

# GVTC PARTY LINE

GUADALUPE VALLEY TELECOMMUNICATIONS COOPERATIVE

NOVEMBER 2004

## NOVEMBER PROMOTIONS

### Broadband Internet

Surf the Internet with more speed at a great price! Our Broadband High Speed Internet service is \$34.95 per month for the first year (\$10 per month savings).\*

\*Available to new subscribers only with 1-year contract. \$44.95 per month thereafter.

### Security

1) Business - Lease special, \$99 one-time installation fee and \$27 per month with a 36-month contract

2) Residential - Get one month free monitoring and free hookup with a 24 or 36-month contract.

License #B03287

### GVTC Accelerator

Rev up your GVTC Internet Dialup service for only \$5 a month. Visit our web site or call 1-800-FOR-GVTC for details.



**Guadalupe Valley**  
TELECOMMUNICATIONS COOPERATIVE

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## GVTC'S ROBERT HUNT RECEIVES TTA AWARD

The 99th Annual Texas Telephone Association Convention, held in San Antonio on September 20, brought a special surprise to Robert Hunt, GVTC's Vice President Regulatory Affairs and Corporate Development, when he was awarded the Outstanding Achievement Award.

The Outstanding Achievement Award is given in recognition and appreciation for outstanding achievement on behalf of the telephone industry of Texas, and direct contribution to the enhancement of the membership of the Texas Telephone Association.

"The Outstanding Achievement Award recognizes exceptional and highly effective service by an individual. Robert Hunt exemplifies this excellence," says Toney Prather, Chairman of the Board, TTA. "Our congratulations to Robert for this prestigious honor."



*Toney Prather, Chairman of the Board, TTA presents Robert Hunt with the Outstanding Achievement Award.*

“ “ *The Outstanding Achievement Award is given in recognition and appreciation for outstanding achievement on behalf of the telephone industry of Texas... ” ”*

Robert was the founding President of Texas Lone Star Network, the consortium comprised of 38 Independent Telcos with a statewide fiber network. He currently serves on their board as Secretary – Treasurer. #004284

He also held the position of Chairman of the Small Company Committee at USTA (United States Telecom Association), with 600 members of small Telecom companies. He currently serves on the USTA Board of Directors as Chairman of the Governance Committee.

In the past, Robert served as Secretary-Treasurer of the TTA Board of Directors. He is currently serving as 2nd Vice Chairman, and serves on the Legislative and Regulatory Committees.

"We are very proud of Robert," says Ritchie Sorrells, GVTC President and CEO. "It is very gratifying to see the Texas Telephone Association recognize him and his many professional accomplishments, including this special award."

**Our offices will be closed on Thursday and Friday, November 25-26 for Thanksgiving.**

# TEXAS NO-CALL LIST CUSTOMER NOTICE

Since the beginning of 2002, Texas residential phone customers have had the option of getting on the Texas No-Call List to reduce unwanted telemarketing calls.

Inclusion on this state sponsored do-not-call list is not intended to stop all telemarketing calls. Charities, non-profit groups and debt collectors are excluded from the law. Companies with a prior business relationship with the customer may continue to call in addition to telemarketers holding a state license, such as insurance agents, real estate agents and stockbrokers. However, a state licensee must close any sale or payment with a face-to-face meeting.

The cost for placement on Texas No-Call list for three years is \$2.25. Residential phone customers can get their name, phone number and address on the list using one of three methods:

- Online - [www.texasnocall.com](http://www.texasnocall.com)
- By Phone - call toll-free 1-866-TXNOCAL (1-866-896-6225). An automated system is available 24/7.
- By Mail - ask for a registration form by calling the toll-free number or by downloading and printing a form from [www.texasnocall.com](http://www.texasnocall.com).

When registering online or by phone, payment may be made by MasterCard or Visa. When mailing, you may also use check or money order payable to: TEXAS NO CALL, P.O. Box 313, E., Walpole, MA 02032.

Once a customer is registered, they can expect to stop receiving calls within sixty (60) days of the date that their name is posted on the Texas No-Call List. The list will be updated and published with new registrant names on January 1, April 1, July 1, and October 1 of each year. Registration expires on the third anniversary of the date that the number is first published on the No-Call List.

Customers who need additional help in working with [www.texasnocall.com](http://www.texasnocall.com) or the automated toll-free line can call the toll-free customer service desk at 1-888-309-0600.

To obtain this information in Spanish, please contact our business office at 1-800-FOR-GVTC.

Si usted quisiera obtener esta información en español, favor de comunicarse con nuestra oficina de negocios a 1-800-367-4882.

## SOME THINGS TO CONSIDER WITH LOCAL NUMBER PORTABILITY

Competition is great as customers enjoy an increasing number of choices for meeting their telecommunications needs. We recognize that you have many choices and continually strive to provide you the services you need at competitive prices. Over the coming months, you may consider switching to another provider for local service or using a wireless phone as your only phone line. As you begin to make decisions regarding your telecommunications services, here are some questions you should ask. #71393

**Q** When I dial 911, how will the call be handled and will the 911 Operator know my location?

**A** *Wireline companies, VoIP companies and wireless carriers handle 911 calls differently. Make sure you know the difference.*

**Q** Can I reliably dial others including 911?

**A** *Although wireless coverage is improving, dropped calls and availability may be an issue in your area.*

**Q** Will my number be listed in directory assistance so that others can find my number?

**A** *Wireline companies, VoIP companies and wireless carriers handle directory assistance listings differently. If your wireless number is your only number, you need to determine whether or not you want it available in directory assistance.*

**Q** Will my number be published in any directories and is there a charge?

**A** *Wireline companies, VoIP companies and wireless carriers handle directory publishing differently, so make sure your service provider meets your needs.*

**Q** Will I be able to dial into the Internet after I switch providers?

**A** *If you dial into the Internet, will the new provider support this?*

**Q** Will my new provider support my security monitoring system that is monitored by a third party?

**A** *Most security systems require a wireline phone in order to dial out in the event of a fire or burglary.*

**Q** Is there a charge if I want to disconnect the service?

**A** *Some companies charge a disconnect fee if phone service is disconnected during the initial period.*

**Q** Do I have to sign a long-term contract?

**A** *Many wireless companies require multiple year contracts.*

**Q** Is the rate a promotional rate and does it increase later?

**A** *Make sure you understand what you are actually getting.*

**Q** Will I be charged for all incoming calls?

**A** *Some wireless carriers charge for incoming calls, whereas most wireline companies do not.*

**Q** Does the new service provider require a broadband connection to operate?

**A** *Many new VoIP providers require a broadband connection.*

**Q** If I change providers, will my current broadband connection be affected?

**A** *GVTC's DSL service is provided in conjunction with a GVTC phone line. If the phone line is disconnected, other charges apply.*

Yes, competition is great, but it can be very confusing. If you have any questions about the services GVTC provides, please call and ask to speak to one of our knowledgeable Customer Service Representatives.

## Find Your LUCKY NUMBER!

Two lucky member numbers are hidden in this issue of Party Line. Find YOUR member number after a # sign in the text of this newsletter and you're a winner! The number must match your member number (from your GVTC statement). This month GVTC is giving each of the two winners a \$20.00 GVTC Gift Certificate, to be applied to your phone bill. If you are a winner in this newsletter call Mrs. Janet S. Sczech, Manager Sales & Marketing at GVTC: 1-800-FOR-GVTC.