

# GVTC PARTY LINE

GUADALUPE VALLEY TELECOMMUNICATIONS COOPERATIVE

JULY 2004

## JULY PROMOTIONS

### GVTC Security Commercial Monitoring

Call us to find the right security solution for your business and receive a free monitoring conversion\* (up to \$60 value) plus your first month of monitoring free when you sign up for a three-year contract.

\*Valid only on existing systems. License #B03287

### July Medical Alert Special

Medical alerts can be leased for a one-time charge of \$99\*. Includes your choice of bracelet, necklace or wall mount.

\*36-month contract is required. Certain restrictions apply. For details, please call 830-885-4411 or 1-800-367-4882.

### DSL

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

\*Available to new subscribers only. \$44.95 per month thereafter.



**Guadalupe Valley**  
TELECOMMUNICATIONS COOPERATIVE

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## MILLIONS OF REASONS TO BE A GVTC MEMBER



*Donna Lux, Supervisor Accounts Receivable, takes inventory of over 43,000 Capital Credit checks being prepared for distribution.*

Over the past 27 years GVTC members have received over 57 million dollars in capital credit checks! This momentous record was celebrated during GVTC's 49th Annual Meeting, held on Wednesday, June 23, 2004.

The New Braunfels Civic Center was bursting with attendance as almost 1,000 people gathered to hear Charles J. Knibbe, Chairman of the Board for GVTC, give a review of the 2003 and 2004 accomplishments of the Cooperative.

"We are excited about the future," stated Knibbe. "Our future is bright and promising." Knibbe's message offered highlights of GVTC's strategic plan along with the introduction of the new GVTC senior management team. "GVTC member-owners will have choices in the future...choices of

products and services...and choices of who will be your service provider," said Knibbe. "As we continue to return value to you through capital credit checks, we encourage you to continue to invest in your company by choosing GVTC products over those of a competitor."

As an added bonus, during the evening, the member-owners present were shown a video that featured many aspects of the GVTC strategic plan, including outstanding customer endorsements. #79409

Chairman Knibbe told the crowd that Guadalupe Valley Telephone Cooperative was changing their name. Telephone served as the cornerstone for GVTC for many years but now the Cooperative is much more than just a telephone company. While delivering excellent customer service continues to be our primary focus, we have expanded our products and services to include Cable Television, High Speed Broadband Internet, Long Distance, Security and more. Therefore, we will now be known as "Guadalupe Valley Telecommunications Cooperative." GVTC kept the word "Cooperative" in our title, "because we are proud to be a Cooperative since we are local, we are your neighbors and most importantly we are member-owned."

GVTC continues to be the largest cooperative in the state of Texas, providing telecommunication products and services to customers in over eleven counties.

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**GVTC OFFICES WILL BE CLOSED MONDAY, JULY 5TH FOR INDEPENDENCE DAY.**

# BOLD UPGRADE ENHANCES SECURITY MONITORING

Our Security Division recently went "live" with their new BOLD software that combines the existing security monitoring, billing and scheduling in one package. This will allow faster response to customer accounts and questions, and provide more reporting capabilities for management.

"Our customers enjoy the latest in technology," said Dennis Binkley, Product Manager. "This new software has many capabilities, and we are continually exploring new ways to provide superior service for our customers."

The upgraded system is a great example of the many enhancements GVTC provides for their customers.

## INTRODUCING GVTC'S NETWORK OPERATION CENTER

As part of GVTC's strategic plan the Cooperative recently unveiled its impressive Network Operations Center (NOC). This state-of-the-art facility is designed to be the central control point for GVTC's vast network infrastructure.

An important part of the NOC is the Service Center. The Service Center supports many functions including 24-hour, seven-day-a-week monitoring for GVTC's Security service. These highly trained professionals monitor thousands of GVTC Security customer homes and businesses to respond quickly to security alarms, and also to provide customer assistance as needed. In addition, this team in the future will coordinate the technician schedules for new installations and repair dispatches for all of GVTC's products and services – cable television, security, telephone, long distance and Internet.

"Our team is focused and ready to provide the highest level of customer service to our members," says John Buckelew, Manager Customer Service. The Service Center's use of highly technical equipment enables them to route trouble calls,



*Ed Villegas and Tiffany Murphy perform network management in the NOC.*

both emergency and standard, and soon will incorporate a Global Positioning System (GPS) to insure greater accuracy.

GVTC's Network Operation team is located within the NOC. These certified technicians are on the job around the clock to provision, maintain and monitor GVTC's vast network.

"In most instances we know about a problem and have fixed it before our customers even know it occurred," stated Josh Pettiette, Manager Network Operations. This specialized group is dedicated to ensure GVTC's network reliability and timely responses are constantly delivered at a superior level.

The Central Office (CO) group is also located inside the NOC. This team of professionals safeguard and monitor GVTC's hundreds of Central Offices and Remotes. #66950 The dozens of computers and servers in the NOC allow this group to accurately provision, monitor and maintain the many services and features offered throughout GVTC's vast serving area from one remote location.

"Our team is always exploring ways to improve efficiencies, develop new technologies and react quickly to any issue," says Kris Whitman, Manager Central Office.

"The NOC offers GVTC customers the confidence of knowing we are continuously working towards providing exceptional products, new technologies and stellar customer service," remarks Randy Hughes, Vice President Operations, GVTC.



*Kellee Quinn, Karen Oglesby and Ed Davila handle provisioning services in the NOC.*

### 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.