

GRISWOLD Connections

FALL 2013

Movie Packages Make Your Home a Theater

Griswold Coop IPTV Video has the ticket to really fun movie nights at home—three movie packages to enhance your Advantage IPTV lineup:

- HBO (6 channels)
- Cinemax (8 channels)
- Starz/Encore (9 channels)



Add one movie package or add them all. Then just add popcorn and enjoy your choice of a wide variety of movies in the comfort of your own home.

For package details or to sign up, call 712-778-2121.



Contact

Griswold Cooperative Telephone Co.
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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

Construction for Fiber-to-the-Home for the Lewis exchange should be nearly complete, if not completed, when this newsletter is distributed. Construction started in the town of Lewis and then flowed to the rural areas. Here's what took place:

- Main duct line was laid.
- Drop ducts were run up to the sides of homes or businesses.
- Fiber was pulled through the ducts.
- Splicing and testing of the fiber took place.
- Battery packs were installed.



Griswold Telephone appreciates Lewis residents' time and patience during our fiber project. **If you are reading this newsletter and your battery pack has not yet been installed, or if you have any clean-up issues that need to be addressed, please call the office at 712-778-2121.**

In addition, be aware that the new service box installed on the side of your home or business may appear to be loose; further work will take place when the fiber is hooked up and then the box will be secured. Griswold Telephone will soon be contacting each subscriber to schedule an appointment for fiber installation. An outside contractor will be used for these installations to allow us to get subscribers hooked up as quickly as possible. Until you have had your fiber installation appointment, you are not on fiber yet. At the time of scheduling your appointment, Griswold Telephone will go over your account with you to see if there are any changes you'd like to make. Fiber-to-the-Home allows faster Internet speeds, more IPTV Video options, IPTV Video to rural Lewis, and more.

We also ask that you be more cautious than ever when digging on your property. The new fiber is not live yet and will be more difficult to locate until it is in service, plus more costly and time-consuming to repair. Before you dig, call Iowa One Call at 811.

If you have questions about Fiber-to-the-Home, please call the office at 712-778-2121 or get project updates at www.griswoldtelco.com.

View What's New: Online and on TV

There's always something new to enjoy when you stay connected to Griswold Telephone:



Get updates at www.griswoldtelco.com and on Facebook. Visit our website to find out the latest on our Fiber-to-the-Home project, print out an IPTV Video channel lineup, pay your bill, read the *Griswold Connections* quarterly newsletter, and flip through *Website Compass* magazine.

If you haven't yet "Liked" Griswold Telephone on Facebook, please do! We post fun facts, contests, promotions, and more on our Facebook page at www.facebook.com/GriswoldTelco, and our Facebook friends reap the rewards. So far we've given away Betterment Bucks and gift certificates from Petals 'n Pages, Dusty's, and Wyman's Carquest.

Enjoy the new Bio and H2 channels. Bio (channel 90) and H2 (channel 89) were recently added to the Griswold Coop IPTV Video channel lineup. Bio, also known as the Biography Channel, features "true story" programming on notable people in the form of documentaries, biographical movies, and more. H2 offers a fresh perspective on history and includes popular shows such as *Haunted History* and *Modern Marvels*.

FCC Issues Enforcement Advisory for Rural Call Completion



The FCC recently issued an enforcement advisory pertaining to the rural call completion issue, saying that long distance providers must take consumer complaints about rural call completion problems seriously. For the past several years, consumers have reported problems with the completion of long distance calls to rural areas. As we've written about before, rural call completion problems often arise from the manner in which originating long distance providers route their calls.

These providers use the least expensive carriers to route the calls, which frequently results in calls getting caught up in the system and never completing. There may also be delays in call setup, prolonged ringing, and more. Many times, rural consumers who are not customers of the originating long distance provider file informal complaints with the FCC. Routinely the complaints are served on the providers in question and the providers are directed to address the allegation raised in the complaint. 763-4386

The long distance providers are submitting responses to these informal complaints that are wholly inadequate. Some saying they have no obligation to investigate the issue because the complainant is not their customer or, without any explanation, say that the called party's rural telephone company is the source of any problems. These responses inhibit the Commission's ability to investigate and remedy rural call completion issues and are deficient under the Commission's rules. Going forward, the FCC may take enforcement action against providers that submit such deficient responses. The FCC states that resolving rural call completion problems is a top priority. The Commission is telling providers they may satisfy the complaints by contacting the complainant, doing testing and troubleshooting, and permanently moving traffic onto known well-performing routes when a problem is revealed. These efforts and any contact with the rural telephone company should be detailed in the provider's written response to the informal complaint. If inadequate response from long distance providers continue, penalties may begin to be assessed.

If you as a Griswold Telephone subscriber find that you are not receiving your long distance calls properly, call the business office at 712-778-2121. We have contact information to file a complaint with the FCC.

Is Your Internet Plan Sized to Support Multiple Users and Multiple Devices?

