

IN THE LOOP

JANUARY/FEBRUARY 2020



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New Year. New Website.

We launched a new website and we're so excited for you to check it out! A frequently visited tab for our customers will be the "My Account" button. Hover over it with your mouse and a drop down will appear with your eBill, WebMail and Spam Filter login.

If you enjoy reading *The Record* online, scroll all the way to the bottom of our home page and look under the "Resources" links.

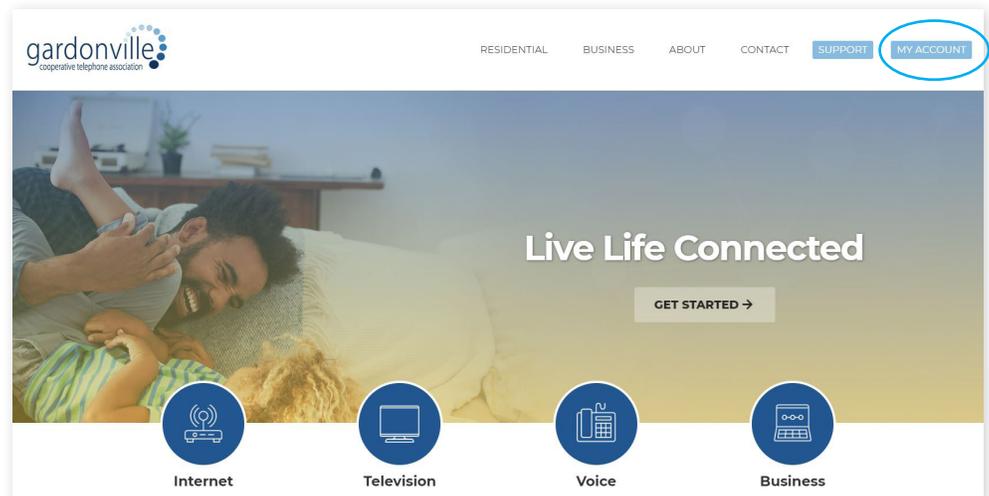
Please call or text us if you have any questions or need help finding something.

800 Central Ave N, Brandon, MN
218 3rd Ave E, Ste 101, Alexandria MN
Office: (320) 834-5151
Toll Free: (888) 236-3574
Help Desk: (320) 834-5155
Fax: (320) 524-2785
Email: gardon@gardonville.net
Hours: Monday-Friday
8:00 am-4:30 pm

www.gctel.com



Gardonville is an equal opportunity provider and employer.



College Scholarships Available

SUPPORTING HIGHER EDUCATION

As your local communications service provider, we are proud to offer scholarship opportunities to graduating high school seniors whose family is a subscribing **cooperative member**. Here are the scholarship opportunities:

FRS Scholarship

In May of 2020, The Foundation for Rural Service (FRS) will award \$75,000 in the form of 30, \$2,500 scholarships to rural high school seniors across the United States. Awards are granted to students sponsored by a National Telecommunications Cooperative Association (NTCA) member such as Gardonville Cooperative Telephone Association.

The FRS is also offering four scholarships that are fully funded by Manny and Leo Staurulakis of John Staurulakis, Inc. (JSI) in honor of their parents, John and Chresanthe Staurulakis, and to celebrate 50 years of service to the rural telecommunications industry. The FRS Staurulakis Family Scholarships will provide four \$5,000 awards and will give preference to students in rural communities with an interest in science, math, medicine or engineering. **The FRS Scholarship applications are due by March 6, 2020.**

To apply, contact your high school counselor or go to www.frs.org for information and an application. This application requires the signature of the CEO/General Manager of Gardonville Cooperative Telephone Association. Please plan to obtain the signature in advance of the deadline due to possible scheduling conflicts.



MTA Scholarship

The Minnesota Telecom Alliance Foundation will award 10 \$2,000 scholarships to high school seniors. To be eligible, applicants must be attending post secondary education at either a college, university or technical college, be a Minnesota resident and the applicant's family must be a subscribing cooperative member of Gardonville. A telecom alliance panel reviews each application and selects the finalists based on applicants' grades, academic achievements and extra-curricular activities. Preference to receive the scholarships is given to students who have an interest in telecommunications technology and rural communities.

Contact your school counselor to receive an application. **Applications must be submitted to Gardonville's CEO/General Manager by February 21, 2020.**

National Do Not Call Registry

A national Do Not Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers with the exception of businesses you have an existing relationship with, certain non-profit groups and political organizations. Consumers can register their home phone number, including wireless numbers, by calling: 1.888.382.1222 (TTY call 1.866.290.4236) or at their website: www.donotcall.gov. To register by phone you must call from the number you wish to register.

The Do Not Call Registry will be effective within 31 days of your registration and will remain on it unless the number is disconnected. You can also remove your name from the list at any time by calling toll free 1.888.382.1222 from the phone number you want removed.



BUSINESS PROFILE

Woodland Heights Apartments

It's no secret that the city of Alexandria is growing. With the addition of a new high school, an expanding job market and it being voted Minnesota's best town, Alexandria is attracting more people to the area.

