



GRAND MOUND TELECOMMUNICATIONS NEWSLETTER

Quarterly Newsletter Published for our Customers

www.gmtel.net

December 2015



2016 Calendars Available

Don't forget to stop by and pick up your 2016 calendars which are now available at GMCTA/GMCC's office at 705 Clinton Street, Grand Mound.

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:
Thursday, December 24
Friday, December 25
Friday, January 1

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.



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.

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.



CryptoWall 4.0

CryptoWall 3.0 is estimated to have generated \$325 million in ransom from hundreds of thousands of victims worldwide this past year. As we near the peak holiday shopping season a bigger threat has emerged, CryptoWall 4.0. Both versions are spread primarily by spam mail, with common examples posing as copies of resumes and Fed-Ex tracking notifications. Once CryptoWall is on the system it encrypts the files and generates a message demanding ransom to decrypt the files.

CryptoWall 4.0 has been enhanced:

- Encrypts file names in addition to the file in order to increase anxiety and generate more ransom payments.
- The ransom notice is in HTML and now includes two sections, a notice that they have become part of the "CryptoWall Community" and a note that their intentions are not malicious but rather that they're trying to increase security for consumers!
- The attachment contains a ".js" (JavaScript) file. When that is executed, the infection downloads an executable file and saves it to C:\Windows\Temp at which point it becomes executed.

How to prevent infection or minimize impact:

- Don't open spam emails, or emails from unrecognized senders
- Don't open attachments from suspicious emails (for example, if you get a suspicious Fed-Ex email call them or go to their direct website instead)
- Ensure all operating system and anti-virus software are up-to-date
- Regularly back up important files and data (ex – FileHopper Plus)
- Use anti-virus and anti-malware products

How to recover files:

- If you have been backing up your system regularly you can restore from a backup
- You could pay the ransom to get a decryption key, although this does not guarantee you will get the decryption key



**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, IPTV Video, Internet, DSL and Wireless Internet.

(563) 847-3000

705 Clinton Street
P.O. Box 316
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grmd@gmcta.coop

Business Office Hours

Monday to Friday
8 a.m. to 4 p.m.

General Manager
Marcus Behnken

Office Manager
Terri Bumann

Office Assistant
Dee Dee Banowetz

**Combination
Technician**
Chris Beuthien

Plant Technicians
Century Schnede
Nick Wichtoski

Board of Directors
Greg Adams
Kurt Crosthwaite
Paul Rock
David Schnack
Harry Slaymaker
Hobart Stutt
Susan Warren



NEW DIRECTORY LISTINGS AND UPDATES

Anderson, Greg
2476 Hwy 30 DeWitt.....847-2032

Bartels, Lisa
1106 Vandenberg Ct DeWitt.....659-6256

Burke, Daniel & Cynthia
1007 9th St DeWitt.....659-6015

Clark, Terry & Johanna
516 Sunnyside St Grand Mound.....847-1554

Connor, Troy & Beth
408 Fulton St Grand Mound.....847-5789

Copper Horse Woodworks LLC
2168 230th St Grand Mound.....847-1625

Dosland Auction Service
2079 230th St Calamus.....847-5868

Foreman, Stacey & Will
405 Smith St Grand Mound.....847-1031

Fuller, Timothy & Gail
608 Williams St Grand Mound.....847-7935

Garrow, Bill & Kerry
410 Clinton St Grand Mound.....847-1074

Girot, Teresa & Richard
2216 270th St Grand Mound.....847-1204

Hale, Rebecca
401 Lincoln St Grand Mound.....847-2760

Hitchcock, Deanna L
910 Clinton St Grand Mound.....847-2094

Johnson, Melissa
405 Clinton St Grand Mound.....847-5566

Jorgensen, Kevin & Cari
405 West St Grand Mound.....847-1306

Kinrade, Marlon & Pamela
2539 238th St DeWitt.....847-2539

Lippens, Brad
2073 270th St Calamus.....847-3415

Maynard, John Jr
2582 237th Av DeWitt.....847-3348

Merry, Craig & Marsha
3047 190th Av Calamus.....847-1255

Pitts, Dawn & Ryan
801 Clinton St Grand Mound.....847-3236

Roberts, DeAnna & Albert Jr
2440 255th St DeWitt.....847-6591

Rus, Barb & Jeff
609 Sunnyside St Grand Mound.....847-2460

Stearns, Jamie & Michelle
605 Clinton St Grand Mound.....847-7597

Treskon, Daniel & Crystal
911 Fulton St Grand Mound.....847-1601

Waack, Richard & Annette
808 Clinton St Grand Mound.....847-2480

Washburn, Russel & Audrey
1853 220th Av Delmar.....847-1472