

GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

December 2003

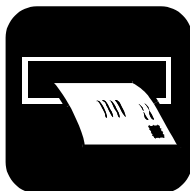


From our staff to all of you,
we want to wish everyone a
Happy Holiday Season &
a Prosperous New Year!

We will be closed for the Holidays on:

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

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



CATV Lineup Changes at GMCC

Channel 52 has been added to our Basic CATV lineup as the **Speed Channel**.

Channel 28 is now **WB26** out of Burlington instead of **WB20** out of Iowa City.

Channel 25 is no longer The Nashville Network because of a buyout. It is now **Spike TV**.

CHRISTMAS WEB SITES

Christmas is a time for family gatherings and holiday meals. Listed below for your entertainment are some fun holiday things for you and your family. There are stories of Christmas, holiday music for singing along, tasty holiday recipes, holiday pictures & games for the kids, plus many more activities for everyone to enjoy.

- <http://www.santa.net>
- <http://www.christmas.com>
- <http://www.northpole.com>
- <http://www.holidays.net/christmas>
- <http://merry-christmas.com>
- <http://santaland.com>
- <http://santaclaus.com>
- <http://santa.com>
- <http://nightingale.vsb.bc.ca/christmas>



Designated Numbers



Dial **211** for Iowa Alliance of Information and Referral Systems for counseling, crisis intervention, homeless assistance, health and human services information.



Dial **511** for Iowa's Travel Information to access road & traffic conditions from the Iowa Department of Transportation and the Iowa State Patrol for the entire state, a region within Iowa, a city/town, or highway.



Dial **711** for Relay Iowa service for communication between hearing, deaf, hard-of-hearing and speech impaired persons.



Dial **911** for fire, police or emergency medical services.



TIPS TO TRY BEFORE CONTACTING GMTel.NET TECHNICAL SUPPORT

1. Reboot your computer and try connecting again. You'd be surprised at how often this simple step can solve your problem.

2. Check to see if the "caps lock" on your computer keyboard is on. (It needs to be off.) User names and passwords are uppercase and lowercase sensitive; therefore, capitalizing letters will result in an error.

3. Review the "Help" information found as a link from your web browser located at the top of your computer screen. This is a great resource for Internet users looking for some assistance.

4. You can also review the "Windows® Help" located on the GMTel Website under the "Support" section, to see if your problem/question can be resolved there.

5. If your problem seems to be more computer related than Internet access related, first use your computer's built-in Help files located under the Start Menu on Windows and under the Help Menu on a Macintosh. If your problem remains unsolved, it's probably best that you then call the technical support staff at the computer dealer or manufacturer from which you purchased your computer rather than GMTel's Technical Support. Manufacturer's technicians are specifically trained on

your computer system...thus providing you fast, efficient service.

6. Check to make sure you didn't enter an area code in your dialup account settings. This will cause your modem to dial our access number incorrectly.

7. Check to see if your phone line is plugged into your modem. If you have an external modem, check to make sure it's turned on.

8. Do you have call waiting? This feature may be disconnecting you from your Internet access. You may need to have "Cancel Call Waiting" added to your phone service features.

9. If you have a second phone line designated for computer use and are having problems getting online, ensure this line is working properly by connecting an ordinary "corded" phone to this designated computer line. Then try to make a phone call to your regular phone line and vice versa.

10. Do you have a "hands free" telephone? How about an answering machine, fax machine or Caller ID unit in the house? Any of these could be causing your connection problems.

11. If you're still having problems accessing the Internet, then call **GMTel's Technical Support at 1-866-847-4638.**

NEW DIRECTORY LISTINGS AND UPDATES

-B-

Beuthien, Matt & Sarah.....847-1921

-D-

Diekman, Corey & Suzanne.....847-1462

-E-

Ertz, Dave & Kendra.....847-1572

-H-

Hancks, Rob & Elissa.....847-1516

Hughes Painting.....847-1032

-L-

Lohr, Keith & Genevieve.....847-1022

-S-

Schutterle, Nick & Beth.....847-1060

-W-

Washburn, Russel & Audrey.....847-1472



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, and DSL.

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

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Mark Harvey

Office Manager
Terri Bumann

Office Assistant
Dee Dee Banowetz

Communications Technician
Chris Beuthien

Board of Directors

Dennis Campbell
Joe Dierickx
Roger Green
Rick Mineck
Ruth Schroeder
Harry Slaymaker
Wayne Whitman

