

704 East Main Street
Lake Mills
Iowa 50450



**DIAL
TONE**

Phone: 1-800-592-6105
E-mail: wcta@wctatel.net

Winnebago Cooperative Telecom Association

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Dividend Payments to be Mailed this Summer

The WCTA Board of Directors is pleased to announce a cash dividend payment in the amount of \$500,000. The checks will be mailed later this summer. This cash payment represents 5.3% of the allocated dividends set aside for the years 1997 through 2000.

Dividend Q & A:

How much will my check be? We are not able to provide check amounts in advance of the mailing.

Who will get checks? This dividend payment covers a portion of the dividends allocated for the years 1997 through 2000. Anyone who had service with WCTA in that timeframe will be eligible for a payment.

How many checks will be mailed? Approximately 8300 checks will be mailed.

When can I expect my check? The mailing is planned for this summer.

How is my dividend calculated? In simple terms, your allocated dividend is calculated using a percentage of your patronage during a given year. (797-2455)

WCTA members can be proud of their Cooperative's operation which continues to provide excellent, low cost services to its members.

Important Dates to Remember

Here's a quick reminder of some important dates to remember when it comes to your WCTA bill.

The 1st of the month: This is when bills should arrive at your billing address. Bills are mailed on the last business day of the month and should generally arrive a day or two later (depending on the final destination.)

The 18th of the month: If you have selected WCTA's Automatic Payment plan, this is when your account balance will be deducted from your bank account or charged to your credit card. If the 18th falls on a weekend or holiday, the process will occur on the first business day following the 18th. (585-5509)

The 20th of the month: This is when bills are due. Payments made after the 20th (or the first business day following the 20th in the case of a weekend) may be subject to a \$3 late fee and potential disconnection.

Services that are disconnected for non-payment are also subject to reconnect fees that vary by service but are cumulative. For example, a customer with both phone and Internet service would pay reconnect fees on both services.

And just a friendly reminder, you can simplify the payment process by using WCTA's Automatic Payment plan. Each month your payment will be deducted from your bank account or charged to your credit card for you just before the due date. And the charge for such a great service? Nothing – it's FREE!

Rural Call Completion Problems Continue

Many rural areas are continuing to see calls that fail to complete, are delayed, have poor voice quality, lack caller ID information, or are never connected because some originating providers refuse to connect calls to customers served by small rural carriers. This continues to plague WCTA customers as well.

These lost calls are often the byproduct of how long-distance and wireless phone carriers choose to route calls. The method, called Least Cost Routing, often can result in the issues described above and is more common in rural areas.

“Throughout rural America, calls are simply failing to connect,” says Shirley Bloomfield, chief executive officer of NTCA– The Rural Broadband Association, which represents nearly 900 independent, community-based telecommunications companies in rural and small-town America. “With personal calls, it’s frustrating. With businesses, hospitals and first responders, call connection becomes a public safety and viability issue.”

Known as “rural call completion,” the Federal Communications Commission (FCC) is taking a multi-pronged approach to addressing the issue.

Additionally, NTCA–The Rural Broadband Association is advocating for rules and enforcement to end this practice, as well as uniting local carriers in an attempt to end rural call failures. (588-3453)

In the meantime, consumers can help themselves. The FCC recommends reporting these problems to the originating caller’s long distance or wireless telephone service provider when they occur. Be sure to record the date and time of the call, the telephone numbers involved and the service provider of the calling customer. You can also contact our office with the details.

Safety Saves Lives

Construction season is here in northern Iowa and southern Minnesota. We all need to be reminded to slow down and watch out for construction crews during the coming months. Here are a few tips to remember the next time you are around construction crews. The life you save could be your own.



- **Slow down!** Obey the posted speed limit in construction zones, even when workers don’t appear to be present.
- **Don’t tailgate.** Rear-end collisions account for 30% of work zone crashes.
- **Pay attention to road signs and flaggers.** The warnings are there to help you safely navigate through the area. (845-2578)
- **Stay alert.** Dedicate your full attention to the roadway and what is going on around you.



Springtime Means Project Time

If you are planning to build or remodel this year, one of your first calls should be to WCTA. Our technicians can wire your home or business for telecommunications, computer networks, and television to ensure you are able to enjoy the latest technologies.

If your spring plans call for any digging or excavating, please remember to call the appropriate one call location service at least **48 hours in advance**. Failure to do so could result in costly service disruptions, personal injury, and monetary penalties.

Iowa One Call
811 or 1-800-292-8989

Minnesota Gopher State One Call
811 or 1-800-252-1166

POP or IMAP? Which is Best?

If you've set up an e-mail account on a new device recently you may have been asked what e-mail protocol you would like to use – POP or IMAP. The correct choice depends on how you use your e-mail.

The Post Office Protocol (POP) works a lot like regular postal mail, hence the name. The general principle behind POP mail is that email messages are downloaded onto your device(s) from the server and then deleted from the server after a set period of time. As a result, your messages will only exist locally on the device that was used to download them. This local storage is great if there are times you need access to your message but don't have an Internet connection. It also works well if you receive a large number of messages or big attachments that would otherwise exceed your space quotas on the server. However, since each device keeps an independent copy of the messages you may end up deleting the same message from multiple places. Likewise, copies of any messages sent would exist solely on the device used to send them. (748-2285)

The Internet Message Access Protocol (IMAP) allows for your message lists to be linked across devices. IMAP accomplishes this by retaining all your emails on the server and making your devices mirror what the server looks like. This means that each device configured for a given account, as well as your webmail access, will have all the same messages. Likewise, if you delete a message from one device, it is automatically removed from all other devices and the server.

