



# GRAND MOUND TELECOMMUNICATIONS NEWSLETTER

Quarterly Newsletter Published for our Customers

[www.gmtel.net](http://www.gmtel.net)

June 2013

## Holiday Closing

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

**Thursday, July 4<sup>th</sup>**

for Independence Day.  
We will reopen on  
Friday, July 5<sup>th</sup>  
at our normal time.

 **Have a Safe & Happy 4<sup>th</sup> of July!** 

## DIRECTORY NOTICE

The new 2013-2014 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, 2013, 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 service area starting in May and possibly into June. Nova Directories is the company that produces the Eastern Iowa Regional Telephone Directory, Grand Mound's official directory. If you have questions about the directory advertising process, contact the Grand Mound office at 563-847-3000.

## **NEW EMAIL SPAM & VIRUS FILTERING SYSTEM COMING SOON!!**

GMTel.net's current email spam and virus scanning protection service (Postini) has been bought out by another company and will no longer be available to us starting in June.

We will be switching to a new and much better email filtering protection service called Personal Dashboard. This is a free service which is included with your Internet service. Personal Dashboard's average spam block rate has been validated by a third party independent testing firm at 99.991% versus Postini at 95.397%. Personal Dashboard is also a web-based interface (like Postini) and is your control panel for managing your email filtering settings. It allows you to view and release quarantined messages, customize your Spam Digest options, configure your mail filtering preferences, manage your whitelist (friends) and blacklist (enemies) and view your account status. The Personal Dashboard spam and virus filtering service will only work with your GMTel.net email and will not work with any other email provider (such as AOL, Yahoo, Hotmail, Google, etc.).

Through your GMTel.net email, you will get a "Spam Digest Email Report" either daily, weekly or never, depending on which delivery frequency you've chosen from the Dashboard settings. The Spam Digest has two main functions. It provides a list of your quarantined email identified as spam, junk, or containing a virus or other dangerous content since the last Spam Digest email alert. It is also an entryway to your Personal Dashboard where you can manage your account and customize your Spam Digest and review quarantined messages and release them if needed. Quarantined messages are archived for 35 days online before they are automatically deleted or you have the option of manually deleting them yourself.

The Personal Dashboard has an online FAQ that answers the most commonly asked questions. It also explains how the email filtering system works. Enter the following link into your browser to open the online FAQ:

<http://www.edgewave.com/docs/guide/ss/dashboard-faq/Index.htm>

## 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](mailto: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](http://www.state.ia.us/government/com/util/forms/CustServ/form_Complaints.html)

# WHAT'S HOT?

## WHY CHOOSE GMCC IPTV VIDEO SERVICE?

- Service is run over fiber optics versus satellite so there is no weather related outages due to the fiber being buried underground.
- Offers local customer service where the customer can call or stop by our office and talk to a local community member.
- Offers a local information channel where customers can see what local events are going on plus place their own advertisement, if they wish.
- FREE Installation of our new FTTH IPTV Video Service.
- NO CONTRACT or expensive default fees.
- One bill for all 3 services.
- Offers money saving bundles.
- Screen Pop Caller ID available if subscribed to our telephone service with the Caller ID option. Caller ID information is displayed on the television screen when a call comes in.
- Android App.
- Local Support – Your money stays right here at home. We are a local company who contributes to many community events and organizations.
- IPTV (Internet Protocol Television) is fast becoming an attractive alternative to traditional cable or satellite service with a growth rate of 24% over the last two years. Satellite service has only seen a 1.6% increase and cable service has dropped 3.1% in the last two years.



**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](mailto: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  
Century Schnede  
Cory Waack

### **Board of Directors**

Kurt Crosthwaite  
Chris Green  
Paul Rock  
David Schnack  
Hobart Stutt  
Susan Warren  
Ruth Webber



## NEW DIRECTORY LISTINGS AND UPDATES

### **-A-**

Andersen, Rev. Steve  
702 Smith St., Grand Mound.....847-3245

### **-G-**

Guy, Brandon  
904 Clinton St., Grand Mound.....847-1227

### **-S-**

Schanze, Craig  
411 Clinton St., Grand Mound.....847-1234

Simonson Bros. Repair LLC  
101 East St., Grand Mound.....847-5050

Simonson Towing LLC  
101 East St., Grand Mound.....847-5050

## 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.