Does your family do a lot of gaming and streaming movies through Netflix? Are there multiple devices in your household including laptops, tablets, and smartphones? Have you noticed your Internet speeds seem to be going down as your usage goes up? If you answered “Yes” to these questions, you’ll want to consider getting more bandwidth (and corresponding Internet speeds) to meet your growing needs.

Many Griswold Telephone customers are saturating their bandwidth because multiple devices in their homes are connected wirelessly to the Internet. This makes it seem as though their Internet service is running slow when it’s actually being maxed out. 767-2565

Households with several family members accessing the Internet simultaneously will be happiest with one of our higher-level plans that provide greater bandwidth and faster speeds.

What exactly is bandwidth? The term refers to how much data you can send through a network or modem connection. Bandwidth is usually measured in bits per second, such as 10 Mbps (10 million bits per second). You can think of bandwidth as a highway with cars traveling on it; the highway is the network connection and the cars are the data. The wider the highway, the more cars can travel on it at one time and the faster they get to their destinations. The same principle applies to data — the more bandwidth, the more information that can be transferred within a given amount of time.

As you use more Web-connected devices, and use them for more data-intensive applications, it’s important to make sure your bandwidth increases as well. For help determining which Internet plan is right for your household, call Griswold Telephone today at 712-778-2121.



Do You Know the Color Code of Locate Crews?

You’re probably familiar with the law that says you must call 811 before digging on your property. But do you know what happens after you make that call? 778-2295

Locate crews from member utility companies are told where you are planning to dig and they will typically arrive within a few days to mark the location of underground utility lines. These markings may be done with paint or flags and will use this universal color code:

- **Red** – Electric
- **Orange** – Communications, Telephone/CATV
- **Blue** – Potable Water
- **Green** – Sewer/Drainage
- **Yellow** – Gas/Petroleum Pipe Line
- **Purple** – Reclaimed Water
- **White** – Premark site of intended excavation

Check the digging area carefully before proceeding with your project. Make sure to dig around the marks and not on them. Some utility lines may be buried at a shallow depth, and an unintended shovel thrust can bring you right back to square one, facing potentially dangerous and/or costly consequences.

Safe digging is no accident. Always call 811 before you dig.

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 30 to receive a \$5.00 bill credit. Last newsletter’s Hidden Number Contest winners were Georgia Frank and Ruth and Lois Jamison. Good luck and happy reading!

Iowa LinkedUp: Know the Facts

The goal of Iowa LinkedUp is to raise awareness about our telecommunications infrastructure and keep the public informed on connectivity issues that directly impact the state. It's led by the Independent Telecommunications Company Coalition comprised of Iowa Network Services (INS), Iowa Telecommunications Association (ITA), and Rural Iowa Independent Telephone Association (RIITA).

In relation to Iowa LinkedUp, an article was recently published in the *Des Moines Register* by rural Iowa telephone managers Don Jennings of Partner Communications Cooperative and Debra Lucht of Minburn Communications. This article, “**Iowa View: Survey Shows FCC Order Will Cost Iowa Jobs, Curb Rural Broadband Access**” speaks of locally owned providers of broadband service voicing concerns about federal rule changes and these changes would inhibit growth in broadband connectivity and economic development, particularly in rural Iowa. It also points to a new survey of 100 Iowa independent telecommunications companies confirming those concerns.

Companies responding to the survey estimated they will lose \$47.1 million in high-cost Universal Service Fund compensation from 2012 to 2017 as the result of the FCC's November 2011 transformation order on the Universal Service Fund and intercarrier compensation.

Eight in 10 companies answering the survey said the order will mean a cutback of investment in network infrastructure and many said that will translate into a loss of jobs and millions of dollars in wages throughout Iowa. The survey was conducted for the Iowa Telecommunications Association by the Center for Economic Development and Business Research in the School of Business at Wichita State University.

It only makes sense for Iowa's business leaders and residents to urge the FCC to suspend further implementation of its transformation order until the economic impact can be accurately measured. To participate in this effort, visit the Iowa LinkedUp website at www.iowalinkedup.org and click on the "Take Action" tab.

The survey's finding is consistent with a 2012 survey of members in which eight in 10 of 81 respondents in Iowa said that because of the FCC's new rules, they were delaying or canceling plans to deploy fiber in their service areas.

In rural states like Iowa, providing reliable broadband service has largely been left to small, independent telecommunications cooperatives and companies. In many cases, these are the only businesses willing to serve consumers in sparsely populated rural areas, where providing service is much more costly than in densely populated urban areas. But as the Wichita State report shows, the FCC's actions threaten future progress and likely mean a step backward for businesses and residents in Iowa's rural communities. 769-2288

Partner Communications Cooperative has halted broadband fiber deployment plans for the Marshall County area due to the uncertainty in the cooperative's future revenue model under the new FCC rules. Minburn Communications prides itself on a high level of customer service with short response times. But needing to reduce expenses because of the FCC's policy has forced the company to consider reducing staff, causing a negative impact on customer service.