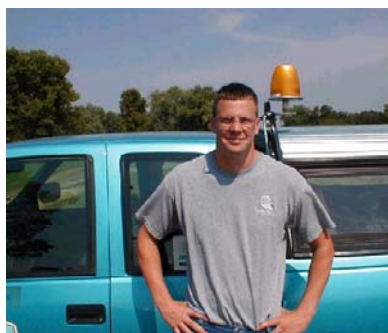


# GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

September 2003

## MEET OUR NEW GENERAL MANAGER



Mark Harvey joined us on August 25<sup>th</sup> as the new General Manager for GMCTA/GMCC.

Mark graduated from Des Moines Area Community College (DMACC) with a degree in telecommunications. He came to GMCTA/GMCC from Central Scott Telephone with 9 years experience as a technician.

Mark and his wife, Sarah, live in Long Grove with their two children, Brianna, who is four years old, and Brooklyn, who is 6 months old. Mark enjoys boating, hunting and spending time with his family. They will be relocating to our community as soon as possible.

## *Is Your Virus Protection Up-To-Date?*

It wasn't that long ago that every few months was probably enough to run your virus scan and download the live updates. Now, however, every few days is probably a good idea. Some anti-virus programs can be set to download updates automatically to your computer whenever you log onto the Internet.

Unless you've been updating your anti-virus program every few days or weekly, your anti-virus software becomes outdated very quickly. It is not uncommon to discover 30 to 80 new or variant viruses each week. Therefore, by updating the anti-virus program on your computer, not only will it know about the new viruses, but also how to detect and get rid of them. This can only take place if you update the anti-virus program's virus definition files from the software maker's website on a weekly basis.

Just because e-mail comes in through a central server, which includes virus-scanning software, it doesn't necessarily mean all viruses will be detected before being forwarded to your computer. Remember, large firms have been forced to shut down despite having sophisticated anti-virus software in place. No scanner can detect every virus, especially viruses that are newer than the latest anti-virus software.

If you are using Microsoft Windows, you also need to download any Windows Updates. Viruses also have a way of coming in through the backdoor of your Windows program. You can go to: <http://v4.windowsupdate.microsoft.com/en/default.asp>. Click on "Scan for updates" and download any critical or recommended Microsoft Windows Updates.

Anti-virus protection software, common sense and user awareness can all contribute greatly to your computer safety and security.

## TECH TIP

For Internet related problems  
call:

GMTel.net's Technical  
Support at 1-866-847-4638.

They are available to help  
you 24 hours a day, 7 days a  
week.

## *Did you know. . . . .*

that it's no accident that telephone numbers in the United States are seven digits long. Our working memory, a very short-term form of memory which stores ideas just long enough for us to understand them, can hold on average a maximum of seven digits. This allows you to look up a phone number and remember it just long enough to dial.



# CHECK YOUR PHONE BILL FOR "CRAMMING". . . . .

Your phone number is more and more becoming an account number; and we're often the billing agent for long-distance companies and other firms that provide your services. These companies send us your billing data electronically, and we use that information to bill you on their behalf. We have no authority to screen the data; we rely solely on the information that's sent to us. Increasingly, telemarketers and con artists are using your phone numbers to post unauthorized and fraudulent charges in the billing data that we receive. These charges can be for many things; e.g., voice mail, calling cards, personal 800 numbers, 900 services, even sweepstakes and other marketing offers, and we have no way to monitor the accuracy of the charges. **Remember:** If a charge is unauthorized or fraudulent, you don't have to pay it. But you do have to notice it! Review all the charges listed in your bill. If you find something that you didn't ask for or authorize, don't pay for it; call your local telephone company and have them help you resolve the problem.

## HOME "NET" WORK



Now that your children have started another new school year, they more than likely will be bringing home schoolwork to work on. If you need help with solving a homework problem, tools to help them study, games to challenge their minds, and tons of great clip art to use for school projects, then go to: <http://school.discovery.com/students/>. In addition, there are nearly a dozen learning adventures that let your children explore everything from Ancient Egypt to the Space Station. For homework help and more, also check out these other websites:



[www.schoolwork.org](http://www.schoolwork.org)

[www.homeworkspot.com](http://www.homeworkspot.com)

[www.factmonster.com](http://www.factmonster.com)

[www.refdesk.com/homework.html](http://www.refdesk.com/homework.html)

[www.lapl.org/kidsweb/cool/sites/homeworkhlp-Op.html](http://www.lapl.org/kidsweb/cool/sites/homeworkhlp-Op.html)

### NEW DIRECTORY LISTINGS AND UPDATES

#### -B-

Block, Jay & Debbie.....847-1482  
Bockelmann, Steven.....847-1432

#### -K-

Kaczinski, Jay.....847-1426  
Kirchner, J.....847-1514  
Klemme, James O.....847-1044

#### -R-

Roberts, Jim & Penney.....847-1468



lished 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.

**(563) 847-3000**

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P.O. Box 316  
Grand Mound, IA 52751

#### Email

[grmd@gmcta.coop](mailto:grmd@gmcta.coop)

#### Websites

[www.gmcta.coop](http://www.gmcta.coop)  
[www.gmtel.net](http://www.gmtel.net)

#### Business Office Hours

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

**General Manager**  
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

