

# inter face

MARCH/APRIL 2014

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## Need Help Paying for Telephone Service?

WCTA is authorized to provide two telephone service discount programs that were designed to promote universal service by providing low-income individuals with monthly telephone service discounts.

The Lifeline and Telephone Assistance Plan (TAP) programs provide a monthly discount on your local service telephone bill.

For eligibility guidelines, please refer to the information pages in the West Central Telephone Directory. Call 1-888-830-6392 to apply, or download the application from <http://www.wcta.net/site/index.php/legal/assistance-programs>. Once approved, you will receive the applicable credit(s) on your telephone bill.



**West Central**  
Telephone Association  
*We Connect You.™*

## Apply for WCTA Scholarship to Offset College Tuition

High school seniors can apply for West Central Telephone's Scholarship Program which will award up to eight high school seniors a scholarship in the amount of \$1,000. **The deadline for the WCTA Scholarship applications is April 7, 2014.**

West Central is committed to the future of rural Minnesota, and therefore invest in our youth. We believe that academic achievement in high school and service to one's community should be recognized. Our scholarship program has been established to encourage youth in our area to further their education after graduating from high school and is made possible through unclaimed capital credits checks. Because of our cooperative status, we are able to use these funds to benefit the scholarship program. At this time, there is over \$74,000 funding the scholarship program.

These scholarships are another example of a cooperative member-benefit, and as such, would like to see all high school seniors apply — there are typically only 18 to 20 applicants each year. The scholarship is not income or need-based, and although applicants should have at least a "C" GPA, they do not need to be top of class. Simply complete the online



application, write a brief essay on your chosen topic, and submit by the deadline.

For more detailed information and applications, contact your area high school counselors. You may also contact Geri Salmela with additional questions at 218-837-5151 or by email at [geris@wcta.net](mailto:geris@wcta.net).

Scholarship candidates must complete the application online and write a short essay on one of the recommended topics. Some tips to keep in mind are:

- Applications can be found online at [www.wcta.net](http://www.wcta.net).
- Check your spelling and grammar usage carefully.
- Write what *you* know, and how *you* feel about the topic.

# May 19 Marks the 64th Annual Meeting

Annual meetings are important events in the calendar year at the cooperative. The meeting is an opportunity to meet the staff and directors and to learn what's happening at the member-owned company.

**This year's meeting is scheduled for Monday, May 19 at the Sebek High School Auditorium. The meeting will begin at 7pm.** Naomi Moyer, representing Verndale, and Hazel Yliniemi, representing Wolf Lake, both intend to seek re-election; the nominations and elections committee consisting of Pat Pederson, David Anderson, Mark Callahan, Jim Runyan, Harvey Aho, Shirley Suvanto and Laura Mittleider will meet March 13 to appoint official candidates who wish to serve on the board. If you are interested in running

for a seat on the board, you should contact a committee member before they meet.

Kai and Bridget Allen with Skalmusik will again entertain the crowd at the annual meeting. There will be prize drawings, with a light meal following the business meeting. All members of the cooperative are welcome!



## Reminder of Our Policies Regarding Customer Information

Under the Federal Communications Commission's (FCC) rules, telephone companies like WCTA are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). We never sell your private account information or provide detailed information of your telephone calls to outside entities for marketing purposes. The protection of your information is important to us, and we have procedures in place to ensure your privacy.

We would like the opportunity to continue to offer you new products and services, or improve your existing service offerings, based on information about your account, which is legally referred to as CPNI, unless you should choose to "Opt Out" by calling 218-837-5151. Your approval or denial regarding CPNI use remains valid until you notify us.



To further protect your privacy, please remember that we may require photo identification when visiting in person in order to discuss your account. We can only discuss account information with people authorized by the account owner. For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss. When you call with account questions, we must authenticate you by requesting your pre-established password, calling you back at the telephone number related to your account, or sending the information to your street or email address of record.

**If you have any questions or would like additional information on these policies, please contact our office.**



**The Lone Ranger**  
Premiering April 4  
**starz**

Native American warrior Tonto recounts the story of his friend John Reid—a young man who donned a mask to seek revenge but became a legendary lawman in this big, brash adventure.

Visit [starz.com](http://starz.com) for airdates/times. STARZ and related channels and service marks are the property of Starz Entertainment, LLC. The Lone Ranger © Disney Enterprises, Inc. All Rights Reserved.

# Minnesota Relay

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. 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.

**To make a Minnesota Relay call just 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.

## Types of Relay Services

### Captioned Telephone (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

### Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

### Two-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

### Hearing Carry Over (HCO): 1-800-627-3529

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

### Text Telephone (TTY): 1-800-627-3529

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

### Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

### Speech-to-Speech (STS): 1-877-627-3848

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 voices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

### Computer (ASCII): 1-800-627-3529

Computer users can also 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.

