

GRAND MOUND TELECOMMUNICATIONS NEWSLETTER

Quarterly Newsletter Published for our Customers

www.gmtel.net

June 2014



Holiday Closing

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

Friday, July 4th

for Independence Day.

We will reopen on Monday, July 7th
at our normal time.

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

DIRECTORY NOTICE

The new 2014-2015 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 20, 2013**, in order for these changes to be printed in the new directory.

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

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 on your end.
- 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 long distance call problems, talk to the party originating the call and encourage them to report it to their long distance carrier or to the FCC. 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. To file a complaint, the information you will need is the originating phone number, the end caller's phone number, the date and time of the call and the name of the long distance carrier. Long distance calls originating and ending in the state of Iowa should be filed with the Iowa Utilities Board using their online "customer complaint form" page at www.state.ia.us/government/com/util/forms/CustServ/form_Complaints.html. All other complaints can be filed with the FCC online at www.fcc.gov/complaints or by calling 888-CALL-FCC (888-225-5322).

DEMARICATION POINT FOR YOUR GRAND MOUND SERVICES

**(IMPORTANT INFORMATION ~
PLEASE READ!)**

Grand Mound Cooperative Telephone Assn. and Grand Mound Communications Co. provide service up to a certain point on or in the house or residence of our subscribers. This is known as the **demarcation point**.

Service is checked up to this point and any work beyond this is the subscriber's responsibility. If we do any troubleshooting or work beyond the demarcation point, you may incur charges for this work.

The demarcation point for fiber-to-the-home subscribers is the ONT mounted on the outside of the house. For rural telephone subscribers, it is the protector on the outside of the house. For wireless Internet subscribers, it is the little black power supply box and for DSL subscribers we will check the service through the DSL modem.

DECEPTIVE MALWARE DOWNLOADS TRIPLED IN LATE 2013

Microsoft's secure development practices over the last 10 years have paid off by decreasing the number of severe vulnerabilities exploited by 70%. Because of this improved security, malicious actors have compensated by increasing their use of deceptive tactics, the use of which more than tripled in the last quarter of 2013. The main tactic used is the bundling of malicious software with the user-initiated downloads. These are typical downloads for fake security software, audio and video programs, etc. and in addition to the downloaded software, the user gets infected with malware.

Deceptive downloads were one of the top ten threats and more than six of every 100 systems worldwide encountered such a download in the fourth quarter of 2013. The number of computers that has to be disinfected more than tripled from the third to fourth quarters of 2013.

Rotbrow was the most prevalent malware used late last year along with Brantall. These threats were installed via deceptive downloads of legit programs such as Babylon Toolbar, 77Zip, Best Codecs Pack, eType, PC doer, RocketPDF, Speed Analysis and Video doer.

Ransomware is also another deceptive tactic used and it is not especially prevalent compared to the other threats, but when it hits a user it can be devastating. The top two ransomware threats were Reveton and Urausy. Both pretend to be from legitimate law enforcement and intimidate the user into compliance. Microsoft stresses that users should not pay the ransom for ransomware. Doing so does not necessarily remove the threat and, having established yourself as willing to pay; the attackers may come back and target you again. Microsoft and others have free tools for removing many of these threats.

By Larry Seltzer for Zero Day / May 7, 2014



**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
Century Schnede

Board of Directors

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



JUNE PREMIERS

Lone Survivor (Avail. 6/3)

RoboCop (Avail. 6/3)

Non-Stop (Avail. 6/10)

Jack Ryan: Shadow Recruit (Avail. 6/10)

Available on Ch. 704-706

If you are interested in watching PPV, then you will need to stop by or contact our office at (563) 847-3000 to get your PPV account set up. When getting your PPV account set up, you will need to set up a Purchase Pin and a "Maximum Charge Limit", which puts a monthly dollar limit on your PPV account. This amount can be increased at any time during business hours. Only authorized account subscribers can set up PPV accounts. Once your PPV account is set up, you simply make the pay-per-view purchase when you're ready to watch the program.

NEW DIRECTORY LISTINGS AND UPDATES

-C-

Claeys, Curtis D.
2171 190th St., Grand Mound.....847-2748

-K-

Keil, Willaura
1009 10th St., DeWitt.....659-6121

-M-

Maschio-Gaspardo USA, Inc.
112 3rd Ave. E., DeWitt.....659-6400
Fax Line.....659-6404

-O-

Olson, Troy & Deb
516 DeWitt St., Grand Mound.....847-1218

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.