

GRISWOLD Connections

WINTER 2013

Dividend Checks Mailed

Dividend checks were mailed December 2, 2013, so customers should have received them by now. Dividends are paid 10 years in arrears; therefore, the checks were for services from 2003. If you did not get your dividend check or if you have questions, call our business office at 712-778-2121.



Contact

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

Office Hours

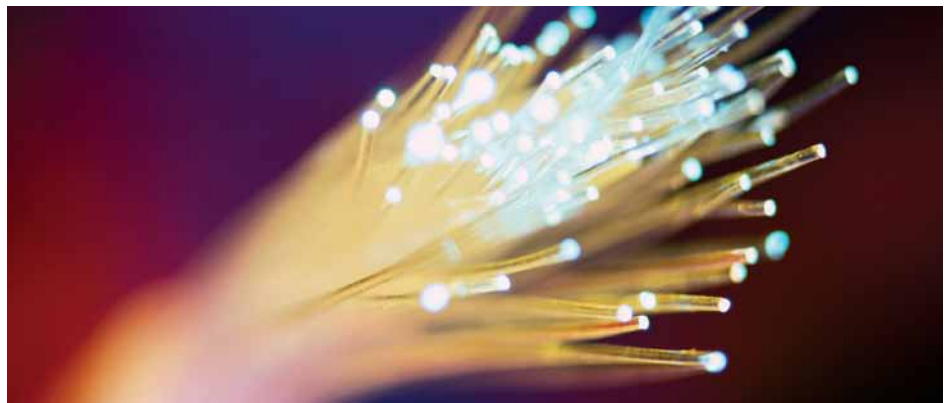
Monday – Friday
8:00 am to 12:00 pm and
1:00 pm to 5:00 pm

Email us at gctc@netins.net

Visit us online at www.griswoldtelco.com



BROADBAND NETWORK EVOLUTION PROJECT: Fiber to the Home Update



Griswold Telephone has attempted to contact all Lewis subscribers to set up appointments for fiber conversions. Fiber conversion is the last step that has to take place before you are connected to the fiber. Every subscriber that wants to continue service with Griswold Telephone has to be converted to fiber, regardless of the services you have. Services transported over copper will eventually be discontinued. Please call the business office to schedule your appointment if you have not been converted to fiber yet. We thank you for your patience during this Fiber to the Home project and if you've already been converted to fiber, we hope you are enjoying the benefits!

If you're not on fiber yet, please 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 yet and will be more difficult to locate until it is in service, plus more costly and time-consuming to repair. 763-4562 Call Iowa One Call by dialing 811.

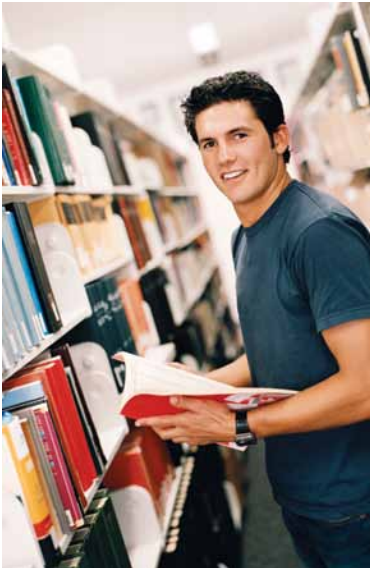
Fiber to the Home allows higher Internet speeds, more IPTV Video options, IPTV video for rural Lewis and more. Check our website at www.griswoldtelco.com for the most up-to-date information. If you have any questions, please contact the business office at 712-778-2121.

Attention Griswold subscribers! You may have already seen or will begin to see RVW representatives, our engineering firm, around town doing mapping and staking. Mapping and staking is the planning stage for the upcoming construction. Griswold Telephone will schedule a Fiber to the Home event after the first of the year to give you further details.

Attention 2014 Graduates and Parents

It's never too soon to be thinking about upcoming scholarship opportunities. Griswold Telephone offers a local scholarship to students in our school district. There will also be additional scholarship opportunities available through other associations that Griswold Telephone is a part of.

All details have not been finalized as of yet, but deadlines for submission last year were March 1 and March 15. We anticipate those deadlines to be similar for 2014. More details will be made available as we get them.



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 December 31, 2013, to receive a \$5.00 bill credit. Last newsletter's Hidden Number Contest winners were Larry and Rose Brosam. Good luck and happy reading!



Faster Internet Speeds – Lower Prices Again

Griswold Cooperative Telephone is pleased to again have been able to increase the Internet speeds that we offer and lower the associated prices. Customers are using and wanting more bandwidth every day, and with a fiber network, Griswold Telephone can provide that benefit.

As of November 1, 2013, the following speeds and prices went into effect for all fiber Internet customers:

- 4Mb/1Mb - \$29.95/month*
- 7Mb/3Mb - \$44.95/month*
- 15Mb/7Mb - \$64.95/month*
- 25Mb/12Mb - \$79.95/month*

We know that Griswold customers are anxiously waiting for fiber installation. Prices have been lowered for the speeds available to Griswold customers as well.

- 1Mb/768Kb - \$29.95/month*
- 3Mb or 4Mb/1Mb - \$39.95/month*

The more streaming of video, online gaming, and/or multiple devices connecting at one time, the higher the speed you may need. If you desire to change your speed, a one-time fee will apply. Call the business office at 712-778-2121 for further questions and details.

Don't have Internet and you're interested in becoming a new subscriber? 767-2352 A 12-month agreement will waive the installation fee and you can choose the speed that suits you from these great new offerings as well.

