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*You must have the applicable equipment installed and services set-up in each instance for your home to be this smart.



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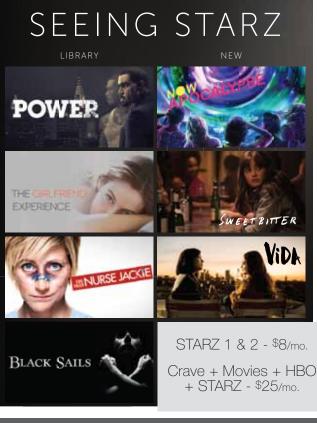
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STARZ is your destination for STARZ Original series, all-time favourite movies, and classic films everyone loves.

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It's ALL on www.hay.net

Getting this newsletter may be the highlight of your day, or maybe not! Rest assured everything here can be found on our website.

including a copy of this newsletter.



What did you say?

Often we listen intently when someone technical talks to us, keeping up as best we can. Then they throw in a couple of short forms and acronyms and we have no clue what they mean. We don't stop them



from talking because we feel silly saying "hold on, I don't know what that means?" Then we just fade away nodding our head like we get it and don't learn a thing.

Every industry has developed short forms and acronyms for terms they use frequently. If it is easy and makes sense, it can become a world-recognized term. There aren't any rules to creating these new "words" so the tech industry, telecom included, has cont'd...

- n this March. 2019 issue
- It's ALL on our website
- ITS ALL ON OUR WEDSITE
- Acronyms & Short form
- Mix & MAX TV
- Online Business Directo
- Make Your Home Smarter
 STARZ New Channel
 Separate Statement Insert: Annual
 Members Meeting April 3rd, 2019
 Dashwood Community Centre

What did you say? ...cont'd

created hundreds. The trick is NOT to use acronyms and short forms around people who may not be familiar with the industry.

What happens if a Hay Communications tech unintentionally uses a short form or acronym? Words like VoIP, SVOD, POTS, RAM or OTT. While some of these have become common-place and many know what they are, they still leave some people looking like a dog who just heard a new sound. You will likely just tune out of the conversation.

> An abbreviation or short form becomes an acronym when it is pronounced as if it were a word and sometimes it naturally becomes the preferred name used because its more easily understood and simpler to say. For example NASA, which is National Aeronautics and Space Administration.

In an effort to give you more tools in your telecom knowledge box, here are some common terms a Hay technician or customer service rep may inadvertently use when explaining something to you.

CAT 5: pronounced cat 5: is the most common network cable. It has 4 wire pairs **ONT** – Optical Network Terminal. Where the fibre

comes in to your home or business

MB & GB: Megabytes & Gigabytes refers to digital storage. 1 GB is ~1000 times bigger that 1 MB (needs changed) VoIP: Pronounced voyp: Voice Over Internet Protocol. Technology that makes phone calls possible over an internet connected device.

RAM: Random Access Memory. Computer data storage that stores data while it is being used. **DSL**: Digital Subscriber Line (or loop). The technology that uses digital data over copper telephone lines.

HTML: Hypertext Markup Language. A system for adding text, colour and images on the world wide web. E-newsletters are also in HTML format.

OTT: Over-the-top. TV and video content over the internet.

POTS: Plain Old Telephone Service.

SVOD: Subscription Video On Demand. The same as Video on Demand, but there is no additional charge to watch. It is content included with your Subscription to a TV channel.





Don't ever hesitate to stop someone and say, "hold on, do I need to know what that acronym meant?" Maybe it will help you stay tuned in to the conversation and understand more about your telecom service.

Local Business Directory

www.hay.net/Community/business-directory

It's ALL on www.hay.net We have dedicated a portion of our website to highlight LOCAL businesses. Need a mechanic? Find one here - or a massage therapist or handyman. Search by keyword, name or category for farm supplies, boat sales, garden centres and so much more. When you find it, you'll know it's local and in-business with active service.

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