VOICE of the Valley

THIS ISSUE:
- Annual Membership Meeting
- Free Public Wi-Fi
- Media Club Donation
- Directory Sales & Cover Contest

GARDEN VALLEY TECHNOLOGIES

April 2020 | Volume 70 | No. 2

Innovate > Advance > Connect

YOU CAN HAVE IT ALL

Garden Valley Technologies offers Internet speeds up to 1 Gigabit, capable of handling all of your devices, streaming needs, and more, with no data limits. Our GVTV video service has hundreds of standard and high-definition channels, plus, GVTV Everywhere, Restart TV, and school & local content channels. You can bundle your services, with or without a phone line, and have everything conveniently on one bill.

GVT's ability to offer superior quality services is due to our never-ending pursuit of offering our customers the latest advanced technology available. Our fiber network is 87% complete with the remaining 13% projected to be complete by 2022. Providing fiber-to-the-home allows GVT to provide our customers with…

- Faster Internet speeds up to 1 Gigabit
- More bandwidt h to accommodate today's increased demand among multiple users
- GVTV video channels in standard and high-definition
- GVTV school and local content channels to view your favorite school or community events
- Telephone, long distance and GVT's expanded calling area

We are also expanding our territory by bringing our products and services to the City of Thief River Falls. GVT is currently offering residential and business customers the opportunity to prewire their home or business and be one of the first to have services installed, starting in October.

Interested in signing up for services? Go to **JOIN.GVTEL.COM**, stop by our retail store, or call Garden Valley Technologies at 800-448-8260.

News & Events

COVID-19
GVT's Official Statement regarding COVID-19 *www.gvtel.com/about-gv/garden-valley-news*

GO GREEN!
Embrace Earth Day and go GREEN by signing up for automatic bill payments. Visit 'Account Login' on our site or go to *www.gvtel.com/pay-bill-signup*

Capital Credit Checks
Checks will be mailed to GVT members the latter part of May.

Directors seeking re-election
See inside for more details.

FAQ's
Do you have questions about our products and services? Visit our website to view frequently asked questions. *www.gvtel.com/faqs*

Full-Time Service Representative

Tyler Brekken of Erskine has been selected as the Full-Time Service Representative and is working in our Thief River Falls retail store. Tyler joined Garden Valley Technologies in July 2019 as a Part-Time Service Representative.

Congratulations Tyler!

HR Generalist & Wellness Coordinator

Administrative Assistant **Lisa Stuhaug** has been selected to fill the new position of HR Generalist & Wellness Coordinator. Lisa's career with Garden Valley began 18 years ago when she was hired as an After-Hours Representative. She was then selected to fill an Administrative Assistant position in January 2003.

Congratulations Lisa!

Capital Credit Checks

Garden Valley Technologies will be paying out 40% of the remaining capital credits allocated for 2001 and 10% of the capital credits allocated for 2019, totaling approximately $2,000,000. Checks will be mailed to GVT members the latter part of May.

A summary of capital credits allocated to members for 2019 will be included on the check stub. Margins are allocated to members based on patronage dollars with the Cooperative for the year.

Universal Service Charge

Effective in April 2020, the Federal Universal Service Fund Charge (FUSC) decreased from $1.38 to $1.27 per line for most residential and $2.01 to $1.86 per line for most single-line business customers, and from $2.59 to $2.39 per access line for most multi-line business customers.

The new FUSC amount for cellular service is calculated by multiplying the FUSC factor against your cellular plan charges. Effective in April 2020, that FUSC factor decreased from 7.8652% to 7.2716%.

Audit Confirms Successful Operations in 2019

Operating margins for 2019 are $9.9 million on revenues of $36.5 million. Net margins ($10.9 million) are up from 2018 due to a higher level of support from the High Cost portion of the Universal Service Program. The Universal Service Fund (USF) is tasked with promoting the availability of quality services at just, reasonable, and affordable rates. Allocation statements will be included on the members' check stubs when capital credits checks are delivered in May 2020. The audit was conducted by the certified public accounting firm of Olsen, Thielen & Co., Ltd. of St. Paul, MN.

For a limited time...get GVTV High-Definition Programming
FREE FOR 3 MONTHS!

Advantages of HD Service

- Improved Color Quality
- Better Clarity & Sharpness
- Wide-Screen Viewing

Start watching your programming in HD.
JOIN.GVTEL.COM

HD access free for 3 months is available to new or existing customers who currently do not have the service active or previously active within the last 6 months. After the promotional period, services will be billed automatically to your account. Results may vary depending on television. HD Service is currently not available with Lifeline programming. Offer ends July 16, 2020.

