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MARCH/APRIL 2019

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69th Annual Meeting is May 13

This year's annual meeting is Monday, May 13 at the Sebek High School Auditorium beginning at 7 pm.

The nominations and elections committee will meet March 5 to appoint official candidates who wish to serve on the board. Dave Pulju and Robert Weaver are seeking re-election; contact a committee member if interested in running for the board. Committee members are Hazel Yliniemi, David Anderson, Pat Pederson, Kay Oehlenschlager, Annette Peterson, Josh Whirley and James Runyan.

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



World Backup Day is March 31

Don't be an April Fool. Back up all your important files – including family photos, home videos and financial documents – on World Backup Day, March 31.

What is a backup? It's simply a second copy of your files that's kept in a safe place other than on your computer, tablet or smartphone. That place could be an external hard drive or an online storage service.

It's imperative to do backups on a regular basis, not just on March 31, since losing personal files can be a devastating experience. If you think it won't happen to you, think again. Losing files is common and can be caused by things like theft, hardware failure, computer viruses, car accidents, fire and flooding.

According to www.worldbackupday.com:

- 30 percent of people have never backed up their files.
- 113 smartphones are lost or stolen every minute.
- 1 in 10 computers are infected with viruses each month.



West Central Telephone's IT team likes to say, "Back it up to get it back!" We care about our customers and share this backup reminder to help prevent technology disasters. Our company offers technology solutions for everyone, ranging from a personal computer user to a business with multiple computers sharing a network. Contact the helpdesk at 837-5151 to learn more.

Scholarship Deadlines Approaching

WCTA Scholarship

There's still time for high school seniors to apply for a \$1,000 scholarship from West Central Telephone. The deadline is April 5 for WCTA Scholarship applications.

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

For more information and the application, contact your area high school counselors or visit www.wcta.net and click on Scholarships.

2nd Year or Beyond Scholarship Opportunity

Current college students are urged to apply for a \$1,000

scholarship through the 2nd Year or Beyond Scholarship. Students are eligible who graduated from high school, are from any one of the five telephone exchanges of WCTA and currently attend 2nd year or beyond higher education. **Past scholarship winners are also eligible.**

The deadline for the 2nd Year or Beyond Scholarship application is May 31. For more information and the application, visit www.wcta.net and click on Scholarships. You may also contact Geri Salmela with more questions at 837-5151 or geris@wcta.net.



Regarding Customer Information

WCTA maintains the security and confidentiality of Customer Proprietary Network Information (CPNI). We never sell or share your private account information to outside companies for any reason. The protection of your information is important to us, and we have procedures in place to ensure your privacy.

We'd like to continue to offer you new products and services, or improve your existing service offerings, based on information about your account, or CPNI, unless you should choose to "Opt Out" by calling 837-5151. Your approval or denial of CPNI use remains valid until you notify us.

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

Please contact us at 837-5151 with questions.



Venom

Premiering March 30
Venom @ 8:00 pm

STARZ

When Eddie Brock acquires the powers of a symbiote, he will have to release his alter-ego "Venom" to save his life.

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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 to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a Minnesota Relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay service. For information on Minnesota Relay Services: www.mnrelay.org or 1-800-657-3775.

For More Information on Minnesota Relay Services

www.mnrelay.org
1-800-657-3775

Important Information 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.

To file a Complaint Regarding Minnesota Relay

Email your complaint to mn.relay@state.mn.us or call 1-800-657-3775. When filing your complaint please provide:

- Date and time of the relay call
- Calling from and to phone numbers
- CA's identification number
- Nature of your complaint

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

Website: 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. For more information on the TED Program:

Website: mn.gov/dhs/ted-program

Voice: 1-800-657-3663

TTY: 1-888-206-6555

ASL via VP: 1-866-635-0082

Types of Relay Services

Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: www.fcc.gov/consumers/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. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

Hearing User: 1-800-627-3529

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

Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the internet — no need for a TTY. You

are able to make your relay call using a computer, laptop, tablet, or smartphone. Go to: 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 relay communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

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

This service allows a person who is deaf, deafblind, 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 relay communications assistant via an internet-enabled device with a video camera. The communications assistant 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/consumers/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 communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