However, since IMAP mail is stored on a server you will have limited access to your e-mails when you are without an Internet connection. Some devices may cache a certain number of messages, but access to images and older messages may be restricted until you reconnect to the Internet. Also, since IMAP messages are stored on the server, you risk going over your size quota if you don't regularly delete old messages.

So which one is best? That's up to you and will depend on how you use your account. The chart below offers a quick summary. Take a look and see which best fits your needs. NOTE: If you are planning on using more than one device, it is advisable to have them all configured as the same type, given how POP and IMAP differ, to avoid problems. WCTA's 24/7 support can help you identify your current email configuration type and assist with setting up a new device for email, just call toll-free 877-928-2835.

POP Mail

- Will manage emails on multiple devices separately
- Emails will exist only on your device(s)
- You can look at old emails without Internet connection (896-3033)
- You don't want to worry about having too many emails

IMAP Mail

- You want to keep multiple devices in sync automatically
- Emails stay on the server, independent of your devices
- You may need an active Internet connection to view old emails
- You have to be good about deleting emails as you have limited storage

Iowa Customer Complaint Procedure Notice

A Winnebago Cooperative Telecom Association representative at 704 E. Main, Lake Mills, Iowa (800-592-6105) will be pleased to work with you to resolve telecommunication issues.

If Winnebago Cooperative Telecom Association is unable to resolve your complaint, the service may be subject to state regulation. You may contact the Iowa Utilities Division, Department of Commerce, 350 Maple St, Des Moines, Iowa 50319-0069 (877-565-4450).

Telephone Numbers

Buffalo Center

Bechler Austin641-562-2004

Emmons

Hoyne W507-297-5020

Forest City

Droessler Tanya641-585-0062

Duenow H641-585-1295

Hanson B641-585-0093

Howd Chris & Beth641-585-0112

Keeper Shawn641-585-0113

Lohry Liz & Weston641-585-0213

Smith Nicholas & Bina641-585-1148

Staudt Steve & Nikki641-585-5125

Vega Christopher641-585-1296

Glenville

Solland S507-448-7012

Grafton

Tomsky A641-748-2112

Lake Mills

Andersland A641-592-5218

Bergo Tim641-592-0147

Brua Cory641-592-0073

Flaaten Ruby641-592-0332

Garcia R641-592-1090

Krause Bruce & Alana641-592-0252

Patch Leroy641-592-0162

Ross Benjamin641-592-0166

Leland

Thorson Mitch641-567-3040

Tiedt Tangie641-567-3009

Northwood

Bishop Margaret641-324-4991

Snyder Mark & Kandy641-323-7019

Rake

Wagens Tressa641-566-3004

Twin Lakes

Cole Ashley507-852-2006

Visit Us

704 East Main
Lake Mills, IA 50450

8:00 a.m. - 4:30 p.m.
Monday - Friday

Contact Us

Telephone

641-592-6105
or
1-800-592-6105

Internet

www.wctatel.net
wcta@wctatel.net

Internet Tech Support

1-877-928-2835

After Hours Repair

Telephone and Cable TV

1-800-216-6951

Call Before You Dig

Dial 811

or

Iowa One Call
1-800-292-8989

Gopher State One Call

1-800-252-1166

Payment Info

- Payments are due on the 20th of each month.
- Accounts with past due balances are subject to a \$3 Late Payment Charge.
- Please include bill stub with your payment.
- For your convenience, WCTA offers Automatic Bank Deduct. Payments can be taken out of your checking or savings account.
- There is a drop box at the WCTA business office.

Other Payment Locations

Thompson

Titonka Savings Bank

Forest City

Manufacturers Bank & Trust
Titonka Savings Bank

Grafton

Farmers State Bank

Emmons

Security Bank Minnesota

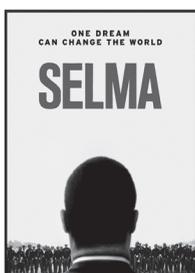
eStatement

For eStatement online account access visit:
www.wctatel.net

 Find us on
Facebook

www.facebook.com/wctatel

May Pay Per View Movie Line Up



Find PPV on Digital Channels 850, 851 & 852

DIAL TONE QUOTE

“Research is formalized curiosity.
It is poking and prying with a purpose.”

- Zora Neale Hurston



BEFORE



YOU DIG

Dial 811 or

Iowa One Call
1-800-292-8989

Gopher State One Call
1-800-252-1166

Call 48 Hours In Advance.



\$5.00 Credit

**IF YOUR NUMBER APPEARS IN THIS
ISSUE OF THE DIAL TONE IN PAREN-
THESIS AND YOU
NOTIFY US BY THE 15TH OF THIS
MONTH, A \$5.00 CREDIT WILL BE AP-
PLIED TO YOUR ACCOUNT.**

WCTA's 15M Internet Packages

Power your summer technology needs with up to 3x faster broadband!

☺ Visitors with Smartphones, Tablets & Laptops Using WiFi

☺ On-Line Gaming ☺ Streaming Movies & Music

☺ High School & College On-Line Classes

☺ Video Chatting & Photo Sharing ☺ Bundle With TV For More Savings

Upgrade Now!

Just in time for summer!



www.wctatel.net | 704 E Main St · Lake Mills, IA | 1.800.592.6105

5/01/2015

GET MORE DATA AND PAY LESS THAN THE BIG BOYS.

WE DARE YOU TO COMPARE OUR PLANS WITH THEIRS.

BEST VALUE

\$55

UNLIMITED 4G DATA

\$45

6GB OF 4G DATA

Data speeds slowed to 2G after reaching data limits

\$40

1GB OF 4G DATA

Data speeds slowed to 2G after reaching data limits



T-Mobile AFFILIATE

WCTA

Lake Mills - (800) 592-6105

Craft Communications

Forest City - (641) 585-1540

Westside Wireless

Mason City - (641) 424-6750

5/01/2015