

PROTECTIQ

WHY IS IT IMPORTANT TO ME?

In the next couple months, we will cover PROTECTIQ AND EXPERIENCEIQ and discuss WHY these options are beneficial to YOU! Check out last month's edition for more information on COMMANDIQ or call the office and talk to a Member Relations Representative!

PROTECTIQ is part of the COMMANDIQ App- The PROTECTIQ option protects all devices that are connected to your router. Visualize this as a big blanket! PROTECTIQ makes sure all devices are safe while connected to your network by pushing away threats. Not only are all devices protected, but the app will send you notifications when a threat has been blocked! This provides one more layer of protection above and beyond Anti-Virus protection (downloaded on an individual computer). PROTECTIQ protects computers, smartTVs, cellphones, tablets, etc. by blocking threats while downloading documents, and blocking websites that are not secure or are suspicious. As long as the device is connected to your network, it is protected! Let's keep you safe with PROTECTIQ - a blanket of protection over all your network devices! (\$4/month)

There are so many benefits to the COMMANDIQ App! The list goes on and on! Call the office today for more information!

- ❏ **COMMANDIQ is available to all Managed Wi-Fi subscribers. PROTECTIQ and EXPERIENCEIQ require our GigaSpire.**
- ❏ **Already have a GigaCenter? Call us today to upgrade to a GigaSpire for FREE!!**

**A BLANKET OF
PROTECTION
OVER ALL DEVICES
CONNECTED TO
YOUR NETWORK!**



Protect your Credit and Cash

ProtectIQ™ Network Security

New WRCTC Members

Buffalo	
Bar Ten Ranch Real Estate LLC	375-3831
Meadow	
Clark, Teigen & Lindsey	788-2841
Nisland	
Barnaud, Bernadette	257-4448

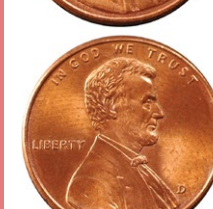
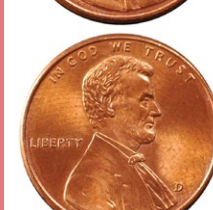
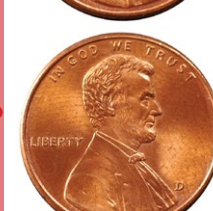
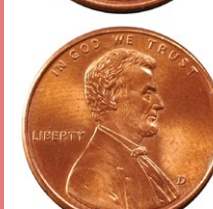
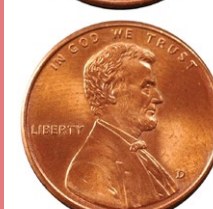
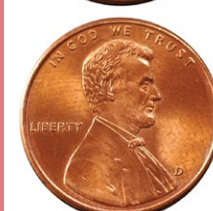
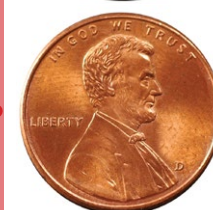
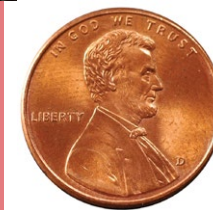
10 Digit Dialing

On July 16, 2020, the FCC adopted an Order which requires providers, such as West River Cooperative Telephone Company, to begin a transition to implement 10-digit dialing for all local calls. Beginning **June 27, 2022**, all calls must be made dialing a 10-digit number. An area code now has to be entered before dialing out. DON'T WORRY! You will not get charged long distance by dialing a 10-digit number! When making 13449 Lewis Road, Newell; a long distance call, you must first dial a 1 before the 10-digit number in order for the call to go out. When making a call within WRCTC's service territory, you do NOT have to dial a 1, as these calls are local!

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 July 25, 2022.**

\$20
bill credit



Round-Up: Make a Difference!

For many years now, West River Cooperative Telephone Company has been collecting donations for the Round-Up Program. This program allows WRCTC to donate to members who have experienced a hardship, members who have medical bills and even organizations in need of funds for a new project. Donating to the Round-Up Program is as easy as rounding your bill up to the next dollar! The most it would ever cost is .99 cents a month. If you know someone who could benefit from this program, please contact one of our Round-Up committee members. The committee members represent the areas served by WRCTC and decide how the funds will be distributed. The current Round-Up Committee members are: Julie Hatle, Bison; Renita Brunner, Newell and Yvonne Campbell, Lemmon. At this time we are still looking for someone to be on the Round-Up Committee in the Buffalo and Stoneville areas. If you are interested or know of anyone interested, please contact Sara at 605-244-5213.



July 2022

Fair Suppers

August 4, 2022
WRCTC and Butte Electric, will be serving a free supper at the Butte/Lawrence County Fair. More details to come!

August 5, 2022
WRCTC and Grand Electric, will be serving a free supper at the Perkins County Fair. Supper will begin at 5:00 PM.



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West River Cooperative Telephone Company

Calling on You



**Eric Kahler, Promoted to
General Manager of West River
Cooperative Telephone Company
and
Grand Electric Cooperative, Inc.**

July 1, 2022, Eric Kahler will take on the role of General Manager of West River Cooperative Telephone Company and Grand Electric. Eric began his career with Northern Valley Communications of Aberdeen in June 2000. He began as an Apprentice Combination Technician and eventually earned his Journeyman Combination Technician title. On June 2, 2005, Eric began working for West River Cooperative Telephone Company. In June 2013, Eric was promoted to the Lead Central Office Technician. In October 2017, he was promoted to Manager of Telecommunication Operations. In February 2021, Eric became the Director of Operations where he oversaw the day to day operations for both WRCTC and GEC. Eric began his journey as the General Manager on July 1, 2022. Congratulations, Eric! We are excited to see all that you will accomplish for the Cooperatives!



