



# GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

December 2010



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:

Thursday, December 23

Friday, December 24

Friday, December 31

Order one, two or all three for your  
computer and receive



**SecureIT Plus**<sup>™</sup>  
Complete. Computer. Protection.

**Protection**



**Online Backup**  
Simple. Secure. Storage.

**Peace of Mind** and

**Convenience**

**FREE for 2 Months!**



**Password Genie**  
Secure. Password. Management.

**What do I do when a virus attacks? What  
is my backup plan to protect my files?  
How do I manage and store all my  
passwords?**

For a limited time, Grand Mound Coop. Telephone Assn.  
and Grand Mound Communications Co. is offering PC  
Security, File Protection and Password Management  
**FREE for 2 MONTHS.**

And the 24/7/365 Technical Support never ends!

**Fill out and send back  
the enclosed  
Subscriber Agreement  
today!**

### SecureIT Plus

Get a fully managed anti-virus/anti-spyware software package that protects your PC, controls the sites your kids visit, provides hard-drive maintenance plus sends you a monthly newsletter.

### Online Backup

Features 50GB and 250GB storage points for Windows and Mac. After initial backup, this service automatically begins safeguarding your family photos and documents that matter most.

### Password Genie

Designed for security and convenience, this password management tool works across multiple computers and users. Easily save all your usernames and passwords in one securely protected location and accessible only by you. Password Genie automatically logs you into your favorite sites saving you time by remembering all your passwords so you don't have to.

This 2-Months Free promotion is available to new product subscribers including current SecurityCoverage subscribers that are adding a new product. The offer does not include installation charges. Offer is valid from December 1, 2010 through January 31, 2011 and the new products must be installed and registered during the promotion period to be eligible for the offer. The promotion is not good with any other SecurityCoverage, INS, Grand Mound Coop. Telephone Assn. or Grand Mound Communications Co. promotion.

**REMINDER for:**

**CPNI ~ Protecting your Privacy**

CPNI stands for Customer Proprietary Network Information, meaning the privacy of your information, such as services you purchase from us. The FCC (Federal Communications Commission) mandates that we must verify who we are speaking with before we can talk specifics about long distance calls, telephone services, or any other information about your account. In doing this verification, we are required to follow strict guidelines by the FCC or face significant fines for violations.

In the event a customer calls in with a specific billing question and is not able to provide call detail information to us about their bill (whereby the customer does not have the bill in hand), GMCTA will be required to go through a customer authentication process in one of 3 ways (to insure we are speaking with the customer of record):

1. GMCTA can call the customer back using the contact telephone number on record for the account (normally your home landline phone number).
2. GMCTA can send by U.S. postal mail or email a copy of the bill to the address of record for the account, and then have the customer contact us again once they receive the information.
3. The customer may visit GMCTA's office and obtain the information, once they provide a photo ID and fill out a CPNI Request form verifying they are the customer of record. The photo ID and CPNI Request form is required when you appear in person without your bill and the name on the photo ID must match the name on our account records.

**If you need to add a person to your account as an "Authorized User", stop by or call our office for a form.**



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

**NEW DIRECTORY LISTINGS AND UPDATES**

-C-

Carter, Donald & Amanda  
506 Clinton St Grand Mound.....847-1030

-F-

Flammang, Michael  
2266 190 St Grand Mound.....847-2852

-G-

Green, Chris  
2016 220 Ave Grand Mound.....847-2041

-R-

Rafferty, Rev C Ronald  
913 Sunnyside St Grand Mound.....847-2445

**TECH TIP**

**Dial 511: Travel Information**

Planning to travel over the holidays? Be sure to dial 511 before heading out.

The statewide travel hotline, 511, provides you with updated weather information and road condition updates.

**2011 Calendars Available**

Don't forget to stop by and pick up your 2011 calendars which are now available at GMCTA/GMCC's office at 705 Clinton Street, Grand Mound.



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

**Business Office Hours**

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

**Office Manager**  
Terri Bumann

**Office Assistant**  
Dee Dee Banowetz

**Combination  
Technician**  
Chris Beuthien

**Plant Technician**  
Nick Wichtoski

**Part-time Technician**  
Harry Slaymaker

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

