

October 2008

# Teleconnections

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**Webster-Calhoun**  
Cooperative Telephone Association

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## WCCTA Staff has Training on New Software System

Webster-Calhoun staff put in a lot of extra time and effort during the month of September implementing a new software system. Eight staff members from Innovative Systems, based out of Mitchell, South Dakota, spent 13 days in Gowrie teaching Webster-Calhoun employees how to work with the new system.

The new software changes almost everything the staff members work with on a daily basis including billing, trouble tickets, toll, and accounts receivable.



WCCTA Office Staff (left to right) Renee Robertson, Linda Lawrence and Miste Hansch work with Blair Hill from Innovative Systems during training for the new billing system.



## Webster-Calhoun Acquires Farnhamville Cable TV

Effective October 1<sup>st</sup> Webster-Calhoun Cooperative Telephone Association will acquire Farnhamville Cable TV.

Service and billing for these newly acquired customers will currently stay the same. Billing will show on the Webster-Calhoun telephone statement and service calls can be made to the office at 352-3151.

Webster-Calhoun has been researching this new endeavor and eventually will provide digital HD quality programming through the fiber optic cables currently providing telephone and Internet service.

## Sprint Correspondence

Unfortunately the issues with Sprint are still ongoing. If you receive any further correspondence from Sprint regarding an account or billing, please forward it to the Webster-Calhoun office so we can help resolve it.

## Webster-Calhoun Welcomes New Employee

Renee Robertson joined the WCCTA customer service staff in August. She lives in Gowrie with her husband, Ed, and has one son, Joseph, who is a sophomore at American Institute of Business in Des Moines.



## Property Tax Payments

It's that time of year again and property taxes are due. The amount of property tax that Webster-Calhoun pays each year is based on the valuation of physical plant and revenues set by Iowa. The assessment is allocated back to counties based on telephone cable miles in each county.

Approximate totals of property taxes paid in 2008 include:

Webster	\$40,874
Calhoun	\$9,330
Greene	\$14,551
Boone	\$6,785
Humboldt	\$5,267
Hamilton	\$1,464
Pocahontas	\$102
Wright	\$223
Total	\$78,596

## October is National 4-H Month!



**Webster-Calhoun is a supporter of youth programs.**

## October is National Cooperative Month

*Owned by our Members,  
Committed to our Communities*



## Getting Caught Up In The Web?

Get SecureIt Plus from Webster-Calhoun to take care of viruses, spyware, Microsoft updates and more!! Call 352-3151 for more information.

## Farnhamville and Gowrie Fiber to the Home

If you have telephone service in the Farnhamville or Gowrie exchange and have not been switched to the new Fiber to the Home network, please call our office at 352-3151 to schedule a time. All subscribers will need to be cut-over to the new network to continue voice service.

## Billing Statement has a Different Look

Although it looks the same there are a few differences on the new billing statement as a result of the software changes. All services are itemized each month. Please check this billing and if you have any questions or concerns contact the business office at 352-3151.

