



# GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

September 2010

## TWO NEW SERVICES AVAILABLE FOR INTERNET USERS: SecureIT Plus & Online Backup

### SecureIT Plus features:

- Anti-virus/Anti-Spyware Protection
- Hands-Free Updates
- Hard Drive Maintenance
- Personal Firewall
- Pop-up Blocker
- Parental Controls
- Online Reporting
- Monthly Summary Report
- Live 24/7 SecurityCoverage Technical Support
- Guaranteed Installation Available
- All for \$5.95/month after initial installation charge.

### Online Backup features:

- Easy online backup of photos, music, documents & more.
- 50GB of storage. Equal to about 10,000 songs or 16,000 photos (assuming 5MB per song & 3MB per photo).
- Safe 128 bit encryption, the same used by banks, to keep your files secure.
- Automatic and reliable. Set it and forget it.
- Multiple PC use. Install Online Backup on any number of Windows and MAC computers, all with the same account.
- 24/7 Support provided by SecurityCoverage technicians.
- Protection from accidental deletion of files, hard drive failures, lost data from computer theft, data corruption and loss from virus and spyware threats.
- 50GB available for \$6.95/month.
- 250GB available for \$15.95/month.

### Holiday Closing

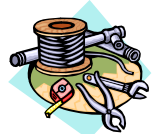
Grand Mound Coop. Telephone &  
Grand Mound Communications  
will be closed on

**Monday, September 6<sup>th</sup>**  
for Labor Day.

We will reopen on  
Tuesday, September 7<sup>th</sup>  
at our normal time.

**Have a Safe & Enjoyable Labor  
Day Weekend!**

## 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!



Call Before You Dig!

**1.800.292.8989**

Call the toll-free number at least  
**48 hours**  
prior to ALL excavations in Iowa.

## CALLER ID SPOOFING

Caller ID Spoofing is the practice of displaying caller ID information on a recipient's caller ID device which is not that of the actual originating caller. Spoofing can make a call *appear* to have come from any phone number the caller wishes to use and is generally done as a means to convince individuals to provide personal or financial information that enables the perpetrators to commit credit card, bank fraud or other forms of identity theft.

Spoofing is an unethical practice that we are unable to do anything to prevent, control, or track. If you receive a suspicious call, you should:

- Ask the caller for their name, telephone number and the organization they are representing then hang up! **DO NOT PROVIDE ANY PERSONAL INFORMATION AT THIS TIME!**
- Call the organization back using the customer assistance number listed on your account statement or bill. **DO NOT USE THE NUMBER GIVEN BY THE CALLER!**
- Tell the customer service department about the call you received and the information you were asked to provide.
- If the call is legitimate, you will be transferred to the correct department.
- If the call is not legitimate, you will help alert the organization and can report that a fraud may be going on in the company's name.

**Remember** not to give out any personal information in person, over the phone, by mail, or on the Internet unless you made the initial contact or you are absolutely certain you know the people to whom you are giving out the information. An identity thief can pose as a representative of any type of business including a bank, a credit card company, and an Internet service provider. The spoofed call can sound very credible.



**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

## NEW DIRECTORY LISTINGS AND UPDATES

**-K-**

King, Sherry  
509 Sunnyside St.....847-1071

**-N-**

Nerhus, Hal  
402 Washington St.....847-1430



## SOLAR INTERFERENCE

During the month of October, we will be experiencing solar interference during which degradation or loss of satellite signal will occur on our CATV system.

The paths of the sun on satellite transmissions cause these 10 to 20-minute disruptions.

This will occur between the hours of 2:00-5:00 p.m. for approximately 10 days during October.

**NOTICE:** The Grand Mound directory listings in the July 2010 Hanson Directory are incorrect and were not submitted to Hanson Directory by Grand Mound Cooperative Telephone Association. Hanson Directory retrieved those listings through alternate sources.

