

# WATCH OUT FOR DOOR-TO-DOOR SCAMS



Remember the duck test? “If it looks like a duck, swims like a duck and quacks like a duck, then it probably is a duck.” The old saying is mostly true, but sometimes the ducks are actually weasels in disguise.

In recent months, Arvig has received multiple reports of people unaffiliated with the company contacting customers—by phone and door-to-door—with phony service offers. If someone shows up with an offer to “check your boxes” or claims to be in your area “checking signal strength,” be suspicious. It’s common for scammers to impersonate companies, including Arvig.

What’s important to know is, there are big differences in how legitimate companies do business and the tactics these scammers use. Here’s how to spot the fakes and protect yourself.

## Service calls

You can always contact Arvig if you need help. Our technicians are glad to do in-house service calls when necessary. But Arvig technicians don’t show up unannounced. An Arvig employee or vendor we contract with would not show up at your door without having first scheduled an appointment.

## Sales offers

Occasionally, Arvig sales teams go door-to-door, but a legitimate salesperson would be wearing Arvig branded clothing, driving a vehicle with the Arvig logo and carrying branded Arvig business cards with their name, title and contact information. Arvig salespeople wouldn’t push a customer, demand to enter a home or make someone uncomfortable.

## WHAT YOU CAN DO

Imposters might act and appear trustworthy, and they might even make offers that sound appealing, but con artists only act that way to deceive you and carry out their scam. Here’s what you can do to protect yourself.

**Be suspicious of unusual offers** Don’t accept unsolicited offers of service. Don’t offer your personal information or payment. If you’re pressured to act quickly or if they demand an immediate, up-front payment it’s possible you are being scammed.

**Report an imposter to the company.** If you think you have been contacted by an imposter, report it to the company being impersonated.

This will allow the company to notify other people and prevent further problems.

**Call the company.** Confirm independently whether a business is trying to contact you. You can use the customer service number or email address from invoices, account statements or online.

**Just say no.** If you receive an unsolicited offer for service or you are asked to divulge personal information, you are right to be suspicious. It’s OK to shut the door or hang up the call.

**Contact the authorities.** If you are in danger or think your safety is at risk, call 911.

Trusting fraudsters could result in stolen equipment, money, personal identities and in the worst case, physical harm. Be on the lookout for shady offers and unexpected visitors. 🦋

**GOOD  
LUCK!**

## Win Concert Tickets!

Arvig sponsors the Centre Area Concert Association, and now has tickets to give away. Win a pair of adult, 2019-2020 Season Membership Tickets. Good for shows in Alexandria, Melrose, Milbank, Long Prairie, Sauk Centre and Wadena, now through April. Visit [centreaconcerts.com](http://centreaconcerts.com) for show information.

To enter, mail your name, address and phone number to:

Arvig Marketing  
Attn: Centre Area Concert  
150 Second Street SW  
Perham, MN 56573

One entry per person please. A winner will be chosen at random on November 15<sup>th</sup>. For official contest rules, go to [arvig.net/rules](http://arvig.net/rules).

## Thanksgiving Holiday Hours

Our local service centers will be closed Thursday and Friday, November 28 and 29, 2019, for Thanksgiving.

Our Help Desk will be available at 877.290.0560 and via online chat at [arvig.net](http://arvig.net). For a full list of our contact information and hours, visit [arvig.net/locations](http://arvig.net/locations).



# STATE FOOTBALL TOURNAMENTS

## Love Minnesota high school sports?

Sit back, relax and watch the State Football Tournaments on TV this year, November 29<sup>th</sup> and 30<sup>th</sup>.

Arvig TV customers who receive local Fargo channels can tune to Antenna TV on channel 608, and customers who receive local Minneapolis channels can tune to KSTC.

For more schedule information and to see which teams are playing, visit [mshsl.org](http://mshsl.org). 📺

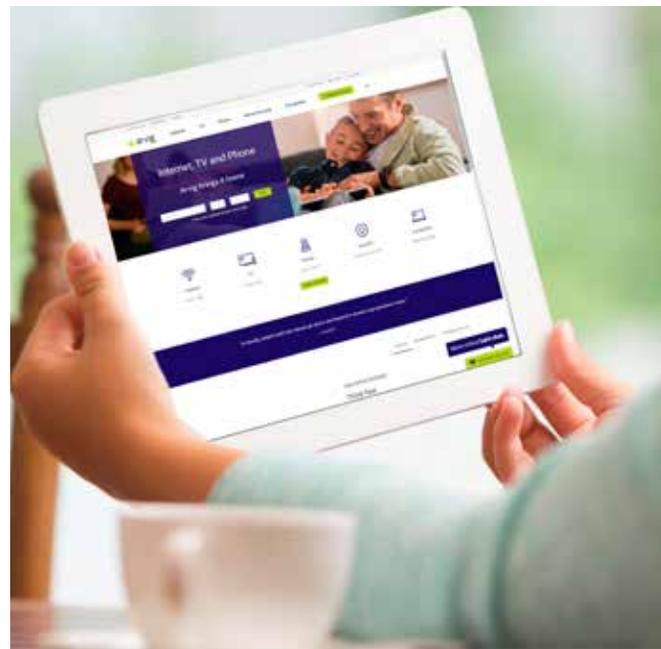
Enjoy the games!

## VISIT OUR NEW ARVIG.COM

After almost a year in the making, the new [arvig.com](http://arvig.com) is finally here. Arvig.com has been rebuilt from the ground up, and we think you'll like the changes.

Our new website is more responsive, easier to navigate and optimized for mobile devices. The new website includes a simpler, more streamlined process for building your home service package. By entering your address on the homepage, you'll see a list of services available in your location. Now, adding or upgrading is simple, with an easy-to-follow, interactive shopping experience. You can browse, compare and select the services you want to add at your convenience. As always, we will contact you to verify your order.

Arvig.com is more than a place to explore our services. We hope you'll come back for great information, including our weekly blog that features the latest digital trends. If you enjoy technology and want useful tips to make your connected life easier and more fun, you'll want to sign up or check back often. 📺



## GO WIRELESS WITH MANAGED WI-FI

Easily share the love of internet across all the devices in your household.

Don't be bothered by dead spots in your home. Upgrade to Arvig's worry-free Managed Wi-Fi starting at just \$7.00 per month.

- Easily connect to the internet from almost anywhere in your home.
- Wi-Fi password recovery.
- Help for connecting wireless devices to your network.
- FREE router replacement if needed.

With approximately 2,500 square feet of wireless coverage, and more available, you'll be able to connect in every corner of your home and beyond. 📺

Experience extended Wi-Fi coverage in **your home.**