



GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

June 2009

What is an Independent Telephone Company?

When they hear the words, “small telephone company,” many people think of the “Baby Bells” that were a part of AT&T prior to divestiture. They do not realize that there are more than 1,300 independent telephone companies operating in the U.S., companies that never were part of the former Bell System.

Independent telephone companies, such as Grand Mound Cooperative Telephone Association, serve primarily rural areas that the former Bell System chose not to serve and which otherwise may not have had local telephone service.

Many independents are small family-owned businesses, while others are subscriber-owned cooperatives. Generally these companies serve one or more small communities, providing telephone service to fewer than 100 to as many as several thousand customers. There are a few very large independents that operate throughout much of the country. Also, there are several holding companies that each own a large number of small independent telephone companies.

NO EAS TO LOST NATION

Due to the low interest in having EAS (Extended Area Service) to Lost Nation, Grand Mound Cooperative Telephone will not be offering their subscribers this telephone option.

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.

Holiday Closing

Grand Mound Cooperative
Telephone Assn.
and
Grand Mound
Communications Co.
will be closed on
Friday, July 3rd
for Independence Day.

We will reopen on
Monday, July 6th
at our normal time.

Have a Safe & Happy
4th of July!

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/c/om/util/forms/CustServ/form_Complaints.html

INTERNET TIPS

Quickly scroll using the space bar when browsing:

Quickly scroll one page at a time in Internet Explorer or Mozilla Firefox by pressing the spacebar. Move back up a page at a time by pressing SHIFT + SPACEBAR.

Automatically enter URL:

Automatically enter the www. and .com into an Internet Explorer's address by typing the name of the page and pressing CTRL + ENTER on the keyboard.

Print only sections of a web page:

Save on your printer ink by selectively printing in Windows programs such as Microsoft Word, Internet Explorer, WordPad, Outlook, etc. To do this, highlight portions of the text you wish to print and click print. In the printer dialog window under Page Range choose the option Selection. It is important to realize that not all programs or printer drivers support this feature.

Quickly find text on a page:

Quickly find anything on the current page by pressing CTRL + F.

DIRECTORY NOTICE

The new 2009-2010 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 847-3000 before June 15, 2009, in order for these changes to be printed in the new directory.

To Report Outages for Telephone and CATV Service,

please call **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.

XX

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

Part-time Technicians
Harry Slaymaker
Nick Wichtoski

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



NEW DIRECTORY LISTINGS AND UPDATES

-B-

Brock, Bruce & Barb
2090 250 Ave DeWitt.....847-1343

Brock's Carpet Cleaning
2090 250 Ave DeWitt.....847-1343

-C-

Chuck's Body Shop
708 Clinton St Grand Mound.....847-1600

-P-

Pathways and Patios
402 Smith St Grand Mound.....847-1200

-W-

Welsh, Mike & Steve
2141 250 Ave DeWitt.....847-5611