VOICE of the Valley

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GARDEN VALLEY TECHNOLOGIES

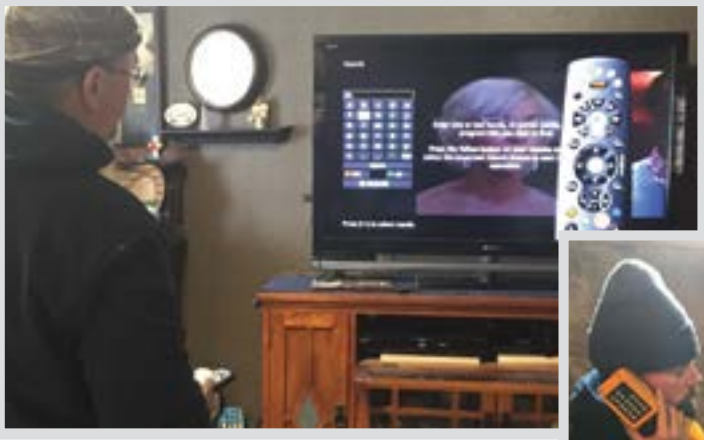
February 2019 | Volume 69 | No. 1

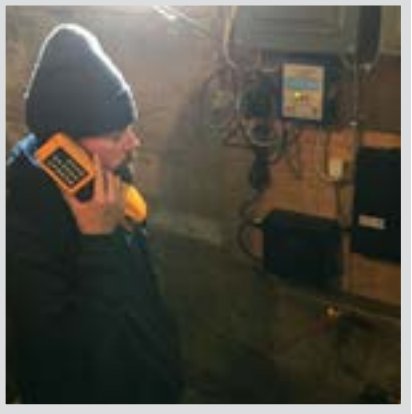
Innovate > Advance > Connect

Fiber-to-the-Home in 2018!

We have been very busy with our new fiber-to-the-home deployment project in the Bejou and rural Mahnomen area. Since the beginning of December, we have plowed 129 miles of fiber optic cable, allowing us the opportunity to serve nearly 204 homes and businesses, and complete 65 new customer installs.

With fiber-to-the-home technology, Garden Valley customers can subscribe to GVTV service, including over 280 channels with HD access, telephone services, and Internet service with speeds up to 1 Gigabit and no data limits! Call 800-448-8260 for more information.





Pictured above: Kelly Solie with Gary Bendickson and Ted Tollefson.
Pictured on the right: Kelly Solie

News & Events

Wishing you all a
Happy New Year!
May your year be filled with joy and happiness.

OFFICE CLOSING

GV business offices will be closed Monday, February 18 for Presidents' Day and an All-Employee Meeting.

Chat with GV Support

Have a question or need to submit a request?

Chat with us online at www.gvtel.com

NOW AVAILABLE

NHL NETWORK *Ch. 71 & 1071HD Sports & Variety Package*

KOOL TV *SD Programming Packages Ch. 21*

THANKS FOR ATTENDING!

Thank you to everyone who attended our Appreciation Day event held on Saturday, December 1. It was an enjoyable day with members taking advantage of specially-priced merchandise in our retail store, product and service demonstrations and promotions, interactive smartboard games for the kids, and an opportunity to visit with our employees.

Jack Bartelt
Xbox One S - Kids Grand Prize

Everyone received an attendance gift and had the chance to register for additional prizes (winners listed below).

Thank you for being a Garden Valley Cooperative member!

Red Coupon Drawing Winner

William Gustafson	Amazon Echo Show

Adult Prize Winners *(age 18 & older)*

Warren & Lisa Tvedt	Wüsthof Knife Set (Grand Prize)
Del Hemmingson, Jr	Portable Car Jump Starter & Charger
Donald Sultvedt	Amazon Echo - 2nd Generation
Dean & Anita Roy	Sentry Fire Safe Security Chest
Gordon Syverson	Winter Survival Kit
Mark & Becky Sandness	Wireless Bluetooth Earbuds

Kids' Prize Winners *(age 6-17)*

Jack Bartelt	Xbox One S (Grand Prize)
Cole Peterson	Amazon Echo Dot
Kylah Cherf	Hello Kitty Selfie Stick
Lucas Eggla	Infrared Induction Control Drone
Jacob Carter	Bluetooth Headphones (black)
Shelby Mandt	Bluetooth Headphones (red)
Malaina Jax	Monkey Noodle Stretchy Fidget

5 Years & Under Winner

Ryker Oppegaard	Radio Flyer - My 1st Wagon

Bejou Meet and Greet Well Attended

On November 29, 2018, Garden Valley Technologies held a Meet and Greet at the Bejou Community Center. During the event we provided information on local phone service, Internet, GVTV, and Cellular to area residents. The two-hour event had an estimated 65 people attend with 37 people signing up for Garden Valley services.

