



GRAND MOUND TELECOMMUNICATIONS NEWSLETTER

Quarterly Newsletter Published for our Customers

www.gmtel.net

December 2012



From our staff to all of you, we want to wish everyone a Happy Holiday Season and a Prosperous New Year!

We will be closed for the Holidays on:
Monday, December 24
Tuesday, December 25
Tuesday, January 1



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

City of Grand Mound Fiber-To-The-Home Project Update

We have started connecting subscribers to our new fiber optics service. When we are ready to hook up your section of town, we will mail you a letter and an application for services. We will need to have the application filled out and returned to us so we know what services to switch over to fiber optics.

All subscribers will be switched over to fiber optics. Even if you decide to stay with the analog CATV for another year, we will still need to switch over your phone and/or Internet services before then. If you have received an application for services form, please return as soon as possible so we can get your appointment scheduled for your switchover.

We would like to keep moving on this project so your cooperation is greatly appreciated. Thank you.

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/GMCC 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/GMCC can call the customer back using the contact telephone number on record for the account (normally your home landline phone number).
2. GMCTA/GMCC 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/GMCC'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.

Cybercriminals Start Spamvertising Xmas Themed Scams and Malware Campaigns

Security researchers from Symantec are warning about a recently intercepted flood of **Xmas themed malicious and fraudulent campaigns** (<http://www.symantec.com/connect/ko/blogs/you-have-received-christmas-card>). Isn't it too early for such type of campaigns to be launched or are the spammers behind these campaigns relying on a different set of marketing tactics? The campaign is a great example of a flawed event-based social engineering attempt. Not only are the senders completely unknown recipients, but users are also exposed to fraudulent E-shops for counterfeit shops, something they weren't looking for to begin with.

The mentality behind these type of campaigns is fairly simple. Starting from the basic fact that a user will not be interested in requesting bulk orders of a product by default, the cybercriminals are relying on incidental discovery of their fraudulent proposition in an attempt to convert these users into potential customers.

Over the past years, we've seen numerous attempts to entice users into clicking on these links by impersonating a legitimate message or notification from respected, trusted and well-known brands. These are prone to intensify over the next two months.

Users are advised to avoid clicking on links found in such messages and report them to spam immediately.



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

providing local/long distance telephone services for the Grand Mound/DeWitt areas, PCS Wireless, Voice Mail, Paging Services, data and fax services, fiber optics, 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 Technicians
Nick Wichtoski
Greg Adams

Board of Directors
Dennis Campbell
Kurt Crosthwaite
Chris Green
Paul Rock
David Schnack
Hobart Stutt
Ruth Webber



NEW DIRECTORY LISTINGS AND UPDATES

-B-

Black Cat Blades LLC
224 Industrial St DeWitt í ..í 659-6300

Bousselot, Christian & Rachel
2409 Hwy 30 DeWittí í í í ...847-1750

-C-

Cudmore, David
502 Williams St Apt 1 GMí í ..847-1490

-F-

Fischer, Will & Tesha
812 Clinton St Grand Moundí í .847-3262

-G-

Graphic Elements
1115 11th St DeWittí í í ..í í 659-6055

-N-

Nielsen, Grant
718 East St Grand Moundí í í 847-5698

-O-

Olson, Dawn & Dion
804 Fulton St Grand Moundí .í 847-1404

-W-

Weber, Grover & Devan
2130 215th St Grand Moundí .í 847-1362

Wegmann-Hinrichs, Mary
412 Fulton St Grand Moundí .í 847-3737

FileHopper Gives You Peace of Mind

You may not have heard of FileHopper Plus (formerly known as Online Backup) but you likely have experience with the problems this service solves. In the digital world in which we live, maintaining appropriate backups and accessing your stuff wherever you are has become critical for both home and business users.

FileHopper Plus lets you grab your files from anywhere with secure, encrypted access. No more email attachments. No USBs. No hassles. FileHopper Plus is a cloud-based hub for your files, helping you be more productive & organized (or maybe just letting you show off those vacation photos). You can use FileHopper Plus on multiple computers. There are storage options of 50 GB and 250 GB.

Contact our office today to get started with FileHopper Plus. Also, let us tell you about the benefits of SecureIT Plus and Password Genie too.

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.

2013 Calendars Available

Don't forget to stop by and pick up your 2013 calendars which are now available at GMCTA/GMCC's office at 705 Clinton Street, Grand Mound.