

June 2005

Teleconnections

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Webster-Calhoun
Cooperative Telephone Association

1106 Beek Street, PO Box 475, Gowrie, Iowa 50543 ★ Phone: 515-352-3151 ★ www.wccta.com ★ www.wccta.net

Is Your Bill Correct?

Monthly statements itemize services you receive from Webster-Calhoun because we want to make sure you know what you're being billed for and that it's being billed correctly. Please let us know immediately if you have a question so, if needed, we can explain it or resolve it for you.

Be sure to look at the dates for service. WCCTA bills services a month in advance and will pro-rate based on when service was installed or disconnected. This is a common question regarding the billing statements. In the same respect, long distance calls may be billed a month behind.

After-Hours Trouble Service

As you know, you can contact Webster-Calhoun at 352-3151 weekdays from 8 AM to 5 PM, talk to a live person, and discuss any questions or concerns you have with your telephone service. But what if you are having a problem with your telephone and need to contact the telephone company after hours? When dialing 352-5000, the repair service after-hours number, you will hear the following message:

"Thank you for calling the Webster-Calhoun after hours repair service. If you are experiencing Internet issues, please contact technical support at 352-7000. If you are experiencing non-emergency issues, a problem with your telephone service or have a billing issue, please leave a message at the tone and we will get back to you during normal business hours. Please be sure to tell us the phone number you are having problems with and a number where you can be reached. If this is an emergency please listen carefully (being disconnected for non-payment is not considered an emergency.) If this is a utility emergency or an emergency telephone outage please press 0 now." By pressing "0" you will be directed to a 24-hour third-party answering service. WCCTA strives to give customers the best possible service; however, this does not guarantee someone will arrive after normal business hours to make repairs.

The main business number, 352-3151, also has an after-hours recording and option to leave a message.

Flag Day
is June 14th



**Don't Forget To Call
Your Father And
Wish Him A Happy
Father's Day!!**



Sunday, June 19, 2005



Summer Is In Full Swing...

Perhaps you are pushing a swing at the park, swinging a baseball bat or swinging a golf club...

As if a family and full-time jobs aren't enough, summer brings on little league schedules, softball practice, baseball games, not to mention vacations, recreation, and relaxation!!

Who has time to pay bills!!

At Webster-Calhoun, we like to keep things simple. That's why we offer **Direct Payment**. Simply sign up and we'll send you a copy of your phone bill in the mail as usual. That amount is automatically deducted from a designated checking or savings account. It's that simple. No checks, no envelopes, no stamps, no late payment notices.

Yes, Sign Me Up For Direct Payment!

Simply return this form with a voided check or deposit slip, then sit back and enjoy your summer!!

Date: _____ Telephone Number(s): _____

Name: _____

Bank Name & Address: _____

Bank ABA (Routing) Number: _____

Please attach a voided check or deposit slip)

Account Number: _____ Checking or Savings (Circle One)

Webster-Calhoun Cooperative Telephone Association is hereby authorized to initiate debit and/or credit entries to my (our) account indicated above and I (we) authorize the financial institution named above to debit/credit same account. This authority is to remain in full force and effect until Webster-Calhoun has received written notification from me (or either of us) of its termination in such time and in such manner as to afford Webster-Calhoun and/or the financial institution above a reasonable opportunity to act on it.

Signature: _____

Webster-Calhoun wants to help support
Community Events!

Visit our web site at
<http://www.wccta.net/comevents.asp>
to see what's happening in many of the 16 communities that Webster-Calhoun provides communications services to!

June is
National Safety Month!

For more information on safety and health issues, visit the National Safety Council's web site at www.nsc.org

SAFETY Where We LIVE, WORK And PLAY!