

# The **WTC** Communicator

WTC Communications' Monthly Newsletter

November 2009



## Community Section

November 25th  
2:00 pm Dismissal

November 26th & 27th  
Thanksgiving Break - No School

\*\*\*

WTC Communications will be closed to the public on Wednesday, November 11th for our annual in-house clean-up day. If you have an emergency, please call 732-3000 and follow the prompts to reach the on-call pager.

WTC Communications will also be closed on November 26th and 27th for Thanksgiving.

## New Numbers for your Directory

**Keith Klug 732-2197**

**Steve Courtney/Donna Ahrens  
732-2206**

**Richard Parcol 732-2303**

**The Pit 732-5555**

**Farm Bureau Financial Services  
732-3070**



# HAPPY THANKSGIVING!!



## Telephone Feature Highlight of the Month

**Vacation Rate**

Are you heading south for the cold winter months? If so, you may want to consider using our vacation rate feature. This allows you to have your service temporarily suspended at a 50% price reduction for extended vacation purposes of 30 days or more. And you won't have to worry about losing your current telephone number while you are gone. We will hold your number for you so that when you return in the spring, all you have to do is call in and have us reconnect your service with NO connection fees!

Contact us today for more information or to sign up!

## Internet SPECIALS!

Stop in today to  
sign up!!

**WHAT:** 3 Months Free Dial-Up Internet Service OR  
\$19.95 off Cable Modem or DSL Internet Service for 3 Months

**WHEN:** Sign up between October 25, 2009 and January 24, 2010.

**WHO:** NEW internet customers (that have not had internet service with WTC in the past twelve months)

**Your Connection to the Future!**

## Important Notice about the Digital Television Transition

As we approach the end of 2009, WTC Cablevision is continuing to work towards the goal of an all-digital cable system.

What this means to our customers is that the way our cable is currently set up you are able to receive Lifeline and Expanded Basic cable without a digital box. This is because we currently convert the digital signal back to analog at the head-end. We made a business decision to continue giving you the analog signal for as long as possible. This conversion is costly for us, though, and we will not be able to continue it past January 2010. Effective January 5, 2010, if you do not have a standard digital box, a high definition digital box, or a cable card, you will only be able to receive our Lifeline Basic package, which includes channels 2 through 32, on an analog signal.

We hope you will consider moving to a digital package before the end of the year, so that when January 5<sup>th</sup> comes, you will not lose the channels in your expanded basic package. You will need to call us before that time to let us know what you choose to do. Please keep in mind that the longer you wait, the longer the wait for a box might be. We currently have a 48-hour waiting period before you can receive a digital box. As our supply goes out to customers we may run into delays due to supply issues or due to technician availability.

We want to thank you for your patience and understanding as we work through this project. Our goal has always been to provide you the highest quality service at reasonable rates.

If you have any questions or comments about this project, or if you would like to have a digital box installed in your home, please contact our office at 563-732-3000.



## New VOD titles available in November



### November 1st

\*House Under Siege (NR) \*Nowhere to Hide (NR)  
The International (R)

### November 3rd

\*Terminator Salvation: The Machinima Series (NR)  
\*Command Performance (R)

### November 10th

\*Familiar Strangers (PG-13)  
\*God Send me a Man (NR)

### November 11th

\*Land of the Lost (PG-13)

### November 24th

\*Shorts (PG)  
\*Ice Age: Dawn of the Dinosaurs (PG)

## Visit Us

810 W. 5th Street  
PO Box 970  
Wilton, IA 52778  
8:00 am—5:00 pm  
Monday—Friday

## Contact Us

563-732-3000  
www.wtccommunications.com

## Internet Tech Support

1-877-794-5866 or  
<http://esupport.netwtc.net>

## After Hours Repairs

563-732-3000  
Follow the menu prompts  
24 hours a day/7 days a week

## Iowa One Call

Call before you dig!  
1-800-292-8989

## Payment Info.

- Payments are due on the 20th of each month. If you have not received your bill by the 5th of the month, please contact our office.
- All accounts with past due balances are subject to a 1.5% late fee.
- Cable TV customers with a past due balance are also subject to a \$5.00 late fee.
- Please include bill stub with your payment.
- Please do not staple bill stub to your check.
- For your convenience, WTC Communications offers Automatic Bank Deduction. Payments can be taken directly out of your checking account.
- There is a drop box at WTC Communications for after hours payments.