

Merry Christmas!

NEWSLETTER

Teleconnections

December 2020

THIS ISSUE:

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(879-2778)

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.

Office Closed for Holidays

Webster-Calhoun Cooperative Telephone Association will be closed for Christmas on Thursday and Friday, December 24th and 25th and New Year's Day on Friday, January 1st so our employees can enjoy time with family. As always if you need immediate assistance outside regular business hours, please contact support at:

Telephone Technical Support: 515-352-5000
Internet Technical Support: 515-352-7000
WCDTV Technical Support: 515-352-4000
Tech Home Support: 877-373-3320

Due to COVID-19 our office lobby has recently been closed to the public; however, if anyone needs assistance to drop off or pick up something at the office arrangements can be made by calling the office at 515-352-3151 during regular business hours.

Did you know? WCCTA has a drop box located in the alley on the south side of the office building? Drop off your payment any time!



Nominating Committee Meeting

The Board Member Nominating Committee meeting for 2021 will be held at 11:00 am on Thursday, January 7th, 2021 at the Webster-Calhoun Cooperative Telephone Association office. Contact Daryl Carlson, General Manager, at 352-3151 for more information.





Tips for Online Shopping

Shop Small
& Shop Local

Correction – last month one of the tips was transposed! It is recommended to use *credit* cards or a payment service such as PayPal instead of *debit* cards for online transactions.

Negotiating Retransmission Fees

Webster-Calhoun, like many other TV providers, is once again facing rising retransmission fees for local broadcast channels. These rates will be going up and will only affect WCDTV television customers.

Every three years TV providers are required by law to receive permission from local broadcasters to retransmit the free over-the-air signals from ABC, CBS, NBC and FOX to our customers. It is free to you over an antenna and it makes it convenient for you to view it like any other channel on our line-up.

Unfortunately, broadcasters charge a considerable fee for WCCTA to rebroadcast the signals on our channel line-up. One thing remains consistent in that when rates from channel providers continue to increase so do the rates for WCDTV channel packages. This is a no-win situation for ALL TV customers. If WCCTA says no to high rates and drops the channels, customers are frustrated. When rates continue to go up, customers are frustrated. We continue to do our best to negotiate fair rates.

Interesting to note, just eight multi-billion-dollar corporations own or control about 90% of existing TV networks on the channel line-up – both those you want and those you don't. They won't let you have the most popular networks unless you get the less-popular ones, too.

Newsletter Contest

Congratulations to Lana Wendland of Barnum, Gene Schoon of Knierim and Harold Coon of Farnhamville! 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!