

# IN THE LOOP

JANUARY/FEBRUARY 2021



## 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

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.

**To apply, contact your high school counselor or go to [www.frs.org](http://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.

**To apply, go to [www.mnta.org/page/Scholarship](http://www.mnta.org/page/Scholarship) to download an application.**

# Welcome New Members!

## BRANDON

Breitkreutz, Clayton.....524-2140

## GARFIELD

Roers, Jake .....834-2439

Ahrens, J .....834-2342

## MILLERVILLE

Bitzan, Dustin & Becky.....876-4455

Happy  
NEW YEAR

## Brain Buster

A man stands on one side of a river, his dog on the other. The man calls his dog, who immediately crosses the river without getting wet and without using a bridge or a boat. How did the dog do it?

---

Answer

---

Name - Please Print

## Nov/Dec Brain Buster

How many feet of fiber optic cable did we plant in 2020?

548,000

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

# CPNI 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.

# 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](http://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.