

# IN THE LOOP

SEPTEMBER/OCTOBER 2025

gardonville  
cooperative telephone association

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Gardonville is an equal opportunity provider and employer.

## Online Safety Starts Here

In today's world, kids are online more than ever whether it's gaming, YouTube, or homework. As parents, it can feel overwhelming to manage it all. That's where Whole Home WiFi comes in.

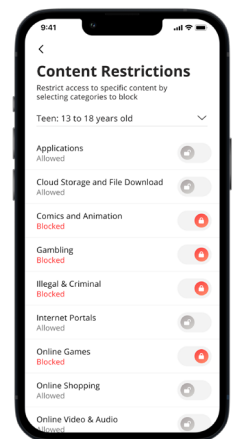
### Why Parents Love It

With the CommandIQ app, included FREE with Whole Home WiFi, you get built-in parental controls that make it easy to:

- Set screen time limits so devices go offline at bedtime or homework time.
- Filter inappropriate content to keep kids safe while they browse.
- Pause the internet instantly for family dinners or when it's time to unplug.
- Create profiles for each child and manage all their devices in one place.
- See exactly which devices are connected to your network at any time.

### Peace of Mind, Right From Your Phone

The best part? You don't need to be tech-savvy. Everything is controlled through an easy-to-use app on your phone. That means more peace of mind for parents and a safer, healthier online experience for kids.



Whole Home WiFi isn't just about stronger connections; it's about giving families the tools to stay connected in the ways that matter most.

Learn about other cool features at:  
[www.gctel.com/whole-home-wifi](http://www.gctel.com/whole-home-wifi)

# In the Community

## Making Memories all Summer Long



Donna had the pleasure of spending her afternoon with the residents of Arabella Manor. Her goal was to make technology a little less intimidating and more affordable for them.



Connecting creativity and community! We provided WiFi at City Park for Andria Theatre's Art in the Park, complete with local artists, food trucks, and live entertainment.



The Douglas County Fair was a blast! We loved connecting with the community, giving away prizes, sharing discounts, and treating ourselves to plenty of deep fried fair food.



From Evansville to Brandon, Garfield to Millerville, our team tossed candy and frisbees from our float in the town parades! We loved seeing so many friendly faces and celebrating summer together.



We teed up for a great cause by sponsoring several community golf scrambles, helping raise money for scholarships and supporting our local Chamber of Commerce.



Nothing says summer like baseball! We gave away 88 Twins tickets on Facebook, and our winners made some big-league memories.



Gardonville's CEO, Dave Wolf, attended the Governor's Broadband Task Force meeting at Minnesota Farmfest in August. On the agenda was discussing the relationship between agriculture in Minnesota, and fast, reliable broadband. Dave has been serving on the Governor's Broadband Task Force since 2019.



Huge thanks to everyone who came out to hang with us at our headquarters for the Brandon Car Show! We couldn't have asked for better weather, or a better community to share it with. To the amazing car owners who packed our parking lot, our incredible food vendors, the talented duo, The Healers, for the perfect soundtrack to the evening: thank you. Events like this remind us how lucky we are to be part of such a fun and supportive community. Save the date for July 30th, 2026!



# Credit & Disconnect Guidelines

Gardonville Cooperative Telephone Association values our subscribers. Your business is important to us. As with any business, NSF checks and non-payment accounts are difficult situations and must be carefully monitored so all subscribers are treated fairly and consistently. Gardonville has adopted the following guidelines which may be modified as necessary to comply with Minnesota Public Utilities Commission and/or public law:

Monthly bills are mailed each month and are due by the 15th of the month. Payment in full is expected in our business office by the due date each and every month.

A deposit is required from any subscriber who has not established satisfactory credit/payment history with a utility company in the last six months. The deposit is held until the subscriber has established a satisfactory credit/payment history with Gardonville, at which time the deposit is applied as a credit to the subscribers' account with interest.

Satisfactory credit/payment history is defined as one year of consistent and complete monthly payments.

If payment has not been received, a **FINAL NOTICE** message will be printed on the bill statement advising the subscriber that unless payment in full is received on the past due balance or other suitable arrangement(s) are made with our office before the time of disconnection; the subscriber's services will all be subject to disconnection. This will be the only notice given before disconnection of some or all services.

