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Save The Date: TCC Annual Meeting

The TCC Annual Meeting is scheduled for Tuesday, March 30, 2021. Elections will be held in the Arcadia and Osseo-Fairchild districts. More information to follow!

2021 Scholarships

TCC will offer scholarships to 2021 graduating seniors. Applications are available on our website: tccpro.net.



NEW YEAR, NEW PASSWORDS!

The start of the new year is a great time to revisit all of your passwords and reset any that are less secure or that have not been changed recently (we recommend every 90 days). While changing passwords may not be very convenient, changing a few passwords is much easier than cleaning up identity theft!

We recommend passwords that are ten or more characters long, and that you do not use the same passwords for different accounts or websites. Instead of a keyword with numbers, try a "passphrase" which is a few words run together that you might remember easier. TCC has general help for changing E-Mail passwords on our Internet Support web page. Contact us if you need assistance or advice.



TCC OFFICES AND BILL PAYMENT OPTIONS

TCC's business offices are closed to the public, including the Galesville office in the Library Community Room. We have drive-up windows with 24 hour drop boxes at our offices in Strum and Independence. We also offer a secure payment line to pay your bill by phone (1-844-827-4767) and SmartHub for you to view and pay your bill online. Download the SmartHub app to your mobile device or go to <https://tcc.smarthub.coop>.



THE FOLLOWING MEMBERS WON TCC GIFT CARDS DURING COOPERTIVE MONTH

Ruth Heine, Patricia Holliday, Naurine Schroeder, Sandra Leer, Ellen Holstad, Mark Garlick, and Doug England.

ANNUAL MEETING INFORMATION

The Tri-County Communications Annual Membership Meeting will be held on Tuesday, March 30, 2021 at Ss. Peter & Paul Parochial School in Independence. This year, we will be voting for Directors in the Arcadia and Osseo-Fairchild districts. Individuals interested in running for the Board in the above mentioned districts should contact Cheryl Rue, CEO, at 715-695-2691 or crue@tccpro.net. All inquiries will be kept confidential.



SCHOLARSHIPS AVAILABLE

Scholarships are available to 2021 graduating high-school seniors. Visit www.tccpro.net and click Customer Care for a link to our scholarship page.

WISCONSIN LIFELINE PROGRAM



What is Lifeline? The Lifeline program provides low-income Wisconsin residents affordable access to essential telecommunications by discounting the cost of phone, cell, and internet services.

How much money can I save with Lifeline? This depends on which type of service(s) you have, but your discount could range from \$7.25 - \$18.50 per month. Your service provider can tell you the exact amount.

Who is eligible? You are eligible if you participate in one of the following qualifying programs: Medicaid, FoodShare, Federal public housing assistance (Section 8), Veterans and Survivors Pension Benefit, Supplemental Security Income (SSI), or, if your income is at or below 135% of the federal poverty guidelines. Only one person per household may receive a Lifeline discount.

How can I find out if I am eligible? You can check your eligibility using the National Verifier at www.checklifeline.org or with a paper form which can be downloaded and mailed in. The National Verifier is connected to federal databases and can determine if you are enrolled in a qualifying program listed above. If you do not participate in a qualifying program, you must provide proof that you meet the income guidelines. Your provider can help you with this, or you can contact one of the numbers listed below. There are new rules for people who are income-eligible because of recent unemployment due to the pandemic. Applicants may submit: a notice of unemployment benefits payment, or a notice of a successfully submitted application for unemployment benefits. These documents must be dated in the last three months.

How can I enroll? You must contact an eligible telecommunications carrier (ETC) to enroll. You can find a list of ETCs at psc.wi.gov on the Lifeline Program webpage under the Programs tab. You can determine your eligibility before you contact the ETC, or ask them to help you find out if you are eligible.

How can I get help? Wisconsin Internet & Phone Helpline: (608) 267-3595. Open Monday through Friday, from 7:45 a.m. to 4:30 p.m.. Request an interpreter if you need assistance in a different language. Federal (USAC) Lifeline Support number: (800) 234-9473. Open Monday through Friday, from 10 a.m. to 10 p.m.. Email lifelinesupport@usac.org. Or call TCC at 1-800-831-0610 and we'll be happy to help!



GIG-CAPABLE PROVIDER

Office Hours & Locations:

Strum & Independence
Monday - Friday
8:00 a.m. - 4:30 p.m.

Strum Office
417 5th Ave North
PO Box 578
Strum, WI 54770

Independence Office
23669 Washington St
Independence, WI 54747

tccpro.net 800-831-0610