

Never Stop Learning!

NEWSLETTER

Teleconnections

August 2020

THIS ISSUE:

Retirement
Welcome
TCM Phone Feature
Newsletter Contest
(846-6242)

With the uncertainty of COVID-19, we are more than happy to help assist you as much as possible over the phone and remotely during this time. We have the privilege and responsibility to provide an essential service our communities rely on and will continue to do so to the best of our ability and continue to move forward cautiously.

Happy Retirement!

Linda Lawrence has retired after twenty-six years in the office at WCCTA. Staff and family were invited to enjoy lunch and cake recently while wishing Linda well.

“So much has changed!” said Linda reflecting on her many years in the accounting department. “When I first started it was just telephone service. The industry has changed so much and now we provide Internet, TV, and more.”



Congratulations, Linda!!

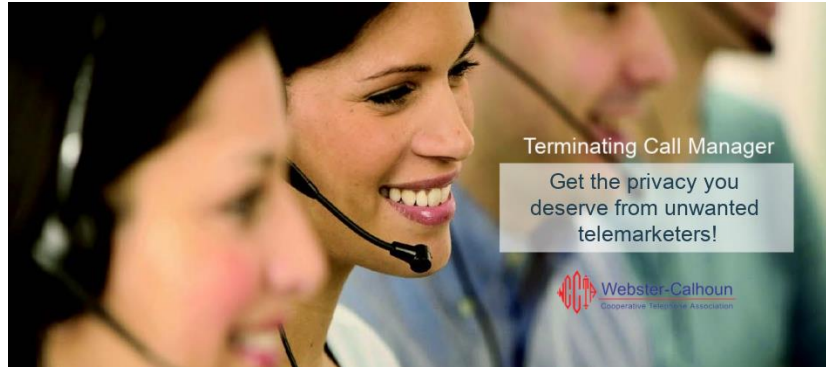
Welcome, Mindy!

We're so happy to welcome Mindy Roper to our WCCTA office staff! Mindy lives in Farnhamville with her husband, Dallas, and their children Linkin, Tripp, and Brixton. She is catching on quickly in helping with a variety of technical, billing and payment questions in the office!



Terminating Call Manager

Terminating Call Manager is available from WCCTA for \$3.50 per month to help you screen calls to your landline telephone. It is an intelligent call screening service that blocks telemarketers and at the same time “learns” who your friends are so their calls complete without interference.



Essentially all long distance terminating calls will hear a message when calling your number: “The number you have reached does not accept calls from telemarketers. If you are a telemarketer please add this number to your Do Not Call list and hang up now. If you are not a telemarketer, please press 1.”

Want to cut down on the political messages expected in the next few months? Those are exempt from the Do Not Call list! Contact our office today at 515-352-3151 to get this added to your phone line. Try it for a couple weeks or a couple months!

Email Conversion Completed

WCCTA has migrated to a whole new email platform designed to give you more features, more storage space, and overall convenience, efficiency, and organization! We’ve heard some customers love it and some not so much!

There are many ways to connect to your wccta.net email. Some like to connect directly using the website or using a mail app on a mobile device. Computers also have several options such as Thunderbird, Windows Mail and Apple Mail. (We have learned that exchange servers such as Outlook are not compatible.) Our website has been updated with documentation to help you navigate the new changes.

As always if there are any issues please contact our office at 515-352-3151 or support at 515-352-7000. To avoid confusion with spam remember we will never ask for personal information or your email password through an email. Please contact our office if you have questions or concerns.



Newsletter Contest

Congratulations to Tim Barrett of Moorland and Arlen Hirsch of Paton! They found their phone number located in the newsletter last month! There are three located in this newsletter. Can you find them? Find YOUR phone number in this newsletter and contact our office to win a \$10.00 credit on your billing statement!