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TONE**

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Winnebago Cooperative Telecom Association

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WCTA Crews Prepping for Construction in Bancroft and Lakota

Even though the ground may still be frozen, that hasn't stopped WCTA crews from working on 2017's construction project in Bancroft and Lakota.

Late last year, packets were sent to all known locations in the Bancroft and Lakota exchanges. 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 these exchanges. 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 installing the fiber enclosure on the side of the structure. Crews are also working to obtain Permission to Bury forms from the locations that have yet to complete one. (927-4050)

We occasionally get the question 'What happens if I don't want a new fiber drop?' or 'Why are you doing this?' The answer is relatively simple. Fiber-optics represent the latest in technology and are, for the most part, future-proof. The new fiber network allows WCTA to offer several advanced services like faster broadband internet and digital TV service. Any location that wants to keep or obtain WCTA services now or in the future will need a fiber drop.

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.

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).

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>

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. (566-3631)

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CPNI: Protecting your Privacy *continued*

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.
- 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.

First Step: Reboot

Modern-day electronics are great, except when they aren't working right. Below are some easy steps that may help if you are experiencing an issue. Doing so may save you time and the expense of the service call.

Internet Service: If your internet service isn't working, one of the easiest things you can do is reboot your equipment. First, start by rebooting the device you are trying to use. Note that if you are using a tablet or smartphone you need to power the device off, not just turn the screen off. Usually that can be accomplished by holding the power button down for a few seconds and following the on-screen prompts.

If that doesn't work, move on to the internet equipment itself. Most homes and business will have a router of some sort that delivers both wired and wireless service. Some homes (those fed by copper service) may also have a modem. Find those pieces of equipment and reboot them by unplugging them, waiting a minute, and then reconnecting them to the power supply.

(Do not press the 'Reset' button on these devices.) The power cord leading into the box is usually a thin wire with a round plug. Make sure you only remove the power cord. It will take a few minutes for the equipment to reboot so wait at least 5 minutes before trying to reconnect to the internet. (568-3076)

Digital TV: If your Digital TV service isn't working, reboot the set-top box. The easiest method is to unplug it at the wall outlet. But, those are often located behind a TV or entertainment center. You may also unplug it at the box itself. The power cord leading into the box is usually a thin wire with a round plug. Make sure you only remove the power cord. Whichever method you choose, wait a minute and then plug everything back in. It will take a few minutes for your set-top box to reboot.

Many times, we find that these steps will restore your service.

Be E-mail Safe

There is a lot of junk/fraudulent e-mail floating around these days. Here are some tips to keep your family safe.

- Most legitimate companies, WCTA included, will not send unsolicited e-mails asking for personal information. If you receive e-mails asking for personal information be extremely cautious. If you want to verify the legitimacy of an e-mail do not do so by using contact information found in the e-mail. Instead, use your web browser to visit the company's website and obtain contact information there.
- Don't be fooled by looks. Hackers can easily duplicate company logos and themes to make e-mails appear legitimate. Pay special attention to things like account numbers, names, and addresses.
- Trust, but verify. If you get an attachment from a friend that you weren't expecting, verify it's legitimate. One recent scam involves hacked Gmail accounts and images that look like attachments but are really links to malicious software. If you are suspicious, reach out to the contact using an alternate form of communication to verify the authenticity of the attachment.
- Check the links. If an e-mail asks you to click on a link, be careful. Before clicking it, verify where it goes. Most e-mail programs will show the link address when you hover over it.
- If e-mail appearing to be from a legitimate company is addressed to more than one person or someone other than yourself, you should be especially suspicious. (584-2112)
- If a message contains misspellings and formatting errors or generally looks suspicious treat it as such. Don't click on links or open attachments. That is an easy way to get spyware or viruses on your computer.
- Learn to separate the junk mail from the important mail. Chances are you don't read every piece of mail the Postal Service puts in your mailbox. Do the same thing with your e-mail. Filter out the junk and read the rest.
- Finally, keep your computer's operating system and programs updated and use some form of anti-virus like AVG from WCTA.

Using just a few precautions can help keep you and your family safe.

Watch TV on Your Own Terms with a DVR from WCTA

Nobody wants their TV to schedule their life. And with a DVR from WCTA it won't. You'll be able to watch TV on your own terms.

Sure, a DVR can record your favorite show. But that's just the beginning. You can also pause and rewind live TV, fast forward through commercials on your recorded shows, and even set up series record rules so you won't miss your favorite shows. And it's all done easily using the remote control and on-screen guide.

