



# inter face

NOVEMBER/DECEMBER 2012

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## The Sounds of the Season

From Christmas carolers singing on the doorstep to friends and family talking on the phone, the holidays offer many ways to spread joyful messages. We'd like to join the chorus and wish you the very best this holiday season. We'd also like to thank you for choosing us as your communications provider. As you look ahead to 2013, remember to turn to us for communications services that work in harmony to keep you connected with the world.

Our offices will be closed on the following days to allow our employees time to celebrate:

- Thursday, November 22, 2012, for Thanksgiving
- Tuesday, December 25, 2012 for Christmas Day
- Tuesday, January 1, 2013, for New Year's Day

**In case of a service emergency, please call us at 888-207-6274.**



## Wolf Lake Next to Get Fiber to the Home

The FCC's Universal Service Fund (USF) and Intercarrier Compensation (ICC) reforms have been discussed in many newsletter articles and educational pieces by board and staff members and industry meetings since the Order was released a year ago. Specifically, we've analyzed the effects the reforms could have on our cooperative's bottom line and more importantly if we could complete our fiber-optic construction projects. Back in July, we wrote that the FCC's Order actually caused us to bring our broadband expansion to a halt, leaving our entire Wolf Lake and rural Sebeka residents without Fiber to the Home (FTTH) technology.

After crunching the numbers, and breaking the project into phases, **we are happy to announce that we CAN complete our FTTH project to the entire Wolf Lake area**, without increasing our long-term debt, using internal funds. We plan to start the bidding process this winter and begin construction spring of 2013. The rural Sebeka project will be re-evaluated at that time, as well.

While high speed Internet is already available to all members because of fiber to the node technology, FTTH technology brings more economic opportunity to the area as well as a more stable and robust network which allows for future technology. A recent study by RVA LLC showed FTTH as the best value for consumers beating cable modem, DSL, and wireless broadband in part because it has the least amount of usage limitations.



Did you know FTTH is considered a green technology? Communities that have FTTH networks have more home-based businesses and more work-at-home employees reducing vehicle traffic. Less traffic equals lower road maintenance, less energy use, and a reduction in CO2 emissions.

We're excited to provide our rural communities with FTTH, allowing our members to compete with any metro entity. FTTH does not just provide fast Internet; it provides business video conferencing, online face-to-face healthcare, remote home and pet monitoring, online advanced college classes, cloud computing, 3D TV, and so much more.

**Your voice and opinion can still make a difference to save rural broadband by contacting members of Congress. For more information, visit [www.saveruralbroadband.org](http://www.saveruralbroadband.org).**

# Meet Santa and His Reindeer!

'Tis the season — for open houses at the West Central Telephone offices. Santa's reindeer Donner and Blitzen will be at the Menahga office with a sleigh to greet kids December 7 from 2:30pm to 4:30pm. The Menahga office is located at 14 Main Street SW in Menahga.

The following Friday, December 14 from 2pm – 4pm, Santa himself will be at the Sebeka office to greet kids. The Sebeka office is located at 308 Frontage Road, Sebeka.

Both locations will have specials on phones, flash drives, memory cards, and more. Great pricing on extras, like HDMI cables for your new game consoles and TVs. Cookies, hot chocolate, and coffee will be served. Parents — don't forget your camera to pose with Santa and his reindeer!



## Spirit of Giving

Warm smiles. Loving relationships. Cherished traditions. These are the ingredients to create a memorable and meaningful Thanksgiving holiday. We hope you and your family share many treasured moments together as you celebrate this special day. It is an ideal time to give thanks for the many blessings we all enjoy, especially the simple things that mean the most to us.

In the true holiday spirit, there are many young people in our area without warm winter coats. We hope to help by collecting gently used coats, hats, scarves and gloves to distribute to families in need. From now until mid-December, WCTA will accept donations at the Sebeka and the Menahga offices. Gently used coats should be clean and in good condition. We are working with the Mahube-Otwa Community Action Partnership, Inc. to distribute the coats; if you are in need of a coat you should contact your county office.



We are also working with The Empty Stocking Fund again — collecting toys and gifts for those in need. All donations of toys, games, gifts, and money will be distributed to area families just in time for Christmas. The donations should be dropped off at our office by December 7 so that they can be wrapped, matched up, and delivered to families. The Empty Stocking Fund is a local organization that works with area churches and schools to help needy families at holiday time. Families in need may be working families with a lower income that just covers the basic needs, or a family that, because of a tragedy, can no longer afford Christmas presents. If you would like to donate, please bring new, unwrapped gifts to WCTA in Sebeka or Menahga.

Let's help make Christmas morning special for everyone in our communities!



## John Carter

Premiering  
November 17th

starz

A civil war vet is transported to Mars finding it populated with giant green men and various creatures that are both friendly and some ferocious. In his travels, John Carter must save the princess.

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



## Holiday Color Contest

All children 12 years old or younger are invited to take part in the West Central Telephone 2012 Coloring Contest. Stop by and pick up an entry form, then color or decorate to your liking. When finished, drop off or mail your entry to Coloring Contest, West Central Telephone, PO Box 304, Sebeka, MN 56477.

**Entries must be received by Friday, November 30, 2012. Winners will be notified the following week. Official rules will be on the entry forms.**

## New Name Changes You'll Love Online Backup is now FileHopper Plus.

The next time you open Online Backup, you'll see a few changes that we know you'll love!

