



GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

www.gmtel.net

June 2006

Holiday Closing

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

will be closed on
Tuesday, July 4th

for the Fourth of July holiday.

We will reopen on Wednesday, July 5th at
our normal time.

Have a Safe & Happy 4th of July!



INTRODUCING A NEW PAYMENT OPTION FOR OUR CUSTOMERS!!

Effective June 1, 2006, you will have the option of paying for your Grand Mound Coop. Telephone or Grand Mound Communications Co. bill by ATM, debit or credit card.

We will be accepting payments made with VISA, MasterCard or Discover Card from our customers who desire to make payment either in person, by mail or over the phone. ATM and debit cards are not as standardized as credit cards; therefore, we can only process ATM and debit cards that have the VISA or MasterCard logo on them.

If the customer is paying by mail or having their bill automatically charged to their credit card on a monthly basis, the cardholder must complete the required information on the Credit Card Payment Authorization Form and attach the payment stub(s) for processing.

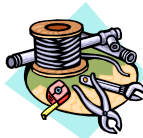
If you would like a Credit Card Payment Authorization Form, please call our office at 847-3000 and we'll gladly send you one.

NOTICE

CATV Lineup Change

PBS Channel 12 is now WQPT out of the Quad Cities/Moline instead of KIIN out of Iowa City.

Inside Wiring



Inside wiring expenses can really add up when it comes to maintaining the integrity of the telephone wiring inside your home. However, Grand Mound Coop. Telephone Association's Station Wire Maintenance Plan provides participating customers with peace of mind. For as little as \$1.50 per month, you can protect yourself from unexpected repair costs.

There is no better time to activate Grand Mound Coop. Telephone Association's Station Wire Maintenance Plan than right now. If you are a GMCTA Subscriber, call 847-3000 or stop by our business office today to sign up!

Caller ID



SPECIAL: Try Caller ID for FREE in June.

Contact our office at 847-3000 to sign up. At the end of the month if you want to keep Caller ID, do nothing and pay beginning July 1. If you choose to cancel, call the office by June 20. The \$16 activation fee will be waived for June. It's simple; try Caller ID at NO COST for the month of June.

COMPUTER PROBLEMS AND HOW TO FIX THEM YOURSELF:



- ▶ **CAN'T CONNECT TO INTERNET.** Shut down the computer. Let sit for 1-2 minutes and power back on. If you have high-speed Internet, then you'll also need to unplug the router (if you have one) and then the modem after shutting down the computer. Plug the modem back in first. Wait for the lights that indicate you're connected to come on. If they don't, the problem is with the connection and not the computer. Contact your Internet service provider. If the lights do come on, wait 10 seconds, plug the router in, and start up the computer.
- ▶ **VIRUS OR SPYWARE INFECTION.** Always have antivirus software and antispyware installed on your system. If you suspect an infection (computer running slow, home page changes for no reason, redirected Web sites, pop-up ads, etc.), make sure that both have the latest updates, then run a complete scan of your system. If you don't have working protection software, run a free virus scan at the site of a major vendor, such as Trend Micro or Panda Software.
- ▶ **WINDOWS TASKBAR DISAPPEARS.** Move the mouse around the edges of your screen until the cursor looks like a double arrow, then left-click and drag the arrow away from the edge of the screen until you see the taskbar. To move the taskbar, click and drag on a blank area of it.
- ▶ **A HARDWARE DEVICE (SUCH AS A CD-RW DRIVE) WON'T WORK.** Uninstall the device from Device Manager, accessed via the Windows System Control Panel's Hardware tab. Then restart the PC. Windows should redetect and reset the device.
- ▶ **POINTING DEVICE DOESN'T WORK OR JUMPS AROUND.** Try cleaning the mouse's rollers or, if it's an optical mouse, check for dirt embedded inside. Make sure the surface you're using isn't too shiny, which could keep the mouse from moving properly. If the mouse is frozen, restart the PC. If it happens often, get a new driver.
- ▶ **PRINTER ISN'T WORKING.** Make sure there's enough toner and ink (all colors). Check for paper jams. Use the printer's self-cleaning feature. Be sure you're using the right print settings. Use the printer's self-test to see whether the printer is broken. Print a test page from other applications to see whether you can print at all. Still no progress? It could be a driver problem, especially if the printer spews out a string of hieroglyphics.



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 DSL.

(563) 847-3000

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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
Mark Harvey

Office Manager
Terri Bumann

Office Assistant
Dee Dee Banowetz

**Combination
Technician**
Chris Beuthien

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



NEW DIRECTORY LISTINGS & UPDATES

-H-

Hawthorne, Jay & Cathy
2381 230 Ave.....847-1894

-P-

Pruitt, David & Megan
501 ½ Fulton St.....847-7823

For *Internet* related problems
call:

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

They are available to help you
24 / 7.