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Sun Outage May Impact TV Service

Sun outages occur twice a year — around the spring and fall equinoxes — when the sun is in a direct line behind a satellite transmitting cable TV signals. This natural phenomenon can briefly overwhelm the satellite receiver, causing pixelated pictures, picture freezes, audio distortions or a total loss of the channel. Nothing can be done to prevent these sun outage effects.

The spring equinox takes place on **March 20, 2023**. If you notice **TV issues during the day that last longer than 15 minutes**, call us at **218-837-5151**.



Plan to Attend the Annual Meeting on Monday, May 8

The 73rd Annual Meeting of the Members of WCTA is quickly approaching. The meeting will be held at the Sebeka Public School, with registration beginning at 5 pm, music at 5:30 pm and the meeting starting promptly at 6 pm.

Once the meeting adjourns, names will be drawn for cash and prizes, including the grand prize of free internet and phone service for a year. After the prizes are awarded, members will be invited to enjoy a meal together.

We encourage all members to attend and take part in this important event. It's a great opportunity to meet our employees and learn more about the organization.

Watch for more information regarding the meeting in the following weeks. In April, you'll receive an annual report in the mail that includes candidate information, your official ballot, secret ballot envelope and return envelope.



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Our CPNI Policy and Your Privacy

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 call 218-837-5151 with questions.

Scholarship Deadlines

WCTA Scholarship Program

It's time for high school seniors in our area to apply for one of eight \$1,000 scholarships! The application deadline is March 31, 2023.

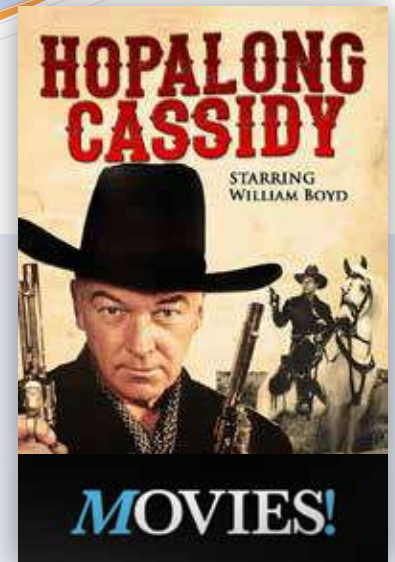
A WCTA scholarship could be a great way to help cover educational expenses and make your dreams of higher education a reality. This scholarship is not income- or need-based, and although applicants should have at least a "C" GPA, you do not need to be top of class. To apply, read through the criteria carefully and provide all necessary documents before submitting. 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 high school's counselor or visit www.wcta.net and click on "Scholarships" under "News" at the bottom.

2nd Year or Beyond Scholarship

Current college students are urged to apply for a \$1,000 2nd Year or Beyond Scholarship. You're eligible if you graduated from high school, are from any of the telephone exchanges of WCTA and are currently attending 2nd year or beyond higher education. **Past scholarship winners are also eligible.** This could help you cover some of your tuition costs and other expenses related to your education.

The application deadline is May 26, 2023. For more information and the application, visit www.wcta.net and click on "Scholarships" under "News" at the bottom.



Check Out Four New Television Channels

If you subscribe to the Minneapolis Core package, you now have access to four new television channels that offer a variety of content:

- **135 Movies!** brings a selection of classic and contemporary films to the lineup.
- **136 Buzzr** offers game shows from the past.
- **137 The Grio** provides news and entertainment tailored to African American audiences.
- **138 Decades** brings viewers back in time with its selection of vintage TV shows.

With these new channels, you can look forward to enjoying an even greater variety of programming.

Minnesota Relay

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.

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: <https://www.fcc.gov/ipcts>.

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 can make your relay call using a computer, laptop, tablet, or smartphone. Go to: <https://www.fcc.gov/ip-relay>.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability can 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: <https://www.fcc.gov/vrs>.

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.

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: consumercomplaints.fcc.gov
- 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
- ASL via VP: 651-964-1514





BUSINESS SPOTLIGHT: Wadena Pizza Ranch FunZone Arcade

The Wadena Pizza Ranch, owned by Darren and Kandi Kelderman, has been in business for almost 35 years, but they've added something new. They recently had the grand opening of their new 1,500-square-foot FunZone Arcade, which has the community buzzing with excitement and enjoying the experience with friends and family. According to business manager Zack Kelderman, "There's nothing like a full buffet and arcade concept, and we're happy to provide this heightened experience in our Wadena location."

Customers love the FunZone Arcade since it offers something for everyone in the family to enjoy — from old school arcade games like Frogger and ski ball to the most advanced virtual reality games out today. Players will use a reloadable FunZone Card and purchase credits to play the games. Many of the games offer opportunities to win tickets that are stored on the players card and can be redeemed for prizes at any time.

The FunZone Arcade is a great way for families to spend some quality time together while enjoying delicious pizza. It's open from 10:30am to 9pm Monday through Saturday. Party packages are available as well.

The Wadena Pizza Ranch has entrusted West Central Telephone to provide a security system with cameras placed throughout. In addition to security, they've used the cameras for training purposes, to keep an eye on the buffet, and now, to ensure safety in the FunZone Arcade.

The FunZone Arcade is located inside the Wadena Pizza Ranch at 106 S Jefferson St. For more information, you can visit them online at <https://pizzaranchfunzone.com/locations/wadena> or call 218-631-2145. Find them on Facebook at @pizzaranchwadena.

Call West Central Telephone at 218-837-5151 to learn how our services can help your business.

Welcome New Members

Burcham Dylan..... 218-445-2769	Kals Inc 218-631-2700	Schlechter, Judie 218-631-1503
K & R Trucking..... 218-538-1569	Savela, Doug 218-837-6538	