

GRISWOLD Connections

FALL 2012



Online Bill Pay Now Available

Customers have been requesting Online Bill Pay. We are very pleased to say that it's now available!

First time users need to contact the business office to set up a **billing account password** or security question. Call 712-778-2121 or stop in at 607 Main St. in Griswold. Then visit www.griswoldtelco.com to safely and conveniently pay your bill online 24/7 with your debit or credit card.

Contact

Griswold Cooperative Telephone Co.
607 Main Street / PO Box 640
Griswold, IA 51535
Phone: 712-778-2121

Office Hours

Monday – Friday
8:00 am to 12:00 pm and
1:00 pm to 5:00 pm

Email us at gctc@netins.net

Visit us online at www.griswoldtelco.com



BROADBAND NETWORK EVOLUTION PROJECT:

Fiber to the Home Update

At the end of July, the North Central Service construction crew that has been placing service drops from homes to alleys, finished up in Elliott and moved on to Grant—having placed 206 service drops. As of August 7, Grant had approximately 20 service drops from homes to the alley. The town mainline crew that had been in Elliott placing mainline duct and setting hand holes and pedestals has cleaned up and moved to Grant as well—having placed 16,678 feet of mainline duct in Elliott.

Reseeding of disturbed areas will not take place until fall when weather conditions are more favorable for germination. Fiber reels began to be moved to Elliott at the end of July. Good progress has been made pulling fiber through the ducts and mounting empty service boxes. 767-2772 Customer property surveys continue by RVW, our engineering firm, with 82 percent of the total sub surveys completed for Elliott and Grant. Property surveys have been completed in the town of Elliott; and in town of Grant will need to be finished before rural Elliott is continued.

Griswold Telephone wants to keep customers up to date and informed as we progress on the Fiber to the Home project. If you have any questions, please contact the business office at 712-778-2121.

"We are well positioned to meet your communications needs in 2012 and beyond."

Malware Is On The Rise: You Need SecureIT Plus

You've probably seen the headlines: viruses, Trojans, root kits, and other malware are attacking across the globe, and Griswold Cooperative Telephone Company can confirm a 75 percent increase in malware-related support calls right here in the Midwest. It is more important than ever for you to protect your computers with SecureIT Plus.



As you become more connected, you expose important personal information. You are forced to choose between convenience or caution—but what if you could have both? Even the savviest Web user can't stay ahead of hackers who are dedicated 24/7 to creating new malware. Luckily, SecureIT Plus stops this ever-adapting breed of malware in its tracks. You get all of the convenience of an integrated digital lifestyle, without the risk.

Call Griswold Cooperative Telephone Company at 712-778-2121 to sign up for SecureIT Plus today!

Hidden Number Contest

We have hidden randomly selected phone numbers throughout this newsletter. If you find your phone number in *italics* anywhere in this newsletter, please call our office at 712-778-2121 by September 28, 2012 to receive a \$5.00 bill credit. Good luck and happy reading!

Now Available 4Mb High Speed Internet

Griswold Cooperative Telephone Company started offering a new High Speed Internet package a few months ago. 4Mb downloads and 1Mb uploads are now available to qualifying customers. Some restrictions may apply, so call us at 712-778-2121 for more details on our highest speed offering.

Directory Changes

NOVA Directories is the publisher for Griswold Telephone's directory. Representatives from NOVA will be contacting area businesses within the next two months for the 2013 directory. If you have not been contacted by NOVA in the past, or would like a change to your current residential or business listing in the Griswold Cooperative Telephone Company Directory, call our business office at 712-778-2121 by October 15.



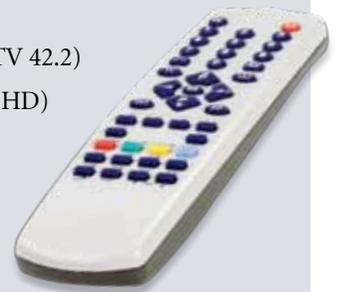
Coming Soon: New and Improved Digital Video

Mid-August current digital video subscribers were sent exciting information from Griswold Cooperative Telephone Company. **We launched a new and improved digital video service!**

Internal testing of this new video service has taken place for quite some time, allowing Griswold Telephone to know the reliability and quality of service being offered.

Subscribers can expect better package pricing with your first standard box including:

- New channels (IPTV 11.2 and 11.3, KXVO 15.2, and KPTV 42.2)
- More HD channels for less money (FX HD and RFD TV HD)
- Whole home DVR service
- On-screen caller ID capability
- Better user experience
- Some channel numbering changes we think you will like (example: KMTV 3 will be channel 3, not 103)



Current subscribers are being contacted to schedule appointments for conversion to the new system. New subscribers will be taken as we can schedule them in amongst converting current subscribers.

For new subscribers, installation is FREE with a 12-month agreement! Call 712-778-2121 or stop in at 607 Main St. in Griswold today for more details.

Based on quantity of boxes and services subscribed to, certain restrictions still do apply. However, as fiber is installed throughout Elliott, Grant, Lewis, and Griswold, these restrictions will be eliminated.



Buyers Prefer Homes With Fiber-Optic Connections

According to a survey commissioned by the Fiber-to-the-Home (FTTH) Council, very high speed Internet service via fiber is considered the most important amenity for a future home purchase, among homebuyers.

The national survey by RVA LLC Market Research and Consulting shows that 82 percent of those buyers who have had broadband service over FTTH rank it as the leading amenity in a future home, and nearly 70 percent of those who hadn't had FTTH say it's the amenity they want most in a future home.

