

GVTC PARTY LINE

GUADALUPE VALLEY TELEPHONE COOPERATIVE INC.

APRIL 2004

APRIL PROMOTIONS

Cable TV

Both Showtime AND Movie Channel now available for one monthly price of \$12.95

Security

Medical Alert \$99 leasing special extended through the end of April.

License #B03287

CHOICE500

Residential telephone service, voicemail, our most popular calling features, plus 500 minutes domestic long distance for just \$44.95 per month.

\$5.00 activation fee, taxes & surcharges apply

DSL

Easy Self installation DSL Basic promotion - \$34.95 per month for first year, free use of modem, free activation with 1-year term.



**Guadalupe
Valley**

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LARGEST PROJECT IN COMPANY HISTORY

GVTC CABLE TELEVISION MAJOR UPGRADE

Sattler, Texas residents using GVTC cable television now have the capability to enjoy more channels, enhanced digital cable television, high-definition television (HDTV), the ability to pause, record and delay programming using a digital video recorder (DVR) and high-speed cable modem service.

GVTC, the parent company, delivers cable television through its subsidiary, Guadalupe Valley Communications Systems (GVCS). GVTC began wiring the city of Sattler with fiber-optic cable last month.



In a landmark decision approved by the GVTC Board of Directors on December 8, 2003, GVTC will spend millions of dollars to upgrade the cable television facilities in the Canyon Lake and Boerne regions," says Ritchie Sorrells, President and CEO for GVTC. "This decision is the largest single project ever approved by the Board of Directors and emphasizes our commitment to provide the latest in technology to the residents and communities we serve."

"At GVTC we are more than just dial tone. This project is only one of many that we are developing. Soon our customers will have all of their services billed on one bill, they will have the ability to call any GVTC office using one number, and we are one of the first companies to bring Fiber To The Home technology to customers," says Charles Knibbe, Chairman of the Board for GVTC. "We have a strong vision for the future and these innovations will serve the needs of the communities for generations to come. Our products and services make it easy for our customers to communicate and conduct business anywhere in the world."

GVTC bears little resemblance to the small telephone company that was organized in 1951 to bring telephone service to the rough Texas hill country. Today, customers experience cutting-edge technology with products ranging from high-speed broadband services, to state-of-the-art security products, digital cable television, long distance service, a full array of Internet applications and high-quality communication products and services. #003306 GVTC takes great pride in providing its customers with stellar customer service.

In addition to providing high-speed broadband to homes, the service will offer new possibilities for businesses and professionals.

For example, this upgrade from a 350Mhz platform to an 870 Mhz platform allows GVTC to compete freely with major cable providers. It also positions GVTC very well for the delivery of the "Triple Play" – voice, video and data to a customer.

"The television system will have 200 channels and more as needed," Sorrells said. "HDTV is part of the package. Internet speeds will be at the maximum."

GVTC cable television will launch these new exciting services to the Sattler area in May 2004. As we upgrade each location in Canyon Lake, Bulverde and Boerne residents will be notified by mail as soon as these new services become available in their areas. GVTC also plans to place door hangers on residences and businesses to further spread the word as their areas are activated to offer these exciting new services. This project is scheduled to complete by the end of the year.

JAMESON K. ARNOLD SELECTED AS NEW DIRECTOR TO GVTC BOARD



Mr. Chuck Knibbe, Chairman of the Board for GVTC, recently announced the selection of Mr. Jameson (Jamey) K. Arnold to serve on the Board, as GVTC Director - District II, for the Smithson Valley and Bulverde area. Jamey accepts the Directorship position previously held by Mrs. Clara Saur.

Mr. Arnold and his wife, Dawn have been married for 22 years and have three daughters. They are active members of St. Paul Lutheran Church in Bulverde.

In 1976, Jamey graduated from San Antonio Community College with an associate degree in Home Building. During his career, several national building industry associations recognized Mr. Arnold for his management skills. Most recently, in 2000 and again in

2003, the American Subcontractors Association presented Mr. Arnold with "The Outstanding Superintendent of the Year Award." He is an active member in several professional organizations, including The Associated General Contractors of America and The Coastal Conservation Association.

Well versed in the construction industry, Mr. Arnold is employed at the San Antonio firm of Bartlett Cocke General Contractors as a Senior Superintendent. His extensive knowledge in the fields of management, engineering and construction brings value and strength to GVTC and its membership.

"The Board members and the employees of GVTC welcome Jamey," says Chairman Knibbe, "His impressive business background makes him the perfect selection."

LOW-COST CELLULAR BACKUP DEVICE OFFERED BY GVCS SECURITY

Guadalupe Valley Security offers a low-cost cellular backup device for new and existing alarm services. A common practice in the alarm industry is to connect a telephone line directly to the home or business security panel. Whenever an alarm is "tripped" or "sounded," it immediately contacts the monitoring facility. However, if the telephone line is cut, the alarm system will sound audibly but is unable to contact (call) the monitoring facility. The cellular backup device affords an alternative route for these instances. When an alarm is transmitted, it is sent both over a telephone line, and by way of cellular, providing a more secure transmission of signals.

Guadalupe Valley Security makes this device available to its customers with the option of two low-cost plans:

\$14.00 monthly fee, with a 36-month lease agreement and \$250.00 installation activation fee.

\$10.00 monthly fee, with a minimum 12-month commitment and purchase the unit for only \$350.00.

Call Guadalupe Valley Security today at 830-885-2250 for details.

CUSTOMER SURVEY CARDS IN THE MAIL

At GVTC customer service is our number one priority! In March 2004, we began mailing customer survey cards to our membership to find out just "How we are doing" at meeting your expectations. If you receive one of these cards we would appreciate a few minutes of your time to answer the survey and drop it in the mail to us. The tear-away survey card is postage free and we would love to hear from you. Your comments are very important to us as we continue to strive to bring you excellent customer service!

YOUR COOPERATIVE ON THE MOVE...

Local Schools

Guadalupe Valley Telephone Cooperative, Inc. (GVTC) and Comal Independent School District (CISD) recently entered into a long term relationship to ensure high-speed connectivity for voice, data and Internet to the hill country schools.

Comal County is in one of the highest growth rate areas in the nation. To prepare for this growth GVTC is in the process of constructing a customized Gigabit Ethernet fiber network to maximize performance for the schools. This solution will address the current and future technology requirements facing CISD. GVTC's team of professionals will design, construct and maintain the reliability of this fiber network utilizing their manned 24-hour Network Operations Center (NOC). This cutting edge technology will ensure CISD's students, faculty and staff are well prepared during the next five years.

"A strong viable educational system is a huge bonus to any community. This infrastructure is an economic development opportunity that will attract new homeowners and businesses to the area," states Ritchie Sorrells, President and CEO for GVTC.

Fiber To The Home Technology

GVTC introduces Fiber To The Home Technology (FTTH) to new subdivisions. "This exciting new technology allows us to future-proof our infrastructure," says Ritchie Sorrells, "We will have the bandwidth to handle everything the future has in store for the Internet and more."

This system offers complete voice, video, security and data services - which means one-stop shopping for GVTC customers. GVTC is one of the first in the country to offer its customers a direct fiber optic connection to their home. #062571 FTTH connection is a future proof means to deliver telephone, entertainment video, security, Internet and other data services directly to the customer. GVTC fiber to the home customers with Internet connections will experience quicker Internet speeds, since FTTH broadband can run faster than DSL, cable modem and dial-up modem. In addition, it delivers crystal clear television picture quality.

GVTC plans to launch FTTH in many of the new housing developments throughout its territory.

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: (830) 885-4411 or toll-free 1 (800) 367-4882.