

WHAT IS A COOPERATIVE?

Webster-Calhoun, at its core, began as a telephone service because no other companies wanted to serve rural areas. It was too expensive! Locals banded together to create a cooperative to provide the service locally and the rest is history. Each time you subscribe to one of WCCTA's services, you are not just becoming a customer; you are actually making an investment in a company you and your neighbors actually own. Once the operating costs and reinvestments in your co-op have been met, the Board of Directors refunds the remaining money to the members in the form of Capital Credits. The amount refunded varies from year to year.

WHO ARE COOPERATIVE MEMBERS?

Customers in the Gowrie, Pilot Mound, Boxholm, Lanyon, Paton, Churdan, Farnhamville, Somers, Moorland, Knierim, Clare, Barnum, Thor, Badger, Vincent and Duncombe telephone exchanges are considered members of the cooperative.

With the investment in Fiber to the Home beginning in 2020, customers in Lohrville, Manson, Rockwell City and Lake City will not be considered a member of the cooperative until a reasonable return on investment is gained. The Board of Directors will re-evaluate in the future.

BOARD OF DIRECTORS

Cooperative Members elect each representative on the Board of Directors. Their job is to oversee the local operation of your cooperative and protect your investment.

PATRONAGE NOTICE

Each year anyone that did qualifying business with Webster-Calhoun receives a "Patronage Notice". This notice shows the total amount of dollars allocated, or set aside, and will be returned to you at a later date. This includes the previous calendar year and totals from other years yet retired.

DIVIDENDS

In order to operate the business, capital credits remain with the cooperative for a certain amount of time before they are returned to the members. Rural cooperatives, like any other business, must have some money on hand to provide current operating funds and to invest in facilities. When dividends are declared, capital credit checks are issued to account holders.

Telephone

SIMPLE & CONVENIENT



TECH SUPPORT

(515) 352-5000



CONTACT US

(515) 352-3151



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PO Box 475
Gowrie, IA 50543

WWW.WCCTA.NET



Webster-Calhoun

Cooperative Telephone Association



WHAT IS FIBER TO THE HOME?

Fiber technology has revolutionized the way we connect our homes and businesses. Glass-covered fiber cables can literally move data at the speed of light. Data flows farther and faster than ever before. Through fiber, Webster-Calhoun can securely provide our internet, TV and telephone services directly to our customers. Studies show access directly to fiber optics and being able to subscribe to gigabit speeds can increase the value of your home.

MANDATORY CHARGES

(Charges are per month and are subject to change.)

LOCAL SERVICE ACCESS CHARGE

Single Line – Business	\$22.50
Single Line – Residence	\$22.50

Charges for access to the local network. This is the minimum as allowed by the FCC in order to receive universal service funding.

ACCESS RECOVERY CHARGE **\$6.00**

The FCC states that recovery of lost access revenue (which was originally billed to Interexchange [long distance] Carriers) should come from the end users first. Applies to business accounts.

LOCAL LINE CHARGE

Residence or Single Line Business	\$6.50
Multiline Business	\$9.20

This charge helps pay part of the cost to the local telephone company supplying the phone line to your home or business. It is designed to help local telephone companies recover the cost of providing the facilities that connect you to the telephone network.

COUNTY 911 SURCHARGE **\$1.00**

Voted upon by the county residents and imposed by the local government, this fee is collected by WCCTA and passed on to the local county 911 boards to help pay for emergency services.

TELEPHONE SERVICE



INSTALLATION CHARGE **\$20.00**

ADVANCE PAYMENT

WCCTA requests an advance payment on your service of \$35.00. This will be applied to your first billing statement.

For any questions on your services or future services that we may offer, please contact WCCTA at (515) 352-3151

WIRING MAINTENANCE **\$1.00**

This fee covers repairs to the wiring from the external NID into your home and jacks. It does not include customer owned equipment, problems caused by willful damage or wiring not done to industry standards.

STATE AND COUNTY TAXES

Taxes imposed by state, local, and municipal governments on goods and services.

DUAL PARTY RELAY SERVICE

(DPRS) is used for the Iowa telecommunications relay service and the equipment distribution program. In 2018 the Iowa Utilities Board required all telecommunications carriers to contribute \$0.03 per phone line to this fund.

FEDERAL EXCISE TAX

This 3% tax is applied to local phone service.

FEDERAL UNIVERSAL SERVICE

Percentage changes quarterly. The Universal Service Fund is a program overseen by the FCC and funded by telecommunications providers across the country. The program ensures rural consumers living in difficult to serve areas as well as schools, libraries, and rural health care providers have access to high-quality networks and affordable services. These charges are based on regulatory changes mandated by the FCC in order for Webster-Calhoun to continue to receive revenue from the The Universal Service Fund (USF).

KEEPING *you* ... CONNECTED WITH

BATTERY BACK UP

Fiber communications is dependent on commercial power.

If your electricity goes out so does your service! At Webster-Calhoun Cooperative Telephone Association we do everything possible to keep our customers connected:

- Underground Facilities
- Redundant Networks
- Backup Batteries at Central Offices
- Backup Batteries at Each Customer Location
- Generators for WCCTA Locations
- Local Employees

The Network Interface Device or the Battery Backup must always be plugged into an electrical outlet to continually provide power to your telephone network. The indicators should always show green. Battery backup units are available (8 hour or 24 hour) for purchase from WCCTA. A battery backup device can only power your telephone service during a short power outage.

