



**LEFT: Ross Collins receiving his \$500 check. TOP RIGHT: WRCTC Round-Up Committee member Deb Steele and WRCTC Director Don Trohkimoinen presented Logan Rolph and his parents Danette and Matt with a \$500 check. BOTTOM RIGHT: WRCTC Round-Up Committee member Emily Kling (right) presents Riley Tennant and his parents, Nikole and Robby, with his check.**

## The Power of Pennies

*It is amazing what a few pennies every month can do for families in need! The Round-Up Program is one way of showing others in your community that you care.*

The West River Cooperative Telephone Company (WRCTC) Round-Up Committee met at the end of July and selected six individuals to receive Round-Up money that has been collected over the past six months. A total of \$3,000 (\$500 ea.) was given to: Regina Bruha, Camp Crook; Ross Collins, Bison; Don Turbiville, Buffalo; Carol Rafferty, Lemmon; Logan Rolph, Newell and Riley Tennant, Lemmon. The WRCTC Round-Up Program was implemented in 1998, and since that time, \$57,660 has been given to members who have encountered large medical expenses and to organizations needing additional funding.

The purpose of the Round-Up Program is to provide monetary assistance to individuals and families facing a hardship or an organization or community project needing financial support. Funds available 244-7188 through this program come from members who “round up” their monthly telephone bill to the nearest dollar. Every penny collected will be given to a good cause.

There are six committee members chosen to serve for three years at a time. They 375-3118 represent the areas served by WRCTC and decide how the funds will be dispersed. The current WRCTC Round-Up Committee members are: Collette Wheeler, Lemmon; Stacie Morell, Vale; Deb Steele, Newell; Monica Thompson, Buffalo; Penny Lemburg, Bison and Emily Kling, Lemmon. ***You can make a difference by calling 777 or 605-244-5213 and rounding UP!***

## inside this issue

|                                |   |
|--------------------------------|---|
| Strong Passwords Protect ..... | 2 |
| Website Redesigned .....       | 2 |
| New Employee .....             | 3 |
| October is Co-op Month .....   | 3 |
| VIPRE AntiVirus .....          | 3 |
| Quiz Bowl Winner .....         | 4 |
| Fairs have Come and Gone ..    | 4 |
| From the Mailbox .....         | 4 |
| Retirement Open House .....    | 5 |
| Annual Meeting Info .....      | 5 |
| New Members .....              | 6 |
| CPNI Info .....                | 6 |



*Guest Column*  
*by Susie Skjoldal, Customer Service Supervisor*

## Strong Passwords help Fight Security Risks

Creating sensible email usernames and passwords is probably the most important thing you can do to protect yourself from cyber-thieves. There are hackers 375-3298 constantly searching for weak email passwords so they can get at more valuable information, like the password to your bank account or credit cards.

Spammers are also able to gain 456-2106 access to valid email accounts that have weak passwords and they then attempt to send mass amounts of spam using those accounts. If this happens, WRCTC is contacted by our Internet server and the email account will be suspended until the customer provides a new password.

One step to avoid this from happening is to create a stronger password that has the following:

- Minimum of 8 characters
- Password cannot be the same as the username or include any part of the username
- Combination of numbers and letters
- A mix of both upper and lower case letters is a good security measure
- Avoid using common words found in the dictionary
- Avoid common strings of numbers such as 1234567 or letters abcdefg
- Use these symbols # % !

**If your current password has less than 8 characters or DOES NOT include both numbers and letters, please call the office at 777 and we will help you set up a new one.** The usernames and passwords that you have set up in your equipment 374-3131 need to match what is in our system, otherwise you will be unable to receive an Internet connection.

We understand that changing a password that you've used for years might seem like a hassle, but it is definitely worth a few minutes of your time to assure your protection.

## WRCTC has a New Look!

If you haven't already had the chance to check out our new website at [www.wrctc.coop](http://www.wrctc.coop), please do so! We hope you enjoy the fresh look 374-7686 and the easy-to-use navigation. If you have any questions regarding the Website, please contact us at 777 or 605-244-5213.

The screenshot shows the WRCTC website with a blue header and a navigation menu. The main banner celebrates the 60th anniversary of the West River Cooperative Telephone Company (1953-2013). It features a large '60 years' logo and text announcing the 'Annual Meeting! Entertainment The Potter Family' on Monday, October 7, 2013, at the West River Telephone Warehouse. The agenda lists activities from 2:00-8:30 pm, including a retirement open house, registration, a free pancake and sausage supper, a business meeting, and entertainment by The Potter Family. A grand prize of \$5001 is also mentioned, drawn from the entire membership.