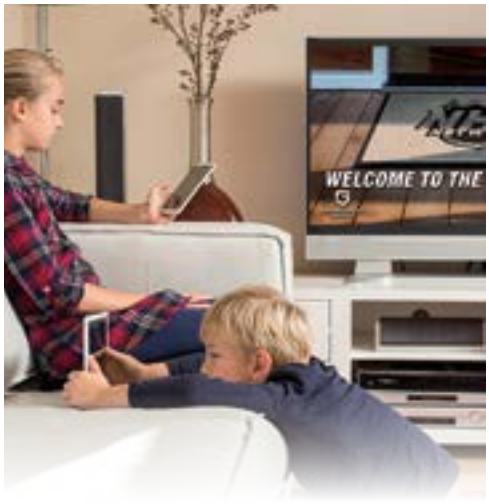
Winners of the GV construction level are: Diane Osenga, Pat & Gina Noll, Mike & Cindy Vanderplaats, Trenton Turner, Bert Bendickson, Dean Gunderson, Jerry Dahl, James Devries, Gary Bendickson, and Jerome Slette.

We are here to help schedule your install or answer any questions you may have. Call 800-448-8260.

Maple Lake and Cable Lake CATV Shutdown

Effective May 1, 2019, Garden Valley will be discontinuing the CATV system serving the Maple Lake and Cable Lake areas, which has served our members for over 20 years. This CATV equipment is now obsolete and we are moving forward with offering our customers in this area the option of our GVTV service, with more than 280 standard and high-definition channels, on state-of-the-art fiber optic cable.

Garden Valley is now in the Maple Lake and Cable Lake area converting homes from CATV to our new GVTV service. We are available to answer any questions you may have or schedule your appointment. Please call to make an appointment that works best for you.



Did your household receive any new wireless devices for Christmas? Having multiple devices connected to your router could slow it down. It is critical to have an Internet connection that will accommodate today's technology.

Let us help you with that! Garden Valley can offer a secure and reliable network connection with our Managed Wi-Fi service, which will keep you connected, secure, and ensure that you'll have a positive Internet experience.

We're so confident that we'll give you Managed Wi-Fi service FREE for 3 months.
(Restrictions may apply. Limited time offer. May not be available in all locations.)

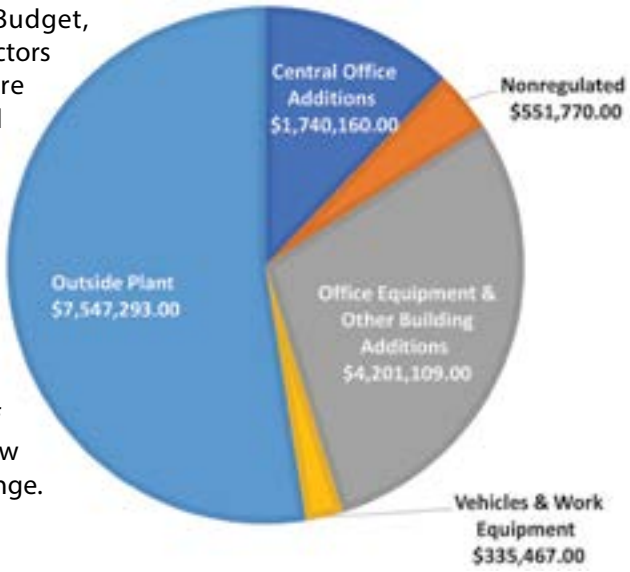
$6.00 OFF
Internet Service for 6 months

Available to new Internet customers
(Restrictions may apply. Limited time offer. May not be available in all locations.)

In 2018 **23 EMPLOYEES** *Volunteered* **117.5** *Hours* for **17** different **ORGANIZATIONS** within the Garden Valley service area.

2019 Capital Budget Approval

Garden Valley's operating Budget, approved by the board of directors in December, includes more than $14.3 million of capital expenditures in 2019. Garden Valley is continuing to upgrade the copper facilities, which limit broadband capabilities, with fiber optic facilities in the city of Erskine and the Maple Lake area, along with completing the installation of fiber optic facilities to 238 new customers in the Bejou exchange.



Full-Time Service Representative

Congratulations to **Bernice McKeever** who has been selected to fill the Full-Time Service Representative position.

Until her recent promotion, Bernice worked as a Part-Time Service Representative.

Temporary Installer-Repairperson

Jeff Aakhus of Plummer has been selected to fill the Temporary Installer-Repairperson position.

Congratulations Jeff!

Congratulations to
Service Office Supervisor
Laurie Ramsey
for her **10 years** of loyal and dedicated service with Garden Valley.

Congratulations Laurie!

Billing Update

GVTV Video Subscribers

Due to annual rate increases from our programmers, GVTV video subscribers were notified that it was necessary to make rate adjustments to the a la carte and bundled video services effective with the February 2019 bills. For additional information about GVTV service, including discounts available for bundling services, please call us at 800-448-8260.

Universal Service Charge

The Federal Universal Service Fund Charge (FUSC) decreased in January from $1.81 to $1.80 per line for most residential and $1.91 to $1.90 per line for most single-line business customers and from $2.45 to $2.44 per access line for most multi-line business customers.

