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## West Central TV Costs Less and Offers More

You can ditch the set-top boxes and switch to West Central TV's new go-to streaming app. It lets you watch TV on nearly any device. Plus, you get free HD channels, local news, cable channels, personalized viewing recommendations, and easy setup with no tech wizard needed.

Call 218-837-5151 to get the West Central TV app and score a FREE Amazon Fire TV Stick while supplies last.



**West Central**  
Telephone Association  
*We Connect You.™*



## WEST CENTRAL TELEPHONE ASSOCIATION IS THRILLED TO INVITE YOU TO OUR 75TH ANNUAL MEETING MONDAY, MAY 12 AT THE SEBEKA PUBLIC HIGH SCHOOL GYMNASIUM Registration opens at 5PM, and the meeting starts at 6PM.

It will be a momentous night of celebration and connection, plus a chance to visit with fellow members and our employees. You will:

- **Hear about our milestones.** We'll be highlighting some of the key achievements from our 75-year history and talking about what's next for our organization.
- **Enjoy food and entertainment.** After the meeting adjourns, everyone will relax and socialize over a delicious meal. Stay tuned for more details about the entertainment planned for the evening.
- **Have a chance to win exciting prizes.** We'll be giving away cash prizes plus the grand prize of free internet and phone service for a year!

In April, you'll receive an annual report in the mail that includes candidate information, official ballot, secret ballot envelope, and return envelope. Please watch for it and follow the instructions.

## WE LOOK FORWARD TO SEEING YOU THERE!

# Scholarship Opportunities

West Central is offering scholarships to help you achieve your educational dreams. Don't let finances hold you back!

## High School Seniors:

- Win \$1,000 to help cover educational expenses.
- Open to all GPA levels (minimum C GPA required).
- Deadline: March 28, 2025

## Current College Students (2nd Year or Beyond):

- Renew your scholarship or apply for the first time!
- Open to students from West Central telephone exchanges.
- Win \$1,000 to help with tuition and other costs.
- Deadline: May 30, 2025

Visit [www.wcta.net](http://www.wcta.net) today! Click on "Scholarships" under "News" at the bottom to find out more and apply online.



## Customer Proprietary Network Information Policy

West Central 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.

### URGENT ACTION REQUIRED

**If you haven't secured your account with a pre-established password, contact our office immediately at 218-837-5151.**

You'll be asked to:

- **Create your password**
- **Choose at least three security questions and answers**
- **Add any additional authorized persons to your account**

## Sun Outages Can Disrupt TV Service

Sun outages are brief interruptions in your TV service that occur twice a year, typically in the spring and fall, when the sun passes directly behind the satellite that transmits your cable TV signal. This natural phenomenon can temporarily overload the satellite receiver, causing pixelated images, picture freezes, audio distortions, or complete signal loss. In early March, you may experience these issues for 5-15 minutes, generally between mid-morning and mid-afternoon.

**If you experience TV issues that persist beyond 15 minutes during the day, please call us at 218-837-5151.**

## Update on Twins.TV

The Minnesota Twins are changing how fans watch games in 2025. They've partnered with Major League Baseball (MLB) to launch a new streaming service called Twins.TV. This means Twins games will no longer be available through FanDuel Sports North (formerly Bally Sports North and Fox Sports North).

Twins.TV offers several benefits for fans:

- **Wider Accessibility** – You can watch Twins games on your streaming devices, potentially reaching a broader audience, especially those who don't have cable.
- **No Blackouts** – If you live in Minnesota, North Dakota, South Dakota, western Wisconsin, or Iowa, you won't be blacked out from watching any Twins games on Twins.TV.

Negotiations are ongoing between West Central and MLB to carry Twins.TV on our TV lineup. Our goal is to bring Twins.TV to your TV package at a reasonable price. The current proposal from MLB would make it more expensive for you than subscribing to Twins.TV directly. We'll keep you updated on any developments.

