Manager, visit <https://rtmc.net/phone-features/> or reach out to us directly.

By using smartphone call-blocking features and services like Call Manager, you can take control of your phone and reduce unwanted robocalls.



# RANDOLPH COMMUNICATIONS VOTED BEST INTERNET PROVIDER IN RANDOLPH COUNTY

We're thrilled to share some exciting news with our customers—**Randolph Communications has been named Best Internet Provider in Randolph County** in the 2026 Best of the Best Awards, presented by *The Courier-Tribune*! On top of that, we were also voted **3rd Place for Best Mobile Phone Provider**.

These awards are extra special because they come directly from you—our community. Your votes reflect the trust and support you show us every day, and we couldn't be more grateful. "Being voted the best by the people we serve is a tremendous honor," said Kim Garner, CEO/General Manager of Randolph Communications. "Our team works hard every day to deliver reliable technology and personal, local service, and it means a lot to know our customers value that commitment."

For more than 71 years, Randolph Communications has focused on bringing fast, dependable internet and

technology services to homes, farms, and businesses across the region. That includes many rural areas where reliable broadband makes a real difference in daily life. As a locally owned cooperative, we remain dedicated to providing dependable service, responsive customer care, and investing in future-ready technology that keeps our communities connected.

"This recognition belongs to our customers and our employees," Garner added. "Their support and dedication are what make achievements like this possible."

We're proud to carry this honor again, following our Best Internet Provider win in 2023, and we look forward to continuing to serve you with the technology and support you deserve.

To learn more about our award-winning services, visit <https://rtmc.net/best-internet-provider-randolph-county/>

**Your Vote. Your Voice.**  
**YOUR #1 INTERNET PROVIDER.**  
**YOUR #3 MOBILE PHONE PROVIDER.**

*Thank you* ✨

# GIVE MOM THE ULTIMATE HOME UPGRADE

Fast internet, whole-home Wi-Fi, and security—everything she needs in one simple bundle.

**Upgrade Her Whole Home Today!**  
336-879-5684 | [www.rtmc.net](http://www.rtmc.net)



To ensure you receive our bill notifications, please whitelist email: [rtmc-noreply@smarthub.coop](mailto:rtmc-noreply@smarthub.coop).

PAY ONLINE



<https://rtmc.smarthub.coop>

PAY BY PHONE



855-940-3889

## DATES TO REMEMBER

May 10 - Mother's Day

May 25 - Memorial Day

(All Business Offices Closed)

June 21 - Father's Day

Randolph Telephone Membership Corp. was established in 1954 as a member-owned cooperative now serving eight exchanges in seven different counties. Randolph Telephone provides complete communication services such as local telephone access, business telephone systems, high-speed internet, security, camera surveillance, computer services, web hosting and design and wireless services through its affiliate Randolph Communications.

[www.rtmc.net](http://www.rtmc.net)

**Headquarters**  
317 East Dixie Drive  
Asheboro, NC 27203  
Monday-Friday  
Office Hours: 8:00am to 5:00pm  
Drive Thru Hours: 8:00am to 5:30pm

**Liberty**  
211 West Swannanoa Ave  
Liberty, NC 27298  
Monday-Friday  
8:30am-5:00pm  
Closed for lunch from 1:30-2:00pm

**Tech Support: (336) 879-5681**

**Fax: (336) 879-2100**

**(833) 879-2828**

**(336) 622-7900**

**Phone: (336) 879-5684**



PRSRT STD  
U.S. POSTAGE  
**PAID**  
PERMIT #433  
58501