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Teleconnections

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Webster-Calhoun
Cooperative Telephone Association

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Retransmission Negotiations Are Underway

WCCTA has been negotiating with local television channels to receive the over-the-air program signal and rebroadcast it through WCCTA cable TV in Farnhamville, Gowrie, Paton and Churdan. In the past these channels have been free but are now subject to pricing for all cable TV companies.

Happy New Year!

Customer privacy has become an issue in many areas of our lives. Now, due to regulations approved by the Federal Communications Commission (FCC), telecommunication providers of all sizes have specific procedures in place to protect and control access to that information.

Account Holders

Whose name is on your telephone account? It is increasingly important to have accurate contact information on your account. This can affect who is responsible for payment on the account, who the dividend check is made payable to, and who can make changes to your account. In the event of the death of an account holder, please contact our office.

Directory Listings

The directory listing for your telephone can be different than what is listed on your account. Correct the account information and leave the directory listing the same.

Add Authorized Users To Your Account

You can add necessary persons to your account as authorized contacts. Those persons can discuss information and make changes to your account but are not responsible for payment of your account. Examples of authorized contacts may be if you rely on someone else, such as an adult child, neighbor or friend to help you with your account or pay your bill.

Businesses may want to list certain employees as having access to their account.

**Contact Webster-Calhoun at 515-352-3151
for questions about your account,
to make changes or to request a form.**



High School Seniors interested in scholarship opportunities may want to check out the Foundation for Rural Service web site at www.frs.org.

Should a student from our service area be selected to receive one of 30 national scholarships (\$2,000 each) WCCTA will make a \$500 matching contribution to the scholarship. Each application must come from a student living in the Webster-Calhoun serving area and bear the signature of the WCCTA General Manager, Daryl Carlson, to be eligible. Scholarship applications must be postmarked no later than March 1st, 2009.



Winter Weather and Telecommunications

Winter weather is here to stay for a while! For telecommunications short power outages are not a problem. But ice, snow, wind and impassable roads that cover our serving area and leave those without power for days, certainly can be. How is your telephone and Internet service affected by power?

Cabinets: Some homes receive their telephone service from cabinets strategically located in rural areas. These cabinets are powered by commercial power and an industry standard backup battery. Depending on the length of the power outage, WCCTA servicemen travel to these cabinets and entire the batteries stay charged using generators.

Fiber to the Home: Fiber technology is powered at your home or business. When the power goes out, the industry standard 8 hour battery backup provided by WCCTA will power your phone. Length of the battery is determined by how the phone is used (incoming, outgoing calls or if the phone is used at all.)

Cell Phones: Cell phones are powered by batteries. If there is no commercial power, they cannot be recharged. Cell towers also rely on commercial power and backup generators.

Cordless Phones: Dependent on commercial power, the cordless phone is dead as soon as the electricity goes off. Your home should retain at least one phone that is hardwired to a jack. (That means the phone must have a cord attached to its receiver and is not plugged into an electrical outlet.)

Internet Service: In instances where power outages require the use of back up batteries and generators, WCCTA equipment utilizes a conservation mode and in some areas does not allow high speed Internet. Computers require commercial power as well so that may not be an issue.