



## Weesoe Community Communication Technologies (WCCT)

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## WCCT NEWSLETTER – January 2019

WCCT has continued to grow and we now have more than 400 customers. Our recently installed new towers in Chalk River and Deep River mean that we can reach even more homes in the area with our wireless 10/2 Mbps internet and phone services. Recently in an independent survey – WCCT had an 87% customer satisfaction rating – 25% higher than our nearest competitor. Unlike many of our competitors, WCCT has not had any price increases since we started just over 2 years ago!

### **WCCT Announces Investment in Fiber Infrastructure**

There is also even more exciting news - WCCT has decided to go forward with the installation of Fiber Optic Infrastructure. As part of a multi-phase program, WCCT and our local investors are funding the installation of fiber optic cable between our towers – phase 1 will connect our west Deep River towers. This will allow us to provide more reliable and higher quality signal to the towers and in turn improve delivery to the homeowner. In the future it will allow us to grow the number of customers without decreasing signal at peak times and will allow us to offer higher speeds such as 25/5 Mbps (download/upload).

### **New Wireless Tower Progress**

We are now operating new wireless towers at the Cosray Building and Hill House in Deep River and on Townline Road in Chalk River. In addition, new towers on Maple St., Frontenac/Lower Thomas, Chadwick and Beach Avenue and Deep River and Ottawa St. in Chalk River are under construction/commissioning that will allow us to reach many more homes in the coming months. Wherever possible we will be giving existing DSL customers a free upgrade to our wireless service. To see the latest WCCT tower map, click on the following link: [WCCT Tower Map](#).

### **Please Pass the Word!**

We would greatly appreciate our current customers passing the word to friends and neighbours about our services. We estimate that we are saving most customers \$30 to \$50 per month. Where we can provide wireless service, we are providing much better signal strength than service delivered via phone lines (DSL). Please encourage people to go to our website and sign up via our online form at [wcc-tech.com](http://wcc-tech.com) or give us a call or email at the address/number shown above.

### **VOIP Phone Long distance Outside North America**

We have been asked by some customers how to phone long distance numbers outside North America? There are a number of providers who can give you this service. One such provider is G3 Telecom - you just go to their website and sign up for the plan that suits you. For example you can put some money on a "pay as you go" account (typically \$20) and then as you use the service it charges you at a given rate - for example to Europe it is 4 or 5 cents a minute. They give you a toll-free number to call and instructions on how to put your call through to the countries you wish to call.

### **Customer Support**

Our offices at 120 Deep River Road in the Cosray Building are fully functional now. Our office volunteers are available to assist you, (toll-free) at **1-855-640-8202, ext 2800**. You are most likely to find us in the office Monday to Friday, late morning through early afternoon; the office is always staffed from noon to 1pm. Please note our new mail box number is PO Box 1972.

### **Resolving Technical Issues**

Like any internet or phone service, some users experience problems, such as intermittent slow speeds, etc. For some simple tips that may resolve your issue, please refer to our latest trouble shooting guide. To retrieve a copy, click on the following link: [WCCT Trouble-Shooting Guide](#). If not, Tech Support can be reached by e-mailing [support@wcc-tech.com](mailto:support@wcc-tech.com) or by texting or calling 613-334-7561. If you must call, be sure to leave your name and number where you can be reached. Volunteers monitor these communications daily on a best-effort basis. Please contact us if there are issues to be resolved – we cannot help fix something if we do not know it is broken.

Please feel free to contact us at any time by phone at 1-855-640-8202 or email [accounts@wcc-tech.com](mailto:accounts@wcc-tech.com).

Wishing you a successful and happy new year,

Chris Knight  
Director, Marketing and Sales

Ross Judd  
President

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