

August 2008

Teleconnections

Published by:



Webster-Calhoun
Cooperative Telephone Association

1106 Beek Street, PO Box 475, Gowrie, Iowa 50543 ★ Phone: 515-352-3151 ★ www.wccta.com ★ www.wccta.net



Sprint Mailing

Webster-Calhoun Long Distance recently changed the underlying carrier network for long distance service. This should have been invisible to the customer and inadvertently resulted in letters sent to business customers thanking them for their change to Sprint.

This could also result in the long distance carrier code displayed on your Webster-Calhoun billing to show as 0333 Sprint.

If you receive any further correspondence from Sprint or have any questions or concerns about your long distance carrier, please contact our office at 515-352-3151.

Check your bill...

Webster-Calhoun Cooperative Telephone Association itemizes your billing statement each month so you can see all the charges associated with your account. If you have questions or concerns about these charges, please contact our office at 515-352-3151.

Door to Door in Churdan

Representatives on behalf of WCCTA are going door to door in the Churdan area to visit with subscribers about construction plans for Fiber to the Home. If you have any questions or concerns about plans for construction or any third-party companies working with us, please contact the office at 515-352-3151.

Webster-Calhoun Cooperative Telephone Association Important Phone Numbers:

During Regular Business Hours (8 am – 5 pm) Please Call: 515-352-3151

Telephone After Hours Repair (After Hours Only) Call: 515-352-5000

Internet Technical Support: 515-352-7000

SecureIT Plus Technical Support: 877-373-3320

Iowa One Call: 800-292-8989



Upgrades to WCCTA.net Internet Service Provider (ISP) Servers

Webster-Calhoun is currently upgrading the computers used internally for Internet service. This includes authentication, e-mail and web servers. We anticipate having this conversion complete by mid-August.

Unfortunately there have been a few instances where Internet service has been affected. Please bear with us as we make this conversion to improve your Internet service.

TEAM UP with Webster-Calhoun for all your communications needs! The local Youth Sports Foundation tackle football team rode on the float during the 2008 Gowrie Independence Day parade. Employees of Webster-Calhoun participated in **parades** throughout our serving area this summer. WCCTA currently offers telephone and high speed Internet services to all our customers.

Plowing in Paton

Central Cable Contractors are still in the Paton area plowing new fiber cables. This process has taken much longer than planned due to the rain and flooding!

Fiber Cut-Over in Gowrie

Appointments are being made with residents and businesses in the Gowrie area to make the change to the new fiber system. Telecom Construction crews are completing these cut-overs and installing a power supply inside the home. Telephone and Internet service and rates stay the same as you are currently used to; however, fiber and new electronic technology will allow Webster-Calhoun to expand on current products and services in the future.

Power supply for Fiber to the Home

Fiber technology is powered at the customer's premise. An additional box installed inside your home or business powers the NID (Network Interface Device) box on the outside of the building.

This must always be plugged into an electrical outlet to continually provide power to your telephone network. It also contains an industry standard back-up battery in case of a power outage. In the event your power goes out, the battery will allow your telephone to work.

How long is determined by your usage (incoming and outgoing calls.) To conserve power while on the battery, high-speed Internet is disabled.