**What will change?** The next time you open the product, you'll see the new name, logo, and console reflecting the new product name. You will also notice that your "iFolder" on your desktop is now your "FileHopper." The product will also now track your file syncing in FileHopper to show in-progress and completed syncs, as well as several technical updates that make larger files load more quickly and allow you to scan categories and determine backup file changes more effectively. You may experience a quick screen blank the first time you use the product. This is normal and a result of the new update being installed.

**What won't change?** Everything else! Your files are still safe on our secure servers and your backup and file sharing features continue to work—same as always.

You'll still use the FileHopper folder to share files and photos across any installed desktop machine, but now you can extend the power of your iFolder/FileHopper to your Android mobile device. To access your files on-the-go, download FileHopper from the Google Play Store for as little as \$.99/year at the Google Play store. This feature will soon be available on your Apple iOS devices, too.

We know you count on FileHopper Plus to keep your most critical information safe and accessible. If you aren't using an online backup service, we highly recommend you try FileHopper Plus—still only \$5.95 per month for 50 GB data storage.

**Call customer service at 837-5151 for more information or to order, or online at [www.wcta.net](http://www.wcta.net).**



## TECH THE HALLS WITH TV, INTERNET, AND PHONE

**A new bundle will save you money and by adding HD plus Whole-Home DVR, you'll go from ho-hum to ho-ho-ho!**

Only \$12.95 per month to add up to 43 HD channels, plus have expanded TV viewing choices that Whole-Home DVR service provides.

HD programming is crystal clear, and with Whole-Home DVR you can record shows and watch them later from any other set-top connected TV in the house. Skip commercials by fast-forwarding "live" TV, pause for bathroom breaks, or record one show while watching another.

**Bundles start at \$79.95 per month, and all include local phone service, 2 connected TVs, and Internet—starting at 10 MB (that's really fast!).**

**Call 837-5151 today or visit [www.wcta.net](http://www.wcta.net) for more info.**



## Welcome, New Members

Apq Engineering .....	564-7832
Bacon, Kim .....	837-6147
Blixt, Jake.....	837-6172
Bortle, Diane.....	564-5924
Covart, Debbie .....	837-6144
Crabb, Bea.....	564-5940
Emory, Johanna.....	564-5941
Finck, Stacy.....	445-5800
Frame, Derek.....	564-8806
Gilster, Terry.....	445-7217
Gipson, Jewel.....	564-5951
Go-Float .....	564-5000
Grangroth, Davin .....	538-6059
Graphenteen, Dennis.....	837-6135
Hayes, Jackie .....	472-3176
Holzworth, Joyce.....	564-4493
Houchin, Roberta .....	445-1151
Jacob, Daniel .....	564-2248
Johnson, Matt .....	564-1385
Johnston, Alyssa .....	564-0944
Jones, Julie .....	564-5938
Jones, Kelly .....	837-6349
Keranen, Darren .....	538-6057
Koehne, Steve.....	564-5394
Kopacek, Tammy.....	837-6145
Krell, Dennis .....	837-6194
Larson, Rebecca .....	564-5928
Lendway, Cassandra .....	445-5828
Leritz, Janel .....	564-5409
Mason, Sabrina .....	445-5845
Miller, Lee .....	445-5756
Mohs, Randy .....	445-5814
Peterson, Roger .....	564-6643
Pickar Jr., Dennis.....	564-5947
Poster, Mark.....	445-5843
Raatikka, Raymond .....	564-5278
Rogers, Steven C .....	564-3401
Seppanen, Brent .....	538-6070
Sneed, Sandra .....	445-5910
Steidler-Thompson, Lynn.....	564-4362
Stiner, Kevin .....	445-5838
Tomperi, Terry.....	564-9875
Tovar, Frank.....	564-5907
Usher, Tadd .....	538-4105
Van Ourkerk, William.....	445-5812
Vilkama, Thomas .....	538-6068
Walter, Craig.....	837-6140
Weyer, Ashley .....	837-6150
Wieseler, Samantha.....	837-0550
Wirkkala, Eric.....	564-8770



## Questions to Ask Before Shopping Online

Whether to save time or find a bargain, many people do some of their shopping online. If you're one of them, be aware that fake online shops exist, designed to lure you in with promises of super cheap offers in order to rip you off. (You may never get the items you purchased or receive fake or damaged merchandise instead.) These shopping scams are popular since it's incredibly easy and inexpensive to buy a site name, create a fake online shop, and even offer payment options via debit/credit card or PayPal.

### Before buying anything from an unfamiliar online shop, run through the following questions:

- **Does it have a physical address and contact phone number?**  
A reputable shop will show at least one physical address and offer a phone number for customer queries. Call the number and see if you can reach a live person during normal business hours.
- **Does it have a contact email address?**  
Not all reputable shops show a contact email address (they may use a contact form instead) but it is a promising sign if they have one. It should be a proper email address matching the company's name, not a free disposable Hotmail or Gmail address.
- **Does it look amateurish or contain lots of spelling/grammar mistakes?**  
A reputable shop may have an occasional spelling mistake but it is very unlikely to look as if it was put together quickly by someone with little grasp of the English language.
- **Does it offer a variety of payment methods?**  
Offering payment by debit/credit card is the norm. Some reputable shops will offer payment via Google Checkout or PayPal as well as but not instead of card payment. Walk away if the online shop only accepts money orders and/or cash.
- **Are there reviews of the site?**  
Search for online reviews and customer comments using resources such as the Better Business Bureau and Bizrate. If the reviews are bad (or there aren't any), be concerned.

Should you realize that you've given your credit card information to a fake online shop, immediately contact your credit card company for assistance.