WRCTC WEST RIVER COOPERATIVE TELEPHONE COMPANY

Home Phone Internet Cable Bundles Business Solutions Support Tools About Contact E-Bill Mail

Help celebrate our 60th year in Business at our *Annual Meeting!* Entertainment The Potter Family

Monday, October 7, 2013 • West River Telephone Warehouse

**AGENDA**

|              |                                       |
|--------------|---------------------------------------|
| 2:00-4:00 pm | Retirement Open House for Helen Aaker |
| 4:30-6:00 pm | Registration                          |
| 5:00-6:00 pm | FREE Pancake and Sausage Supper       |
| 6:00-7:00 pm | Business Meeting                      |
| 7:00-8:30 pm | Entertainment - The Potter Family     |

**Grand Prize - \$5001!**  
drawn from entire membership. If that person is not present, we will draw for 5 - \$100 cash prizes!

*Drawing for 2 Kids Bikes!*

WEST RIVER COOPERATIVE TELEPHONE COMPANY



## New Employee



Please welcome Sara Hauser to Grand Electric and WRCTC! Sara started her new position as a Customer Service Representative on August 26. Prior to working for Grand and WRCTC, she worked as a secretary for Eric Bogue - Attorney at Law in Faith, SD. Sara brings with her five years 788-2278 experience of working with customers.

Sara graduated from Newell High School and attended Black Hills State University for one year and Chadron State College for a year. She and her husband, Joesy, live on a ranch south of Bison. They are happy to announce they are expecting their first child in February. When Sara isn't working, she enjoys fashion, roping and decorating.

*Welcome Sara!*

## October is Co-op Month! Collaborate. Communicate. Cooperate.

Great things happen when people collaborate. Sharing ideas, resources and capital, helps individuals accomplish more together than they can on their own. Cooperatives are member-owned and -controlled businesses 257-2696 based on collaboration—people working together.

When people join together to form a cooperative, the business is founded on their values and needs: democratic 374-3688 principles; community commitment and interaction; cooperative buying power and economic advantage; people helping people. Communication—aimed at keeping members informed, educated and involved—is a key component of thriving cooperative businesses.

While investor-owned businesses have a structure that pushes them to deliver profits to shareholders, cooperatives have a structure that pushes them to meet their customers' needs. Cooperatives put people

ahead of profits. Cooperative earnings are returned to members through improved services, lower prices or refunds.

In the United States, there are 29,000 cooperatives with more than 100 million members. Cooperatives operate in every industry including agriculture, energy, financial services, food retailing and distribution, health care, child care, 376-3194 insurance, housing, purchasing and shared services, telecommunications and others.

Cooperatives work to the benefit of their members and their communities, so join forces! Join a cooperative.



Protect up to three computers with just one low monthly fee of \$5. We've removed the guesswork by ensuring you have everything you need to stay protected online. **To protect your computer(s), contact us at 605-244-5213 or 777.**

## Quiz Bowl Winner



**Riley Jensen shakes Mike Lemburg's hand after winning the Quiz Bowl. Mike is the Manager of Electric Operations for Grand Electric.**

Riley Jensen, Scranton, is the winner of the Harding County Quiz Bowl \$500 scholarship! Riley is the son of Finn and Stephanie Jensen and is 456-1544 a sophomore at Harding County High School. To win the scholarship, he competed against his schoolmates in the competition that is designed to stimulate learning and to provide

an opportunity for youth to demonstrate their knowledge of livestock and life skills. There 244-5542 were four students vying for the scholarship. The Quiz Bowl was held during the Harding County Fair. Grand Electric and WRCTC are the annual supporters of the Quiz Bowl and are very proud to present this scholarship to

## This Year's Fairs have Come and Gone

WRCTC and Grand Electric personnel had a very busy August with fairs and the Cammack Rancher 456-2520 Round-Up in Union Center. Employees were on hand to

answer questions and serve popcorn at the Corson County Fair, Butte/Lawrence Fair, Perkins County Fair, Harding County Fair and the Cammack Rancher Round-Up.

*(continued on page 6)*

**TOP: WRCTC Directors are hard at work serving up the free meal at the Butte/Lawrence Fair in Nisland. MIDDLE: Employees Kerry Holmes and Tonya Collins hand out a bag of popcorn to a young fair-goer. BOTTOM: Kerry Holmes pops up a batch of popcorn.**



## From the Mailbox

*Dear WRCTC Members & the Round-Up Committee,  
On behalf of Regina Bruha (Round-Up Recipient) thank you all*

*so very much for the money donated for her medical expenses. She was so pleased and surprised! Thanks!*

Regina Bruha &  
Family, Camp Crook

*Thank you to the members of West River for rounding up their bills. You never think about doing this program till you, yourself, is a recipient of this wonderful program. Thank you to the committee members who suggested Don. Even with health insurance, having health issues is hard on the pocket book. The out of pocket expenses can be daunting. With this money, it will help with fuel and out-of-pocket expenses we have incurred. Thank you again.*

