

704 East Main Street
Lake Mills
Iowa 50450



DIAL TONE

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Winnebago Cooperative Telecom Association

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March 2016

WCTA Crews Prepping for Construction in Forest City

Even though the ground may still be frozen, that hasn't stopped WCTA crews from working on 2016's construction project in Urban Forest City.

Last fall, packets were sent to all known Forest City urban addresses that don't already have a WCTA fiber drop in place (some locations already have a fiber drop from previous construction projects). Each packet contained information about the project and a Permission to Bury form.

WCTA needs a completed Permission to Bury form for each location in Forest City. The form verifies the property owner's desire to have a free fiber drop placed at their location and notes some property-specific information such as the location of utilities and other structures.

Crews are currently visiting locations that have completed the form to determine the placement of the fiber cables and install the fiber enclosure on the side of the structure. Crews are also working to obtain Permission to Bury forms from the locations within Forest City that have yet to complete one. (926-5070)

If you haven't yet completed the Permission to Bury form, we encourage you to do so in a timely fashion as construction is scheduled to begin early this spring. And if you have completed the form, thank you.

Go Green and get \$10!

Spring is near and it is time to think Green! Save time, money, and the environment by signing up for WCTA's paperless bill option. We'll even give you \$10 for making the switch! (Offer valid to new paperless customers who switch during the month of March. You must remain a paperless customer for 6 months.)

Each month, instead of a paper bill you will receive an e-mail letting you know your latest statement is available online. Once you log-on, you can view your entire bill online. You can even pay your bill online. Or, if you want a truly automatic solution, sign up for WCTA's auto bill payment plan. Just imagine - no paper bill, no more checks to write, and no worrying about getting your payment in on time - we'll take care of everything.

Going paperless is easy. If you haven't already created an eStatement account with WCTA, do so by clicking on the eStatements link on the WCTA home page (www.wctatel.net). Once in your account, select **Manage Account** from the top menu, then click **Invoice Preferences**. There you can select **Web Bill Only** as your Invoice option. Once this is complete, WCTA will apply a \$10 credit to your account.

You can also have your bill paid automatically each month by setting up recurring payments from the **Pay Bill** menu. Doing so will completely automate the process and save time, money, and the environment. (562-2722)



It's March and That Means College Basketball

It's March, and that means college basketball. What could be better than catching the games in brilliant HD and replaying that awesome 3-point shot with a DVR?

Our Digital TV service is a slam-dunk for basketball fans with all of your favorite SD and HD channels including great college hoops stations like CBS, TNT, TBS and ESPN. Toss in a DVR so you can record your favorite games and rewind live TV to catch that winning shot over and over again. Plus, for a limited time new and existing subscribers can get 3 free months of our HD and DVR services. Call our office for details!

CPNI: Protecting your Privacy

The Federal Communications Commission (FCC) has rules in place that affect how WCTA interacts with our members. Those rules, called Customer Proprietary Network Information (CPNI) are designed to protect consumers from fraud. CPNI includes information such as your billing information and the services and features you subscribe to. You have a right and we have the duty to keep that information confidential.

The list below outlines how these rules affect our relationship with our members.

- WCTA can only discuss CPNI with the customer of record or persons designated by the customer of record as authorized to receive information about the account.
 - You may be required to show a photo ID when you have questions relating to your account. For certain routine customer service issues, we may be permitted to discuss CPNI if you have all pertinent information with you, such as the bill, certain billing information, or call detail information you wish to discuss. (265-3767)
 - For telephone inquiries relating to CPNI, we are required to authenticate you as the customer of record. We have two options: call you back at the telephone number related to your account, or mail the information to your mailing address or e-mail address of record. For certain routine customer service issues, we may be permitted to discuss CPNI if you are able to give our customer representative all the information necessary to assist with your question.
 - If you have access to your account online, it is strongly recommended you have a unique password. This password **should not** be anything related to your family history or account information. For example, the password **should not** be your account number, home address, social security number, last four digits of your social security number, mother's maiden name, date of birth, etc.
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Luther College - Bergland Scholarships

Hey, Seniors! Check out Luther College's Bergland Scholarships if you are interested in pursuing an academic degree at the undergraduate level. The donors' preference is to award these scholarships to students who are being served by the modern version of WCTA or Heartland Power, and with further preference given to students majoring in the sciences or pre-professional sciences (e.g., biology, chemistry, physics, mathematics, pre-med, pre-vet, pre-engineering, and nursing). (565-3488)

Scholarships are available for all four years. For more information, contact Luther College's financial aid office at 800-458-8437 or visit them on the web at: <http://admissions.luther.edu>

5 Reasons Why You Should Have a Landline

While cell phones are great for keeping you connected on-the-go, don't forget the importance and security of having a reliable landline at home. Consider the following reasons before cutting the cord:

It Could Save Your Life: A landline is the most reliable connection to 911. With a landline, the operator knows exactly where you are, which is especially critical if a child or babysitter doesn't know your address or if you are unable to speak during an emergency.