Other amenities against which fiber-optic connections were compared included green space or walking, jogging, biking trails; community parks and pools; 24-hour neighborhood patrols; and fitness centers/clubhouses. The only thing that came close to very high speed Internet access from a direct fiber line was green space/walking or jogging trails, with scores of 62 percent among current FTTH users and 65 percent among non-FTTH users.

These survey results send a clear message to the real estate market: If a home for sale has a fiber-optic connection available, you should clearly advertise that fact. Fiber is a sought-after feature among today's homebuyers, and not every home can offer this valuable amenity.

Keep in mind that fiber-optic connections—unlike adding a pool or a deck—are an amenity that homeowners usually can't choose to get on their own. Most often, the communications provider in a community has to decide to invest in a fiber-optic network and bring that network to particular neighborhoods or streets. 763-4392

Griswold Cooperative Telephone Company is proud to bring FTTH to our service areas. Not only does our fiber-optic network enhance the performance of Internet and other services, it also enhances the value of homes. Put simply, having FTTH-based service available to your home could help it sell more quickly, and for a higher price, than it would otherwise.

Fall 2012 Website Compass Magazine and *Griswold Connections*

Fall 2012 Website Compass Magazine is *Griswold Telephone's* quarterly magazine that will soon be posted to our website, www.griswoldtelco.com. The Summer 2012 edition will remain until the Fall edition is posted. You won't want to miss this valuable, interesting information!

Griswold Connections, our quarterly newsletter, is posted on our website as well. This Fall 2012 *Griswold Connections* can be found there along with an archive of our past issues. *Griswold Connections* is a valuable way for us to communicate with our customers in regards to service, our Fiber to the Home project, promotions, and more. 778-4524

Lastly, it took longer than we thought, but we are getting closer to showing you our new and improved website—same address, new look and a useful tool for you. Check it out soon!



Annual Notice of Service Complaint Procedures

If you have problems or complaints concerning your telephone service, please call our business office at 712-778-2121, or send notice to our office in writing at PO Box 640, Griswold, IA 51535. If the Griswold Cooperative Telephone Company does not resolve your concern, you may request assistance from the Utilities Division, 1375 E Court Ave., Room 69, Des Moines, IA 50319, or call 515-725-7300. Griswold Cooperative Telephone Company appreciates your business and values your opinion!

Password Hacks On The Rise: Password Genie Can Help

Professional social networking site LinkedIn, dating site eHarmony, Internet radio service Last.fm, and even dotcom veteran Yahoo, have seen increased password hacking activity. Many of you have probably been, or soon will be affected by the rash of password hacks in the next few months as this trend continues.

Experts recommend changing not only the exposed passwords, but also any other accounts where you've used the compromised password. This is great advice, but will take you all afternoon. As the passwords are exposed for all to see by hackers, those who are most easily hacked are users of passwords like "12345" or "password." People use these easy passwords because, let's face it, it is hard to remember complicated, secure passwords.

This is where Password Genie can help. You can be less vulnerable to password theft by having complex, unique passwords for each and every website account you use. Password Genie for only \$3/month, can generate strong, secure passwords for you with the built-in Password Generator. Just remember one secure PIN to log into Password Genie and access all of your accounts without having to remember complex, strong passwords.

Call Griswold Telephone today at 712-778-2121 to sign up for Password Genie. You'll feel secure that you did!

FREE Trick or Treat Bags

Griswold Telephone will again be handing out reflective trick or treat bags that have safety tips for kids. Stop by 607 Main St. in Griswold beginning October 26 to pick up **FREE** Halloween bags and a surprise while supplies last!



Study These Tips to Help Your Child in School

The start of a new school year is a great time to reevaluate the homework routine in your family. Many teachers suggest the following tips to make life easier for everyone when it comes to study time:

Designate specific areas for studying. This could be a desk in your child's room or the kitchen or dining room table. Make sure the necessary supplies are handy such as paper, pencils, a calculator, and dictionary.

Eliminate distractions. Make a house rule that when it's study time, it's "no TV" time.

Encourage the use of a planner. From an early age, teach your child to write down assignments and their due dates so there's no confusion about when certain assignments must be turned in to the teacher.

Consider your child's age when setting the length of study sessions. While high school students can focus for over an hour on a single task, first-graders are unlikely to last more than 15 minutes. Allow your child to take breaks, perhaps as a reward for finishing a section of the work. 769-2582

Emphasize that studying is more than just doing assignments. One of the most misunderstood aspects of schoolwork is the difference between studying and doing homework assignments. Encourage your child to also do things like take notes while reading, learn to skim materials, and make flashcards to review for tests.

Help your child prepare for tests. Explain that burning the midnight oil the night before a test is not productive. It's better to get a good night's sleep. Also remind your child that when taking a test, he/she should carefully read the directions before answering questions and skip over questions for which they don't know the answers. They can always return to these questions if there's time.

Provide appropriate homework assistance. Should you help your child with homework? Yes, if it's clearly productive to do so such as calling out spelling words or checking a math problem. No, if you're doing something that your child can handle without your help and learn more by doing so.

Update your Internet service if needed. High speed Internet from Griswold Cooperative Telephone Company will allow your children to complete online research more quickly and efficiently. You may also want to consider getting SecureIT Plus for automatic, round-the-clock protection from computer viruses and spyware. For details, call 712-778-2121.