



# inter face

MARCH/APRIL 2016

THIS ISSUE

- 02 AMC Networks Now in HD
- 02 Tips To Optimize Your Internet Speed
- 03 Overview of Minnesota Relay Services
- 04 Business Spotlight: My Grandpa's Farm



## WCTA's 66th Annual Meeting is on May 9

Don't miss this year's annual meeting on Monday, May 9 at the Sebeka High School Auditorium beginning at 7pm. The nominations and elections committee will meet March 8 to appoint official candidates who wish to serve on the board. Dave Kriens and Dave Pulju are seeking re-election; contact a committee member if interested in running for the board. Committee members are Pat Pederson, Kay Oehlenschlager, Pam Johnson, Karen Kocurek, David Anderson, Jim Runyan and Harvey Aho.

**Enjoy live music before the meeting, with a light meal and door prizes to follow. All members of the cooperative are welcome!**



## Scholarships Available for Area Students

### Applications Soon Due from High School Seniors

There's still time for high school seniors to apply for a scholarship from West Central Telephone. Up to eight students will be awarded scholarships in the amount of \$1,000. The deadline for the WCTA Scholarship applications is April 8, 2016.

We created the WCTA Scholarship program to encourage area youth to attend college after graduation. It is fully funded through unclaimed capital credit checks, with over \$83,000 in the scholarship fund. These scholarships are not

income- or need-based, and although applicants should have at least a "C" GPA, they do not need to be top of class. Interested students should complete the online application, write a brief essay on their chosen topic and submit by the deadline.

**For more information and the application, contact your area high school counselors or visit [www.wcta.net](http://www.wcta.net) click on Scholarships.**

### 2nd Year or Beyond Scholarship Opportunity

Current college students are urged to apply for a \$1,000 scholarship through our 2nd Year or Beyond Scholarship program. To be eligible, students must have graduated from high school in any one of the five WCTA telephone exchanges and now be in their 2nd year or beyond of higher education. Past 2nd Year or Beyond Scholarship winners are eligible. The deadline for this scholarship application is June 1, 2016.

**For more information and the application, visit [www.wcta.net](http://www.wcta.net) and click on Scholarships. You may also contact Geri Salmela with questions at 837-5151 or by email at [geris@wcta.net](mailto:geris@wcta.net).**



# AMC Networks are Back in Our Lineup!

An agreement was reached with AMC Networks on February 10, just in time for *The Walking Dead* premiere. As part of the deal, WCTA was able to get the channels in HD as well. The channels are:

SD	CHANNEL	HD
50	AMC	283
54	WE	284
78	IFC	285
100	BBC America	282



We appreciate members who took the time to call, email or comment on Facebook to voice their opinion on this deal. As your cable provider, we will continue to work hard to deliver you the best value.

## GO FAST: Tips To Optimize Your Internet Speed

We understand life is busy. We also understand you want to make the most of it. Ultra-fast Internet from West Central Telephone can help. It allows you to save time and create extra minutes in your day to enjoy more offline moments with family, have more fun online, or gain more of an edge in the business world.



- The fastest computers are 'cleaned' on a regular basis. This means deleting your computer of old files and temporary storage that can make it run inefficiently. We offer remote computer assistance for a modest fee if you aren't comfortable doing this.
- You'll want at least 5th generation Intel® Core™ i7-5500U Dual Core Micro Processor, 8 GB Memory and 10/100/1000 NIC or Gigabit Ethernet port.
- For a Wi-Fi connection, you'll also need a router with the minimum requirement of 802.11n for speeds up to 60 Mbps or 802.11ac for 100 Mbps or higher. We recommend leasing or purchasing one from us with a Manage MyWi-Fi plan.
- To take advantage of Gigabit or other ultra-high speed Internet speeds, your operating system should be Windows 8.1 or newer (PC) or OS 10.6 (Mac). Older versions will still allow you to still connect to the Internet, but you won't get the fastest Internet speeds.
- The best Internet browsers for speed are Internet Explorer 11, Firefox 43 and Safari 9.02 or newer. Under our tests, Google Chrome is NOT recommended for optimum Internet speed.

**For more tips on optimizing your Internet, visit [www.wcta.net/giglife](http://www.wcta.net/giglife).**

## NATIONAL DO NOT CALL REGISTRY

Call 888-382-1222 to register or visit [donotcall.gov](http://donotcall.gov)

Register your telephone number to decrease unwelcome telemarketing calls.



## Ant-Man Premiering April 1

**starz**

Out of prison and looking for a new start, master thief Scott Lang is approached by Dr. Pym, creator of a technology that can shrink a man to insect size and boost strength. Together the duo sets out to save the world.

Visit [starz.com](http://starz.com) for airdates/times. STARZ and related channels and service marks are the property of Starz Entertainment, LLC. Ant-Man © Marvel. All rights reserved.

## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. 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.

