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# HORIZONS

A Golden West Customer Newsletter  
May 2018

# Telling Their Stories

*Tom Rancour  
Honors Veterans  
with Military  
Display in Wasta*

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Golden West is a Member of the SD Telecommunications Association



# Telling Their Stories

## Tom Rancour honors veterans with military display in Wasta.

Tom Rancour is many things. He is a father and a husband, an engineer and a business owner. He is a Golden West member, avid military surplus collector and historian. Tom is the founder, curator and operator of Armed Forces Display and Gifts (AFD&G) in Wasta, a small town located about 35 miles east of Rapid City. You have no doubt cruised right by it when going to or from the Black Hills. AFD&G is the big building in Wasta, just behind the Mobile station with an A-4C Skyhawk attack jet perched in the parking lot.

Yet, there is one more term to describe Tom Rancour, and that's storyteller. His primary reason for creating the AFD&G is to preserve and tell the stories of real-life heroes, members of America's armed forces. While the story of Tom's life is interesting in its own right, he is far more interested in telling the stories of veterans, making certain their service and sacrifice stay etched in our minds. Thanks to Tom's diligence, dedication and research, here are three stories about veterans featured at the AFD&G.



Military display showroom

### Mauer Family – US Air Force (Richard - Current resident of Wall, SD)

Staff Sergeant Richard Mauer started quite the tradition when he joined the US Air Force (USAF) in 1954. His three sons and one grandson all followed suit, also serving their country as members of the USAF. His sons are Colonel Tony Mauer (retired), Lieutenant Colonel John Mauer (USAF Reserves) and Senior Airman Paul Mauer (retired), and his grandson is Major David Mauer (active).



Richard Mauer

Tony and John, although separated by years and career paths, have seen their paths cross in a way that is unique to the USAF. Tony Mauer's specialty is piloting a KC-135 Stratotanker, a large fuel-tanker that extends a boom (fuel line) to other planes and re-fuels them mid-flight.

John, on the other hand, began his career as a back-seater in F-4 and F-15 fighters. Back-seater is Air Force jargon for the weapons systems officer seated behind the fighter pilot. More recently, John has been the navigator on an E-3 Sentry, a plane designed to provide all-weather surveillance, command, control and communications for the USAF.

Three times these brothers have crossed paths at high altitude, sharing brief encounters from their respective cockpits while Tony's KC-135 provided fuel to John's F-4, F-15 and E-3. While aerial refueling is not a rarity in the USAF, it is unique to say that in those three instances, Tony truly was his brother's keeper. *Read more about the Mauer family and their military accomplishments at the AFD&G.*

A-4C Skyhawk Pilots



U.S. Army  
tank captures  
German POW



### Bill Kerr – US Army

(Formerly of Yankton, SD. Passed away March 2018)

Bill Kerr was fresh out of high school when he joined the US Army in 1944. Standing 6'7" with a size 16 shoe, Bill was over the Army's height limit and didn't have to join. The Army's reasoning, they did not want to stock special clothing and boots outside of "normal" sizes. Despite being given this easy out, Bill followed his heart and joined the Army. Before too long, Bill found himself on a troop ship in Boston Harbor in December of 1944, with a one-way ticket to France.



Bill Kerr

A member of the US Army's 119th Infantry Regiment, Bill's stay in France was short lived as he boarded a train headed for southern Holland, toward the Battle of the Bulge. His company made inroads into Germany, securing towns and clearing houses. Weeks later, after crossing the Rhine as part of the Allies final push to victory, Bill happened upon a German officer's dress sword while clearing a house. Not wanting to draw the attention of his commanding officers, who would confiscate the sword, Bill used his long legs to his advantage – he hid the sword down a pant leg. It required him to walk in an odd fashion, but he had his prize!

Shortly after, his platoon was shelled and Bill took a piece of shrapnel to the wrist. The piece hit him flat, leaving his arm numb and wrist bruised, but intact. Bill headed to the aid station to have

his wrist examined. The doctor saw Bill walking strangely and insisted he strip down to check for leg wounds. Not wanting his prized souvenir discovered, he insisted he was fine other than his wrist. The doctor relented, sending Bill to an aid station near Paris until his wrist healed. Once in the clear, Bill took no more chances and quickly shipped his treasured sword back home. *You can see the sword and a few other souvenirs from Bill's time in WWII at the AFD&G.*



John O'Malley

### John (Jack) O'Malley – US Navy

(Born, raised and residing in Hot Springs, SD)

In 1966, Jack O'Malley was an Ensign in the United States Navy, reporting to Pensacola, FL for flight training. Upon completing his training in 1967, Jack received the prestigious "Wings of Gold," to signify his completion of the highly respected and rigorous Naval Aviator training. Jack was then assigned to a Naval Air Station in Lemoore, CA where he trained to fly the A-4C Skyhawk light attack aircraft.

