

January 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

Notification Letters

As part of new FCC rules, Webster-Calhoun is required to provide notification to customers when certain changes are made to your account.

You may receive a letter in the mail if you change your billing address or add, alter or delete passwords, hints or answers.

Congratulations to Daryl Carlson, EVP General Manager, of Webster-Calhoun for being honored as the Iowa Telecommunications Association Volunteer of the Year for his service on the organization's Legislative Committee!

New Privacy Rules at WCCTA

Customer privacy has become an issue in many areas of our lives. And now, due to regulations approved by the Federal Communications Commission (FCC), telecommunication providers of all sizes are having to put specific procedures in place to protect and control access to the information they hold in the systems that they use to serve customers.

"We have been protecting our customers information for as long as we have been in business," stated Daryl Carlson, General Manager of Webster-Calhoun. "Now, as these rules go into effect, we are just standardizing our methods to those spelled out by the FCC."

The most noticeable change will be seen or heard when a customer calls the company and inquires about information on their monthly statement.

"In many ways, the changes customers will see from us are similar to experiences they have in other areas of their lives," stated Carlson. "I know that when I call into an investment company, for example, they 'confirm' who I am in a number of ways. That is what we will be doing through a couple different methods."

The FCC is requiring companies to formalize the process in order to better protect consumers, their information and in turn, the customer's identity. The challenge for smaller local providers comes when the same standards are applied to them as those for huge providers like Qwest.

"Unlike most large companies, we know most of our customers, so 'authenticating' who a customer is may take many forms for us. In the end, we want to be sure we protect our customers and, at the same time, abide by regulations, so we ask customers for their patience as we find the best way to balance personal service with regulatory compliance."



Continued on back

WCCTA held a **Holiday Open House** on Friday, November 30th. The WCCTA tree was decorated with the theme "Cutting Edge of Technology." Thanks to all those who attended and congratulations to **door prize winners**.

Colleen Wood, Scrapbook
Sue Crouch, Cookie Cutter/Baking Pan
Shawn Everhart, Cookie Cutter/Baking Pan

High School Seniors interested in scholarship opportunities may want to check with their school's Guidance Counselor or check out the Foundation for Rural Service web site at www.frs.org.

Should a student from our service area be selected to receive one of 30 national scholarships (\$2,000 each) WCCTA will make a \$500 matching contribution to the scholarship. Each application must come from a student living in the Webster-Calhoun serving area and bear the signature of the WCCTA General Manager, Daryl Carlson, to be eligible. Scholarship applications must be postmarked no later than March 1st, 2008.



New Privacy Rules (continued)

One thing that customers can do to make their experience better, according to Carlson, is be sure to add users to your account that have the ability to inquire about or make changes to the account. This could be a spouse, your adult child or a roommate. All users will need to be listed on the account and know the answer to an authentication question in order to get information over the phone.

"Additionally, it will be much easier for a customer to get clarification about something on their bill, if they have it with them when they come in or in front of them when they call. That fact alone will significantly ease the process," stated Carlson.

"The bottom line is we are still about providing our customers with the best service possible, and part of doing that well is keeping customers informed and protecting their information. That is what we are attempting to do and we are asking customers to help us serve them even better."

Authorized Users

You can add necessary persons to your account as authorized contacts. Those persons can discuss information and make changes to your account but are not responsible for payment of your account.

Examples of authorized contacts may be if you rely on someone else, such as an adult child, neighbor or friend to help you with your account or pay your bill.

Businesses may want to list certain employees as having access to their account.

Contact Webster-Calhoun at 515-352-3151 to request a form to add an authorized user to your account.

Stuck Inside This Winter? Travel anywhere in the world with Internet Access from WCCTA. Contact our office for more information about Dial-Up and High Speed DSL!