



GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

December 2008



From our staff to all of you,
we want to wish everyone a
Happy Holiday Season &
a Prosperous New Year!

We will be closed for
the Holidays on:

Wednesday, December 24
Thursday, December 25
Thursday, January 1



FYI: For your convenience, if you need to make a payment after hours or on weekends, we have a drop box located at our office at 705 Clinton Street on the right-hand side of the front door.

What does the Digital TV transition mean for you?

On February 17, 2009, full-power analog broadcasting will end.

If you are currently a Cable TV customer, you will not need to do anything. Your Cable TV company will take care of the conversion for you.

If you currently receive over-the-air programming with a rooftop antenna or rabbit ears, you'll need to do one of the following three things to prepare for the transition to DTV:

1. Purchase a digital-to-analog converter box that plugs into your existing television. The Federal government is offering up to two \$40 coupons per household to help pay for the cost of certified converter boxes. To get your coupons, go to their website at www.dtv2009.gov or call 1-888-DTV-2009 for more information.
2. Subscribe to a Cable TV service.
3. Purchase a new television set with a built-in digital tuner.

REMINDER for:

CPNI ~ Protecting your Privacy

CPNI stands for Customer Proprietary Network Information, meaning the privacy of your information, such as services you purchase from us. The FCC (Federal Communications Commission) mandates that we must verify who we are speaking with before we can talk specifics about long distance calls, telephone services, or any other information about your account. In doing this verification, we are required to follow strict guidelines by the FCC or face significant fines for violations.

In the event a customer calls in with a specific billing question and is not able to provide call detail information to us about their bill (whereby the customer does not have the bill in hand), GMCTA will be required to go through a customer authentication process in one of 3 ways (to insure we are speaking with the customer of record):

1. GMCTA can call the customer back using the contact telephone number on record for the account (normally your home landline phone number).
2. GMCTA can send by U.S. postal mail or email a copy of the bill to the address of record for the account, and then have the customer contact us again once they receive the information.
3. The customer may visit GMCTA's office and obtain the information, once they provide a photo ID and fill out a CPNI Request form verifying they are the customer of record. The photo ID and CPNI Request form is required when you appear in person **without** your bill and the name on the photo ID must match the name on our account records.

If you need to add a person to your account as an "Authorized User", stop by or call our office for a form.



Low-Income Telephone Assistance Programs

Low-income telephone assistance is available to qualifying low-income lowans as part of two federal support programs. These programs, "Lifeline Assistance" and "Link-Up," are available through Grand Mound Cooperative Telephone Association.

- "Lifeline" is a plan that assists qualified low-income lowans by providing a monthly credit on their telephone bill in an amount of \$8.25.
- "Link-Up" is an assistance plan that helps qualified low-income lowans pay for the installation of basic telephone service by reducing connection charges by 50 percent, or \$30, whichever is less.

Another feature of the Lifeline program enables qualified applicants to avoid paying a service deposit if they voluntarily agree to have long distance calling blocked from their telephone.

lowans who participate in one or more of the following programs are eligible for telephone assistance: Medicaid; Food Stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families Program (TANF) or the National School Lunch Program (NSL).

To apply for either or both of these low-income telephone assistance plans, applicants should submit an application to Grand Mound Cooperative Telephone Association. Application forms can be obtained from Grand Mound Cooperative Telephone Association at 705 Clinton Street, Grand Mound, IA or at the Iowa East Central T.R.A.I.N. office at 1415B 11th Street, DeWitt, IA. This application is also available on the Iowa Utilities Board website at http://www.state.ia.us/government/com/util/consumer_information/lifeline_linkup.html Individuals must certify that they are eligible for assistance. Eligible lowans are encouraged to submit their application.



Published quarterly for customers of

Grand Mound Coop. Telephone Assn. and Grand Mound Communications Co.

providing local telephone service for the Grand Mound area, PCS Wireless, Voice Mail, Paging Services, travel calling cards, data and fax services, CATV, Internet, DSL and Wireless Internet.

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Business Office Hours

Monday to Friday
8 a.m. to 4 p.m.

General Manager
Don Robertson

Office Manager
Terri Bumann

Office Assistant
Dee Dee Banowetz

Combination Technician
Chris Beuthien

Board of Directors

Dennis Campbell
Kurt Crosthwaite
Roger Green
David Schnack
Ruth Schroeder
Harry Slaymaker
Wayne Whitman



NEW DIRECTORY LISTINGS AND UPDATES

-H-

Hanrahan, Nole & Bethany
507 Fulton St Grand Mound.....847-1339

Humphrey, Walter & Phyllis
810 Sunnyside St Grand Mound.....847-1080

TECH TIP

Dial 511: Travel Information

Planning to travel over the holidays? Be sure to dial 511 before heading out.

The statewide travel hotline, 511, provides you with updated weather information and road condition updates.

HOLIDAY EXPO WINNER

The lucky winner of our \$25.00 door prize drawing during the DeWitt Chamber of Commerce Holiday Expo held on Sunday, November 9th was **LaVonne Davis** from DeWitt.

2009 Calendars Available

Don't forget to stop by and pick up your 2009 calendars which are now available at GMCTA/GMCC's office at 705 Clinton Street, Grand Mound.