



West River  
Cooperative  
Telephone  
Company

# Calling on You

## Stay Safe while you Surf!

Keep up to date on new scams through ISP Alerts. To see some of the scams, please go to [www.wrctc.coop](http://www.wrctc.coop) and click on "ISP Alerts." You may also click on the "Email Scam Alerts" found in the lower left-hand corner of 244-5998 your sdplains webmail account.



on facebook

[facebook.com/WRCTC](https://facebook.com/WRCTC)



## SmartHub to Replace E-Bill

In the next couple months, WRCTC will be replacing the current online payment process, E-Bill, with a rich Web and mobile application called SmartHub. The new SmartHub communications tool provides more information than ever before on your 456-1495 computer, smart phone or tablet. SmartHub lets you view or pay your monthly bill from WRCTC, but it also offers so much more information and convenience:

- **Pay your bill**
- **Review past payments**
- **Receive bill reminders**
- **Update your account or contact information**
- **View up to 12 months of history**

SmartHub will be available for computer users as well as iOS and Android mobile devices. If you are an existing E-Bill user, you will already have access to SmartHub.

WRCTC is proud to provide you with powerful, secure and convenient account access. SmartHub is intuitive and easy-to-navigate and provides so much more than just bill payment.

## inside this issue

Do Not Call Registry .....	2&4
VISA Gift Card Giveaway .....	2
Co-op Day for Kids .....	3
New Members.....	4
Find Phone Number.....	4
Holiday Closings .....	4

[www.wrctc.coop](http://www.wrctc.coop)





## National Do Not Call Registry Q&A

**Don't let Telemarketers ruin your day!**

### Why would I register my phone number with the National Do Not Call Registry?

The National Do Not Call Registry gives you an opportunity to limit the telemarketing calls you receive. Once you register your phone number, telemarketers covered by the National Do Not Call Registry have up to 31 days from the date you register to stop calling you.

### Who manages the National Do Not Call Registry?

The National Do Not Call Registry is 797-4483 managed by the Federal Trade Commission (FTC), the nation's consumer protection agency. It is enforced by the FTC, the Federal Communications Commission (FCC), and state law enforcement officials.

### How soon after I register will I notice a reduction in calls?

Telemarketers covered by the National Do Not Call 866-4653 Registry have up to 31 days from the date you register to stop calling you.

### When I register my phone number, how long until it shows up on the National Do Not Call Registry?

After you register, your phone number will show up on the registry by the next day. Telemarketers have up to 31 days to get your phone number and remove it from their call lists.

*(continued on page 4)*

## WIN A \$25 VISA GIFT CARD FOR CHRISTMAS!

WRCTC is giving away 12 \$25 VISA Gift Cards for Christmas this year! In order to enter the drawing, please fill out the certificate located bellow and return it to WRCTC, PO Box 39, Bison, SD 57620. You may also register online at [www.wrctc.coop](http://www.wrctc.coop). You must be a member of West River Cooperative Telephone Company to win. **Please enter only once.**



**Deadline to register is December 7, 2015.**

### WRCTC VISA GIFT CARD REGISTRATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mail to WRCTC • PO Box 39 • Bison, SD 57620.

## Cooperative Day for Kids Held

Cooperative Day for Kids was held during “Cooperative Month” (October). Many local schools operate on a four day school week, enabling us to 374-5627 hold the event on Friday, October 30th and the Halloween theme was incorporated into the event. Over 50 children attended the event. A costume 244-5418 contest was held with winners listed below.



**Costume Contest Winners: Olivia Seidel, Oakleigh Seidel, Mary Carmichael (in back), Emma Arthur (front) and Maverick Kopren. Each winner received \$20.**



## Secure Pay coming to WRCTC

To be compliant with the Payment Card Industry (PCI), WRCTC will offer Secure Pay over the phone beginning January 2016. The major credit card companies we do business with have requirements we must meet to be compliant to accept their cards and keep a member's credit card and personal information secure. We have been working hard to become 100% compliant. One of the final pieces of the puzzle has to do with credit card payments that are taken over the phone and in person. One issue is when a member stops in to pay with a credit card. The computer we 456-3348 utilize must stand alone and not be hooked to our internal network. We currently have a Verifone system set up at our Bison office to ensure we are PCI compliant.

Payments can also be made through WRCTC's Secure Pay system, which a 1-800 number will be designated once the system is in place. However, if you don't feel comfortable making a payment over our Secure Pay, and you wish to speak to a Customer Service Representative, then the CSR will need to go to a separate phone that is isolated from the rest of our network and use the Verifone system that is set up in the office. This may cause our members some additional time when paying by credit card over the phone; however, after the major breaches of credit card data from large companies, you can see why PCI compliance is so important. It is not a guarantee, but it is the best we can do to keep members' credit card information secure. Again, this change will only affect people who make credit card payments in 376-3164 person at our office or by phone. We strongly suggestion all customers sign up for E-Bill, soon to become SmartHub, and take advantage of the self-serve capabilities we offer online.

## New WRCTC Members

### Bison, Meadow, Sorum

Besler, Tanner	244-7600
Dietterle, Mason	788-2927
Vanderpool, Kellen	244-7169

### Buffalo, Camp Crook

Carter, Jerry	375-3191
Wahlfeldt, Barbara	375-3057

### Lemmon

Casey, Laura	374-9720
Rosenberg, Dakota	374-8322
Seamands, Sean	701-376-7672

### Newell

Hair It Up	456-3799
------------	----------

### Nisland

Tifft, Vince	257-2748
Vancas, Mark	257-2904

## Find Your Phone Number

Fifteen telephone numbers were hidden in the November newsletter.

Those members who hunted and found their number were: Robert

Tope, Newell; David Storm, Meadow; Larry Parfrey, Buffalo; Leona McFarland, Newell; Stephen Mailloux, Vale; Dale Knutson, Vale, Marc Hotchkiss, Reva and Jim Goddard, Prairie City. 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 December 22, 2015.**

**\$10  
bill credit**

## From the Mailbox

WRCTC,

*Thank you very much for the \$80  
I won at the Annual Meeting.*

*Sincerely,*

Vernon Klein, Lemmon  
PLINKO Winner



## HOLIDAY CLOSINGS

**WRCTC offices will be closed on the following days:**

- **Thursday, December 24th from Noon to 5:00 p.m.**
- **Friday, December 25th**
- **Friday, January 1st**

## National Do Not Call Registry (continued)

**What if I change my mind? Can I take my number off the National Do Not Call Registry?**

You can delete your phone number only by calling toll-free 1-888-382-1222 from the telephone number you want to delete. After you contact the registry to delete it, it will be removed from the National Do Not Call Registry by the next day. 375-3224 But telemarketers have up to 31 days to access information about your deletion and add your number back to their call lists, if they choose to.

**I have more than one personal telephone number.**

**How can I register all of those numbers?**

You may register up to three telephone numbers (including cell phone numbers) at one time on the National Do Not Call Registry website. You will receive a separate confirmation email for each number you wish to register online. You must open each email and click on the link in each one to complete the registration process. If you have more than three personal telephone numbers, you will have to go through the registration process more than once to register all of your numbers. There is a limit on the number of phone numbers you can register in this manner. If registering via telephone, you 257-2586 can register only one number at a time and you must call from the telephone number you are registering.

**How do I get more information about the registry?**

You can visit the website for the National Do Not Call Registry at [www.donotcall.gov](http://www.donotcall.gov) or call the registry's toll-free number (1-888-382-1222).