115th Annual Meeting

SAVE THE DATE

June 2, 2020

Win-E-Mac School | Erskine, MN

Directors will be elected for 3-year terms from District 2 *(Brooks, Erskine, Mentor exchanges)*, District 5 *(Fosston, Lengby exchanges)*, and District 8 *(Gully, Oklee, Plummer exchanges)*. District 8 Director Jerry Freitag has chosen not to seek re-election.

Qualifications for Directors are contained in Article III and Article IV *(Section 2)* of Garden Valley's By-Laws, printed on pages A53 to A58 in the 2020 Directory, and will be summarized in our May Voice of the Valley. The Board Election Process is also summarized on our website under About Garden Valley / Board of Directors.

Financial reports on operations for the year-ended December 31, 2019 will be presented during the Annual Meeting, scheduled to begin at 10:30am, with member registration beginning at 8:30am.

INCUMBENTS SEEKING RE-ELECTION

Lee Hoaas
District No. 2
Brooks, Erskine, Mentor

Casey Holland
District No. 5
Fosston, Lengby

FREITAG NOT SEEKING RE-ELECTION

Jerry Freitag
District No. 8
Gully, Oklee, Plummer

G gives back

Garden Valley Technologies is your local provider for Internet, Video, Cellular, Security, and Telephone services. We also offer a wide-range of products in our retail stores, located in Erskine, Bagley and Thief River Falls. We are a member-owned cooperative with strong values and believe in giving back to the communities we serve. One way we give back is through our donations program. Our donations policy allows for an annual amount, based on the number of access lines in an exchange, that is designated to be used on a first-come, first-served basis to non-political, non-religious, and non-profit organizations within our service area. At the end of the year any funds unused help fund the Garden Valley Education Foundation, which provides technology grants for area schools. We are proud to be able to provide merchandise or cash donations to area community organizations for over 30 years. Over $107,000 has been donated to organizations in the last 18 years!

TESTIMONIAL

I have enjoyed Garden Valley video and Internet services for over 40 years and have never been more happy with the service provided by the employees. Garden Valley *[employees]* are the best people to deal with, the service is prompt, and always on time.

Dorothy, Shevlin

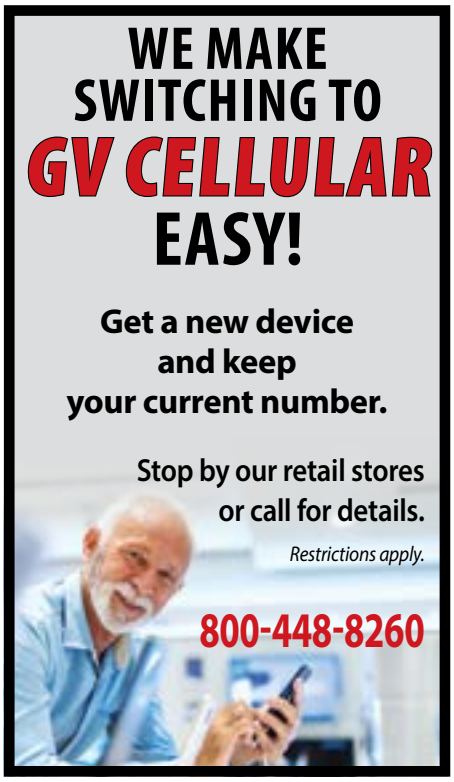
Free Public Wi-Fi

Garden Valley Technologies (GVT), a leader in providing super-fast Internet speeds up to 1 Gigabit, is now offering free public Wi-Fi at 11 public locations in the cities of Bagley, Clearbrook, Erskine, Fertile, Fosston, Goodridge, Grygla, Mentor, Oklee, Red Lake Falls, and Winger.

GVT believes in helping the communities we serve, and providing free public Wi-Fi is just one more way to keep friends and neighbors connected. A Garden Valley Technologies banner will be displayed at each location where free Wi-Fi is available. When logging in, the user will see a splash page promoting GVT, along with terms and conditions of use.

Enjoy GVT's free public Wi-Fi service while attending a public event at one of the locations listed to the right.

Bagley Hockey Arena
Clearbrook Community Center
Erskine Community Center
Fertile Community Splash Park & Skating Rink
Fosston Civic Center
Goodridge Community Center
Grygla Community Center
Mentor Community Center
Oklee Senior Center
Red Lake Falls Hockey Arena
Winger Community Center



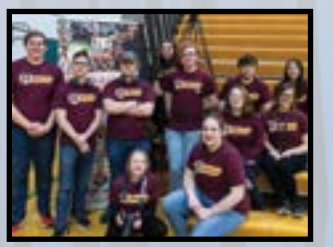
GVT Donates T-shirts to Media Clubs

Garden Valley Technologies has donated t-shirts to the local channel media clubs at seven schools located in our service area.

