

## inter face

MARCH/APRIL 2017

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## 67th Annual Meeting is May 15

Don't miss this year's annual meeting on Monday, May 15 at the Sebek High School Auditorium beginning at 7pm.

The nominations and elections committee will meet March 7 to appoint official candidates who wish to serve on the board. Naomi Moyer is seeking re-election, while Hazel Yliniemi is not; contact a committee member if interested in running for the board. Committee members are Pat Pederson, David Veo, Jim Madsen, Annette Peterson, David Anderson, James Runyan and Harvey Aho.

Enjoy live music before the meeting, with a light meal and door prizes to follow. All members of the cooperative are welcome!



# We're Expanding Our Fiber Project to More Areas

In January, we learned that we were awarded a grant in the amount of \$718,850 for a project that will expand our service into rural portions of Otter Tail and Wadena Counties. We applied for the grant last fall from the Minnesota Department of Employment and Economic Development's (DEED) Border-to-Border Broadband Grant Program. The total amount of grants awarded was \$34 million to 42 broadband projects across Greater Minnesota.

This project is the second phase of a much larger fiber project, building off of last year's Border-to-Border Grant area. When complete, those living in the project area will have fiber to their homes and broadband speeds up to 1,000 Mbps (1 Gigabit). This will surpass the 2026 state speed goal of 100 Mbps download and 20 Mbps upload.

Chad Bullock, the CEO of WCTA said, "We are pleased to be named as one of the grant recipients. Our neighbors in these rural areas of Wadena and Otter Tail Counties have had no options for reliable internet service. When surveyed, some stated that they didn't even have basic telephone service. This grant provides 49 percent of our \$1.5 million project; we're committed to a \$778,755 local match to make Gigabit broadband a reality."

Those in the project area have been contacted, and many have already committed to service. Prewiring and construction will begin this spring. People may check if they are in the project area by entering their address into the search bar at [www.fibertothewoods.com](http://www.fibertothewoods.com).



# Spring Equinox May Affect TV

If your TV picture momentarily turns snowy or blurry on Monday, March 20, the date of the spring equinox, it's probably from a sun outage. This is a natural phenomenon which occurs twice a year (in the spring and fall), when the sun appears to pass directly behind the satellite, as seen from the receive antenna.

During these brief "eclipse" periods—when the receiving antenna on Earth, the satellite, and the sun are in direct alignment—the sun's focused "noise" energy overwhelms the video signal from the satellite. Reception becomes degraded and eventually impossible for a brief period of time, usually less than 15 minutes. All communications providers using satellites experience this effect.

There is nothing that can be done from a technical standpoint to prevent the sun outage effects. Fortunately, however, sun outages are a short-term problem and end when the equinox is over. Please contact us if you have any questions.

## Scholarship Deadlines Approaching

### WCTA Scholarship

There's still time for high school seniors to apply for a \$1,000 scholarship from West Central Telephone. The deadline for the WCTA Scholarship applications is April 7. This is not an income- or need-based scholarship, and although applicants should have at least a "C" GPA, they do not need to be top of class. Complete the online application, write a brief essay on your chosen topic and submit by the deadline.

For more information and the application, contact your area high school counselors or visit [www.wcta.net](http://www.wcta.net) and click on Scholarships.

### 2nd Year or Beyond Scholarship

Current college students are urged to apply for a \$1,000 2nd Year or Beyond Scholarship. Students who graduated from high school, are from any of the five telephone exchanges of WCTA, and currently attend 2nd year or beyond higher education are eligible. **Past scholarship winners are also eligible.**



The deadline for the 2nd Year or Beyond Scholarship application is June 1. For more information and the application, visit [www.wcta.net](http://www.wcta.net) and click on Scholarships. You may also contact Geri Salmela with more questions at 218-837-5151 or by e-mail at [geris@wcta.net](mailto:geris@wcta.net).

## Get on the National Do Not Call Registry

To decrease unwelcome telemarketing calls, register your telephone number. Call 888-382-1222 or visit [donotcall.gov](http://donotcall.gov).



## National Treasure Book of Secrets Premiering March 18

# STARZ

Treasure hunter Ben Gates is back in this action-packed sequel, leading his team on a quest to discover new truths behind the murder of President Lincoln—with stops at Mt. Rushmore, Area 51, and a fabled City Of Gold along the way!

Visit [starz.com](http://starz.com) for airdates/times. STARZ and related channels and service marks are the property of Starz Entertainment, LLC. National Treasure: Book of Secrets © Disney Enterprises Inc. and Jerry Bruckheimer Inc. All rights reserved.

# Are You Having Trouble Using the Telephone Due to a Hearing or Speech Disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

## For More Information on Minnesota Relay Services:

[www.mnrelay.org](http://www.mnrelay.org)  
1-800-657-3775

### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

### Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

### To file a Complaint Regarding Minnesota Relay

1-800-657-3775  
Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)  
You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:  
[www.fcc.gov/complaints](http://www.fcc.gov/complaints)  
Voice: 1-888-225-5322  
TTY: 1-888-835-5322  
ASL via VP: 1-844-432-2275

### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.  
[mn.gov/dhs/ted-program](http://mn.gov/dhs/ted-program)  
Voice: 1-800-657-3663  
ASL via VP: 1-866-635-0082

### Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications Assistant (CA) transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

### Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: [www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service).

### Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

### Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

### Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

### Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: [www.sprintrelay.com](http://www.sprintrelay.com).

### Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

### Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

### Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deaf-blind, or speech disabled to use a TTY to communicate with the other person on the call.

### Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: [www.fcc.gov/consumers/guides/video-relay-services](http://www.fcc.gov/consumers/guides/video-relay-services).

### Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.





## Reminder of Our Policies Regarding Customer Information

WCTA maintains the security and confidentiality of Customer Proprietary Network Information (CPNI). We never sell or share your private account information to outside companies for any reason. The protection of your information is important to us, and we have procedures in place to ensure your privacy.

We'd like to continue to offer you new products and services, or improve your existing service offerings, based on information about your account, or CPNI, unless you should choose to "Opt Out" by calling 218-837-5151. Your approval or denial of CPNI use remains valid until you notify us.

To further protect your privacy, please remember that we may ask for a photo ID when visiting in person to discuss your account. We can only discuss account information with people authorized by the account owner. For some routine customer service issues, we can address CPNI if you have the bill or call detail information you wish to discuss. When you call with account questions, we must authenticate you by asking for your pre-established password, calling you back at the phone number related to your account, or sending the information to your street or email address of record.

**Please contact us at 837-5151 with questions.**

# Welcome, New Members

Johnson, Kimberly A.....	445-1401	Trout, David.....	629-1764
Sovich, Dean.....	445-2683	Wallgren, Robert.....	629-1666
Zutter, Nick.....	445-4447	Wicklund, Marilyn.....	629-1888
Yliniemi, Shauna.....	538-0240	Wynn, Kimberly J.....	629-1061
Ross, Beaumont.....	564-0083	Bell Hill Recovery Center.....	631-3610
Grangruth, Tracy.....	564-2782	Browne, Alvida.....	631-1776
Greenwood, Kimberly.....	564-2971	Bruce's Custom	
James, Karmeen.....	564-5841	Engine & Performance.....	631-1047
Wellen, Kevin.....	564-9346	Erkenbrack, Lavern.....	631-4026
Alba, Jose D.....	629-1071	Greenwaldt, Bryan.....	631-7148
Baldwin, Marlys.....	629-1231	Grieme, Mark.....	631-2172
Browne, Kathleen.....	629-1092	Harrison, Harry.....	631-2677
Bullock, Kenneth L.....	629-1567	Haugo, Oliver.....	631-2437
Ditsworth, Daniel.....	629-1412	Haugo, Oliver.....	631-3245
Doyle, Ben.....	629-1298	Hayes, Peter.....	631-1031
Eguwe, Debra M.....	629-1767	Hinojos, Vince.....	631-1365
Erdahl, Judy M.....	629-1629	Johnson, Jon.....	631-1560
Harrison, Becky.....	629-1969	Johnson, Rose.....	631-3142
Haverinen, Meladee.....	629-1837	Lillquist, Donald.....	631-3520
Hennessy, John.....	629-1455	Malone, Lawrence.....	631-1575
Hillesland, Andrew P.....	629-1210	Moench Body Shop.....	631-1718
Hunke, Paul A.....	629-1083	Oldakowski, Greg.....	631-5972
Johnson, Michael.....	629-1362	Schwartz, Rick.....	631-4348
Kallevig, Daniel R.....	629-1050	Silvers Plumbing & Heating...	631-1111
Kern, Daniel A.....	629-1000	Spear, Rachael.....	631-5866
Kreklau, Zachary.....	629-1624	Taggart, Richard.....	631-2099
Malone, Daniel.....	629-1998	Tellers, Bernard.....	631-4715
Malone, Eileen.....	629-1310	Zacharias, Gary A.....	631-1392
Malone, Gregory.....	629-1352	Drange, Paul.....	632-6554
Malone, Steve.....	629-1026	Hanson, Mark P.....	632-5063
Martin, Marlin.....	629-1516	Goff, Tracy.....	837-3967
Mcmnagle, Cory.....	629-1391	Jaranson, Robert.....	837-4802
Miller, Jay.....	629-1861	Miller, Cody.....	837-4976
Miron, Richard C.....	629-1571	Walz, Ricky.....	837-8038
Moonen, Jeremy J.....	629-1815		
Motschenbacher, Bernard W	629-1854		
Mumm, Randy A.....	629-1454		
Nelson, Keith.....	629-1522		
Nemeth, Adam.....	629-1082		
Rogge, Justin.....	629-1307		
Rohr, Renee.....	629-1527		
Schaefer, Michael.....	629-1757		
Seelhammer, Ross T.....	629-1843		
Smith, Kathy O.....	629-1682		
Springer, Cody.....	629-1614		
Tabery, Alan R.....	629-1318		