# 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 to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 711. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or you may dial the specific toll-free number for the type of relay service.

## 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 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 smartphone. For more information on IP CTS go to: [fcc.gov/ipcts](http://fcc.gov/ipcts).

## 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 phone calls. Using a special text telephone, you type your conversation for the relay communications assistant 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 that uses the Internet, rather than a traditional telephone line. You can make your relay call using a computer, laptop, tablet,

or smartphone. For more information on IP Relay go to: [fcc.gov/ip-relay](http://fcc.gov/ip-relay).

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

Spanish speaking persons with a hearing or speech disability can 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 communications assistant 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, deafblind, 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 relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties—in ASL with the VRS user and by voice with the called party. For more information on VRS go to: [fcc.gov/vrs](http://fcc.gov/vrs).

## 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 communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

## For More Information on Minnesota Relay Services

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

### Emergency Assistance

TTY callers should dial 911 directly in an emergency. All 911 centers are equipped to handle TTY calls.

Minnesota Relay can process emergency calls, but this may delay the response to your call.

### 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 calling from and to phone numbers, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission.

[consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)  
Voice: 1-888-225-5322  
TTY: 1-888-835-5322  
ASL via VP: 1-844-432-2275

### Minnesota Access to Communication Technology (MN ACT)

MN ACT 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/deaf-hard-of-hearing](http://mn.gov/deaf-hard-of-hearing)  
Voice: 1-800-657-3663  
ASL via VP: 651-964-1514



## BUSINESS SPOTLIGHT: MENA HGA FLOORS & MORE



Menahga Floors & More is not your typical flooring store. This family business, founded by Jason and Debbie Korvela, was born from a desire to serve their community. Recognizing a need for a comprehensive home renovation resource, they expanded beyond flooring to offer a diverse selection of products.

"We wanted to create a one-stop shop for homeowners," shared Jason. "From beautiful flooring to stunning countertops, we aim to make the renovation process easier and more enjoyable."

and vases. You'll also find fashion and accessories, collectibles, home decor, holiday decorations, and a variety of local goods such as honey, beeswax, candles, and homemade soaps.

Menahga Floors & More boasts many flooring options, including luxury vinyl plank and tile, laminate, hardwood, sheet vinyl, carpet, and tile. They also offer quartz, Dekton, and onyx countertops as well as kitchen cabinets and Onyx showers.

The Korvela family is deeply involved in the business. Jason and their son, Connor, handle professional installation services. Their daughter, Andrea, provides invaluable support from afar — managing social media, advertising, and other administrative tasks. Jason's Aunt Charity, who's co-owner of Swan Hill Gifts, occasionally lends a helping hand while the family is away.

Half of the showroom is dedicated to a boutique showcasing an ever-changing array of unique items from over 50 local vendors. Debbie and their daughter-in-law, Amanda, are the friendly faces you'll see at the counter.

Visit Menahga Floors & More at 24 Aspen Ave N, call them at 218-564-2704, or find them on Facebook.

"We're thrilled to support other small businesses in our community," said Debbie. "The boutique provides a platform for local artisans to showcase their talents. It features a diverse selection of home goods including charcuterie boards, serving platters, drinkware, coasters, towels, potholders, blankets, quilts, throw pillows, rugs,

**West Central is happy to partner with the Korvela family and provide phone, internet, and managed Wi-Fi services. Call 218-837-5151 to learn how our services can help your business.**

### Welcome New Members

218 Insurance Partners LLC.....218-631-1044  
 Anderson, Dan & Corinne.....218-837-6069  
 Dissmore, Rebecca.....218-837-7153  
 Erkenbrack, Daniel.....218-631-4026  
 Griffith, Adeline.....218-564-6125

Olander Tooling And Machine.....218-895-5825  
 Shonblom, Paul.....218-414-6691  
 The Cotty.....218-564-4533  
 Yeo, Mark.....218-837-8466