

GVTC PARTY LINE

GUADALUPE VALLEY TELECOMMUNICATIONS COOPERATIVE

DECEMBER 2005

DECEMBER PROMOTIONS

DSL

Just \$34.95 per month for the first year. Easy self installation, modem and free activation with 1-year term.

SECURITY

Residential customers receive free hookup with an existing system plus 1 month monitoring free with 36-month agreement for \$22.95 per month. Offer expires 12-31-05.

License #B03287

Digital Video Recorder

Record your favorite TV programs without the need for VCR tapes. Sign up for Digital Video Recorder service for only \$9.95 a month.

Local telephone, Internet and DSL services are provided by Guadalupe Valley Telephone Cooperative, Inc., ("Cooperative") d/b/a Guadalupe Valley Telecommunications Cooperative; long distance, security, cable TV and cable modem services are provided by [its subsidiary], Guadalupe Valley Communications Systems LP.



GUADALUPE VALLEY
TELECOMMUNICATIONS
COOPERATIVE

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SEASONS GREETINGS FROM THE PRESIDENT



**Ritchie Sorrells, GVTC
President and CEO**

As we look ahead to 2006, it is important to acknowledge 2005 as one of the most important years in the history of GVTC. Not only did we celebrate 50 years in existence, but we made the necessary adjustments to meet the growing demands of our highly challenging industry. The technological advancements, operational efficiencies and customer service enhancements that we employed this year have positioned us to stay ahead of the curve and achieve success well into the future.

We responded to the increasingly competitive marketplace by introducing fiber-to-the-home (FTTH) technology in several areas, which allows us to offer the Quadruple Play of voice, video, data and security. We also upgraded our cable TV offerings by making high-definition TV (HDTV) and Digital Video Recorder (DVR) available. In addition, we expanded DSL Broadband availability to more than 83 percent of GVTC access lines and introduced digital telephone service to Boerne residents.

Providing greater levels of customer convenience was another major achievement in 2005. We combined our billing statements into a single bill; made it possible to pay bills at local HEB and Super S Stores; extended the hours of our Call Center; and offered expanded installation services on Saturdays. We also returned more than \$4.4 million in capital credits to our member-owners, emphasizing the importance of maintaining telephone service with us.

Because we live in the communities that we serve, we sought to strengthen our connections to the residents of our service area. #061726 We created the Community Portal on the GVTC website and conducted the first annual GVTC Charitable Partnership Golf Classic. It raised more than \$65,000 for the Comal Public School Foundation.

In 2006, our customers can expect even more from us because we are refining our internal processes to further bolster our service delivery. We have re-organized our management structure, so that an employee team will be assigned to examine procedures, systems and training solutions, with the goal of creating an exceptional customer service organization. As part of this effort, one of our executives will have the sole responsibility of monitoring the customer service experience to make sure that customer satisfaction levels remain high.

During this season of giving, I want to thank you for giving us your continued support, which enables us to adapt to the expanding complexity of our business, while still maintaining strong local roots. On behalf of our employees and the GVTC Board of Directors, I would like to wish all of you happy holidays and a wonderful 2006.



OUR OFFICES WILL BE CLOSED DECEMBER 25TH AND JANUARY 2ND.

CHOICE UNLIMITED PACKAGE OFFERS UNLIMITED LONG DISTANCE PLUS POPULAR CALL FEATURES

If you are looking for a great way to save on your long distance calling, look no further than our CHOICE UNLIMITED all-in-one package. Besides saving on long distance, you get the most popular calling features plus basic local telephone service. That's right, CHOICE UNLIMITED lets you make long distance calls whenever you like, all while enjoying the reliability of your home phone. CHOICE UNLIMITED includes such great features as Local telephone service, Touchtone, Caller ID, Call Waiting, Cancel Call Waiting, Call Waiting ID, Three-Way Calling, Call Return, and Auto Redial!