Gardonville is willing to work with our subscribers to establish suitable payment arrangements due to an emergency or those who cannot pay in full. Suitable payment arrangements are not intended to exceed a limited time period or be allowed more than two times in a calendar year. The account

will become subject to disconnection if the scheduled payments are not received.

Disconnection may also occur when a subscriber issues a NSF check. The subscriber will be mailed a notice of receipt of the NSF check. The subscriber will have five business days to cover the check and NSF check charge with cash. If payment has not been received, the subscriber's account will be subject to disconnection.

Disconnection will not occur on a Saturday, Sunday or legal holiday, but will occur on the next business day.

Once service is disconnected, payment in full along with reconnect and late fees must be paid before service is reconnected.

If the disconnected non-pay account has not been reconnected or paid after ten days, it becomes a permanent disconnect, removing the telephone number from the directory, services from locations, closing the account and turning the bill over to a collection agency.

If the subscriber wishes to reconnect after ten days, a new application must be completed, the old bill paid in full along with the service charges for a new subscriber and a deposit before service will be reinstated.

Service charges, as listed in the Cooperative's tariff and approved by the Minnesota Public Utilities Commission, are assessed a reconnection fee for each service and/or upon the receipt of a NSF check.

Subscribers must have established a satisfactory credit/payment history before additional services or features are provided.

## Financial Assistance

Lifeline is a federal program that offers a monthly benefit of up to \$9.25 towards phone or internet services for eligible subscribers. Please contact our office for more information.

## Give \$100. Get \$100.

Show your friends and neighbors some love with this special offer! Refer them to one of our services (Internet, Phone or TV) and you BOTH get \$100 account credit!

To participate, simply have your friend mention your name when signing up for service. Ask a customer care representative for details.

## NFL RedZone

If you're a die-hard fan and want to see every touchdown, interception and fumble, then the NFL RedZone package is definitely for you. It's the "red meat" for NFL fans. Call or text our office at (320) 524-2211 to get it added to your Stream TV service for just \$54.95 for the NFL season.





## How Are We Doing?

Your feedback means the world to us! Scan the QR code to leave us a review on Google or go to:



facebook.com/gardonville/reviews to write a review on Facebook.

If you are experiencing issues or aren't satisfied with your service, please call our 24x7 Help Desk line at (320) 834-5155.

Thank you for choosing Gardonville!

## Brain Buster

How many Twins tickets did we give away to our customers through Facebook giveaways this summer?

Answer

Name - Please Print

## July/Aug Brain Buster

What is our new Stream TV feature called that allows you to watch four channels at one time?

Answer: MultiView

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

# Free Channel Previews

One of the perks of subscribing to Stream TV are the FREE Channel Previews! We've got a full line up for you in September and October.

NFL RedZone is your commercial-free Sunday ticket to every touchdown from every game during the regular season. Enjoy a free preview September 7th-14th on channel 442!



The Outdoor Channel offers programming about hunting, fishing, adventure, and off-road motorsports. Find it on channel 36 all of October.



The Sportsman Channel celebrates the hunting, shooting, and fishing lifestyle with top destination, how-to, and entertainment shows. Catch it on channel 39 this October!



# 2026 Phone Book Info

## LIST YOUR BUSINESS

Work has begun on the 2026 Vikingland Regional Directory. Pinnacle Publishing will serve as Gardonville's publisher. Pinnacle Publishing representatives will be contacting area business customers regarding Yellow Page listings in the following months.

If you have not been contacted in prior years regarding your business listing, please call our office and we will ensure a sales representative contacts you.

## CHECK YOUR LISTING

If you have telephone service with Gardonville, please check your current listing in the Vikingland Regional Directory. If you would like to make any changes, fill out the following form and send it back to our office at 800 Central Ave, Brandon, MN 56315 before October 10, 2025.

## USE OUR DIRECTORY

Accuracy cannot be ensured on listings in any of the directories you may receive from other companies. However, our directory has been manually proofed in-house to ensure accuracy of our members' information. For this reason, we encourage you to use the Vikingland Regional Directory.

## LIST YOUR CELL

If you have a landline number with us, you have the option to list your cell phone number in our directory for just \$1.00 a month. Call (320) 834-5151 to get in our 2026 edition of the Vikingland Regional Directory.



**DIRECTORY LISTING** Print how your directory listing should appear in the phone book.

**DIRECTORY ADDRESS** Print how your directory address should appear in the phone book.

**TELEPHONE NUMBER** Enter your Gardonville telephone number.