Would you like to record more than one show at a time? That's no problem either because with WCTA's DVR service you can record more than one show at the same time. And with the whole-home feature, you can start watching it in one room and finish it in another. (852-2058)

Turn your TV loose with a DVR from WCTA. It's the perfect complement to our Digital TV service. We'll even give you three months free.



Adding an Authorized User

A number of years ago (2007, to be exact) the FCC instituted new rules that affect how we interact with our members. The rules are designed to protect your privacy and they do that quite well. Sometimes, however, they can pose a problem when someone other than the account holder wants to get information about or make changes to an account. Why would that ever happen, you ask? Read on for an explanation.

Under the rules, we can only discuss account related items with the customer of record. In WCTA's case, that is the Member who holds the account. If someone like a spouse, child or other designee calls to make changes to an account we cannot accommodate them unless they are listed as an authorized user. Likewise, in the case of a business account, only those who are listed as authorized users can gain access to the account. (926-5771)

So, how do you add an authorized user? That's easy. Simply contact the WCTA business office and tell the customer service representative that you would like to add an authorized user to your account. The CSR will mail a form to the address of record for your account. Note that the account holder must be the one who completes and signs the form.

Once processed by WCTA, any Authorized User you designate will be able to obtain information about your account and make most changes to the account on your behalf. Some items will still require permission from the actual account holder.

Retransmission Fees

Every three years WCTA must renegotiate retransmission agreements with local broadcasters. Current regulations allow local off-air broadcasters such as ABC, CBS, NBC, and Fox to negotiate for the carriage of their signals.

Ultimately, consumers will pay billions to view content from these providers and they have little choice in doing so since the same regulations also prevent WCTA from seeking possible alternatives from markets such as Des Moines or Minneapolis. If WCTA is not able to reach an agreement with a local broadcaster we will lose the content from that network.

Only time will tell what this round of negotiations will mean for consumers' pocket-books.

Telephone Numbers

Albert Lea

Jepson S 507-320-7360
 Mondragon Anthony 507-320-7357
 Schmalzried J 507-320-7336

Bancroft

Bancroft Health Club 515-885-0100
 Winkleman Sara 515-885-0012

Buffalo Center

Garcia Eliut 641-562-2026
 Lawson C 641-562-2106

Conger

Theusch Ron & Adrienne 507-265-3018

Crystal Lake

Clark Adam 641-565-3027
 Welsh Toby & Christy 641-565-3056

Emmons

Severtson Greg 507-297-5042

Fertile

Rogers John & Lori 641-797-2037

Forest City

Anderson V 641-585-0271
 Bang Dakota 641-585-0327
 Christ Michael Jr 641-585-2540
 Dickerson Ian & Erin 641-585-0338
 Edmondson M 641-585-0232
 Gannon Ryan 641-585-0093
 McLeish Tyler 641-585-0275
 Petersen K 641-585-1619
 Pinedo Jacob 641-585-0350
 Samudio Dustin 641-585-0152
 Saxton M 641-585-0229
 Schroader Jill 641-581-2033
 Sovell Ragan 641-585-0300
 Troslen Carl & Laura 641-585-0352
 Walker K 641-585-0270

Garner

Haes Beau & Jennifer 641-924-7020

Grafton

Kilian Richard D 641-748-2001

Kensett

Jaspers Jana 641-845-2040

Lake Mills

Blicher Sherrie 641-592-0078
 Hagen Eric & Ashley 641-592-0401
 Ingledue J 641-592-0211
 Thillet J 641-592-0129
 Usher C 641-592-3031

Leland

Hogan Douglas 641-567-3026
 Thompson V 641-567-3043

Manly

Hollister Matt 641-454-4026

Miller

Winger Ricky 641-927-4338

Northwood

Bergo B 641-323-7081
 Erickson Kimberly 641-323-7078
 Fredericks Al & Rose 641-324-1634
 Hall Collin & Sidney 641-323-7088
 Schmidt Brett 641-323-7089

Rake

Furness S 641-566-3044

Thompson

Coronado J 641-584-2151
 Filbrandt Robert 641-584-2299
 Marr Valorie 641-584-2125
 Roa Ben 641-584-2142
 Ruiz Otoniel 641-584-2049

Woden

Blondie's Restaurant 641-926-2657
 Hill D 641-926-5045

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

DIAL TONE QUOTE

"He who limps is still walking."

- Stanislaw J. Lec



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 PARENTHESIS AND YOU

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



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