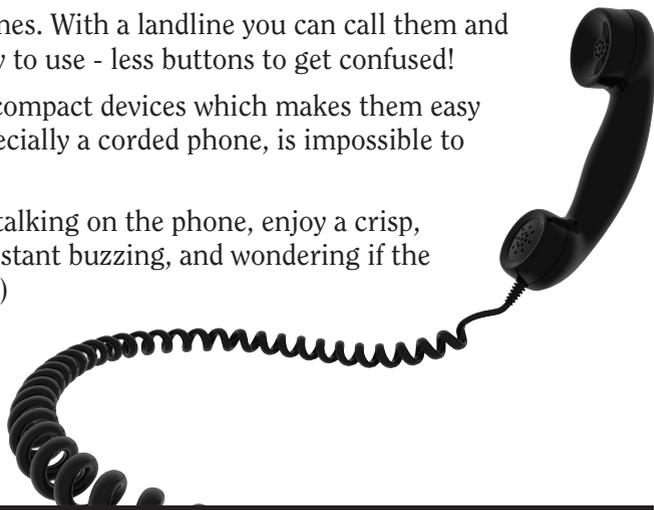
You Don't Pay By the Minute: With a landline you are charged one flat rate for all of the local calls you make, not paying by the minute. Also, all incoming calls are free for as long as you talk, no matter what time it is.

Simple and secure for kids: Not all kids have cell phones. With a landline you can call them and they can call you if they are home alone. Plus, they're easy to use - less buttons to get confused!

Landlines Are Not So Easy to Lose: Cell phones are compact devices which makes them easy to carry around, but also very easy to lose. A landline, especially a corded phone, is impossible to lose because it's attached to the wall or dedicated table.

Clear Connection: Can you hear me now? YES! When talking on the phone, enjoy a crisp, crystal clear connection 24/7 instead of dropped calls, constant buzzing, and wondering if the other person can you hear you on a cell phone. (297-5227)

Bonus Reason: It could save you money. If you also subscribe to WCTA Internet and/or Digital TV services, selecting a bundle that includes a landline could actually save you money!



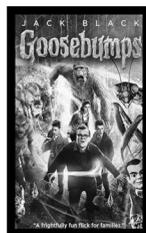
Concerned about what your children are watching?

WCTA's Digital TV can help if you have concerns about what shows your children are watching.

The service offers a parental controls feature that allows you to block shows and movies by movie and TV ratings, block entire channels, and even set up a schedule that only allows viewing at certain times. The controls are easy to understand and protected by a PIN to ensure they can't be overridden. (797-2148)

To access the Parental Controls, select the Parental option from the Settings menu on your set-top-box. And please note that parental control settings are done on a per-set-top-box basis, so you may need to configure them on multiple boxes.

March Pay Per View Movies Action . Drama . Comedy . Family



Find PPV on WCTA Digital TV Channels 850, 851 & 852

Telephone Numbers

Albert Lea

Barclay Chad & Beth 507-320-7333
 Haugsdal Ryan 507-377-1332
 Seuser A 507-320-7305

Buffalo Center

Anderson Gary 641-562-2032
 Klukow Erica 641-562-2001

Crystal Lake

Hobbs Ryan 641-565-3040

Emmons

Francis M 507-297-5047
 Hein Michael & Melissa 507-297-5032
 Winter John 507-297-5044

Fertile

Henning Marisa 641-797-2018
 Larsen S 641-797-2003

Forest City

Anpaw J 641-585-0311
 Bakkum B 641-585-0169
 Brcka M D 641-585-3456
 Delzer Darryl & Deb 641-581-2805
 Doden Tyler & Vanessa 641-585-0076
 Heimer J 641-585-0313
 Knudtson Janice 641-585-2754
 Price Matt & Crystal 641-581-2049

Garner

Boehnke David & Melanie 641-924-7199

Glenville

Garrison Jacob 507-448-7019
 Trytten Michael 507-448-7018

Grafton

Hadlock L 641-748-2026
 Henkle Cody 641-748-2025

Hanlontown

Johnson T & R 641-896-2012

Lake Mills

Harang Raymond G 641-592-0077
 Plummer Rick 641-592-0121
 Pogge Freddy J 641-592-0168

Leland

Price Adam & Kate 641-567-3018

Northwood

Chavez Edgar 641-323-7051
 Gaetzke Ross 641-323-7058
 Lapointe Damian 641-323-7057

Rake

Devoe Rebecca 641-566-3019

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



DIAL TONE QUOTE

“The naked truth is always better than the best-dressed lie.”

- Ann Landers



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 PARENTHESIS AND YOU NOTIFY US BY THE 15TH OF THIS MONTH, A \$5.00 CREDIT WILL BE APPLIED TO YOUR ACCOUNT.

Get \$10 when you Go Green!

Go green by signing up with WCTA's eStatement and selecting the paperless bill option.



How do I sign up?

1. Visit our website at **www.wctatel.net**.
2. Click on **eStatement** to login or register.
3. Click **'Manage Account'** then **'Invoice Preference.'**
4. Select **'Web bill only'** and click **'Change Preference.'**
5. Enjoy your \$10 credit!

The \$10 credit offer is valid only for first-time paperless bill customers who sign up by 3/31/16. Customers must remain paperless for 6 months for offer to apply.

Introducing the nationwide
4G LTE network from iWireless.

With the new 4G LTE network from iWireless, you get faster connections, increased data speeds, and the ultimate in reliability. Plus, you'll get nationwide 4G LTE coverage through the T-Mobile network.

4G LTE is Here!

3/1/2016



Craft Communications . Forest City . 641.585.1540
WCTA . Lake Mills . 641.592.6105
iWireless of Mason City . 641. 424.6750