

Calling on You

REMINDER:

Visit us on
March 8, 2024,
at the KBJM Farm
& Home Show!
WRCTC and
Grand Electric
will have a booth
set up from 10-
6, at the Beeler
Community
Center in
Lemmon, SD!
We hope to see
you there!



facebook.com/WRCTC
Leave us a Review!

Youth Tour Winners Announced:

Every year, West River Cooperative Telephone Company and the Foundation for Rural Service (FRS) team together to plan an unforgettable experience for the youth living in rural areas all over the country! As your hometown cooperative, we are excited to offer this once in a lifetime experience to local students, FREE of expense to them! Students were blindly judged on the topic "How does your local telephone cooperative keep you connected?" We had 407 4th St W, Lemmon; some wonderful applicants and appreciate everyone who participated!

The Youth Tour is an opportunity for kids living in Rural America to learn about the history of the United States of America, make connections with other students from all over the country, and learn important information about the telephone and broadband industry. We feel it is extremely important to give our youth opportunities to learn and grow. They are our future and will one day be making important decisions that will impact all of us.

Congratulations to Adeline Lyons daughter of Randy and Jewel Lyons, Buffalo and Chel Odenbach, daughter of Brett and Kari Odenbach, Lemmon. These two will attend the Washington D.C. Youth Tour June 3-7, 2024. During the tour, they will get the chance to tour national monuments, museums, and landmarks in Washington, D.C. and surrounding areas. We hope they have a wonderful time and can't wait to hear all of the stories and knowledge they return with! Congratulations, Adeline and Chel!



Adeline Lyons
Buffalo



Chel Odenbach
Lemmon

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Manage your Wi-Fi from the Palm of your Hands!

West River Cooperative Telephone Company wants to equip you with the ability to manage your Wi-Fi! First, you will need our Managed Wi-Fi router. Once your Managed Wi-Fi system is installed, download the FREE CommandIQ app and you're set!

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!

Once you get the app downloaded, make sure to browse through and 306 3rd Ave NE, Lemmon; 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 on our Managed Wi-Fi or CommandIQ? Call the office today, at 605-244-5213. Our Member Relations Representatives are happy to help!

Setting up your Wi-Fi and App

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



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



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

Note:

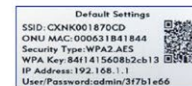
Please wait at least 10 minutes after your BLAST System has been 'turned up' before attempting step 4.

- 4** If your system is plugged in and connected select "Yes" to continue.

Otherwise select "Not Sure?" at the bottom of the screen and skip to steps 4a-4e on the next page to get things connected.



app to access your camera). Point your camera at the QR Code found on the bottom of your GigaSpire BLAST System, or on the sticker that came in your box (example shown below). Select OK. After you select "Submit", you may be asked to enter your account number.

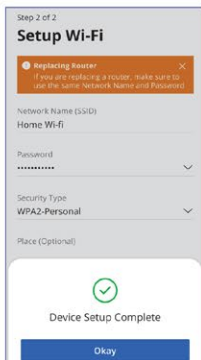


Setup Wi-Fi

- 6** Note:

If your system is already operating with Wi-Fi, tap the "Click here to skip" text. Otherwise, complete these steps to set-up your Wi-Fi. Name your network and create a

- The Router Name will be used throughout the app.
- The Network Name (SSID) is what you will use as your wireless connection name.
- Select a password for your wireless network, if you do not want to change it on all the devices in your home, use your existing wireless SSID and Password from your current router.



Click Submit and you're all done!

Getting started with the App.

The App allows you to manage your home or small business Wi-Fi network. You can self-install and be managing your home or business within a few minutes. Download the app and start managing your home network today!

ACP Program Wind-Down

In 2021, Congress established the Affordable Connectivity Program (ACP) and \$14.2 billion was allotted to provide wireless internet for low-income households. As of January 2024, over 22 million households are enrolled and receiving the ACP monthly benefit. There has been no additional funding from Congress, and as a result, the Federal Communications Commission (FCC) has begun taking steps to wind down the program. At this time, no more enrollments will be processed. If you are currently receiving ACP monthly payments, these will continue through April 2024 (this date is an estimate and may change). After the ACP funds run out, households participating in the ACP will no longer receive the discount. Current ACP will receive updates by mail, or can contact WRCTC, at 605-244-5213, with questions on how the end of ACP will affect their monthly bill and guidance on current internet plans, or contact the ACP Support Center about the ACP Wind-Down at 877-384-2575.

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 PO Box 99, Camp Crook; 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 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 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

Scholarship Reminder!



There is still time to get your scholarship applications in! Applications for the \$750 WRCTC/ Grand Electric scholarship must be postmarked by March 8, 2024! For more info and an application, please visit us at www.wrctc.coop. Questions? Please call 777 or 605-244-5213.

New WRCTC Members

Lemmon

Johnson, Garry Wayne 701-376-1872
The Olive Branch Eatery 605-374-1791

Newell

The Electrician 605-456-7566

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

If you feel like you may be experiencing an issue with your internet speed, now is 306 S Girard Ave, Newell; the time to call the office so we can pinpoint the problem! We can upgrade internet speeds, change out an old router or find what is causing interference so you have the best experience possible with West River Cooperative Telephone Company's internet and Managed Wi-Fi system!

INTERNET HELP IS ONLY A PHONE CALL AWAY

(24/7 Support)
SDPlains Help Desk
888-464-9513

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 26, 2024.**

\$20
bill credit

Vale Ag Show

On January 10, 2024, WRCTC employees traveled to Vale to attend the Vale Ag Show. Tonya Collins, Sara Hauser and Josh



Donna Dunn stopped by the WRCTC booth to chat and ask questions.

Mackaben were available to answer questions and hand out WRCTC blankets and ice scrappers. Popcorn was popped and a good time was had by all! Members signed up to win one of two \$25 bill credits. The winners were Bill and Lisa Noziska, Newell and Jim & Cheryl Palo, Newell—Congratulations!

Cooperatives in the Classroom

On January 17th, Andy Arthur, a WRCTC Area Journeyman Combination Technician; Tanner Johnson, a Grand Electric Journeyman Lineman; Clayton Prella, a Grand Electric Journeyman Customer Sales, HVAC & Service Technician; and Brooke Schecher, a Member Relations Representative, visited Lemmon High School to engage with students. They were invited to speak with juniors and seniors about the significance of cooperatives in our communities and the career and internship opportunities available at Grand Electric Cooperative and West River Cooperative Telephone Company. Each employee shared insights into their roles within the cooperatives and the educational backgrounds for their positions. Additionally, they discussed scholarship opportunities 19255 Lemmon Lake Rd, Shadehill; with the students. If you're interested in arranging a visit from Grand Electric or WRCTC to your classroom, please contact us at 605-244-5211 and speak with Brooke.



PHOTO CREDIT: Brynn Odenbach, Lemmon High School