Now Available in Boerne

We recently introduced DIGITAL CHOICE UNLIMITED for residents of Boerne. When you switch to GVTC's DIGITAL CHOICE UNLIMITED, you keep your same telephone number and enjoy a residential line with everything that is included in our CHOICE UNLIMITED package.

CHOICE UNLIMITED and DIGITAL CHOICE UNLIMITED are available for the low price of just \$39.95 per month for the first 6 months, and then \$48.95 per month thereafter.

GVTC Extended Metropolitan Service is also available with either CHOICE package. This allows folks in San Antonio to call you without a long distance charge. You can add this option for an additional \$19.20 per month. Add Voice Mail for an additional \$3.20 per month.

Call today for details at 1-800-367-4882 and let one of our friendly service representatives convert your existing telephone service to **CHOICE UNLIMITED!**

*CHOICE UNLIMITED and DIGITAL CHOICE UNLIMITED are available only in certain GVTC service areas. Long Distance calling scope includes continental United States, Hawaii, Alaska, Virgin Islands, Puerto Rico and Guam. Restrictions prohibit using the CHOICE UNLIMITED and DIGITAL CHOICE UNLIMITED long distance service for business purposes, data transmissions, Virtual Private Networks, or to access an Internet Service Provider dial-up service. The purpose of the plan is unlimited domestic U.S. voice calling for residential customers. In the event a call is identified as falling into one of those restricted categories, GVTC reserves the right to change the long distance service from CHOICE UNLIMITED to a per-minute plan. Other restrictions may apply. Price does not include taxes and surcharges. Service activation fees apply. If number change required, change fees apply.

Subscription to the DIGITAL CHOICE UNLIMITED package does not constitute membership in the Cooperative, as this cable-based telephone service is provided by the subsidiary, GVCS. DIGITAL CHOICE UNLIMITED does not include battery back-up power. As with all electric-powered systems, should a power outage occur, telephone service will not be available. Power disruptions or failures will also prevent dialing to emergency service numbers including 9-1-1. The provision of 9-1-1 emergency service is available only at the location at which service is rendered. The subscriber agrees that all equipment provided by GVCS will not be moved and used at any other location.



MEDIC ALERT SYSTEM MAKES A THOUGHTFUL GIFT FOR LOVED ONES

The medical alert system is an electronic unit, preprogrammed by GVCS. The small electronic unit is "box shaped", and simply plugs into a customer's modular telephone jack. Then, the customer's telephone simply plugs into the medical unit. The unit receives emergency signals transmitted from a special necklace or bracelet, which should be worn by the customer at all times. An emergency button is also available, which could be installed in an easy-to-access location, such as bedside. The medical alert system is easy to use and dependable.

The necklace is the most popular selection with GVCS customers, and (like the bracelet) needs to be worn at all times. The small medical pendant is plastic and waterproof, and the chain is surgical stainless steel, so it is non-irritating. The customer can move freely around the house and yard and still be in range of the medical alert unit. If they fall, get sick, or need help of any kind, the customer simply presses the button, which activates the medical alert unit, which dials in to the GVCS Security Monitoring Station. #67878 The GVCS Security Monitoring Station is UL-approved and manned 24-hours a day, 7-days a week. The dispatcher receives the emergency alarm and immediately calls the customer, and calls the emergency services for you if you need help.

The customer completes a detailed response form, and GVCS will call as many numbers as the customer indicates, in the order specified by the customer. There is no fee from GVCS for false alarms, or if you inadvertently set off the medical alert unit. The customer is advised to test the system regularly.

The complete installation process takes approximately 1-hour, and GVCS can usually install the medical alert system within a few days of the initial call. Now for a limited time only, the unit is specially priced at \$99 for installation and \$18 per month for monitoring. Call 1-800-367-4882 to order this great gift for those you care about. But hurry—this offer expires December 31, 2005.

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, Director Sales & Marketing at GVTC: (830) 885-4411 or toll-free 1 (800) 367-4882.