

GVTC PARTY LINE

GUADALUPE VALLEY TELEPHONE COOPERATIVE INC.

AUGUST 2003

MISSION STATEMENT

We provide high quality, competitively priced essential communication services that enhance the quality of life and economic development of the communities we serve.

We deploy advanced services where strategically and financially viable.

We responsibly manage the resources of our members.

OUR VALUES

Exceptional customer service

Employee development

Safety

Integrity

Teamwork

Innovation

Fiscal responsibility

Community involvement



Guadalupe Valley
TELEPHONE COOPERATIVE INC.

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48TH ANNUAL MEETING INTRODUCES RITCHIE SORRELLS AS GVTC CEO

More than 1,000 people were in attendance at the GVTC 48th Annual Meeting, held on June 25, 2003. During the evening Chuck Knibbe, Chairman of the Board, introduced Ritchie Sorrells as the new GVTC CEO. Mr. Sorrells accepted the position previously held by Mr. Ken D. Brannies, former CEO and CEO Emeritus until his announced retirement early in 2003. Mr. Sorrells comes to GVTC as a result of the efforts of GVTC's Board of Directors who conducted an extensive nation-wide search. Chuck Knibbe, Chairman of the Board says, "The Board is confident that Mr. Sorrells' leadership and experience will execute our plan and continued commitment to enhance our products and services to all of our subscribers." Mr. Sorrells' impressive credentials include twenty-six years of successful experience in the telecom industry, with eighteen years in telecom management, ten years as General Manager at Alltel Corporation, and recently as Vice President/General Manager of ALLTEL Communications, Inc. in Sugar Land, Texas where he had statewide responsibility for over 115,000 access lines. His expertise brings GVTC an excellent blend of wireline and wireless experience in challenging and competitive markets. "I am honored to be a part of the GVTC team and look forward to meeting each employee," says Mr. Sorrells. "Under the leadership of a progressive Board of Directors, the GVTC team has established an outstanding reputation in providing exceptional customer service and innovative products. It is a privilege to be part of such an outstanding group of telecommunication professionals as we continue to build on the foundation of providing exceptional telecommunication value to our membership."



Mrs. Sandra Stricker, Senior Business Systems Analyst, was announced as the 2003 Employee of the Year.

MORE ANNUAL MEETING HIGHLIGHTS

The year 2002 was a financially successful year allowing GVTC to return almost \$4.3 million dollars to its member/owners. Bringing the total amount of refunds, over the past 26 years to a whopping \$53,756,384! Much of this success is attributed to the 38 years of dedicated service of GVTC CEO and President, Mr. Ken D. Brannies who lead GVTC from 1972 until his retirement earlier this year. Those present gave a standing ovation to honor Mr. Brannies and his accomplishments after viewing a short film that highlighted the many successes GVTC achieved under his guidance and leadership.

Chuck Knibbe, Chairman of the Board, introduced the new GVTC Mission Statement to the membership (see sidebar). It pledges GVTC's commitment to provide high quality communications services along with many other products to GVTC members. #027548 It ensures members, their children and their grandchildren will have the infrastructure needed now and in the future.

GVTC AND GVCS OFFICES WILL BE CLOSED SEPT. 1ST FOR LABOR DAY.

GVTC INTERNET FIGHTS BACK AGAINST SPAM AND VIRUSES

GVTC brings Postini award-winning junk mail (spam) and virus protection to all its Internet customers. Postini's technology filters spam and viruses and monitors email systems for more than 1,300 companies worldwide. Recently awarded PC Magazine's "Editors Choice" Award, Postini provides the best solution for blocking spam and viruses, while ensuring the delivery of legitimate email.

"We recognize spam and viruses are a national concern," says Les Austin, Internet Manager GVTC. "With the growing number of viruses and spam emails our customers are faced with daily, we set out to find a company to provide the most comprehensive email protection available. Postini offered the best solution with the highest level of email system security and reliability."



GVTC and GVCS Internet customer accounts are now equipped with Postini spam and virus protection. #72447 This service is provided free to all GVTC and GVCS Internet subscribers, including dial-up, DSL, and WhataLoop.

This is another example of GVTC's continued pledge to deliver customers the highest quality of services.

WHATALOOP WIRELESS NETWORK



Now WhataLoop customers can add a wireless network to their homes for the introductory price of just \$6.95 per month. Take the laptop anywhere in the house or out on the deck to enjoy the great outdoors while connected to WhataLoop! Or network up to 4 computers and let the entire family enjoy WhataLoop high speed Internet!

Call today 830 249-8181 to speak with a friendly GVCS service representative about the details for leasing or buying WhataLoop Wireless for your home! Certain restrictions may apply.

DSL UPDATE

Guadalupe Valley Telephone Cooperative continues to bring DSL to new sites throughout 2003. Currently this popular service is offered in over 80 serving wire centers throughout GVTC territory. Visit our website at www.gvtc.com for DSL availability and promotional pricing in your area!

UPCOMING EVENTS

Guadalupe Valley Telephone Cooperative (GVTC) and Guadalupe Valley Communications Systems (GVCS) invite you to visit our booth as we attend the following events:

On Tuesday, August 26th, starting at 5:30 P.M. in the GVTC Auditorium (Smithson Valley Headquarters), GVTC is proud to host the Canyon Lake and Spring Branch Chamber of Commerce and the Bulverde Chamber of Commerce combined After Hours Mixer.



Stop by booth and say "hello" as we showcase our products and services at the Tapatio Parade of Homes beginning August 26th through September 1st.

Join us in Boerne, on Thursday evening September 18th, starting at 5:00 P.M., as we proudly host the Boerne Chamber of Commerce After Hours Mixer at 1221 S. Main St. (GVCS Cable Television building).



SAVE \$\$\$ ON DIAL-UP INTERNET

New GVTC Internet dial-up customers subscribing during August 2003 will receive unlimited Internet with free installation/activation as well as \$10.00 off the first month of service. Additional months priced at \$19.95 per month. Call today at 830 885-4411 to order GVTC Internet!

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.