



GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

June 2010

NOTICE REGARDING EMAIL SPAM/VIRUS MESSAGES:

Customers of GMTel.net have been receiving email messages that look like they are coming from us regarding changing or updating their settings.

Please note that these emails are not from us at GMTel.net and be assured that Grand Mound Communications will NEVER send an e-mail requesting you to click on a link to fix a problem or to request any of your customer information such as Username, Password or other vital credentials. Also remember, any correspondence from Grand Mound Communications will include a local contact phone number for you to call in case you have any questions about the content of the email.

If you have received one of these messages, please DELETE it. Do NOT reply to it or click on any link in the message. Chances are pretty good that it is spam or a virus that will infect your computer.

Holiday Closing

Grand Mound Cooperative
Telephone Assn.
and
Grand Mound
Communications Co.
will be closed on

Monday, July 5th
for Independence Day.
We will reopen on
Tuesday, July 6th
at our normal time.

Have a Safe & Happy
4th of July!

Do you travel with your computer or use your cell phone for GMTel email?

We have a new server for you! If you have trouble sending email when away from home, we have a new server for you. Call our help desk at 866-847-4638 or our office at 563-847-3000 for more information and ask about the new DCSOBX33 sendmail server.

FIND OUT WHAT'S ON TV

There is never a TV program guide around when you need one. Now with www.zap2it.com you can get program listings easily through your PC.

Just go to the above website and type in your zip code, click TV Listings, and choose your provider. You'll get a listing of programs being televised by your provider. You're able to adjust your lineup display by hours, date, time, category, stations or channels. Plus you can print off a copy to have with you when you're watching TV.

Don't forget to add it to your Internet Favorites or create a desktop shortcut to make it more easily accessible. We also have a shortcut link to Grand Mound Communications Co.'s CATV Program Schedule on our website at www.gmtel.net.

NOTICE REGARDING COMPLAINT PROCEDURES

If you have a complaint, a utility representative qualified to assist in resolving the complaint can be reached through your local telephone company.

If your local telephone company does not resolve your complaint, you may request assistance from:

Iowa Utilities Board
350 Maple Street
Des Moines, Iowa 50319
Telephone: (515) 281-3839
Toll-free: (877) 565-4450
Email: iubcustomer@iub.state.ia.us

or you can file a complaint online by filling out the form at:

http://www.state.ia.us/government/com/util/forms/CustServ/form_Complaints.html

CAPITAL CREDITS QUESTIONS & ANSWERS

WHAT ARE CAPITAL CREDITS?

Capital credits for cooperative members result from the Cooperative being profitable. As a local telephone subscriber, you are automatically a member/owner of Grand Mound Cooperative Telephone Association.

WHAT DOES CAPITAL CREDIT ALLOCATION MEAN?

Each year that the Cooperative makes a profit, we allocate (or set aside) a portion of that profit for each member based on the amount of business they have conducted with the Cooperative. The capital credit allocation statement sent out to you summarizes the activity in your capital credit account with GMCTA.

WHY DON'T I RECEIVE ALL OF THE CAPITAL CREDITS THAT HAVE BEEN SET ASIDE FOR ME NOW?

Members' unretired capital credits are used by the Cooperative to maintain a solid financial base, to build equity, to provide quality service, for new investment, and to help local communities.

HOW ARE CAPITAL CREDITS RETIRED WHEN THE PAYEE IS DECEASED?

Our current policy is to retire the entire allocation to the individual's estate at the time of death.

WHY IS MY REFUND AMOUNT LESS THAN MY NEIGHBORS?

Capital credit refunds are calculated on the total amount of patronage each account has done with Grand Mound Cooperative Telephone Association throughout a specified time frame.

WHAT IF I MOVE BEFORE YOU HAVE RETIRED ALL OF MY CAPITAL CREDITS TO ME?

Please advise us of any change of address so that you will continue to receive your refund for any future distributions.

ACCOUNT BALANCES are past due after the 20th of the month and will receive a 5 business day disconnect notice.

PAYMENTS made after the due date of the 20th may show as a balance on the next bill. Please deduct as needed.

DIRECTORY NOTICE

The new 2010-2011 Eastern Iowa Regional Telephone Directories will be sent out in October. If you would like to change your directory listing, please contact our office at 563-847-3000 before June 15, 2010, in order for these changes to be printed in the new directory.

NEW DIRECTORY LISTINGS AND UPDATES

-C-

Crawford, Teresa
502 Williams St Apt 3 Grand Mound.....847-1115

-L-

Lincoln, Kay
2417 255 St DeWitt.....847-5221

To Report Outages for Telephone and CATV Service, please call 563-847-3000.

If after hours or on weekends, also please call 847-3000 and leave your outage information on the answering machine. Our technicians will check the answering machine several times during the weekend for any emergency calls.

Remember to call 847-3000, 24 hours a day/7 days a week to report any outages.

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For Internet related problems call:

GMTel.net's Technical Support @ 1-866-847-4638.
They are available to help you 24 / 7.



**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.

(563) 847-3000

705 Clinton Street
P.O. Box 316
Grand Mound, IA 52751

grmd@gmcta.coop

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

Plant Technician
Nick Wichtoski

Part-time Technician
Harry Slaymaker

Board of Directors
Dennis Campbell
Kurt Crosthwaite
Paul Rock
David Schnack
Ruth Schroeder
Harry Slaymaker
Wayne Whitman