After completion of fleet training in the A-4C Skyhawk, Jack was assigned to the USS Ticonderoga (the Tico) during the Vietnam War. From February to August in 1969, the Tico was deployed to the Gulf of Tonkin off the northeast coast of Vietnam. During this deployment, Jack flew 89 combat missions with over 100 arrested day/night landings aboard the Tico. An arrested landing is landing on an aircraft carrier with assistance from a hook and cable system. Due to the short length of the carrier's runway, this is a very difficult and challenging act.

Jack retired from the Navy in 1986 at the rank of Commander. He is credited with over 2,000 flight hours, and 300 day/night landings in the A-4C Skyhawk and the A-7E Corsair light attack aircraft. *Visit the AFD&G to see Jack's flight suit and an A-4C Skyhawk similar to the one Jack flew.*

*To see and read more about the veterans who've served this great nation, stop into the AFD&G. Tom Rancour's passion for keeping our veterans' stories alive is prominently on display and definitely worth the trip.*

*The AFD&G is scheduled to be open May 15 through October 1, Tuesdays through Saturdays from 9:00 AM to 5:00 PM. Due to Tom's busy work schedule, please call AFD&G's Golden West landline (605-993-3007) to schedule a visit or see if they will be open upon your arrival. Admission is \$4 per person and children 10 and under are free.*



Left: John (Jack) O'Malley's flight suit.  
Center: British Artillery Tank



## HORIZONS

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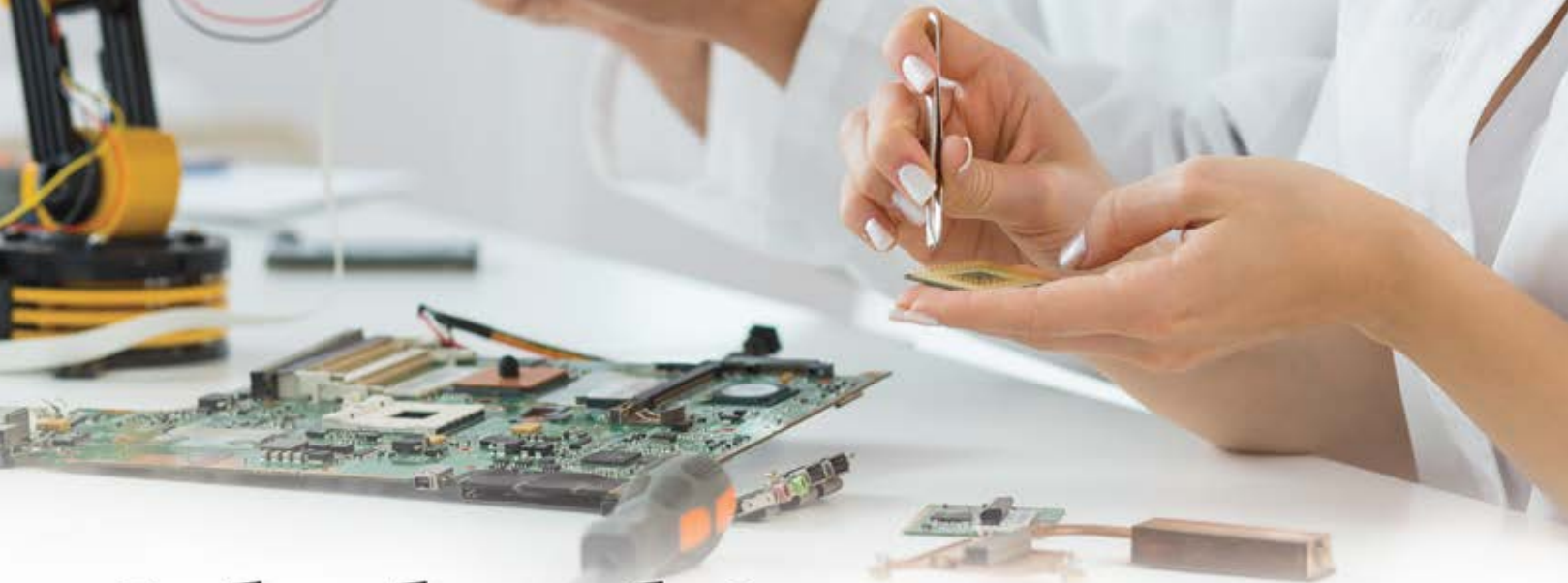
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# Scholarship Opportunity

If you have begun post-secondary studies and are looking for added financial help, the South Dakota Telecommunications Association's (SDTA) Memorial Scholarship is an excellent option. SDTA's Memorial Scholarship is for a student (or their family) who subscribes to an SDTA member company, like Golden West.

