



GRAND MOUND PHONET NEWSLETTER

Quarterly Newsletter Published for our Customers

June 2012



Grand Mound Cooperative Telephone Assn.
and
Grand Mound Communications Co.
will be closed on

Wednesday, July 4th

for Independence Day.
We will reopen on
Thursday, July 5th
at our normal time.



DIRECTORY NOTICE

The new 2012-2013 Eastern Iowa Regional Telephone Directory 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, 2012, 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 in May and possibly into 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

Making the **Switch**

What to expect when crews upgrade your home to a fiber connection.

As GMCTA makes continual progress on its plans to build a fiber-to-the-home network, there are some things members need to know about the transition process.

Crews are currently working in the Grand Mound area, where the fiber conversion is expected to take several more months. Crews will need to visit each member's property to prepare the home for fiber service:

- 1) GMCTA crews will mount the Optical Network Terminal (ONT) housing to the exterior of your home. This gray plastic case contains the electronics needed to convert signals coming across the fiber network into signals that can be used by your telephones, computers and TV sets.
- 2) Crews will need to install an Uninterruptible Power Supply (UPS) in your home. This unit is needed to operate the electronics of the system, as well as provide emergency backup power for your telephones in case of a power outage.

Normal installation should take between one and two hours.

The new IPTV (Internet Protocol Television) video service will require a set top box for each TV. GMCTA will provide the first set top box. Any additional set top boxes will be at the customer's expense to rent.

GMCTA's fiber optic network will allow your cooperative to employ cutting-edge technology to meet our members' growing need for bandwidth. As the telecommunications industry changes, along with the demands of members, the fiber network will provide you with crystal-clear telephone connections, faster Internet speeds, quality digital television service — and whatever new services may come our way in the future.

If you have additional questions about the fiber upgrades, please contact our customer service representatives at 563-847-3000.

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 FTTH PROJECT – FTTH FAQs

What is FTTH?

FTTH stands for Fiber-to-the-Home. This means a fiber optic line is hooked directly to your home or business. Fiber optic line uses a thin strand of glass to transmit beams of light that carry an amazing amount of data. It's this data we'll use to deliver high-speed Internet, plus video and telephone services.

What are the benefits of the FTTH network?

We'll be able to offer faster Internet access at competitive prices, more video services and crystal clear telephone service.

Why are you building the FTTH network?

We need FTTH to offer the services and pricing our customers deserve and expect. The new technology will allow us to not only offer today's telecommunication services, but those that become available in the future.

Will everyone be connected to the FTTH Network?

Our current plan is to connect all of our customers located within the city limits of Grand Mound. Locations out in the rural areas of GMCTA will be out of reach of the FTTH network. In this case, existing technology will be used to provide services.

What will the upload and download speed be for the FTTH network?

While the exact speeds haven't been determined yet, they will be much faster than what we're currently able to offer.

Will it cost anything to have FTTH installed at our home or business?

There will be no cost to our customers for the installation of FTTH. Any additional wiring, besides what is needed for the initial installation inside the home or business, will be done at the customer's expense.

Will I need to purchase a new telephone, computer or television?

No. All of your current equipment will work in conjunction with FTTH.

What will the prices be for the new services offered by the FTTH network?

While exact pricing hasn't been determined yet, we can tell you the Internet access will be priced very competitively.

When did construction begin? When will the FTTH be complete?

We began construction during July of 2011 and plan to have the network complete by the end of 2012.

Will association employees need to enter my home?

Yes. Association employees or authorized contractors will need to enter your home to install a small device that makes FTTH work with your current computers, televisions, and telephones.

What equipment is needed in my home to be connected to the FTTH network?

We will install an Uninterruptible Power Supply (UPS) in your home. The device is very small and will be provided to you at no cost. The device will need to be placed within reach of an electrical outlet, which will act as its power source. The amount of electricity used by the UPS will be extremely small.

Who will install the FTTH network?

The association's staff and authorized contractors will install fiber optic lines in the ground and connect homes and businesses to the FTTH network.



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 Technician
Nick Wichtoski
Greg Adams

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



NEW DIRECTORY LISTINGS AND UPDATES

-C-

Claussen, Ronald
2323 270 St., Grand Mound.....847-6377

-D-

DeWitt Trucking
2090 250 Ave., DeWitt.....847-1241

-H-

Huber, Jackie
502 Williams St., Apt. 2, Grand Mound....847-1369

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.