The 2021 Directory Photo Contest Winners have been selected! This year’s theme was “Show us your PATRIOTISM” and there were many 375-3274 excellent entries. The winners of the contest were:

- 1st Place: KEVIN WEISHAAR
- 2nd Place: SHAWNA KOLB
- 3rd Place: JULIA LERMENY

These three photos will be presented on the cover of the 2021 WRCTC Directory. Thank you to everyone 374-3251 who submitted photos for the contest!
McIntosh Fiber Build

On July 10, 2020, West River Cable Television, which is a subsidiary of WRCTC, was informed by the South Dakota Governor’s Office of Economic Development that it was selected to receive a 50/50 grant. This grant is being used to deploy a fiber optic-based network in the Town of McIntosh in order to provide the town with quality high-speed internet. This grant was part of the Connect South Dakota broadband development grant program. The underground construction portion of this project began almost immediately upon notification of WR CATV being a recipient of the grant. The underground construction portion of the project is now complete, and in the coming months, the cable will 456-3196 be prepared and spliced in order to have services deployed across the new network. WR CATV is expecting to have McIntosh customers on the new network by the end of 2020.

Christmas in October?

In celebration of Cooperative Month, WRCTC will be giving away “Christmas Presents!” Cooperatives work to the benefit of their members and their communities. And to show our appreciation to YOU – our member-owner, we will be giving away 10 - $50 Bill Credits! To enter the drawing, please fill out our online form at www.wrctc.coop or complete the certificate located below and return it to West River Cooperative Telephone Company, PO Box 39, Bison, SD 57620.

Deadline to register is Thursday, October 30, 2020!
You must be a member of West River Cooperative Telephone Company to win. Please enter only once.

Cooperative Christmas Registration

Name: _________________________________________________________
Address: _______________________________________________________
City:________________________State:___________Zip: ________________
Phone Number: __________________________________________________

Mail to WRCTC • PO Box 39 • Bison, SD 57620. Deadline to enter is Thursday, October 30, 2020.
Retirement

After 31 years of service, TAMI KILCOYNE decided it was time to start the next exciting chapter in life, retirement. Tami began her career at West River Cooperative Telephone Company and Grand Electric in 1989, as an Assistant Accountant. In 1998, she was promoted to Accountant and has remained in that 257-2158 position ever since.
Tami is a Bison native, growing up in Bison and graduating from Bison High School. Upon completion of high school, Tami continued her education at Western Dakota Vo-Tech in Rapid City. Tami and her husband Chuck reside in Bison and are looking forward to spending time doing more of what they enjoy, fishing and traveling! Congratulations, Tami, and we hope you enjoy your retirement!

LYLE REIFF recently celebrated 15 years at West River Cooperative Telephone Company in September. He began his career with WRCTC as a Cable TV Technician in 374-5615 Lemmon. He has since held the titles of Telephone Technician, Network Technician, Central Office Technician, Network Administrator and in 2017, Lyle was promoted to Operations Supervisor. As the Operations Supervisor, Lyle keeps a watchful eye over all of the telephone technicians and makes sure all networks are up to date and running smoothly for all of the employees' and members. Lyle is our go to guy when there is a technical issue in the office, he makes sure everyone's computers are functioning correctly so they can do their everyday jobs without any issues.
Lyle lives in Bison with his wife, Jeannie, and their three children, Logan, Channing and Addisyn. Lyle enjoys spending time with family, golfing and cooking. Congratulations, Lyle!

NANCY MILES celebrated 20 years of service at West River Cooperative Telephone Co. and Grand Electric Cooperative. She began working as an Assistant Accountant on October 25, 2000. She was promoted to Accountant in October 2004. Nancy's job responsibilities consist of bank reconciliation and invoicing purchase orders for WRCTC, material inventory and work orders for WRCTC, balancing intercompany accounts, billing for line departments, accounts payable for Grand Electric, asset management for Grand and WRCTC and processing vehicle analysis for both companies.
Nancy lives in Bison. She has one brother, Bill, four nephews, one niece, five great nieces and two great nephews. Keeping her company at home are 244-5953 her cats Tykvah and Simchat. In her spare time, Nancy enjoys family ancestry, bible studies and spending time in Israel. Congratulations, Nancy!

PAT PALMER will soon be celebrating 55 years at West River Cooperative Telephone Co. and Grand Electric. She began her career in January of 1963 as a billing clerk, she worked for a couple of years and then came back full time in January of 1967, after a short leave. Throughout the years, Pat's title and job responsibilities have changed but 866-4403 she has held the same position as Customer Service Representative since 2013.
Pat's job responsibilities include answering the phone, making service orders, listing charges on bills, making and assigning trouble tickets to the telephone technicians, working on white-page listings for the phone book and putting information into 788-2279 the databases that make our phone, internet and TV services run correctly.
Pat lives in Bison. She has one son, Alan and one daughter, Kim. Pat has five grandchildren, Jeffrey, Amanda, Conner, Collin Dean and Cohen and one great grandson, Konrad. She loves spending time with family and cooking and baking for her kids. She also likes to spend time planting and working in her garden and canning all of her own produce. Congratulations, Pat!
New WRCTC Members

**Bison**
Skjoldal, Nate- Tenant 244-5541

**Buffalo**
Moseley, Shirley 375-3066

**Newell**
Olding, Bruce 456-1011

**Change**
**Lemmon**
Beer, Ryan & Jackie from 374-3389 to 701-376-3389

**SECURE PAY**
Make a payment on your bill over the phone using a debit/credit card or check.
Available 24/7!
844-252-5267

**HELP is only a Phone Call Away**
(24/7 Support)
SDPlains Help Desk 888-464-9513

Find Your Phone #

Ten telephone numbers were hidden in the September newsletter. Those members who hunted and found their number were: Sarah Holzer, Bison; Darwin Oliver, Shadehill; Scott Seim, Lemmon and Lyn Weaver, Newell. Hidden in this issue are ten new numbers. If you find YOUR number, all you have to do is notify our office. The $10 will then be deducted off your telephone bill. New connect numbers do not count. Deadline is Oct. 20, 2020.

FUSC Increase

West River Cooperative Telephone members will see an increase in the monthly Federal Universal Service Charge (FUSC) on their telephone bill effective November 1, 2020. A Federal Communications Commission (FCC) order 376-3109 changed the way telephone companies can recover their Federal Universal Fund contributions. The Federal Universal Service Fund Program is designed to help keep local telephone service rates affordable for all customers, in all areas of the United States. Residential and single line businesses will increase from $1.72 to $1.76 (.04 cent increase). Multiple line businesses will increase from $3.23 to $3.31 (.08 cent increase). Please keep in mind that if you bundle your services, you do not see these charges as they are included in your flat bundle fee. Just one more reason to bundle!

Tailgate Parties

West River Cooperative Telephone Company and Grand Electric are still taking precautions to keep their members, board members and employees safe during the COVID-19 pandemic. This year instead of hotdogs, brats and 797-4484 chips at the tailgate parties, event attendees recieve a bag of snacks that are prepackaged. Fans can enjoy these goodies before, during or after the game.