

GRISWOLD Connections

SUMMER 2013

SecureIT Plus Provides PC Protection

Griswold Telephone offers SecureIT Plus, a fully automated and guaranteed computer protection service. It is a single service made up of a suite of technologies that are fully managed and supported to protect your computer:

- Automated Spyware and Adware Protection
- Automated Virus Protection
- Parental Controls
- 24/7 Technical Support
- Plus much more, call for details

SecureIT Plus gives you all of this protection for a small monthly price. Plus it's kept up-to-date automatically — you'll never have to worry about Internet security again!

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

Elliott and Grant customers are experiencing the benefits of fiber! Griswold Telephone has contacted Elliott and Grant customers to set up a time to get each subscriber hooked up to Fiber to the Home. Fiber to the Home allows higher Internet speeds, more IPTV Video options, IPTV video in rural Elliott and Grant, and more. Griswold Telephone is looking to finish getting customers converted over to fiber as soon as possible. **If we have left you a message or you have seen that we called on your Caller ID, please call us back so we can get you scheduled. All services need to be moved to the fiber network. Services remaining on copper will be discontinued.**

Be aware that the new service box installed on the side of your home or business may appear to be loose but further work will take place when the fiber is hooked up and then the box will be secured. We ask that you be more cautious than ever when digging. The new fiber is not live everywhere yet and will be more difficult to locate until it is in service, plus more costly and time-consuming to repair. Call Iowa One Call by dialing 811.

Griswold Telephone would like to thank Elliott and Grant residents for their patience during our Fiber to the Home project and hope that you are enjoying the benefits of fiber.

Lewis residents have been contacted by representatives from RVW, our engineering firm for the staking and site survey process. Construction began for the Lewis exchange in May. KLK Construction, Josh Massie Inc., and Zinnel Utility Contracting are working together on behalf of Griswold Telephone. Construction began in the town of Lewis and will then flow out to the rural. There are multiple phases to the construction and Griswold Telephone will communicate additional specifics of the construction and installation of all phases of the project as timely as possible. **Check our website at www.griswoldtelco.com for the most up-to-date information.**

On the back page of this newsletter, we have also printed some "Frequently Asked Questions and Answers" that may be helpful. Any questions, please contact the business office at 712-778-2121.





Enjoy New IPTV Video Features

Griswold IPTV Video recently upgraded the software of our set-top boxes. This new version of software enhances the "What's Hot" app and provides you with a NEW "Animated Radar" option.

- The "What's Hot" app lets you know what other Griswold IPTV Video customers are watching, as well as popular recordings. Push the yellow button on the remote control followed by OK to access "What's Hot." You can view TV (current, most viewed programming), Recordings (most popular recordings), and Series (most popular series recordings).
- The new "Animated Radar" is part of the "Weather" App. Push the red button on the remote for Weather, followed by the yellow button for Radar, and then the blue button to Animate. Weather can also be accessed this way: Push the yellow button, arrow down to Weather followed by OK, the yellow button for Radar, and the blue button to Animate.

Take a few minutes to check out these new features. We think you'll like them!

Be Alert to the Threat of Caller ID Spoofing

Caller ID spoofing is the practice of displaying Caller ID information on a recipient's Caller ID device that is not the true information of the actual originating caller. Spoofing can make a call appear to have come from any telephone number the caller wishes to use and is generally done as a means to convince individuals to provide personal or financial information. This enables the perpetrators to commit credit card or bank fraud as well as other forms of identity theft.

Spoofing is an unethical practice that Griswold Telephone is unable to do anything to prevent, control, or track. The only thing we can do is educate our customers about this potential threat. Do not give out your personal information unless you made the initial contact or you are absolutely certain that you know the person/company to whom you are giving your information. A fraudster can pose as a representative of any type of business and can sound very plausible.

Griswold Telephone will continue to help keep you informed of threats related to communications services so you can outsmart the fraudsters. If you have specific concerns, call us at 712-778-2121.



