

June 2007

Teleconnections

Published by:



Webster-Calhoun
Cooperative Telephone Association

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

Allocation Notices To Be Mailed

Anyone who did qualifying business with Webster-Calhoun in 2006 will receive an allocation notice in the next few weeks. Based on the total amount of patronage each account has done with Webster-Calhoun, this notice shows the total amount of dollars allocated, or set aside, and will be returned to you at a later date.

These notices, to be mailed in June, will include the allocated amount for 2006 and amounts from other years not yet retired (half of 2000 – 2005).

Webster-Calhoun recently donated 3 months of FREE High Speed Internet Access (a \$120 value) to the
Prairie Valley Chapter of Dollars for Scholars

to use in their fundraiser. Congratulations to Barb Langner for having her name drawn as the winner of this prize!!

Webster-Calhoun is also proud to recognize employees that give of their time to support this organization:

Vicki Anderson, Miste Hansch and Lauri Streit!

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.

Flag Day is June 14th!

Is your organization looking to raise funds for a specific project?

Iowa Network Services (INS) has a charity grant available to members of Webster-Calhoun and in many cases Webster-Calhoun will match the funds awarded by INS. Charity grants are awarded on a quarterly basis by INS.



An application for the grant is available by calling our office at 352-3151 or by visiting our website at:

<http://www.wccta.net/INSCharityGrant.htm>

For back copies of this newsletter and more information about WCCTA's products and services, visit:

www.wccta.net

What's wrong with the phone? Trouble shooting phone problems

Webster-Calhoun customer service answers many calls where the customer states, "my phone doesn't work!" Here are a few tips for you to help them determine what the problem is.

- Check to see if any phones are **off-hook**.
- **No dial tone?** Be sure to unplug everything that is plugged into your telephone network such as your corded phone and cordless phone base, answering machines and computers as well as the electrical plugs for these items. Sometimes one piece of equipment can cause problems for your whole system. After a few minutes plug everything back in.
- If one particular phone doesn't work, plug a different phone into the **jack** to determine if it is the telephone or the jack.
- Some customers have complained about an **echo** on their telephone. According to VTech Communications, 5.8 ghz cordless telephones employ Frequency Hopping Spread Spectrum technology to achieve on the long range. This is a digital technology also found in some cellular telephone systems and will occasionally experience an echo while using the phone. They suggest to lower the volume on the handset to decrease the echo.

For trouble calls, please contact our office at 515-352-3151 on weekdays between the hours of 8 AM and 5 PM. This number allows you to leave a non-emergency message after hours.

The after hours repair number is 515-352-5000 and also allows you to leave a non-emergency message or to be transferred on to an operator for emergency situations.



What's the buzz on Buzz Telecom?

Last fall several Webster-Calhoun customers were targeted in a scam by Buzz Telecom. The company contacted consumers representing itself as the local telephone company and telling consumers about discounts on their telephone rates if they switch.

According to the Iowa Telecommunications Association, on April 20th, the Iowa Utilities Board ruled a judgment by default against Buzz Telecom for failing to respond to the Board or the Consumer Advocate in 258 cases of slamming and cramming. The Board fined Buzz the maximum allowed by law, \$10,000 for each violation. The Board already fined Buzz \$120,000 on January 30th and \$190,000 on March 13th. Also in the ruling, the Board reiterated that its January 30th order prohibiting service providers from billing charges to residents of Iowa on behalf of Buzz Telecom, and prohibiting certificated local exchange providers from providing exchange access services to Buzz Telecom, remains in effect.

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



Sunday, June 17, 2007