### Spanish Relay: 1-877-627-5448

Allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

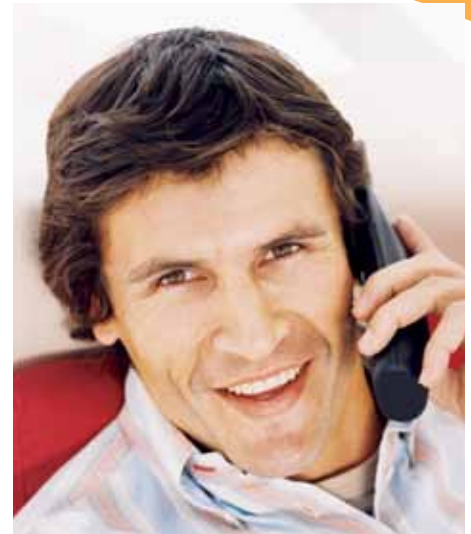
### 900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-call service.

## Important Information

### Emergency Assistance

TTY callers should dial 9-1-1 directly in 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
- Pre-paid calling card
- Carrier calling card
- Third-party billing

### Filing a Complaint

If you would like to file a complaint regarding Minnesota Relay, please call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice)/1-888-835-5322 (TTY), or file on line at [www.fcc.gov/complaints](http://www.fcc.gov/complaints).

## 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.

### For more information on the TED Program:

1-800-657-3663 (voice)  
1-888-206-6555 (TTY)  
[www.tedprogram.org](http://www.tedprogram.org)

**For More Information on Minnesota Relay Services**  
**1-800-657-3775 or [www.mnrelay.org](http://www.mnrelay.org)**



## Welcome, New Members

Berttunen, Ryan .....	564-8160
Carlson, Gaye.....	837-6232
Cusey, Jesse .....	837-6219
French, Gary.....	837-6877
Gilsdorf-Gracie, Judy.....	445-2603
Graphenteen, Chad.....	837-9307
Gray, Minnie .....	837-2460
Hand, Michael .....	837-6108
Keranen, Robin.....	564-8284
Kuha, Marvin .....	564-1874
Lake, Janelle .....	564-6503
Lang, Isaac.....	445-5925
Langberg, Chad .....	445-8230
Livingston, Julia.....	564-4950
Lutheran Social Service .....	564-1660
Makela, Scott .....	538-3162
Margolis, Brittany.....	564-0322
Mills, Nicholas.....	564-6012
Murdock, Carla.....	445-5926
Olson, Todd.....	445-0939
Roiko, Stephanie .....	538-6737
Skoog, Wade.....	538-6082
Steve's Auto Repair .....	445-5188
Stewart, Jordan.....	564-5865
Tappe, Sylvia .....	445-5933
Three C's Glass .....	564-7100
Twin Rivers Seed Farm .....	445-1224
Uselman, Matthew.....	445-5909
Vanorsdel, Barbie .....	564-3588
Weber, Kaia .....	445-3889
Weber, Michelle .....	445-6603

## FREE HBO and Cinemax Preview

Watch HBO and Cinemax FREE for four days and see what you've been missing. From April 4 through April 7, 2014, West Central Telephone will give you a FREE PREVIEW so you can catch the premiere episodes of *Game of Thrones*, *Veep*, and *Silicon Valley* on HBO. **Enjoy the hottest original series and the biggest Hollywood hits on HBO and Cinemax from West Central Telephone!**



*The Free Preview will be available on channels 401-419 and HD channels 801-802. If you do not wish to receive the preview, you can block the HBO/Cinemax channels on your set-top box using the parental control feature. For more information call 218-837-5151.*

## Annoying Robocalls Target the Area

A new scam is making the rounds, and it's hitting landlines as well as wireless. It's called the "One Ring" scam because the scammers program computers to send thousands of calls to random phone numbers, ring once and then disconnect. The scammers then hope you are curious enough about the phone call that you return the call right away.

When the phone call is returned, they incur a hefty \$19.95 for an international call fee. After that, there is a \$9.00 per minute charge.

Consumers who have been duped by these calls report that they are coming from the Caribbean Islands including Grenada, Antigua, Jamaica, and the British Virgin Islands. Some of the area codes connected to the scam are 297, 284, 268, 473, 876 and 809.

Unfortunately, there is no failsafe tool for stopping these calls, primarily because it is so easy for scammers to spoof the origin of the call. In addition, criminals here or abroad do not care that they are breaking the law—they just care about collecting cash without getting caught. The Federal Trade Commission (FTC) has offered the following tips to help cut down on the number of unwanted calls:

- 1) Never respond to a robocall.** The FTC suggests that you do not answer the calls. They also warn not to "press 1" or "press 2" which signals that they've reached a working number or a "live" prospect.
- 2) Don't give out personal information.** If you do receive an unsolicited call from a company you do business with and the person on the other end of the line starts to ask for personal information, tell the caller that you will call them back on their number of record.
- 3) Report these calls.** The FTC encourages you to report your experience to them online via the agency's National Do Not Call Registry or by calling 888-382-1222.

Keep in mind that when a legitimate telemarketer calls you, the caller must promptly provide the following: company name, the purpose of the call, a description of what they are selling and any restrictions to the goods being sold.