



GRAND MOUND TELECOMMUNICATIONS NEWSLETTER

Quarterly Newsletter Published for our Customers

www.gmtel.net

September 2012

HAVE YOU RECENTLY BEEN EXPERIENCING CALL COMPLETION ISSUES?

Call Completion issues affect only long distance calls. The call completion issue can be identified by:

- The phone rang on your end, but you couldn't hear the caller's voice once you picked up. There is just dead air when you answer the call.
- A friend or family member tried to reach you by long distance, VOIP carrier or from a mobile phone, but the call didn't complete...or you find out that the call rang on their end, but the phone was silent the whole time.
- A call came through to you, but the quality was poor.
- A call came through to you, but the caller ID was incorrect.

If you've experienced any of these frustrating situations, you're not alone. In fact, rural customers in 36 states have experienced the problem. The issue is referred to in the telecommunications industry as "call completion" or "call termination" problems. The Federal Communications Commission (FCC) reports that nationwide, there was a staggering 2,000 percent increase in the number of these complaints between April 2010 and March 2011.

We want you to know that the issue does not reside with GMCTA or GMCC. However, we would like to shed light on the problem behind dropped and delayed calls, as well as help our customers get resolution.

The problem exists because less populated rural areas traditionally are more expensive to serve than the more populated urban areas and it can cost carriers who help route long distance calls more to complete the calls. Certain providers that route the long distance calls do not wish to incur these higher charges so they either refuse to transport calls on certain telephone companies' networks or they route the call in a way to try minimizing the cost. "Least-cost routing" may be cheaper for the carrier routing the call, but it may also lead to poorer service quality for you. Calls may be dropped or delayed as these upstream providers try to avoid the payment of per-minute inter-carrier compensation.

We are taking every opportunity through our national association to help bring resolution for our customers. Ultimately, the FCC has regulatory authority over these long-distance telephone service providers and has implemented penalties for non-compliance.

What you can do is report the problem. As a consumer, your best action is to report each "call completion" incident. For incoming call problems, talk to the party originating the call and encourage them to report it. On the other hand, if you have problems with outgoing calls, please contact us and we will walk through a set of questions to help report the problem. We will then work to find out why this call failed and try to correct the problem. Complaints can be filed with the FCC online at www.fcc.gov/complaints or by calling 888-CALL-FCC (888-225-5322).

Holiday Closing

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

Monday,
September 3rd
for Labor Day.

We will reopen on
Tuesday,
September 4th
at our normal time.

*Have a
Safe & Enjoyable
Labor Day
Weekend!*

IOWA ONE CALL

Homeowners and contractors alike are required to call 8-1-1 for any digging project whether it's excavating land or planting a tree. The depth of utility lines can vary, and there could be more than one utility buried in the same hole. If an individual or contractor fails to call 8-1-1 for line location & then cuts into a buried cable, they will be billed for the cost of the repair.



Call Before You Dig!
1.800.292.8989
Call the toll-free number at least
48 hours
prior to ALL excavations in Iowa.



Flat panel screen cleaning tips


The flat panel screens found on today's laptops and TVs are far different than their CRT cousins from years ago and require special care when cleaning. You should never use window cleaners or other chemical solutions containing ingredients such as ammonia or ethyl alcohol as these may damage the screen surface. Follow these simple steps and your screen will be sparkling in no time.

1. Turn off your TV or monitor. If it has been on for a long time, allow it to cool first. Plus, a dark screen makes it easier to see dirty or oily areas.
2. Use a dry, soft cloth and gently wipe the screen. A microfiber cloth is preferred as paper towels, tissues or rags may scratch the screen surface.
3. If a dry cloth does not completely remove the dust or oils, do not push hard on the screen to scrub it off. Try lightly dampening the cloth with water or use a screen cleaning solution designed for flat panels. Do not spray liquids on the screen surface; instead apply it to the cloth.

Screen cleaning kits are available at local retailers. The cleaning kit contains a microfiber cloth and a solution designed for use on flat panels.

NOTICE!
 When burning or mowing ditches, be aware of telephone pedestals and equipment. You may not only damage the equipment and cables, but vital emergency services could be cut off to your neighbors or yourself.


Energy-saving advice:
When to turn off your computer



If you're wondering when you should turn off your PC in order to save on energy, here are some general guidelines from energysavers.gov to help you make that decision:

- Turn off the monitor if you aren't going to use a PC for more than 20 minutes.
- Turn off both the CPU and monitor if you're not going to use a PC for more than two hours.

Though there is a small surge in energy when a computer starts up, this small amount of energy is still less than the energy used when a computer is running for long periods of time. You will also want to power off printers and other accessories when they will not be used for long periods of time.



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.

NEW DIRECTORY LISTINGS AND UPDATES

-B-
 Becraft Automotive
 1903 298th St., Calamus.....847-9499

-J-
 Jackson, Jesse
 2869 247th Ave., Grand Mound.....847-1323

-V-
 Violett, Eunice
 2341 230th St., DeWitt í í847-1311



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.

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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
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