The student produced school and community events have made a positive impact in our communities. The digital expertise students need to produce content for viewership is gained by the students through training and hands-on use of GVT provided equipment. GVT is proud of what our youth have accomplished and look forward to seeing the advancements they will make throughout the season. The local content channels are available free to all GVTV subscribers and may soon be available for online streaming, with a monthly subscription, for non-GVTV subscribers. Stay tuned for more details.

Win-E-Mac #30 | Fosston #31 | Fertile-Beltrami #32

Bagley #33 | Red Lake Falls #34 | RLCC #35 | Grygla #36



2021 DIRECTORY ADVERTISING

Marketing/Sales Consultants from Pinnacle Marketing Group will be contacting businesses in our area, starting April 13 until the end of June, selling advertising for the 2021 Garden Valley telephone directory. When you advertise in the GVT directory your ad will automatically be featured in our online directory, with all website and email addresses conveniently accessible by your customers.

Get the most out of your advertising investment, increase visibility, and connect with your customers with a fresh new ad, a website or social media page by contacting Pinnacle Marketing Group at 800.343.8086 or pinnaclemgp.com for more information.

Rod Wentzel

Kelly Gordon

Greg Meyer

Melissa Schwartz

2020 GVT Directory

COVER CONTEST

$50 Cash Prize

Deadline: July 31, 2020

View Rules & Submit Entries: www.gvtel.com/about-gv/directory-photo-contest

We are no longer accepting printed photo submissions.

Subscriber Mailing Address

Is your mail delivered to a Post Office Box address? If so, in our 2021 directory you can list your Post Office Box address in addition to, or in place of, your 911 address. Please note that the default directory listing will be your 911 address unless you instruct us otherwise. Please contact GVT before July 1 if you would like us to make a change to your listing.

Statement of Nondiscrimination and Equal Employment Opportunity

In accordance with Federal civil rights law and the U.S. Department of Agriculture (USDA) civil rights regulation and policies, the USDA, its Agencies, officers, and employees, and institutions participating in or administering USDA programs (including Garden Valley Telephone Company) are prohibited from discriminating based on race, color, creed, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, local human rights commission activity, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue S.W., Washington, DC 20250-9410, by fax (202) 690-7442, or email at program.intake@usda.gov.

Garden Valley agrees with, and has fully complied with, all nondiscrimination and equal employment requirements. The Company has not received any complaints in regard to these provisions.

Garden Valley Telephone Company is an equal opportunity provider and employer. All employment is decided on the basis of qualifications, merit, and business needs.

VOICE of the Valley

Published by Garden Valley Telephone Company
An Equal Opportunity Provider and Employer

Retail Stores & Office Hours

Erskine: Monday - Friday 8:00am - 5:00pm
Bagley: Monday - Friday 9:00am - 5:00pm
TRF: Monday - Friday 8:30am - 5:00pm

Contact Numbers

Customer Support 24/7/365
800-448-8260, 218-687-5251, or
888-879-4968 *(GV Long Distance)*

Business Office, Retail Stores or Service Requests
800-448-8260 | 218-687-5251

Gopher State One-Call
800-252-1166
811 *(call toll-free before digging)*

GV Internet

Email: helpdesk@gvtel.com
Website: www.gvtel.com

Internet Support 24/7/365
877-546-7495

Live Chat www.gvtel.com
7:00am - 8:30pm Monday - Saturday
11:00am - 6:30pm Sunday

Board of Directors

Byron Ness, President | Fertile
Arlene Novak, Vice President | St. Hilaire
James Ferden, Secretary | McIntosh
Allen Paulson, Treasurer | Shevlin
Larry Djernes, Director | Clearbrook
Lee Hoaas, Director | Erskine
Casey Holland, Director | Fosston
Ron Kiesow, Director | Goodridge
Jerry Freitag, Director | Plummer

SMART RURAL COMMUNITY

GIG-CAPABLE PROVIDER GIG CERTIFIED BY NTCA

GARDEN VALLEY
TECHNOLOGIES
201 Ross Avenue | PO Box 259
Erskine, MN 56535

Face it, you need
SUPER-FAST INTERNET

50 Mbps / 50 Mbps	250 Mbps / 250 Mbps	1 Gbps / 1 Gbps
$38.95/per mo.	$48.95/per mo.	$128.95/per mo.

We have the speed you need to handle ALL of your devices.

Sign up today at JOIN.GVTEL.COM

Internet services available to customers located within GVT service area. Internet speeds may vary due to your location and/or equipment. DSL modem is required except when served by fiber-to-the-home. Telephone line is required for an additional monthly rate when choosing Internet service with telephone. Other restrictions may apply.