



# inter face

NOVEMBER/DECEMBER 2014

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## We Hope Your Holiday Season Is Magical

Happy Holidays from West Central Telephone! May the magic of the season fill your home and may you enjoy many sparkling moments with family and friends. As you prepare for the holidays, remember we're right here to provide the updated communications services you need to fully enjoy today's devices. Have questions? Call 218-837-5151 or visit [www.wcta.net](http://www.wcta.net).

Our offices will be closed to celebrate the holidays on:

- Thursday, November 27
- Thursday, December 25
- Thursday, January 1

In case of a service emergency, call 888-207-6274.



## Need to Increase Your Internet Speed?

To help determine if your current Internet speed is no longer sufficient, ask yourself these questions:

### Does it seem like it takes forever to do online searches or upload photos to Facebook?

It could be your computer or it could be you don't have enough bandwidth or speed. If you're like most people, your home Internet use has increased significantly in the last few years due to more connected devices and more users. When usage goes up, so must your speed in order to avoid frustrating slow online experiences.

### How do you use the Internet in your household?

Do you only check and answer email, and maybe browse the news online, from just a desktop computer or laptop? If your Internet seems slow in this situation, it's probably because of your computer because West Central's lowest speed (5 Mbps download and 1 Mbps upload) would be "smoking fast" for this basic usage. On the other hand, if you stream music and movies, you'll want our 10 Mbps download and 1 Mbps upload plan at

the very least. If your household includes multiple devices — like an iPad, a gaming console, smartphones, and computers — you may want to bump up your plan to 20 Mbps download or higher for maximum enjoyment.

### Do you post videos to YouTube or Facebook?

While the standard 1 Mbps upload speed is probably just fine for uploading photos, you'll want to bump up to our 6 Mbps upload speed if you regularly upload videos. You can increase your upload speed to 6 Mbps for an additional \$10 per month.

### Do you run a business?

The data-intensive applications required by many businesses demand much higher Internet speeds than homes. For business Internet use, you may want to consider our 50 Mbps download and 25 Mbps upload plan. Need even more speed? West Central can provide speeds up to 100 Mbps download and 100 Mbps upload.

**Call us at 218-837-5151 today for help figuring out the right Internet plan for you.**

# Get a Pic with Santa and Penguins!

For a fun change of pace, penguins will be part of West Central Telephone's holiday open houses this year! Enjoy cookies, hot chocolate and coffee at both locations. Parents — bring your camera to get festive photos of your kids.

**Friday, December 5 from 2:30 to 4:30 pm**

at the Menahga office, located at 14 Main Street SW in Menahga.  
Get photos taken with the penguins!

**Friday, December 12 from 2:30 to 4:30 pm**

at the Sebeka office, located at 308 Frontage Road in Sebeka.  
Get photos taken with Santa and the penguins!



## We're in Rate Negotiations With Broadcasters

Every three years, cable TV providers are required by law to receive permission from local broadcasters (ABC, CBS, FOX, and NBC) to retransmit their signals to customers. This process includes broadcasters requesting compensation for these signals and, in turn, cable TV providers trying to negotiate a reasonable rate for their viewers.



West Central Telephone is currently negotiating with ABC, CBS, FOX, and NBC for retransmission consent fees — what we and other cable TV providers must pay to carry their networks on our system. What used to be free networks to cable TV providers have become significant revenue sources to these broadcasters. In addition, they have increasingly added bundles of cable channels into the negotiations to require us to take more channels than we want at prices higher than we want to pay.

As always, West Central Telephone will do our best to negotiate a fair rate with the broadcasters. But if past experience is any indicator, the negotiations are typically a one-way street. We have two options — pay the exorbitant rate or lose the network. In the past, we have chosen to continue carrying these networks at the higher rates. However, we want to make our TV customers aware that there could be short-term “blackouts” of certain networks during these negotiations if the broadcasters act unreasonably.

Unless the Federal Communications Commission (FCC) changes the rules and regulations regarding retransmission fees, West Central Telephone will probably be forced to raise our rates to cover these increased costs. **We will keep you up to date as these negotiations progress and will work diligently to keep our TV rates as affordable as possible for you. If you have any questions, please call us at 218-837-5151.**



## Heaven is for Real

Premiering Friday,  
November 21

**starz**

A young boy's near-death hospital experience, and his story of visiting heaven, convince his preacher father but cause doubt among the rest of their family and friends. Based on a true story.

Visit [starz.com](http://starz.com) for airdates/times. STARZ and related channels and service marks are the property of Starz Entertainment, LLC. Heaven Is For Real © 2014 Tristar Pictures, Inc.



## Holiday Coloring Contest

All children 10 years old or younger are invited to take part in the West Central Telephone 2014 Coloring Contest. Stop by and pick up an entry form, then have your child color or decorate it in any way desired. When finished, drop off or mail the entry to Coloring Contest, West Central Telephone, PO Box 304, Sebeka, MN 56477.

**Entries must be received by Friday, November 28. Winners will be notified the following week. Official rules will be on the entry forms.**



## WatchTVEverywhere ON THE GO • ON ANY DEVICE

As a TV customer of West Central Telephone, you have a convenient new way to enjoy TV! WatchTVEverywhere streams some of your favorite channels and programming — including live TV and full episodes of current TV shows — to your tablet, smartphone, laptop, or PC. It works from anywhere you have an Internet signal.

Plus, WatchTVEverywhere is FREE with your qualifying West Central Telephone TV package. The specific networks available to you on your mobile devices will be based on your TV package subscription. For example, you must be an HBO subscriber at home to watch HBO's WatchTVEverywhere programs while on the go.

