



West River
Cooperative
Telephone
Company

Calling on You

SIMPLIFY CALVING SEASON

Calving is right around the corner, that's if you haven't started already! Make this time of year easier and less stressful by installing a monitoring system. This system can be installed inside a barn or near your corrals. Once installed, you can monitor what is going on outside from the comforts of your home or even away from home. The monitoring system can be viewed on your home computer, TV or on any wireless device such as a smartphone, laptop or tablet.

WRCTC offers a DVR (digital video recorder), multiple outdoor and night cameras and installation options for you to choose from. The DVR allows you to record and view what's happened in the past. Call us today at 605-244-5213 for a free quote and let us help you during this stressful time of year!



10-Digit Dialing

On July 16, 2020, the FCC adopted an Order which requires providers, such as West River Cooperative Telephone Company, to begin a transition process to implement 10-digit dialing for all local calls.

West River Cooperative Telephone Company is pleased to inform you that it has already made the appropriate changes to its voice communications network as required in this Order. Therefore, right now you should be able to initiate a call to any local number by dialing 7 digits as well as 10 digits.

For example, if you live in Bison and your phone number is 244-5555 and your neighbors' number is 244-7777, you should now be able to call your neighbor by dialing either 244-7777 or 605-244-7777. The call in this example will not be treated or billed as a long-distance call, because only calls that are made when a "1" is dialed first, are treated as long distance calls.

Also, as part of the FCC's Order, service providers, such as West River Cooperative Telephone Company, can continue to process 7-digit dialing for local calls until July 15, 2022. Therefore, from now until July 15, 2022, you can make local calls either by dialing 7 digits or 10 digits. However, beginning on July 15, 2022, per the FCC's requirement, you will only be able to dial local calls by using 10 digits.

We are encouraging you to start making all 19245 Happy Hill Rd, Meadow, your local calls by using 10-digits.

If you have any issues with making any local calls by dialing 10-digits or if you have any questions regarding this upcoming change, please feel free to contact our office by calling 605-244-5213.

Thank you for being a member of West River Cooperative Telephone Company. We greatly appreciate your business and we are here to serve you.



Promotion

ERIC KAHLER was promoted to Director of Operations on February 1, 2021 for both West River Cooperative Telephone Company (WRCTC) and Grand Electric. Eric started working for WRCTC as a Journeyman Combination Technician on June 2, 2005. He was promoted to Manager of Telcom Operations on February 1, 2017.

Eric is not a stranger to the electric industry. As a WRCTC employee and staff member, he has become accustomed to 702 1st Ave W, Lemmon, working closely with Grand Electric's management and Board of Directors.

Eric grew up in Wagner, SD, where he graduated from PO Box 32, Buffalo, high school. During his senior year of high school, he enlisted in the South Dakota Army National Guard where he served for nine years. He attended two years at Black Hills State University and then attended school at Mitchell Technical Institute where he graduated with an AAS Degree in Telecommunications. Most recently this last December, he earned his Bachelor's degree in Business Management. Prior to coming to work for WRCTC in 2005, Eric worked for Northern Valley Telecommunications in Aberdeen, SD, for five years.

Eric and his wife, Darla, have two children, Jake and Allison. In his spare time, Eric enjoys attending Allison's high school sporting events, golfing, camping, and spending time with his family.

West River Cooperative Telephone Company (WRCTC) Customer Proprietary Network Information (CPNI) Notification

WRCTC and its affiliate, West River Cable Television, strive to meet the needs of customers by introducing new telecommunications and communications-related services and products and by making improvements to existing offerings. Your account information or Customer Proprietary Network Information (CPNI), contained within our database, helps us identify customers who might benefit from these new services and enhancements. WRCTC and its affiliate may share and use data on the calling features and plans to which you subscribe, the charges associated with those plans, the telephone numbers called, and the length of telephone calls, to tailor service offerings to your individual needs.

WRCTC and its affiliate 741 Tie Creek Rd, Camp Crook, will NOT share this data with any outside source except as necessary to provide the service(s) to which you already subscribe, or if legally required to do so.

You have the right under federal law to protect the confidentiality of your

account information and CPNI and to restrict the use of this data, and we have a responsibility to protect your data. To restrict the use of your CPNI data identified in this notice, you can call the business office by dialing 777 or 605-244-5213, email us at westriver@sdplains.com (please include your name and account number), stop by our office in Bison or return the bottom portion of this notice. You can request that WRCTC not use your CPNI data at any time. However, if the request is not received within 30 days of this notice, your CPNI data may be shared and utilized until a notice is received.

Your denial for WRCTC to use your CPNI will not affect the quality of your service or have any effect on the products and services to which you currently subscribe.

Your decision on the use of CPNI by WRCTC will remain valid until you change it, which can be done at anytime by calling our business office at 777 or 244-5213.

Scholarship Reminder!



There is still time to get your scholarship applications in! Applications for the \$500 WRCTC/ Grand Electric scholarship must be postmarked by March 12, 2021! For more info and an application, please visit us at www.wrctc.coop. Questions? Please call 777 or 605-244-5213.

CPNI Notice

I **do not** consent to the use of my Customer Proprietary Network Information (CPNI).

Name on account: _____

Telephone number(s): _____

Signature of authorized contact for the account: _____

Dated: _____

Return to: West River Cooperative Telephone Company • PO Box 39 • Bison, SD 57620

Find Your Address

Five addresses were hidden in the last newsletter. Hidden in this issue are five new addresses. If you find YOUR address, all you have to do is notify our office. The \$20 will then be deducted off your telephone bill. Changes of address in the New WRCTC Members section do not count. **Deadline is March 19, 2021.**

\$20
bill credit

New WRCTC Members

Buffalo

Tatanka Hair 375-3396

Meadow

Halonen, Ian & Abby 788-2333

Changes

FROM: Newell Conoco
TO: BJ Country Store 456-2112

Heidrich, Paula from 456-2797
to 257-8618

Get to know your BATTERY BACKUP

- The battery backup needs to be plugged into AC power at all times. If it is not plugged in, your PO Box 223, Newell, services will not work.
- If both lights are green on the battery backup, everything should be working properly. If there are no green lights and one red, please call the office and a technician will be out to fix the issue with the battery backup. 14572 Dog Creek Pl, Reva
- If your Internet or TV is not working, the battery backup is the first thing you should check. Make sure both lights are green. If both lights are green and the Internet is still out, call our tech support team at 1-888-464-9513.
- The battery backup is required to provide you with phone, TV and Internet.

From the Mailbox

Thank you for the \$50 Bill Credit.

Benson & Linda Baker, Newell
Christmas in October Bill Credit Winners

WRCTC Crew!!

Thank you for the \$50 bill credit! What a fun surprise to be selected!! You give back to your members so much! It is appreciated!

Thank you!

Joe & Kathy Zorc, Lemmon
Christmas in October Bill Credit Winners

*Dear Grand Electric & West River Telephone,
Thank you so much for sponsoring the Senior Quiz Bowl contest at the Harding County Fair. I was the lucky recipient of the scholarship after taking an oral and written test. I sincerely appreciate your generosity.*

Thank you,

Jaelyn Jensen, Scranton
2020 Harding Co. \$500 Quiz Bowl
Scholarship Winner

Dear WRCTC,

Thank you so much for buying my sheep premium. Your support is great for our 4-H clubs. I greatly appreciate your support.

Thanks again,

Kaden Schauer, Hettinger