LAST CALL!!

ON THE ROAD AGAIN 2023 DIRECTORY PHOTO CONTEST

LAST CALL for photos for the 2023 WRCTC Directory!! The photos can be of anything, just make sure that the main focus of the photo is a ROAD!

Dirt roads, paved roads, winding roads – Any type of ROAD that you are able to capture through the lens!

WRCTC now requires all photos to be submitted digitally. Digital photos are more vibrant and clear, they keep their quality and are easy to access while PO Box 43, Bison; designing the directory cover.

Please submit pictures to: bschecher@wrctc.coop

Deadline to enter the 2023 Directory Photo Contest is August 1, 2022.

2023 Directory Contest Rules

The photo must be an original taken by a WRCTC member. If the photo contains a person who is highly recognizable and it is chosen as a winner, a picture permission form must be signed by the individual. If the subject is under 18 years of age, a parent/guardian must sign prior to receiving the money. Each customer may submit FOUR photos. Photos must be submitted as a jpeg or pdf file. The photos must be in full-color. Submission of the photo 9501 Highway 49, Lemmon; releases all rights of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC desires, allowing proper acknowledgment to the photographer. The winners will see their photo on the front cover of the 2023 directory and will be awarded a \$100 cash prize for first place, \$50 for second place, and \$25 for third place. Employees and Directors are not eligible.



General Manager, Colle Nash, Retires After 43 Years

After 43 years of service, General Manager Colle Nash retired June 1, 2022. Colle started his career with West River Cooperative Telephone Company on November 6, 1978, as an Apprentice Telephone Combination Man. Over the years, Colle has held many different job titles and has worn a lot of different hats. In the 80's, Colle was promoted to a Journeyman Combination Man. In 1994, he was promoted to Bison Area Foreman-Telephone. In 1996, Colle became the Area Supervisor - Telephone and in 1997, he was promoted to Manager of Telecommunication Services. He was promoted again in 2009 to Director of Operations. In 2014, Colle went on to become the Manager of Telephone Operations and Member Service. On July 19, 2016, Colle received the title of General Manager of West River Cooperative Telephone Company and Grand Electric Cooperative, Inc. Colle had many years of experience under his belt for the Telephone company and slid right into this role. He knew he had some learning to do when it came to managing Grand Electric, but he put a lot of time and effort into broadening his horizons and led both companies with enthusiasm, knowledge, and determination. We are grateful for all the time that Colle gave to the Cooperatives and wish him nothing but happiness in his retirement. We will miss Colle's sense of humor, his never ending smile and his ability to lead. Enjoy the golf course and all of the memories you will make with your beautiful family. You will be missed, Colle! Congratulations!

Farewell

Kay Grinstein resigned from West River Cooperative Telephone and Grand Electric and has accepted a new job elsewhere. Thank you for 11809 Clanton Road, Buffalo; your four years of service. Kay's last day at the Cooperative was June 8, 2022. WRCTC and GEC wish you the best in your future endeavors and hope this new career avenue treats you well!



FUSC Increase

West River Cooperative Telephone members will see an increase in the monthly Federal Universal Service Charge (FUSC) on their telephone bill effective August 1, 2022. A Federal Communications Commission (FCC) order 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 \$1.55 to \$2.15 (.60 cent increase). Multiple line businesses will increase from \$2.90 to \$4.03 (\$1.13 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!

25 years of Service for Colgan Huber

COLGAN HUBER celebrated 25 years of service with West River Cooperative Telephone Company last month. On June 2, 1997, Colgan began his career with the cooperative as the Assistant of Office Services. In April 2000, Colgan was promoted to Administrative Assistant. In January 2002, Colgan's title changed to Assistant Manager and in April 2008, his title once again changed to Director of Finance. In November 2016, Colgan was promoted to Assistant General Manager and in April 2021, due to an illness with General Manager Colle Nash, Colgan was promoted to Interim General Manager. Now that Eric Kahler has taken over as General Manager, Colgan is again the Assistant General Manager. Colgan's job responsibilities are to provide support to the Board of Directors through the development of long range plans, policies and budgets. Colgan served on the Express Communications Board through SDN for sixteen years. Colgan graduated from Newell High School and attended college at Black Hills State University, where he graduated with a Bachelor of Science Degree in Business Administration. He is a member of the Blessed Sacrament Catholic Church and the Bison Commercial Club. In his spare time, Colgan enjoys golfing, playing darts and car detailing. Congratulations, Colgan!



EAS (Extended Area Service)

GREAT NEWS! All calls between any West River Cooperative Telephone Company exchange (244, 257, 374, 375, 376, 456, 788, 797, 866 & 972) will now be toll free! WRCTC is pleased to announce starting **June 27, 2022**, all calls within the entire WRCTC service territory will be considered local! You can now dial anyone in other West River Cooperative Telephone Company exchanges and talk for as long as you want - without being charged long distance! Previously, WRCTC offered EAS Options between exchanges PO Box 148, Nisland; that were frequently called by subscribers for a fee. All fees have been removed and an EAS subscription is no longer needed to dial any WRCTC exchange as a local call.