

March 2010

Teleconnections

Published by:



Webster-Calhoun
Cooperative Telephone Association

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What Happened to my SecureIT?

As part of the computer protection from SecureIT Plus, the software automatically does Microsoft updates to keep your operating system up to date. Unfortunately on February 10th there was a corrupted file in the Microsoft update that if rebooted the computer would loop and resulted in the notorious Blue Screen of Death. For those that did not reboot between Wednesday and Thursday another update was immediately released to fix the issue.

This Microsoft issue was not unique or specific to SecureIT, although it had a direct impact on many SecureIT customers. Security Coverage understands the reliance we have on our computers given the digital lifestyle we live. The goal was to help everyone through this issue as quickly as possible and staff levels were increased to accommodate the thousands of calls taken by Security Coverage.

Video Update

Great strides have been made on the Digital TV product this past month! IPTV Video signal is now in our office and is being sent around our network. An offering date has not yet been determined.



This is a brand new product and a lot of testing is being done as the signal is configured through equipment. Technicians are also analyzing end user equipment such as switches, set top boxes, televisions, and remotes to determine the best way to wire it into customer's homes.

Have Leprechauns Gotten Into Your Computer Again?



Get SecureIT Plus Computer Protection and rest easy.

\$6.95/month

service includes:

- Managed Virus Protection
- Spyware Detection, Removal, and Pop-up Blocker
- System and Disk Management
- Microsoft Patch Management
 - Monthly E-Mail Summary
 - Firewall
- Plus FREE Tech Support

Contact Webster-Calhoun at 352-3151 to sign up!

\$29.95 remote installation charge. No worries!! Call tech support and have them install it for you!!

Have SecureIT and not sure if it is working correctly? Call SecureIT support and have them double check it for you! Peace of mind is only a phone call away.

ITA Day at the Capitol

Wednesday, January 20th was scheduled to be ITA (Iowa Telecommunications Association) Day at the Capitol. Where ITA member companies show off what they have been up to and talk to their elected officials.

Unfortunately Mother Nature had another plan. There were a few member companies that were able to attend but totaled only a third of the companies that normally are in attendance. The rotunda hosted Iowa Network Services, Central Scott Telephone Company, Liberty Communications, Western Iowa Telephone, Hickory Tech, River Valley Telecommunications Coop, Northwest Communications, Webster-Calhoun Coop Telephone Assn, Kalona Cooperative Telephone Company and Omnitel Communications.



If you were one of the lucky customers that resulted in a \$15 phone call last month please check your March billing statement for a credit of \$14.85. The rate was the result of an incorrect decimal point in our billing system. Please contact our office at 515-352-3151 if you have further questions.

Intrastate rates are billed to phone calls made within the state. Interstate rates are calls made outside the state of Iowa. January 1st, Intrastate rates for Webster-Calhoun Long Distance were changed to 15¢ per minute.

**Spring is just around the corner!
Please don't burn ditches near
telephone equipment! Heat from
the fire can cause melted wiring
and conduit that potentially
causes a loss of telephone
service to you and your
neighbors!!**



Construction Progress

Cold winter weather and snow are slowing down progress on our Fiber to the Home projects in Badger, Clare and Barnum but crews continue to splice and test lines in those areas. Vantage Point Solutions is contacting customers in the Duncombe, Vincent, and Thor areas regarding plans for spring construction.



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Support Phone Numbers:

Questions About Your Bill

Install or Change Service

Directory Listing, etc.

Repair Service During Business Hours:

Monday – Friday 8 am – 5 pm 352-3151

Repair Service After Business Hours 352-5000

Internet Technical Support 352-7000

SecureIT Plus Tech Support 1-877-373-3320

Webster-Calhoun Long Distance 352-5050

Counseling, Crisis Intervention, Homeless Assistance,
Health and Human Services Information: **Dial 211**

Information: Dial 1 plus Area Code 555-1212
Or **Dial 411**

Travel information provided by the Iowa Department of
Transportation during severe weather or construction
seasons: **Dial 511**

Access Telecommunications Relay Service (TRS) for
assistance that links deaf and hard of hearing people via
the telephone: **Dial 711**

Locating Buried Cable: Contact Iowa One Call
Toll Free 1-800-292-8989
Or **Dial 811**

EMERGENCY ONLY **Dial 911**