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MARCH/APRIL 2020

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Time for the 70th Annual Meeting

This year's annual meeting is Monday, May 11 at the Sebeka High School Auditorium at 7 pm.

Members will receive their ballots by mail in the coming weeks. The completed ballots may be returned by mail, or brought to the meeting to be counted.

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



WCTA Wins State Grant for Broadband Build

Thousands of Minnesotans previously left in the dark will now be plugged into the internet thanks to \$23 million in grants from the state. Gov. Tim Walz on Tuesday, Jan. 21, announced that nearly 11,000 homes, businesses and institutions in 30 communities across Minnesota will receive state and local funds to build broadband infrastructure, thanks to the state Department of Employment and Economic Development.

West Central Telephone is among the grant recipients that will build broadband out to unserved areas of Wadena, Todd and Cass counties. In a funding partnership with the State of Minnesota, Sourcewell, and Region 5, WCTA will improve broadband service levels up to 1 Gbps download and 1 Gbps upload, exceeding the 2022 and 2026 state speed goals. Broadband access will allow farmers and ranchers to follow markets, talk with customers and reach new markets, and use the latest precision agriculture tools to enhance their operations. The broadband network will improve access to health care, specifically mental health and senior care through e-visits and tele-health applications. Broadband will also help business owners manage remotely and could stimulate the local economy.



In this age, broadband access is a necessity, like running water and electricity. This grant will help us extend our fiber network into adjacent unserved areas where typically only expensive satellite internet is currently an option. Those in the project area will be contacted soon to start the process.



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 218-837-5151. 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.

Scholarship Deadlines Approaching

There's still time for high school seniors to apply for a \$1,000 scholarship from West Central Telephone. The deadline for the WCTA Scholarship applications is April 3.

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 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 who graduated from high school and are from any one of the five telephone exchanges of WCTA currently attending 2nd year or beyond higher education are eligible. **Past scholarship winners are also eligible.**

The deadline for the 2nd Year or Beyond Scholarship application is May 29. For more information and the application, visit www.wcta.net and click on Scholarships. You may also contact Geri Salmela with more questions at 218-837-5151 or by e-mail at geris@wcta.net.



Once Upon a Time in... Hollywood

Premiering March 27
@ 7:00 pm

STARZ

A faded television actor and his stunt double strive to achieve fame and success in the film industry during the final years of Hollywood's Golden Age in 1969 Los Angeles.

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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/deaf-hard-of-hearing

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.sprin-relay.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)

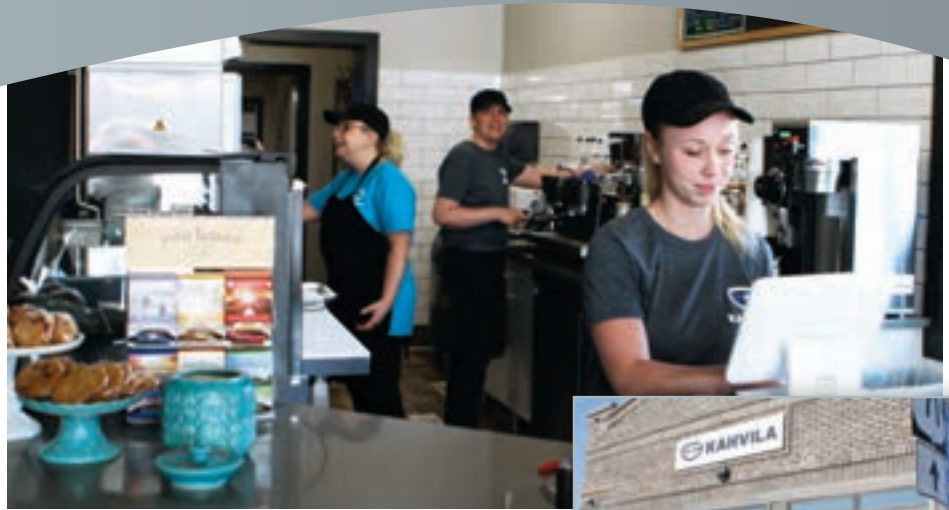
VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties – in ASL with 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

