

In Touch

FALL 2012

10 Reasons to Have a Landline Phone

1. Provides security in an emergency with reliable 911 communication.
2. Gives you superior sound quality and clarity.
3. Works even during an electrical outage.
4. Eliminates the need to charge batteries.
5. Provides unlimited local calling.
6. Never drops your calls.
7. Can't be hacked.
8. Saves you money when you bundle services.
9. Provides you with a directory listing.
10. Keeps your communications dollars here to boost our local economy.

For many people, a combination of landline and wireless phone services is the right choice. Call Woodstock Telephone Company at 507-658-3830 for more information.

Contact

Woodstock Telephone Company

337 Aetna St. • PO Box C
Ruthton, MN 56170
Phone: 507-658-3830
Toll Free: 800-752-9397

Office Hours: M-F 8:00 am to 3:30 pm

After Hours Repair: 800-417-8685

Email: wtcinfo@woodstocktel.net

Online: www.woodstocktel.net



Woodstock



KEEP LEARNING. STAY YOUNG. SPEED UP.

Are your kids complaining about the slow Internet speeds at your house? Or are you just ready to take your online activities to the next level? The start of another school year is an ideal time to make changes. So when the kids go back, take a few steps forward.

ENROLL IN FIBER TO THE HOME BROADBAND:

- Up to 1 Mbps* download speed
- Unlimited downloads
- Faster speeds available

\$ **39**^{95*}
Only MO.



EXTRA CREDIT:

FREE 1st month for new customers

**LEARN MORE
BY CALLING
507-658-3830.**

*All prices subject to change. Contact us for complete details.



Community Benefits of Fiber Networks

Our Fiber to the Home (FTTH) network will have a positive impact on economic development by bringing virtually unlimited bandwidth to this community:

- A FTTH network is easier to maintain and delivers 100 times more bandwidth than coaxial, wireless, or copper networks.
- Businesses will have a greater ability to compete in the global economy.
- People can work from home — increasing personal productivity and decreasing commute times and air pollution.
- Quality of life is enhanced by access to online entertainment, education, and e-commerce.
- Homes and businesses can expect an increase in value.

FTTH networks help define successful communities just as good water, power, transportation, public safety, and schools have done for decades. Woodstock Telephone is excited to bring you this next-generation communications technology.

FCC Addresses Call Completion Issues

Call completion is a serious issue that the Federal Communications Commission (FCC) has been grappling with over the past few months. Local phone providers in rural areas have reported an alarming increase in complaints from customers that long distance calls and faxes are not reaching them. Other complaints include poor call quality and incorrect Caller ID information, showing perhaps an unfamiliar local number for a long-distance call. It's a persistent and ongoing concern affecting 80 percent of rural carriers recently surveyed.

When calls don't go through, it can have dire consequences. Small businesses can lose customers who get frustrated when trying to call. Urgent long-distance calls from friends or family can be misidentified on Caller ID and not answered. Prescriptions faxed to a pharmacy can fail to transmit.

The problem typically occurs in rural areas where long-distance carriers pay higher-than-average charges to the local telephone company to complete calls. These charges are part of the decades-old "access" system to help pay for the cost of rural networks. To minimize these charges, some long-distance carriers use third-party "least-cost routers," which attempt to connect calls to their destination at the lowest cost possible.

Sometimes, however, the calls appear not to be connecting at all.

The good news is that new FCC rules, which took effect on December 29, 2011, will provide both short-term and long-term solutions to rural call completion problems. These rules are part of an Order the FCC adopted in October making broader reforms to the access charge system, called intercarrier compensation, or ICC. The Order also clarified and reiterated the FCC's prohibition against blocking, degrading, or choking off calls for any reason, including avoiding high termination rates.

The good news is that new FCC rules, which took effect on December 29, 2011, will provide both short-term and long-term solutions to rural call completion problems.

This issue threatens public safety and homeland security as well as degrades the integrity and reliability of the nation's telecommunications network. Woodstock Telephone is actively participating in industry efforts to stop these problems and will keep you informed of developments. If you have questions or want to report an incident, please call us at 507-658-3830.



Cornerstone Group © 2012