



GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

June 2011

Holiday Closing

Grand Mound Cooperative Telephone Assn.
and

Grand Mound Communications Co.
will be closed on

Monday, July 4th

for Independence Day.

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

 **Have a Safe & Happy 4th of July!** 

DIRECTORY NOTICE

The new 2011-2012 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 563-847-3000 before June 15, 2011, in order for these changes to be printed in the new directory.

DIRECTORY ADVERTISING For Businesses

Representatives from Nova Directories will be calling on businesses in the Grand Mound Coop. Telephone service area starting around the end of May and/or the first part of June. Nova Directories is the company that produces the Eastern Iowa Regional Telephone Directory, Grand Mound Coop. Telephone's official directory. If you have questions about the directory advertising process, contact the GMCTA office.



FIBER OPTICS PROJECT IN THE TOWN OF GRAND MOUND

Contractors will soon be installing fiber optics throughout the town of Grand Mound. Contractors from Advanced Underground will be installing the main lines and Grand Mound Coop. Telephone will follow-up with the drop cable installation to each property. The property owner will be contacted first by Grand Mound Coop. Telephone employees before we go through their property with the new service.

This fiber optics construction project is being done to provide our subscribers with state-of-the art technology for their telephone, cablevision and Internet services.

Fascinating Facts About Fiber Optics **(Known as "Miracle" Technology)**

- A single fiber strand is thinner than a human hair and made of glass.
- Pulses of light travel along these thin strands of glass, transmitting "on, off" instructions that the receiving end translates into voice conversation, text and images.
- Fiber is so fast, we could transmit the contents of an entire 24-volume set of encyclopedias across fiber in one second.
- A fiber cable the size of a standard electric cord can carry the same information as a copper cable hundreds of times thicker.
- Taken in bulk, it would take 33 tons of copper to transmit the same amount of information handled by ¼ pound of optical fiber.
- Fiber optics has faster DATA speeds, crystal clear voice services, unmatched network reliability, incredible speed and limitless potential for voice, data and video connections.

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/com/util/forms/CustServ/form_Complaints.html

GRAND MOUND COOPERATIVE TELEPHONE ASSN.
CAPITAL CREDITS QUESTIONS & ANSWERS

WHAT ARE CAPITAL CREDITS?

Capital credits for cooperative members result from the Cooperative being profitable. As a local telephone subscriber, you are automatically a member/owner of Grand Mound Cooperative Telephone Association.

WHAT DOES CAPITAL CREDIT ALLOCATION MEAN?

Each year that the Cooperative makes a profit, we allocate (or set aside) a portion of that profit for each member based on the amount of business they have conducted with the Cooperative. The capital credit allocation statement sent out to you summarizes the activity in your capital credit account with GMCTA.

WHY DON'T I RECEIVE ALL OF THE CAPITAL CREDITS THAT HAVE BEEN SET ASIDE FOR ME NOW?

Members' unretired capital credits are used by the Cooperative to maintain a solid financial base, to build equity, to provide quality service, for new investment, and to help local communities.

HOW ARE CAPITAL CREDITS RETIRED WHEN THE PAYEE IS DECEASED?

Our current policy is to retire the entire allocation to the individual's estate at the time of death.

WHY IS MY REFUND AMOUNT LESS THAN MY NEIGHBORS?

Capital credit refunds are calculated on the total amount of patronage each account has done with Grand Mound Cooperative Telephone Association throughout a specified time frame.

WHAT IF I MOVE BEFORE YOU HAVE RETIRED ALL OF MY CAPITAL CREDITS TO ME?

Please advise us of any change of address so that you will continue to receive your refund for any future distributions.



**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
Harry Slaymaker

Office Manager
Terri Bumann

Office Assistant
Dee Dee Banowetz

**Combination
Technician**
Chris Beuthien

Plant Technician
Nick Wichtoski

Part-time Technician
Greg Adams

Board of Directors
Dennis Campbell
Kurt Crosthwaite
Paul Rock
David Schnack
Ruth Schroeder
Hobart Stutt
Wayne Whitman



**NEW DIRECTORY LISTINGS AND
UPDATES**

-A-

Adams, Greg & Anne
808 Fulton St., Grand Mound.....847-2250

-B-

Bickel, Christine
601 Fulton St., Grand Mound.....847-1241

-F-

Frahm, William
714 East St., Grand Mound.....847-1354

-H-

Hansen, John & Doreen
606 Sunnyside St., Grand Mound.....212-2044

-K-

King's Korner LLC
624 Clinton St., Grand Mound.....847-1500

-P-

Petersen, Duane
2756 210 Ave., Calamus.....847-5783

-T-

Tarchinski, Jr., Anthony & Connie
2568 255 St., DeWitt.....847-5021

**To Report Outages for
Telephone and CATV**

Service, please call **563-847-3000**.

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.

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For **Internet** related problems call:

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

They are available to help you 24 / 7.