

GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

January 2003

"Happy New Year!"

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

LOWER RATES FOR YEARLY INTERNET



Starting January 1, 2003, we will be lowering the Pay-In-Advance Yearly Internet rate to \$198.00 (\$16.50/mo.) That's a savings of over \$29.00 per year over the monthly rate of \$18.95. If you are currently a Pay-In-Advance Yearly Internet customer, your account will be adjusted to the new rate as of January 1. If you are interested in switching from the monthly to the yearly rate (no contract required), then just send us your yearly payment of \$198.00 and we'll adjust your account.

Why Some Names and/or Numbers Don't Appear on Your Caller I.D. unit.

One of the most popular telephone services is Caller I.D. When this calling feature is 'active' on your phone line, it provides the ability to preview incoming calls to see who is calling. Most of the time the name/number of the person calling are displayed, but for various reasons some information is not available through Caller I.D.

Many telephone customers now have the capability of blocking their phone number by dialing a numbered code before placing the call. These incoming calls may show up on the Caller I.D. display as "private number". Many wireless phone numbers may not show up as well because of programmed blocking. Or if a caller has an unlisted number "private name" may appear while their number shows up.



Caller ID continued on Page 2...

ATTENTION: INTERNET USERS

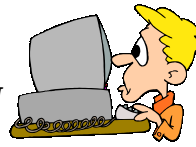
When we switched from netINS to GMTel.net, many users did not get their "Reply-to" address switched to GMTel.net. By not changing this address, other users will get their e-mail returned to them when they reply to your address because it is being sent to netINS.

1. To make this change, start your e-mail program (Microsoft Outlook or Outlook Express) and click on **TOOLS** at the top.
2. Move down and click on **ACCOUNTS**.
3. On the **INTERNET ACCOUNTS** window, click on the **MAIL** tab at the top.
4. Click to select your GMTel mail account. When selected, the account name should turn blue or be highlighted.
5. Click the **PROPERTIES** button on the right.
6. Click on the **GENERAL** tab at the top. Look at the box labeled **REPLY ADDRESS**. If necessary, change the address to read the same as the **E-MAIL ADDRESS** in the box above it, your username@gmtel.net. The username should be the one on your **ACCOUNT SETTINGS DOCUMENT** from GMTel when you started your account unless you have changed usernames.
7. When finished, click **OK** at the bottom of the Properties window and then **CLOSE** at the bottom of the Internet Accounts window.
8. Please close your e-mail program (Microsoft Outlook or Outlook Express) and then restart the e-mail program for the changes to take effect.
9. If you have additional e-mail accounts through GMTel, please repeat this process for each account. This will then allow others to reply to your e-mails without any trouble.

NOTE WINDOW USERS: You can make GMTel.net your homepage by going to our Web page (www.gmtel.net) and clicking on the blue "Click Here to Make GMTel.net Your Homepage". The change will take place automatically for you when you click on it.



"WINDOWS HELP"



Do you need help navigating through your Windows program or have questions pertaining to your email or Internet? GMTel.net now offers a "Windows Help" program, which is located on our homepage (www.gmtel.net) under the 'support' section. As a special service only to our customers, the "Windows Help" can only be accessed by GMTel.net customers. "Windows Help" has information on customizing and navigating the Web. It contains a movie-based Windows Instructions System and has an Electronic-Book Reference Source for your PC and Windows. The contents include categories for hardware, software, email, Internet, and movies for Web Help & Windows Tours, plus many other topics. When you access "Windows Help" you can locate your topic by contents, index, search or glossary. Take a moment to browse our "Windows Help"—you may find the answer to that question you've been wanting to ask someone but didn't know who to ask.

Caller ID continued from Page 1...

Some telephone companies do not have the necessary equipment or facilities to transmit their customer's names/numbers to Caller I.D. Special switches and software are needed for the originating telephone company to provide Caller I.D. information for outgoing calls. When you receive calls from these unequipped areas, they may appear as "number not available", "number unknown" or "out of area".

Caller I.D. is a valuable feature that provides customers with the ability to monitor calls and to make informed decisions about answering calls. A Caller I.D. display unit or display phone is needed for use with this service.

NEW DIRECTORY LISTINGS AND UPDATES

-C- Christopherson, Erin.....847-1988	-L- Lowery, Ken.....847-1193
-D- Daniels, Marty.....847-1408 Domer, Gerald R.....847-1448	-M- Manatt, Tony (Teen Line).....847-1991
-G- Grandick, Sheila.....847-1470	-S- Special Touch Cleaning Services...847-1317 Steffens, Deanna.....847-1317
-H- Hafner, Vincent C.....847-1475 Harmon Auto Glass.....847-1877	-T- Thomas, Bea.....847-1437 Thompson, Josh & Lindsey847-1386
-I- Isberg, Darlene.....847-1403	-W- Waack, Jamie.....847-2180 Wolf, Ben & Jami.....847-1580



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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Chris Beuthien

Board of Directors

Dennis Campbell

Joe Dierickx

Roger Green

Rick Mineck

Ruth Schroeder

Harry Slaymaker

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