As families relocate, the need for housing rises. That's where Unique Opportunities comes in. Owners, Samuel Herzog and Troy Johnson began developing the property on 10th Avenue, across from Woodland Elementary School, in 2016. Three years later, they've built and manage three beautiful apartment complexes with over 150 units.

There are some unique differences between these apartments compared to others.



All the units come with a washer and dryer and stainless steel appliances. The buildings have security cameras and secure entries. Other amenities for select units include a large balcony, dishwasher, underground garage and a community and fitness room.

Another added luxury is how quiet the units are. They've done this intentionally by using spray foam insulation and sound board within the walls. Even though this is a more expensive

solution, it helps lower heating bills and makes them nearly soundproof.

The complexes were built for a niche market by offering apartments for large families with two, three or four bedrooms and two bathrooms. And if you're looking for something a little smaller, they also have studio and one bedroom apartments.



Samuel and Troy have developed in a dozen different communities, but they both agree there's just something special about Alexandria. Herzog loves the town so much he plans to move his wife and four kids to the area this year. "The community has been so welcoming and the city staff has been supportive and understanding of growth opportunities," he states.

For more information or to schedule a showing, go to herzogapartments.com, email info@herzogapartments.com or call (218) 531-9980.

Welcome to the Team

We're expanding our Help Desk team and added John Reitter in December. Welcome, John!



Time & Temp

Get the local time and temp by calling (320) 834-TIME.



Save the Dates

Gardenville will be participating in the following events:

Alexandria Industries 12th Annual Fishing for the Cure Ice Fishing Challenge
February 17th | 12 PM-3 PM
[@aifishingforthecure](https://twitter.com/aifishingforthecure)

Home & Garden Show
March 28th | 10 AM-5 PM
March 29th | 11 AM-3 PM
Runestone Community Center



Sunspot TV Outages

A sun outage takes place when the orbital positions of the satellite and the sun are in one line. We receive signals from both. But when the sun has more powerful rays, we receive a loss of satellite signal. Your TV may experience fuzzy channels, sparkles, total picture loss, tiling or frozen pictures.

We're expecting sunspot outages to occur in February for about two weeks, lasting from a few minutes up to 15 minutes a day.



Welcome New Members!

BRANDON

Dollar General524-2232
Suhan, Brian524-2128
Meissner, Ryan524-2129
Robinson, Rydell & Ashley ..524-2415

EVANSVILLE

Butkowski, S948-2198
Johnson, Marian948-2176
Farmer, Chris948-2098
Wild Irish Roses948-2426

GARFIELD

Bell, Thomas834-2394
Paulson, K834-2383

MILLERVILLE

Kading, D876-2037

Brain Buster

The letters of the word dormitory can be rearranged to produce a two-word phrase that describes a typical dormitory. What is that phrase?

Answer

Name - Please Print

Nov/Dec Brain Buster

I am a word of six; my first three letters refer to an automobile; my last three letters refer to a household animal; my first four letters is a fish' my whole is found in your room What am I??

Carpet

Last month's winner is Shane Schmidt. Stop in at either our Alexandria or Brandon office to get your goody bag, Shane!

Office Remodel



We're doing a little renovation at our Brandon office! We'll be open to the public during the remodel, so feel free to stop by and head to the board room where our front office team is temporarily located. Thanks for your patience as we make some exciting changes to the lobby!

Customer Proprietary Network Information

In order to help protect your privacy regarding Customer Proprietary Network Information (CPNI), the Federal Communications Commission (FCC) has taken measures to strengthen the rules of providing CPNI to our customer(s). In order for Gardonville to be in compliance with the FCC rules for CPNI, we require customer(s) fill out a form and return it to our office.

According to the FCC rules, we are only able to discuss account information with the person(s) listed on the account or proven power of attorney. If account information is requested by a customer over the phone and the call is initiated by the customer, that customer will need to provide a previously set personal identification number (PIN) in order for our customer service representative to supply the requested information. The PIN cannot be historical background information that would be available to someone else, such as the last four digits of your social security number, mother's maiden name, your address, etc. If this PIN is not supplied and back-up questions cannot be answered, there are only three ways for the customer to obtain this requested detail:

- Hang up and have the CSR call back the telephone number of record.
- Have the CSR mail the requested information to the address of record.
- The authorized customer on the account must come to the telephone office and show a valid government issued photo ID.

As mandated by the FCC, these rules are for the protection of your privacy as they ensure that no one other than the authorized person is receiving account information and making account changes.

Due to the FCC rule revisions, you will also receive a "Notice of Change/Activity" form at the address of record from our office anytime changes are made to your account such as an address change, password change, back-up question used for lost or forgotten password, etc. The notice will inform you of such change or activity and if this was not made by an authorized person, please contact our office immediately.

Thank you for your assistance in ensuring we are compliant with the FCC rules for your CPNI protection. If you have any questions regarding our procedures for CPNI compliance, please contact our business office at (320) 834-5151.

CPNI Opt-Out

You have the right to opt-out of receiving internal marketing from us. If you choose to opt-out, please return a written notification or contact our office to request a form to opt-out. Once you opt-out, you will remain on this list until otherwise requested. Please note information published in the telephone directory is not considered CPNI. You need to respond only if you choose the opt-out method.