Ament, Mathias.....837-4727
 Busker, Ben & Sheila.....894-1989
 Capistrant, Maurice
 & Elizabeth894-3282
 Cypher, Carol837-6092
 Fonteyn, David & Stella894-2772
 Fuhrman, Bruce & Becky414-6919
 Glenz, Tony & Shelly.....414-6293
 Gomez, Marcos & Brooke....445-2672
 Great Lakes Tool
 & Engineering894-3770
 Hirschey, Barry & Sharon414-6569
 Knudson, Jeffery & Julie.....894-1675
 Knudson, Thomas & Bobbi..414-6894
 Kolb, Laura.....894-1293
 Koppes, Michael894-1414
 Lindner, Dennis445-2168
 McGruder, Phillip & Crystal...414-6527
 Mindermann, Tyler.....629-1984
 Mudek, Robert & Karen.....894-1646
 Mumm, Bernard & Gloria894-1835
 Mumm, Joe & Sandy894-1809
 Olson, Ron & Gini.....894-2007
 Parkos, Gary & Julianne.....894-3399
 Pearson, Ruth Ann.....894-3412
 Peterson, Keith & Linda.....894-5642
 Pickar, Audrey837-3223
 Pierson, Jason837-2839
 Schmitt, John & Barbara.....894-1155
 Schwartz, Doug & Cindy837-2044
 Simplicity Embroidery564-0509
 Stilwell, Jerry & Sonja414-6225
 Thoele, Barry & Bonnie.....414-6150
 Utz, Ted & Marlys894-1950
 Voeltz, Manuel & Ruth894-2598
 Vukelich, Doug & Karen.....894-1171
 Walz, Ricky.....564-8038
 Weishalla, Robert & Rita.....894-1416
 Wierimaa Richard.....837-5517
 Winter, Derrold & Amy.....894-2423
 Witz, Sandra894-5083



BUSINESS SPOTLIGHT: Kahvila

Kahvila, meaning "coffee shop" in Finnish, features extraordinary comfort foods, crafted coffee, and espresso. Kahvila is at the center of Menasha along Highway 71. The building has stood since the early 1900s and is the second-oldest building in Menasha. Many remember the building as the Olson Feed Store and recall walking by and seeing baby chickens in the window.

Christina Day used her love of design and experience in flipping houses to create Kahvila. She used local building materials and recruited several local contractors, as well as her brothers, Craig and Jason Korvela, and a host of talented friends, to make the coffee shop a reality. Christina is happy to boast about the "army" it took to make it all possible.

Craig, with over 25 years of restaurant experience, is the mastermind behind the creative menu. Kahvila proudly uses fresh, clean, high-quality ingredients when preparing their savory flatbread pizzas, sandwiches, and other items on the menu. Organic coffee beans, milk, heavy whipping cream, and half and half are used in their specialty beverages. Organic syrups are available, allowing the creation of a fully organic latte or mocha. Organic lemonade and smoothies are also among the large list of beverages on the menu.

Jason, with approximately 30 years of construction experience, was responsible for most of the finishing work. He continues to be a valuable "handyman" as new projects and problems arise.

Kahvila has robust internet with secure Wi-Fi and a surveillance system through West Central Telephone. Christina said, "West Central was great. They were there every step of the way making sure my network was secure and reliable."

We're sure the "old feed store" turned bistro will be your new favorite gathering place! Kahvila's friendly staff would be proud to serve you. To reach Kahvila, call 564-FINN (3466). Hours are 7am–2pm Monday–Thursday, 7am–7pm Friday and 8am–2pm Saturday.

Call West Central Telephone at 837-5151 to learn about security, surveillance, internet and other technology solutions for your business.