SDTA awards \$1,500 to three students who have completed at least two semesters (24 credit hours) of course work at any accredited post-secondary school in South Dakota. Preference is given to students studying fields within the communications and broadband industry, such as:

- **Technologies – Utilities Technologies, Computer Software Specialist, etc.**
- **Computers – System Administrator, Computer Applications, etc.**
- **Engineering – Computer Science or Systems, Software, etc.**
- **Communication Arts – Mass Communications, Web Development, etc.**
- **Business –Management, Communications, Business Law, etc.**
- **Technology Education**

The application deadline is May 31, 2018 and the scholarships will be awarded for the Fall semester.

To apply, visit [sdtaonline.com/resources/sdta-scholarship](http://sdtaonline.com/resources/sdta-scholarship).



## A Better Customer EXPERIENCE

At Golden West, we are always striving to improve our customers' experience. This year, we are improving customer communications. We want to keep you informed about important updates, helpful newsletters and special offers.

In order to improve communications, we need your best contact information. Updating your contact information will make it easier for us to notify you of outages in your area or other matters affecting your service.

As a reminder, Golden West abides by Customer Proprietary Network Information rules, meaning we do not share account information without permission from the account holder.

You can help us improve our communication by calling **1-855-888-7777** and one of our Member Service Representatives will be happy to assist you.



# 5 “Social” SECURITY TIPS

There has never been an easier time to stay in touch with family and friends, mostly due to the growth of social media - Facebook, Twitter, Instagram, Snapchat, etc. You can now send a photo of your cheeseburger to a worldwide audience with the touch of a few buttons. Yes, social media is easy to use and fun, but it also has its security issues. Here are five simple ways to help you protect your privacy on social media.

- 1 Keep Your Devices Updated**  
Developers and programmers are constantly fixing bugs and improving their software to keep users safe. (After installing an update, it's a good idea to double-check your privacy settings to make sure nothing has changed in the process.)
- 2 Use Two-Factor Authentication**  
Most major online services offer this benefit, which requires a security code in addition to your username and password. When logging into your account from a new device, a security code is sent via text message for you to enter and authenticate the login.
- 3 Check Privacy Settings**  
When installing a new app, the first thing you should do is check the privacy settings and configure them to your liking. Take control of what access an app has to your location, contacts, camera, etc.
- 4 Block the Spam**  
If you receive a friend request from a stranger or a direct message from an old friend containing a strange looking link, block them. Blocking not only prevents the spammer from contacting you again but also alerts the service to monitor and/or remove the spammer's account.
- 5 Think Before You Share**  
As the saying goes, what happens on the Internet stays on the Internet. Keep your profile information as private as you deem fit and think twice before sharing every aspect of your life.





# Thank You for Paying It Forward!

During Golden West's 2018 Pay It Forward campaign, our cooperative members came through once again. For every new or upgrading customer in the month of March, Golden West pledged to donate \$50 to an elementary school in that customer's community.

Thanks to their kindness, Golden West customers are donating \$11,250 to elementary schools! In addition, with only three years of the Pay It Forward campaign in the books, Golden West customers have donated nearly \$40,000!

**Thank you, Golden West customers for once again supporting the children and schools in our communities!**



## Always Call Before You Dig

### KNOW WHAT'S BELOW!

**Digging without calling 811 can be life-threatening.**

If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.



# Stream Big and Stay Home!

These days, if you have a connected device, you have access to an impressive array of entertainment options. From Watch TV Everywhere with your Golden West cable TV, to the streaming giants like Netflix, Amazon and Hulu. There are so many great entertainment options, so why watch them on a little handheld screen?

You've already got your cable TV hooked up to a big screen in your family room, bedroom, man cave or she-shed. Now you can enhance your viewing experience with a little help from a media-streaming device and your broadband Internet connection. Here are a few devices you may want to consider:



### Roku Streaming Stick Plus

Rated the best streamer overall by CNET, the Roku has a great value at around \$70. This device is easy to navigate, plugs directly into the TV and has access to over 5,000 channels.

*Bonus feature – the Roku remote can be programmed to control your TV's volume and power.*



### Apple TV 4K

A higher-end option, coming in close to \$180, but worth it if you're into everything Apple. Surf over 1,000 channels with their sleek remote, or use Apple's voice-command to ask "Siri" for help.

*Bonus feature – Apple TV 4K uses Dolby Vision HDR, the best video quality available today.*



### Amazon Fire TV

Costing about the same as a Roku (\$70), pick this device over the Roku IF you also own an Amazon Echo or Dot smart speaker.

*Bonus feature – Control your Fire TV with voice commands to "Alexa."*



### Google Chromecast

The best option for people who love their phone, because it doesn't come with a remote! You have to control it with your phone/tablet/PC, but it's only \$30.

*Bonus feature – Chromecast's small round design makes it a great travel accessory.*



*Golden West does not specifically endorse any products or services in this article.*