If you receive a suspicious call:

- Ask the caller for his/her name, telephone number, and the organization being represented. Then hang up. **Do not provide personal information!**
- Call the organization back using the number provided by customer assistance or the number on your account statement or bill. **Do not use the number given by the caller.**
- Tell the customer service department about the call you received and the information you were asked to provide.
- If the call is legitimate, you will be transferred to the correct department.
- If the call is not legitimate, you will help alert the organization and can report the potential fraud. 778-2350

Our Digital Photo Lab Helps Preserve Memories

Stop in at 607 Main St. in Griswold to use Griswold Telephone's Digital Photo Lab. We offer a variety of services to make it easy for you to preserve, share, and display those cherished moments in life. You can:

- Print pictures from your media card, flash drive, scan old photos, and more
- Print pictures instantly
- Get local convenience at a great price

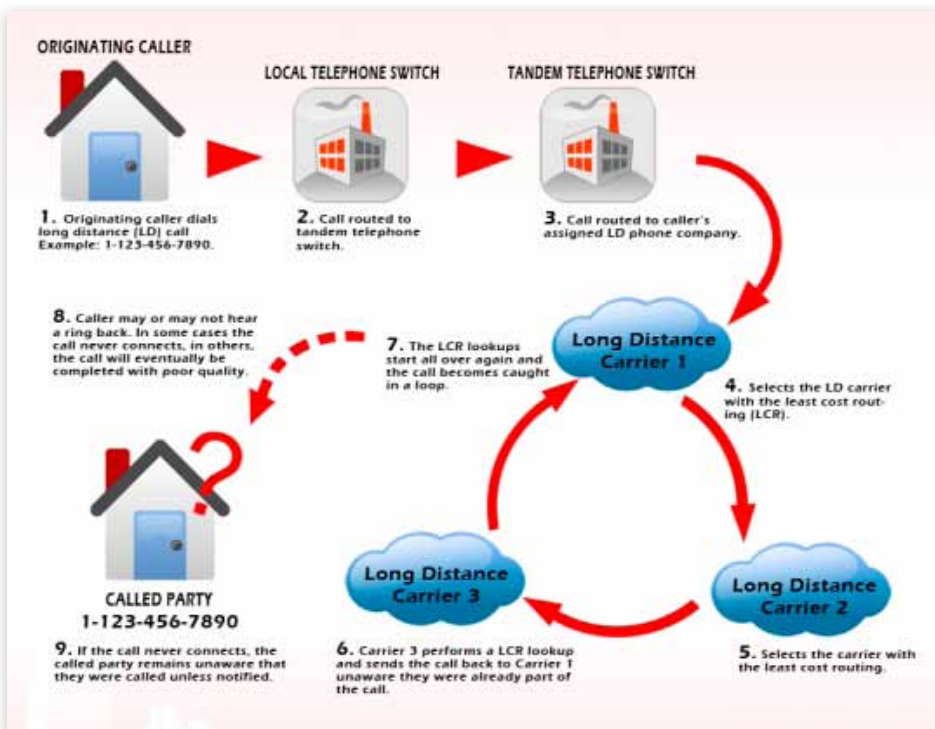
A picture is worth a thousand words. Let us help you make the most of yours.



Rural Call Completion Issue Remains a Problem

The following information came from www.dailyyonder.com/if-phone-doesnt-ring and we're sharing it here to keep you updated on this important issue. Some Griswold Telephone customers are reporting these problems and others of you may not even realize it's happening.

Rural call completion continues to be a national problem. The graphic below describes how "least call routing" can trap calls to rural phones in an infinite loop, searching for the cheapest route to the termination phone. The result is that these calls either fail or suffer from poor sound quality. To hide the problem, some "least call routing" companies have inserted fake rings so the problem has gone under-reported.