Don & Nancy  
Turbiville, Buffalo

*Thank you Round-Up Committee for your gift to my family and me. We greatly appreciate you thinking of us.*

Ross Collins & Family, Bison

*Thanks so much for the money you donated toward my medical expense. It really helps. And thanks to everyone who contributes to this great cause.*

Carol Rafferty, Lemmon  
[Round-Up Recipient]

WRCTC,  
*Thank you for helping put on an excellent BBQ at the Butte/Lawrence County Fair. The meat was delicious!*  
Bob & Carolyn Ruff, Vale







## Retirement Open House for

# *Helen Aaker*

### *Honoring 40 Years of Service!*



You're invited to celebrate this special occasion to honor Helen for her 40 years of service to WRCTC and Grand Electric! Come enjoy a piece of cake before attending WRCTC's Annual Meeting!

**October 7, 2013 from 2:00 p.m. to 4:00 p.m.  
Grand Electric Social Room, Bison, SD**

## Join us in celebrating our 60th Anniversary!

West River Cooperative Telephone Company's Annual Meeting will be held at West River's Warehouse on October 7, 2013.

|                       |                            |
|-----------------------|----------------------------|
| 2:00 p.m. – 4:00 p.m. | Open House for Helen Aaker |
| 4:30 p.m. – 6:00 p.m. | Registration               |
| 5:00 p.m. – 6:00 p.m. | Pancake & Sausage Supper   |
| 6:00 p.m. – 7:30 p.m. | Business Meeting           |
| 7:30 p.m. – 8:30 p.m. | The Potter Family          |

Capital Credits to be refunded!

**\$500 GRAND PRIZE!**  
to be drawn from entire membership. If that person is not present, we will draw for 5 - \$100 cash prizes.

*Entertainment*



### *The Potter Family*

Both together and on their own, the members of The Potter Family have been singing and performing since childhood. The Potter Family enjoys performing a variety of vintage, 50's and 60's music at various different venues, and they continue to maintain their roots in gospel music.

## New WRCTC Members

### Bison, Meadow, Sorum

Munyon, Bobbi 244-7562

### Buffalo, Camp Crook

Grady, Eddie & Carole 797-4530

### Lemmon

Callies, Gary 374-4332

Cook, Dolly 374-4333

Grantham, Ezra & DeeAnn 374-4331

### Newell

Rolf, Mike 456-3684

### Nisland

Reyes, Jennifer 257-2865

## HELP is only a phone call away (24/7 Support)

**SDPlains Help Desk 888-464-9513**

**WildBlue Help Desk 888-212-5370**

## Find Your Phone Number

Ten telephone numbers were hidden in the August newsletter. Those members who hunted and found their number were: Edmund Zimmerman, Lemmon; Willieam Wood, Newell; Tyson Stoppel, Camp Crook; John Peck, Bison; Matthew O'Dea, Vale; Beckie McCoid, Buffalo; Nick Mackey Jr., Buffalo and Jeff Jensen, Newell. Hidden in this issue are fifteen 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 October 23, 2013.**

*Editor's Note: Since we did not publish numbers in the September Edition, there will be 15 numbers in this issue and 15 in the November issue.*

## Happy Halloween!

## Fairs (continued)

In conjunction with Butte Electric, WRCTC directors and employees served over 1,300 people at the Butte/Lawrence Fair in Nisland



**WRCTC and Grand Electric board members and employees serving the fair supper at the Perkins County Fair.**

on Thursday, August 15! This year, we prepared and served the Appreciation Supper at the Perkins County Fair in Bison on Friday, August 16. Directors and employees served 456-3454 a yummy meal of pork and beef sandwiches, beans and chips to over 100 people. Thank you to everyone who attended these great events and we look forward to seeing you again next year!

## CPNI: What Does it Mean?

### What is CPNI?

Customer Proprietary Network Information (CPNI) is data collected by telecommunications carriers. This information 374-7845 includes the time, date, duration and destination number of each call as well as your long distance carrier. It can also include calling features such as VoiceMail or Call Waiting.

### What information is not CPNI?

Information such as your name, address, telephone number and non-telecommunication services including Internet or Cable Television is not considered CPNI.

### How am I protected?

Telecommunication companies must keep your information confidential. When you call in with questions about your telephone account, the FCC made it mandatory that you be "authenticated" prior to discussing details of your account.

### Can I add an authorized user to my account?

In order to add an authorized user to your account, you must contact your telephone company and request an additional user form.

### What if I have more questions?

Please contact our office at 777 or 605-244-5213.