



**DIAL
TONE**

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

Winnebago Cooperative Telecom Association

Vol. 63, No. 12

December 2017

2018 Fiber Build Out

WCTA remains aggressive in its efforts to deploy Gigabit capable fiber optic service lines to its remaining copper served areas and has established a goal to achieve 100% fiber optic availability to all addresses within the next two years.

In pursuit of this goal, WCTA has officially begun its 2018 project to move ahead with “urban” fiber construction in the communities of Conger, Emmons, Northwood, Scarville, Twin Lakes. The Northwood portion of the project is to be split in half and completed over two years. Mailings of survey packets have been completed to known service addresses or property owners for approximately 840 “eligible” locations extending WCTA’s offer of a “free” fiber optic service line to be placed during the 2018 project. The return of the survey is an important part of the project, allowing our technicians to complete the next step of scheduling appointments to visit each location. This allows us to determine building entrance location and address personal concerns of property owners in advance of next summer’s fiber cable placement.

We would like to remind all recipients of our 2018 construction survey packets to fill out and return the survey as soon as possible and note that to receive the “free” Fiber Service Line requires the permission granted on the returned survey. Questions can be addressed by reading the Q&A included in the survey packet or by calling our business office at 800-592-6105.

Phishing Attacks and How to Prevent Them

As internet and email users, you should always be suspicious and wary of potential phishing attacks, especially if you don’t know the sender. We recommend the following tips to protect yourself and others from falling victim to a phishing attack.

1. Don’t reveal any personal or financial information in an email or online form – make sure you do not respond to email solicitations for such information. This includes clicking on any links or attachments in unwanted emails.(797-2750)
2. Pay attention to website URLs; not all emails or email links seem like phishing attacks, so you may be tricked into a false sense of security. Many malicious websites fool users by mimicking websites they typically visit. One way to determine whether it’s safe or not is to look at the URL of the website to see if it looks real. You might have to hover your cursor over the image or URL to fully reveal it.
3. Keep your computer, tablet, and other devices clean. Keep them up to date with software updates, operating system updates, and malware and virus protection. WCTA partners with Next Generation Technologies to provide our members with the most advanced malware and virus protection. Call our office to see what options might work best for you and your devices.

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 (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

For More Information on Minnesota Relay Services:

www.mnrelay.org
1-800-657-3775

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency.

All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct • Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

To file a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: mn.relay@state.mn.us

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

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

www.fcc.gov/complaints
Voice: 1-888-225-5322
TTY: 1-888-835-5322
ASL via VP: 1-844-432-2275

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program 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/dhs/ted-program
Voice: 1-800-657-3663
ASL via VP: 1-866-635-0082

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA 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 (CA) 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 select smartphones. Go to: www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

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 and receive phone calls. Using a special text telephone, you type your conversation for the relay CA 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 with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to 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 CA 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, deaf-blind, 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 CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/consumers/guides/video-relay-services.

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

Catch the Latest Weather with the Touch of Button

As much as we don't like to admit it, the winter travel season is upon us. Staying home during bad weather is the #1 way to avoid problems, but we can't always do that. If you must travel, take a minute to check the forecast first. With WCTA's Digital TV you can get the latest 5-day forecast and radar all with the touch of a button. (585-5135)

- To access the Weather simply press the **red button** on your remote. An on-screen window will appear displaying the current temperature and other pertinent weather data.
- To access the 5-day forecast press the **green button** on the remote while the weather window is open. Use the arrow keys on the remote to scroll through the days.
- To access the radar, press the **yellow button** on the remote control while the weather window is open. To switch between the current radar and an animated loop press the **blue button** in while at the radar screen.
- To exit all weather windows, press the **Exit button** on the remote control.

Note: These advanced weather features are available to Expanded Basic Digital TV subscribers. (748-2127)

The 5-day forecast and animated weather radar



Heading South for the Winter?

Members who head south for the winter may want to consider placing their WCTA phone service on "Vacation Service." When on vacation service, your telephone is placed into a suspended mode that assures you will receive the same telephone number when you return in the spring and that your listing remains in the WCTA Directory. Plus, with vacation service you receive several discounts.

Vacation services are available for a minimum of one month and a maximum of 11 months.

When you're heading back to your home, give the WCTA Business Office a call a week or so before you arrive and we will restore your services. (846-3787)

For more information on WCTA's vacation services, please contact our Business Office at 1-800-592-6105.

Winter Travel Tips

Successful winter travel is all about successful navigation of winter weather. Staying home during bad weather is the #1 way to avoid problems but we can't always do that. Here are a few tips to help keep you safe this winter.

First, be prepared. Keep an emergency kit in your vehicle. A sample list can be seen at the right. Having a few simple things with you can make a big difference.