Welcome New Members

Aho, John	631-3851
Ament, Ryan	629-1634
Bakken, Melissa	631-9066
Bounds, Dorothy	631-7358
Bounds, Trevor	629-1912
Bounds, Trevor	629-1929
Braith, Nate	472-0762
Brauch, Darcy	629-1734
Breid, Douglas	631-1529
Brown, Lindsey	629-1743
Campbell, Jean	629-1330
Christensen, Alyssa	629-1754
Christenson, Derek	629-1780
Clarksean, Dean	631-1395
Crabb, Gerald	629-1985
Crooker, Douglas	631-1134
Dykhoff, Phillip	629-1684
Eggert, Darrin	629-1660
Ellingson, Clifford	629-1990
Erkenbrack, Daniel	629-1577
Franklin, Edwin	631-7176
Gierke, Pam	629-1767
Hair Studio, The	564-6200
Hamman, David	629-1342
Hassa, Kari	631-9270
Hegarty, Shawn	629-1483
Hieb, Galen	631-4363
Hieb, Joyce	631-3789
Hieb, Michelle (Shelly)	631-2369
Hillesland, Patti	631-1784
Hinman, Brian	631-9280
Hoffmann, Donald	629-1686
Honer, Aaron	629-1496
Huebsch, Daniel	629-1399
Jahnke, Mike	631-3006
Kemper, Dawn	629-1583
Kincade, Joseph	629-1953
Kingsley, Steve	631-4264
Kraemer, David	631-1028
Lapinoja, Charles	472-3406
Lease, Helena	629-1653
Lorentz, Alan	629-1672
Martin, Zachary	629-1332
Morlock, Jeffrey	629-1889
Nevala, Jared	564-9537
Nickerson, Warren	564-6936
Noble, Tara	629-1495
Odenbrett, Rick	629-1369
Radermacher, Andrew	629-1494
Renner, Isaac	629-1514
Riewer, Steve	629-1833
Robbins, Jonathan	629-1217
Roberts, Darin	629-1276
Rowan, Leone	629-1056
Shamp, Randy	629-1341
Stickna, Crystal	564-4819
Stroeing, Timothy	629-1046
Thompson, Wayne	629-1490
Tichy, Ryan	629-1479
Topp, Calah	629-1758
Van Havermaet, Paul	414-6868
Venske, Karl	629-1215
Wachlin, Charles	629-1694
Wachlin, Diane	629-1339
Walz, Shay	629-1475
Weappa, Michelle	629-1628
Wegscheid, Brad	629-1791
Wegscheid, Brian	629-1387
Witthuhn, Jack	629-1065
Wohler, Paul	629-1661



Katie Heppner

BUSINESS SPOTLIGHT: The Economic Alliance

The Economic Alliance (formally the West Central Economic Development Alliance) is a nonprofit that focuses on economic development in Wadena County and surrounding communities. They were formed in 2011 from the need for a voice for economic development in our area of West Central Minnesota. With the goal of collaboration and flexibility in mind, the Economic Alliance was organized to represent both public and private interests, and not to be confined to a defined governmental boundary. Today, the Economic Alliance consists of an Executive Board of volunteers — representing banking, government, non-profit and private industry interests — and a full-time Executive Director, Katie Heppner, who carries out the day-to-day operations and strategic mission of the organization.

The mission of the Economic Alliance is to give a voice to the economic and business interests of Wadena County and surrounding communities by providing educational, networking and advocacy resources and opportunities. Through a series of interviews with key community members and stakeholders, the Economic Alliance identified three key priorities to drive their work in the upcoming years: Business Start-Up, Retention, and Expansion; Infrastructure Improvement and Workforce Development. Through this work, the Economic Alliance hopes to achieve its vision of making our communities the best place to do business.

In addition to its community-driven projects, the Economic Alliance offers personalized services including one-on-one small business consulting, grant writing and social media training. To learn more about the Economic Alliance, their upcoming projects and the resources available, contact Katie Heppner at 837-5950. You can also find information at www.thealliancemn.com and on Facebook at www.facebook.com/TheAllianceMN.