"Well Positioned To Meet Your Communication Needs In 2013 And Beyond"

**All speeds are "up to" the speed listed. Speed pairings are listed as download first and upload second. Certain restrictions do apply. User experience is influenced by devices being used and performance capability of those devices. A one-time fee applies when changing speeds.*



Griswold Coop IPTV Video

Griswold Coop IPTV Video strives to have something for everyone on the channel lineup. When it comes to adding channels, requests are logged and taken into consideration. Some channels are added at times due to contract obligations. Many content providers own multiple channels, and when contracts renew, they will require the addition of some of their other channels along with the more popular ones we may already carry.

As of January 1, 2014, Griswold Coop IPTV Video will include Fox Sports 2, Bravo, CNBC, and MSNBC.

- **Fox Sports 2 (channel 32)** – In-depth sports coverage of a wide variety of sports.
- **CNBC (channel 66)** – The latest business news on stock markets, financial, and earnings. Programming includes *The Car Chasers*, *American Greed: The Fugitive*, *The Profit*, and more.
- **MSNBC (channel 67)** – Everything politics. Programming includes *The Last Word*, *All In*, *The Ed Show*, and more.
- **Bravo (channel 73)** – A variety of entertainment. Programming includes *Top Chef*, *Real Housewives*, *Million Dollar Listing*, and more.

IPTV Video customers who subscribe to the Starz/Encore movie package may have noticed some changes as of December 2, 2013. Encore Black has replaced Encore Drama. Encore Classic has replaced Encore Love. Encore Suspense has added “The Graveyard Shift,” a nightly horror block starting at 9:00 pm and playing seven days a week. New channel lineups are available on our website, www.griswoldtelco.com.

The Winter Olympics begins February 6, 2014, with opening ceremony on February 7 and Griswold Coop IPTV Video will have all the coverage—18 days, 98 events, 2800+ athletes, 600+ medals, Sochi 2014! Stay tuned for more exciting details.



“Like” Us on Facebook and You’ll Like the Giveaways

“Like” Griswold Telephone on Facebook to get access to fun facts, promotions, prize drawings, and more. We’ve already given away several gift certificates from other local businesses as part of Facebook promotions and plan to keep doing this in the coming months. For your chance to win a gift certificate, simply “Like” us and then submit your name for the drawings.



Another way to connect with Griswold Telephone is on our website at www.griswoldtelco.com. It’s where you’ll find the most up-to-date information about Griswold Telephone services and special offers as well as the convenience of online bill pay. 769-2202 You’ll also find *Website Compass*, the world’s #1 quarterly Internet magazine, and archived copies of our *Griswold Connections* quarterly newsletter.

At Griswold Telephone, we highly value our customer relationships. That’s why we give you multiple ways to stay in touch and stay informed.

Holiday Greetings ... From You and to You!

Now's the time to get your personalized holiday greeting cards made and the "elves" at Griswold Telephone's digital photo lab are ready to help!

We offer:

- A convenient location
- Reasonably priced greeting cards
- Quality photo prints
- Super fast service

For example, with 4" x 8" holiday greeting cards, you can get 12 cards for \$9.95 or 24 cards for \$17.95 (envelopes included).

Speaking of holiday greetings, Griswold Cooperative Telephone employees and board members wish you and your family a very happy holiday season. We'd like to thank you for your business during the past year. It's a pleasure to serve you and take care of all of your communication needs. **We look forward to helping you stay connected in 2014.**



What to Expect During a Power Outage with Fiber To The Home

Fiber to the Home service works differently than traditional copper pair telephone service. With traditional telephone service, very small amounts of electrical current are carried over a copper circuit to power the telephone in your home. Since the new signal is entirely optical and can carry no appreciable power, the electronics attached to your home must be locally-powered. What this means in practically every case is that a battery backup unit has been installed



inside your home. This unit is plugged into 110V AC commercial power and has a set of low power leads that feed the electronics outside. The unit is designed to provide approximately eight hours of backup telephone service during a commercial power outage. To keep the battery in optimum condition, it is important that the battery backup unit be plugged into an outlet that is always live (does not turn off with a switch). To verify your battery backup unit is plugged in and charging, you should see a green 'AC' light on the front of the unit.

To help ensure that we can provide telephone service during a power outage for the longest period possible, the electronics on the side of the house sense the presence of commercial power at your home or business. 778-4181 In the event of a power outage, the electronics enter an economy mode and shut down all customer facing data ports. What this means for most subscribers is that Internet and television service are disrupted. Normally, in a power outage, this is acceptable as your televisions, computers, and wireless routers are no longer powered up and functioning, and most people won't notice the disruption. Telephone service is provided throughout the outage, up to approximately eight hours.

There are a few things to keep in mind to ensure you have telephone service during power outages. Phones that require commercial power to operate will no longer be functional due to the power outage. This includes practically all cordless phones on the market. The handset will still likely power up, but since the commercial power is out at the base unit, no calls will be passed. The best way to keep telephone service during an outage is to keep at least one plain old telephone in your home in a convenient location. Phones like this can be purchased at many retailers for a reasonable cost. It should just be a simple telephone, with only a telephone cord. No commercial power cord should be present.

For those customers that have back up power at their homes or businesses, Internet and television services can be maintained through the power outage. The only requirement is that the battery back up unit installed in your premise be plugged into an outlet that is served by the backup generator. In this scenario, the battery backup unit and fiber terminal are not even aware that there is a power outage, and continue to operate normally.

While this article covers most common scenarios, it might not cover all. If you have specific concerns that are not covered here, please feel free to call the business office at 712-778-2121 and we will be glad to discuss your specific scenario.