### For More Information on Minnesota Relay Services:

[www.mnrelay.org](http://www.mnrelay.org)  
1-800-657-3775

### Emergency Assistance

TTY callers should dial 9-1-1 directly in an 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
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

### To file a Complaint

Regarding Minnesota Relay  
1-800-657-3775  
Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:

[www.fcc.gov/complaints](http://www.fcc.gov/complaints)  
Voice: 1-888-225-5322  
TTY: 1-888-835-5322  
ASL via VP: 1-844-432-2275

### 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.

[mn.gov/dhs/ted-program](http://mn.gov/dhs/ted-program)  
Voice: 1-800-657-3663  
TTY: 1-888-206-6555

To make a relay call 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.

### Captioned Telephone Service (CTS)

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA, who uses speech recognition technology, repeats what the other party says, which is then transmitted as text to the CTS user's phone.

### Internet Protocol Captioned Telephone Service (IP CTS)

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: [www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service).

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

Computer users can 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.

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

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

### Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device. Go to: [www.sprintrelay.com](http://www.sprintrelay.com).

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

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

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

STS 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 revoices the words of the person with the speech disability so that the other person on the call can understand them.

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

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

### Text-to-Voice (TTY): 1-800-627-3529

This service 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.

### Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties - in ASL with the VRS user and by voice with the called party. Go to: [www.fcc.gov/guides/video-relay-services](http://www.fcc.gov/guides/video-relay-services).

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

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

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

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

## Welcome, New Members

Ellingworth, Aaron.....	445-9304
Hanson, Rebecca.....	445-6609
Ins Advisors Veronen Agency..	445-5562
Mcfarland, Jan.....	445-2762
Oswalt, Alyse.....	445-2377
Pothen, Brian M.....	445-8037
Schey, Shannon .....	445-9884
Ellanson, Tammy .....	472-8003
Wright, Alissa M.....	472-2275
Peeters, Ryan.....	538-2051
Pifher, Daniel.....	538-2414
Anderson, Haruko .....	564-0785
Angevine, Raymond .....	564-3885
Cooper, Colton .....	564-2052
Haataja, Tiffany .....	564-6509
Hodgden, Lyle .....	564-9141
Light, Robert .....	564-8826
Lopez, Kimberly.....	564-6238
Loween, L. E. ....	564-3210
Maninga, Daniel.....	564-5690
My Grandpa's Farm .....	564-6594
Olson, Melvin.....	564-3333
Savela, John .....	564-6490
Ament, Jeremy .....	837-2842
Beuning, Brian.....	837-2586
Corbin, Evan.....	837-3542
Ervasti, Nicole.....	837-9316
Graba-Meech, Lisa.....	837-3260
Herr, Kari .....	837-2323
Johnson, Matt .....	837-3848
Kyro, Evan.....	837-2672
Paurus, Gregory .....	837-7070
Putikka, Brian .....	837-8947
Samuelson, Jonathan.....	837-6347
Stine, Brandon .....	837-8299



From L to R is: Paul (Owner), Jayson (Owner), Amy (Owner), Jessica (Helper), John (Owner), Ashley (Helper)

## BUSINESS SPOTLIGHT: My Grandpa's Farm

*Delicious cake! The flavor was delicious and everybody loved it.*

**“ Five Stars! AMAZING! ”** *Love the brownies! Made them for my family and they could not believe they were gluten-free!*



Those are actual comments left by My Grandpa's Farm customers. My Grandpa's Farm, located in Menahga, is a manufacturer of gluten-free dry mixes. Chocolate Cake, Banana Cake & Bread, Gingerbread Bars, Peanut Butter Cake, Whole Grain Bread, Pizza Crust and Pancake Mix are a few of the products offered. Besides being gluten-free, all of the mixes are organic and contain no fillers, preservatives or extra ingredients. They're made without eggs, peanuts, tree nuts, fish, shellfish, soy or wheat, making them free of the most common allergens. Most mixes are also made without milk, and a butter substitute is suggested for those looking to avoid all dairy.

Jayson and Amy Savela, along with their sons Paul and John, own and operate the business. The idea for My Grandpa's Farm came after Amy switched to a gluten-free diet. She struggled to find gluten-free mixes that tasted good and began making her own. The family felt Amy's mixes tasted better than anything currently on the market. That got them thinking that others might enjoy their gluten-free products as well. Their intuition was right. Their products stand up to national brands and do well in the market place.

The Savela's rely on West Central Telephone's broadband Internet to market My Grandpa's Farm. The majority of their business and customer communication is online. "We would truthfully be lost without the Internet connection that West Central provides," said Jayson. "They also helped us secure funds through their economic development loan which enabled us to expand our business."

**For quality organic and gluten-free foods that taste great, check out My Grandpa's Farm at [www.organicglutenfreemixes.com](http://www.organicglutenfreemixes.com) or call 402-0318 to find out where you can buy the mixes locally. For more information about West Central Telephone's services or gap financing, call 837-5151.**