**To access content through WatchTVEverywhere, you'll first need to register at [www.wcta.net](http://www.wcta.net). It's quick and easy; just have your West Central Telephone TV account number handy. Not yet a West Central Telephone TV customer? Call us today at 218-837-5151 to sign up.**

## MAKE ROUTER PROBLEMS DISAPPEAR LIKE MAGIC: NEW MANAGE MYWI-FI

Nothing lasts forever, including that wireless router you have under your desk. Routers have a lifespan — typically 2-5 years — and become outdated as technology advances. For example, some older routers have a speed cap limiting the maximum Internet speed possible.

If your Internet connection from West Central Telephone doesn't seem as fast as you expected, the wireless router you purchased several years ago could be to blame. You can find out if this is the case by following these steps:

1. Go to [www.speedtest.net](http://www.speedtest.net) and do a speed test. In seconds, your download and upload speeds will be displayed.
2. Next, unplug the Broadband Internet cable from the back of your router and plug it directly into a laptop or desktop PC.
3. Run the speed test again to see what your speeds are without the router. (Be sure to plug the Broadband Internet cable back into the router after testing to continue using your wireless devices.) Did your second speed test without the router result in higher speeds? Then it's time for a new router!

Sign up for Manage MyWi-Fi and get an ATI Router plus ongoing phone support for your home Wi-Fi network including setup of your wireless devices like printers, tablets and gaming consoles for only \$4.95 per month. With Manage MyWi-Fi, you'll never have to buy another router again, plus you'll save on troubleshooting your wireless network. **Call for more details or stop by the office today.**



## Welcome, New Members

Aho, Russell .....	564-6048
Anderson, Shawn .....	445-5963
Beaumont, Patricia .....	564-0082
Berthelot, Betty .....	837-7291
Bromen, Donald .....	564-4634
Brownell, Kristy .....	472-8321
Campbell, Dale .....	445-4521
Close, Rachel .....	564-6517
Connor, Danielle .....	837-6256
Dannheim, David .....	564-3205
Davis, Vernon .....	538-0296
Drewes, Jerry .....	564-2223
Hafner, Douglas .....	564-6047
Hendrickson, Russ .....	564-1417
Hess, Glenda .....	564-1471
Hinds, Else .....	564-6054
Horn, Peyton .....	445-9785
Jarvi, Peter .....	564-2995
Katainen, Viljo .....	564-9566
Klemz Jr, Gerald W .....	564-4804
Kvamme, Brandon .....	445-5967
Larson, Eric G .....	472-5236
Luth, Kristy .....	564-7814
Maertens, Thomas .....	564-4562
Mcginley, Tyler .....	472-1610
Mcquade Patrick .....	538-2301
Morris, Mary .....	564-6050
Myers, Stephanie .....	564-9673
Ness, Maria .....	837-7764
Nolte, Jacob .....	837-2297
Nieminen, Timothy .....	445-8106
Oswalt, Alyse .....	837-6281
Palokangas, James & Ellen ..	564-5349
Pederson, Karen .....	472-3167
Pederson, Larry .....	564-1967
Phillips, Krystal .....	564-5629
Poehler, Zachary .....	564-7712
Redetzke, Joshua .....	837-7851
Ryan, Jed .....	564-2131
Schorn, Philip .....	564-7582
Schultz, Michael .....	564-6915
Schwartz, Christopher .....	564-1579
Smith, Lisa .....	445-7469
Spirit Lake Motel & Resort ...	564-5223
Steffen, April .....	564-3756
Stevens, Judy .....	564-7800
Tritz, Gerald .....	564-5078
Weappa, Mary .....	564-3335



Johnson & Son Well Drilling crew, left to right:  
Dean Haman, Chris Lee, Jerry Siegel, Austin Johnson,  
Noelle Goriesky, Rex Johnson, and Chad Ewert



## Business Spotlight: Johnson & Son Well Drilling

You've probably heard of Johnson & Son Well Drilling — they've been a Sebeka-based business for over 55 years! Run by 3rd generation owner Austin Johnson, the business continues to offer water well drilling services for residential and commercial clients as well as irrigation services. It also offers directional boring services, backhoe digging, pump repair and installation, and well abandonment services. Johnson & Son, located at 202 Frontage Road in Sebeka, is an authorized dealer of both Grundfos and Sta-Rite Well Pumps.

When asked how the business got its start, Austin shared, "Grandpa Doug was a man who did it all. He would build houses from the septic system and plumbing on up to the roof. One employee and long-time family friend who worked with Doug specialized in well drilling, and taught him everything he knew about drilling." Johnson & Son no longer builds houses but will design the entire well system and service and maintain it.

Austin is jokingly referred to as "the water doctor" since he's on call 24/7, 365 days of the year, to handle any water emergency within the customer base which includes a 50-mile radius of Sebeka. Next spring, Austin plans to purchase an additional service truck that will expand their service and irrigation department.

With all this going on, how does Austin keep an eye on his business? With high speed Internet and a security system from West Central Telephone, of course. Austin said, "With my surveillance camera system, I can see who is coming and going at my business from my home computer or while on the road from my smartphone. I sleep easier at night knowing that my property is safe and secure."

For great service, and access to the freshest water at a fraction of the utility costs, contact Johnson & Son Well Drilling at 218-837-5500 or johnsonswelldrilling@wcta.net. You can also visit johnsonswelldrilling.com.

**For more information on ways to keep your property safe and secure even when you are away, give West Central Telephone a call at 218-837-5151.**