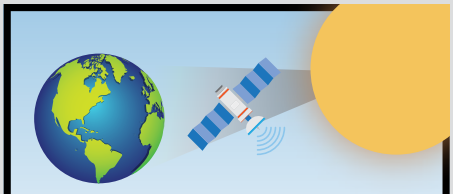
The new FUSC amount for cellular service is calculated by multiplying the FUSC factor against your cellular plan charges. Effective in January, that FUSC factor will decrease from 7.4571% to 7.4200%.

Service Interruptions

If any of your GV services (phone, TV, Internet, etc.) are out of service or impaired, we want to hear from you immediately. Remember, we offer 24/7 service to answer your calls.

Snow Removal Caution

Please use caution around telecommunications cabinets and pedestals during snow removal.



Sunspot TV Outages

This time of year sun rays can overpower satellite feeds used to deliver TV service. Your TV may experience fuzzy channels, tiling, and frozen or total picture loss. They can last from a few minutes up to 15 minutes per day. Sunspot outages are expected until the end of March.

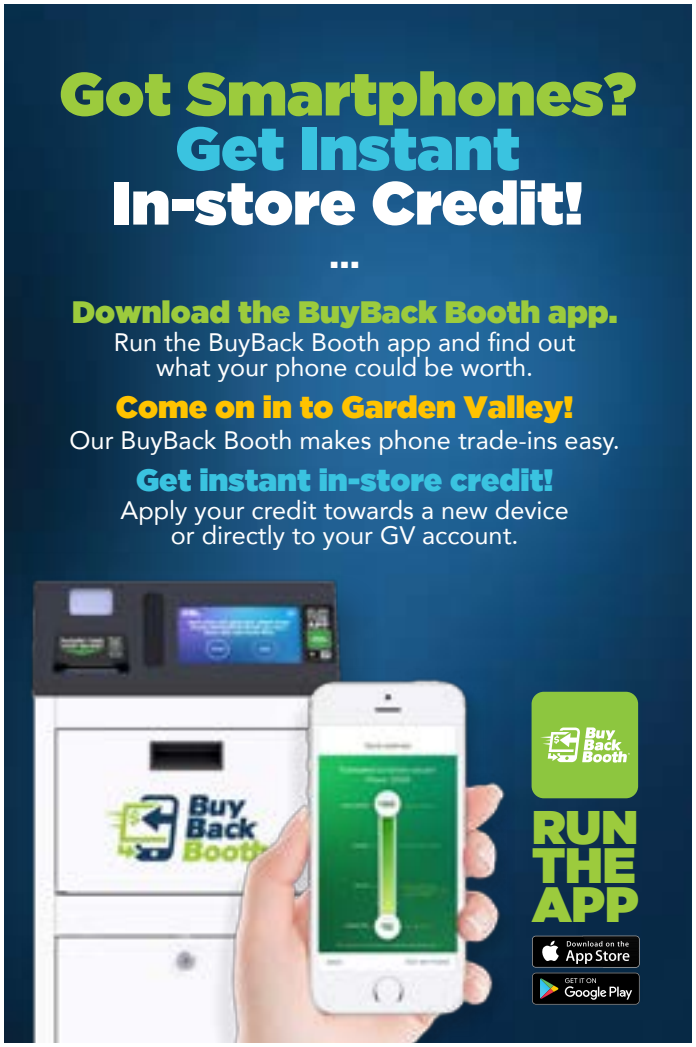
FAQ How to protect yourself from 'emergency scams'?

An emergency scam is when someone calls claiming to be a loved one in need of help, most often requesting money or gift cards. Scammers often impersonate police officers, medical staff, etc. You can protect yourself against these fake 'emergencies' by asking personal questions that only your family member would know and could answer. Contact the 'person in need' to verify the story, even if the call came from their phone number. And remember, if your loved one is asking for you to wire money or for a prepaid credit or gift card be wary of those requests; hospitals and courts do not accept gift cards as payment.

New Digital Sign Installed at our Bagley Retail Store

Check out our new digital sign outside our retail store in Bagley, located at 105 Main Avenue North. The sign is similar to the digital sign located at our TRF location with scrolling slides advertising our store hours, promotional offers, and special in-store items.

Garden Valley currently has three retail stores, located in Erskine, Bagley, and TRF, providing in-demand technology products such as Cellular, Security, TVs, computers, Apple iPads, headphones, and a variety of accessories. All of our retail stores are staffed with knowledgeable employees providing you with local customer service.



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

Retail Stores & Office Hours

Erskine: Monday - Friday 8:00am - 4:30pm
Bagley: Monday - Friday 9:00am - 5:00pm
TRF: Monday - Friday 10:00am - 6:00pm

Company Telephone 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 *(7:30am - 10:30pm)*
www.gvtel.com

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GVTV

3mo. FREE

New & Existing Customers

Sports & Variety | Whole-Home DVR
HD Access | Ultimate DVR Service
w/ HDMI Cables (up to 3 TVs)

Above offer is available to new or existing customers who currently do not have the promotional offers currently or previously active on their account. Credit approval required. Restrictions apply. Call for details. Offer expires 3.31.19
May not be available in all locations.

NOW AVAILABLE
Sports & Variety Package

Channels 71 & 1071 HD
Call to activate today 800-448-8260!