Second, check the forecast and road conditions before traveling. Most states have websites that will display road conditions. The Iowa and Minnesota sites are listed below.

Iowa – www.511ia.org

Minnesota – www.511mn.org

Third, be careful. Make sure that you clear snow and ice from all windows as well as from your lights and license plates. Travel only as fast as conditions allow. (588-3530)

Finally, use common sense. If the weather is too bad for travel, stay home.

If you would like additional preparedness information, there are a number of State and Federal sites available to help. Several of them are listed below.

Iowa: www.beready.iowa.gov

Minnesota: www.bereadymn.com

Federal: www.ready.gov

WINTER SURVIVAL KIT

- **Booster Cables**
- **Blankets**
- **Ice scraper**
- **Shovel**
- **First aid kit**
- **Bottled water**
- **Non-perishable food**
- **Candles and matches**
- **Hat and gloves**
- **Flashlight**

Telephone Numbers

Albert Lea

Bolinger Terry & Debbie 507-320-7402
 Stuart Cassie 507-320-7353
 Toenges Mindy 507-320-7427

Bancroft

Arndorfer Bryan 515-885-0515
 Bauer Derrick 515-885-0003
 Ditsworth Anthony 515-885-0160
 Eichenberger Lucas & Molly 515-885-0374
 Hellman Andrew & Justine 515-885-0032
 Hellman Nathan & Jill 515-885-0060
 Ingalls Chuck & Maureen 515-885-1012
 Kollasch Kent 515-885-0033
 Kollasch Scott 515-885-0036
 Miles Allyson 515-885-0028
 Vaske Finishing 515-885-0001
 Vaske Finishing 515-885-0002
 Wagner Trent & Barbara 515-885-0056

Buffalo Center

Broeser Mark 641-561-2001
 Malmberg C 641-562-2101
 Matheson Glendon & Judy 641-562-2345
 ProAg Solutions LLS 641-561-2021
 VanGerpen Bruce 641-561-2661

Conger

Lenz Derek & Katie 507-265-3081

Emmons

Mellang B 507-297-5084

Forest City

Broeser Randy 641-585-0125
 Bronson Justyn 641-585-0307
 Chipped Inscriptions 641-585-2447
 Eaton S 641-585-0367
 Egesdal Zach 641-581-2142
 Faugstad Calvin 641-585-0430
 Fleming Stuart 641-585-0464
 Goins Jon 641-585-0378
 James D 641-581-2069
 James Don E 641-585-2729
 Leckrone Luke 641-585-0366
 Lunning Chad & Ashley 641-585-0382
 Montgomery A 641-585-0174
 Murphy Kip & Sharon 641-585-0180
 Peterson Gloria 641-585-0360
 Sage K 641-585-0374
 Stetson M & D 641-581-2094
 Swanson Thomas 641-585-0422
 Turnmeyer Anthony 641-585-0361

Forest City (continued)

VanderWynboom T 641-585-0383
 Zirbel Zeke 641-585-0100

Garner

Kraus Andrea 641-924-7047

Grafton

Gervig Craid & Stephanie 641-748-2072
 Slaichert Alyssa & Chirs 641-748-2019

Joice

Johnson Eric 641-588-3037
 Winter Cody & Candi 641-588-3035

Kensett

Solheim L 641-845-2072

Lake Mills

Johanson Matt & Lisa 641-592-1280
 Johnson Kirsten 641-592-0169
 Leland Gene & Lavonne 641-592-0440
 Linquist Duane 641-592-0388
 Manwarren Tollin & Miranda 641-592-0354
 Rodriquez Ivy 641-592-0007
 Rognes O 641-592-1530
 Sheffield Grant 641-592-1390
 Walton, Andrea L 641-592-0094

Lakota

Hamilton Jerica 515-886-0099
 Kardoes Nathan 515-886-0098
 Lamont Chris 515-886-0109

Mason City

Stricker Nancy 641-243-7047

Northwood

Greenwood Jack 641-323-7057
 Hanson Tristan 641-323-7101
 Helgeson Ron & Marion 641-323-7171
 Nu Electronics LLC 641-323-7310
 Shell Steve & Jodi 641-323-7110
 Smith Wayne 641-323-7083
 William David & Jaime 641-323-7128

Rake

Koucourek Donald & Tia 641-566-3055
 Vanlaningham David 641-566-3004
 Whiting Josh & Brianna 641-566-3008

Thompson

Stites Tanner 641-584-2161

Woden

Jensen Tucker 641-926-5048

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

Bancroft

Farmers & Traders
 Savings Bank

eStatement

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

 Find us on
Facebook
 www.facebook.com/wctatel

DIAL TONE QUOTE

“Strong hope is a much greater
 stimulant of life than any single
 realized joy could be.”

- Friedrich Wilhelm Nietzsche



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
 APPLIED TO YOUR ACCOUNT.**