

Enjoy Labor Day!

NEWSLETTER

# Teleconnections

September 2021

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A Program of:  
 THE RURAL BROADBAND ASSOCIATION®



## 10-Digit Dialing

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline starting July 16, 2022. In order for 988 to work in the 319 and 515 area codes within Iowa, 10-digit local dialing must first be implemented changing the way you dial local calls.

Currently you can dial your neighbor from your landline phone by dialing 10-digits (515 + telephone number) and also by dialing 7-digits. In October of 2021 all Iowans must dial 10-digits on all local calls. For example if you normally call WCCTA at 352-3151 you will soon have to dial 515-352-3151 to reach our office.

Watch for more reminders from WCCTA. And don't worry. If you forget you will hear a nice recording to remind you. Beginning October 24, 2021, all local calls dialed with only seven digits may not be completed, and a recording may indicate a call cannot be completed as dialed. If you get this recording simply hang up and dial again using the full 10-digit number.

What other changes need to be made? Important safety and security equipment, such as medical alert devices and alarm and security systems need to be reviewed. Contact your medical alert or security provider if you are not sure whether your equipment needs to be reprogrammed. Other examples of services would be fax machines, speed dialers, call forward settings and voicemail.

Note: Those with WCCTA Voicemail forwarding from WCCTA land line numbers have already been adjusted.

# Capital Credit Retirement

The WCCTA Board of Directors voted to retire the remaining standard capital credit dividends (25% of the total year) allocated for the year 2007 as well as 100% of the standard capital credit dividends allocated for the year 2017. Late-November checks totaling over \$2.3 Million will be refunded to past and present members.

Members having service with us in 2007 and newer members with service in 2017 will receive checks this fall. Last year members appreciated the retirement of multiple allocation years allowing the funds to reach even more members.

**WCCTA's Office will be Closed on Monday, September 6<sup>th</sup>  
so our staff can enjoy Labor Day!**

## Emergency Broadband Benefit

The pandemic increased the need for broadband service while reducing income for many. To help, the Emergency Broadband Benefit is an FCC program providing eligible households with a monthly broadband discount of up to \$50.

For complete details including eligibility criteria, visit [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).

## Telephone and Internet Assistance

The Low-Income Telephone and Internet Assistance Program makes residential telephone and Internet service more affordable for qualifying low-income households throughout Iowa. Qualifying low-income households receive reduced charges on their monthly bill. You may only receive low-income assistance from one wireline or wireless telephone provider.

To qualify for Lifeline Assistance, applicants must receive assistance from at least one of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans and Survivors Pension Benefit
- Income at or below 135 percent of the Federal Poverty Guidelines
- Tribal Specific Programs



Contact Webster-Calhoun at 352-3151 or [www.wccta.net](http://www.wccta.net) for more details.