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CommandIQ- What is it?



West River Cooperative Telephone Company has a new way to manage your small business or home Wi-Fi! First, you will need a GigaCenter or a GigaSpire router. Once your Managed Wi-Fi system is installed, download the CommandIQ app and BOOM! You can manage your Wi-Fi from the palm of your hand!

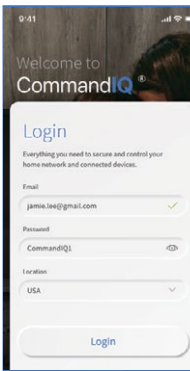
Need to change your Wi-Fi Network name or password? Need to turn off your Wi-Fi signal so the kids aren't on their devices all night? It's as easy as 1,2,3! Below, you will find six easy steps to getting set up with CommandIQ! Let us help you take control of your Wi-Fi Network today!



Get started with the App

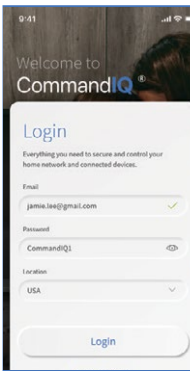
The app allows you to easily manage your home or small business Wi-Fi network within minutes. Download the app and take control of your Wi-Fi network today!

- Download the app. You can search either the Apple App Store or Google Play Store for: 'CommandIQ', then install it on your mobile device.



- Select "SIGN UP" towards the bottom of the screen.


- Enter your personal information. The password you enter here will be used to access the app.



- Select "Yes" to continue.



CommandIQ- What is it? Continued...

5 Tap the QR code that appears within the app. (You will be asked to allow access to your camera.) Point your camera at the QR Code found on the bottom of your GigaSpire BLAST System, or on the side of your GigaCenter, (example shown below). Select OK.

6 Tap the "Click here to skip" text since your Wi-Fi is already working.

Click Submit and you're done!



GigaSpire[®]
BLAST



GigaCenter[®]

Once you get the app downloaded, make sure to browse through and get to know all of the options the application offers! See who is connected to your Wi-Fi, how many devices are connected and so much more! Still have questions 18093 Usta Rd., Meadow; on our Managed Wi-Fi or CommandIQ? Call the office today, our Customer Service Representatives would be happy to help!

Slow Internet Speeds? It May Be Time For An Upgrade!



Today, there are many factors that can cause slow internet speeds. Below is a small list of things that can cause issues with the internet in your home:

- Too many devices connected to the Wi-Fi at one time
- Router is old
- Router has a virus
- Interference from other devices
- Old devices connected to the Router
- Issues with wiring from the outside of the house to the inside

If you feel like you may be experiencing an issue with your internet speed, now is the time to call the office so we can pinpoint the problem! We can upgrade internet speeds, change out old routers or find what is causing interference so you have the best experience possible with West River Cooperative Telephone Company's internet and Wi-Fi systems!

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 next telephone bill. Changes of address in the New WRCTC Members section do not count.
Deadline is March 21, 2022.

\$20
bill credit

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 13730 Lewis Rd., Newell; customers by introducing new telecommunications and communications-related services and products and by making improvements to existing offerings. Your account 101 3rd Ave W., Lemmon; 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 will NOT share this data with any outside source except as necessary to provide the service(s) to which you already subscribe, or if 10891 Gunderson Pl., Buffalo; 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.

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

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 11, 2022! For more info and an application, please visit us at www.wrctc.coop. Questions? Please call 777 or 605-244-5213.

New WRCTC Members

Bison

Acosta, Cody & Michelle 244-5282
Pietz, Craig 244-7066

Buffalo

Bar H Trailer 375-3509
Nash, Phyllis 375-3073
Walker, Buck 375-3462

Nisland

West, Lora 257-1783

Number Change

Hagen, Austin & Brenda From: 257-8756
To: 257-2244

From the Mailbox



Thank you for your donation. It is greatly appreciated!

Buffalo Fire Department

*Dear West River Telephone Company,
Thank you for the premium money at the Lemmon Jr.
Livestock Show. I learned a lot this year. Thank you for
supporting 4-H. I plan on using the money for future
college expenses.*

William Penfield

*Thank you for your continued support of the Vale
Volunteer Fire Department.*

Vale V.F.D.

*Thank you very much for the \$25 bill credit I won at the
Vale Ag Fair. It is much appreciated.*

Troy Hewson

*Thank you so much for the \$50 bill credit. It was a nice
surprise! Also, thank you for the credit in December. It was
much appreciated!*

Angie & Shane Kolb

Get to know your BATTERY BACKUP

- The battery backup needs to be plugged into AC power at all times. If it is 101 4th Ave W., Lemmon; not plugged in, your 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.
- 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.



Stay on top of your Cybersecurity. Protect your personal and business devices from costly and malicious viruses, ransomware and identity theft for ONLY \$5 per month. With VIPRE, you are able to download protection on three Windows devices. Call the office at 605-244-5213 for more information.