Where did this problem come from, and why does it keep getting worse despite recent efforts by the Federal Communications Commission (FCC) and phone companies to address it? First, it's important to understand that your selected long distance provider may not always be the one which actually carries your calls. The long distance carriers use inexpensive, third-party carriers to carry the calls. The technology used by these third-party carriers is less reliable than traditional long distance delivery and is also not regulated like traditional long distance delivery so it's more difficult to track. 767-2471

When problems like rural call completion come up, they can persist a long time before enough people notice to get the FCC involved. And even then, it's not clear what the FCC should do—or legally can do—to fix the problem. As the FCC continues to try to resolve the rural call completion problem, customers should report problems to Griswold Telephone or the FCC directly.



Lots to Like on Our Website and Facebook Page

Check out www.griswoldtelco.com for the most up-to-date information on Griswold Cooperative Telephone Company services, regulatory information that could affect your services, announcements, online bill pay, and more. You'll also find the latest version of *Website Compass*, the world's #1 quarterly Internet magazine, plus archived issues of *Griswold Connections*, our quarterly newsletter.

And if you haven't already, please "Like" us on our Facebook page. We post fun facts there and hold special contests and promotions for our Facebook friends. Griswold Telephone wants to make it convenient for you to interact with us and stay informed about our company's news. That's why we offer multiple methods of online communication as well as phone and in-person options. 769-2573

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 June 28, 2013 to receive a \$5.00 bill credit. Last newsletter's Hidden Number Contest winners were Jeff and Patti Amos. *Good luck and happy reading!*

Frequently Asked Questions: Fiber to the Home



What is FTTH?

FTTH is Fiber to the Home. FTTH is a new technology that uses fiber-optic cable instead of copper cable to deliver telephone, Internet, and digital television services to your home or business. Fiber-optic cables have the capacity for an unlimited amount of data, which is becoming a necessity today.

What are fiber optics?

Fiber optics (optical fibers) are long, thin strands of very pure glass about the diameter of a human hair. They're arranged in bundles called optical cables and are used to transmit light signals. Fiber networks are extremely reliable and can carry multiple voice, data, and video streams to a location at the same time.

What is the difference between FTTH and copper/coaxial cable?

It comes down to capacity and speed. Fiber-optic cables transmit signals at speeds over 20x faster than today's copper and coaxial cable. Fiber technology provides unlimited bandwidth, which means it has thousands of times the transmission capacity of copper or coaxial cable. Fiber does not conduct electricity, is not affected by heat and cold, and has a longer lifespan than copper or coaxial cable. 763-4547

What happens if the electricity goes out?

A backup battery is installed as part of your fiber infrastructure in a box inside your location. If you lose power, the battery will run for approximately eight hours and uses very low power when charging.

What kind of Internet speed will I have after fiber installation?

Customer demand and the regulatory environment will influence the Internet speeds available when the network construction is complete. Fiber has the capacity to deliver virtually unlimited speeds.

Are you going to offer improved and new digital television (video) services?

Yes, and not only will improved services be available to existing customers but the fiber network will enable the Cooperative to offer these services to our rural customers as well.

When can I get a fiber connection?

Building the fiber network will happen in phases. Elliott and Grant are on fiber. The second phase of development is currently underway for the Lewis service area. The service areas of Griswold and Lyman will be completed by the end of 2015.

Why fiber?

Products/Bandwidth – The products and bandwidth that can be offered are only limited to the technology that's available today. The Cooperative believes in positioning the network to accommodate new and enhanced services being developed for future use by our customers.

Greater Reliability – Fiber optic cables are less susceptible to interference and can better withstand shock and vibration, such as potential disruption from natural events.

More Secure – Voice, data, and video transmissions over fiber optics are more secure than when sent over conventional copper or coaxial connections.

Flexibility – Fiber provides the flexibility to more easily adapt to customer preferences or demand. Services and products delivered over fiber can be initiated or adopted more readily.

Contact Griswold Cooperative Telephone at 712-778-2121 if you have any more FTTH questions.