VOICE of the Valley

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GARDEN VALLEY TECHNOLOGIES

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Innovate > Advance > Connect

NEW PLANS AND PRICING!

Garden Valley Technologies is one of the leading Internet providers in the state of Minnesota! We offer residential and business Internet speeds starting at 50 Mbps/50 Mbps up to 1 Gbps/1 Gbps *(upload/download)*. With today's technology people are using more devices in their homes that require bandwidth, such as smart TVs, computers, smartphones, video game consoles, videos, and Smart Home products, and to make everything work well at the same time involves the need for a faster Internet connection.

Beginning September 1, 2019, GVT began providing its customers with new speeds starting at 50/50 Mbps *(upload/download)*. Over 87% of GVT customers enjoy a reliable fiber-to-the-home network, giving access to the most advanced technology for Internet, GVTV, and Voice. GVT's construction work continues as we strive to bring fiber-to-the-home to 100% of our customers. For those GVT customers not yet cut over to fiber, speeds may vary due to location and/or equipment.

Being a GVT high-speed Internet customer comes with great benefits, such as unlimited data (no data limits), free basic installation, 24/7 customer service, and free assistance for configuring your browser and email programs. Plus, our Internet plans are available with or without telephone service.

50 Mbps / 50 Mbps
$38.95 /per mo. with telephone service
$48.95 /per mo. without telephone service

250 Mbps / 250 Mbps
$48.95 /per mo. with telephone service
$58.95 /per mo. without telephone service

1 Gbps / 1 Gbps
$128.95 /per mo. with telephone service
$138.95 /per mo. without telephone service

Don't get left behind - Call today!

Phone line is required for an additional monthly rate when choosing Internet service with telephone. DSL modem is required except when served by fiber-to-the-home. Other restrictions may apply.

News & Events

Holiday Office Closings

GV business offices will be closed November 28 in observance of the Thanksgiving holiday.

Co-op Month

Garden Valley Technologies is committed to the future of our Cooperative and our members. We believe in investing in the future and looking for ways to achieve a better tomorrow. Thank you for your support!

GV Sale of Items

Sale of used vehicles and misc. items will be posted this fall. Items can be viewed Nov. 4 thru Nov. 13. Bids must be submitted by noon on Nov. 13.

Save-The-Date

Garden Valley Appreciation Day
Saturday, December 7
8:30am - 2:30pm at the
WIN-E-MAC School
in Erskine. Watch for the **Grand Prize Coupon** in your monthly statement.

ROBOTICS PROGRAM

Garden Valley Technologies is proud to be at the forefront of technology and to be able to provide students the opportunity to become technology leaders of the future by making a $5,000 donation, with funding through the Garden Valley Education Foundation, to each robotics team at schools in our service area. CEO/GM Tim Brinkman and the GVT Board of Directors are excited to see the ingenuity kids express through the robotics programs. In addition, GVT will be providing t-shirts for the robotic teams.

We wish all the school districts the best success this coming season!

BAGLEY

FERTILE

FOSSTON

GRYGLA

RED LAKE FALLS

RLCC

THIEF RIVER FALLS

WIN-E-MAC

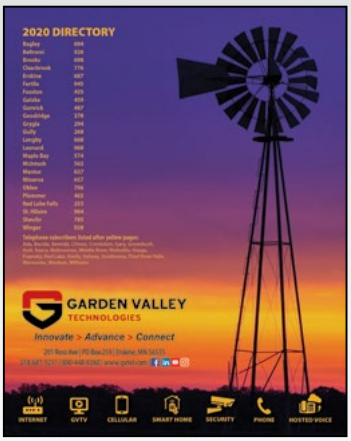
GROUNDBREAKING CEREMONY

Garden Valley held a groundbreaking ceremony on Tuesday, August 13 at the headquarters building in Erskine. Those in attendance were the Construction Engineers building team, GVT Board President Byron Ness, GVT Board members Arlene Novak, Jim Ferden, Ron Kiesow, Lee Hoaas, and Jerry Frietag, Representative Steve Green, Senator Mark Johnson, Congressman Collin Peterson, Erskine Mayor Marc Plante, along with many local residents and business owners. Congressman Collin Peterson was able to say a few words, mentioning that "access to high-speed broadband is critical for the success of rural communities" and commended Garden Valley Technologies for their commitment to laying fiber to homes in rural areas, sharing his excitement for the expansion and equipment upgrade of Garden Valley's headquarters and the very bright future that lies ahead for the company and its members.

CEO/GM Tim Brinkman addressed the group saying, "Garden Valley Technologies has seen tremendous growth in the past several years with our products and services we offer and territorial expansions. Garden Valley has been in its existing building since 1964, with very little changes made to the business office since the late 1980's. So, although a lot of our existing building was originally built in 1964, it is structurally sound, and therefore, we decided to continue to utilize this space, along with the addition and repairs to the infrastructure, to meet our current and future space needs. This project will allow GVT to operate as efficiently as possible, ultimately improving the work atmosphere and efficiency for employees and allowing us to better serve our Cooperative members."

COVER CONTEST WINNER

We are happy to announce **DAN HUOT** of Red Lake Falls as the **WINNER OF THE 2020 DIRECTORY COVER CONTEST**. Dan was awarded a fifty dollar cash prize for his windmill photo taken in the early morning light near Red Lake Falls. ***Congratulations Dan!***



We'd like to thank everyone who took the time to submit photos!

The 2020 Directory will be distributed after December 1 and extras will be available at our Erskine, Bagley & TRF retail stores.

Congratulations to Jerry Titera (Bagley) and Carl Bruzek (TRF), the winners of the Amazon Echo drawing during our retail store summer sale.

Congratulations Fair Winners

Congratulations to all of our County Fair winners. Thank you for stopping by our booth to learn about our products and services. We hope you enjoyed your 'Fun in the Sun' prize!

Winners of the Adult Solar Battery package: **Jenny O'Neill** (Red Lake County), **David Lhotka** (Mahnomen County), **Lionel Sandness** (Polk County), **Charlie Kiesow** (Pennington County), and **Stuart Lien** (Clearwater County).

Winners of the Kids Bluetooth Speaker package: **Malayna Hamm** (Red Lake County), **Dustin Fanny** (Mahnomen County), **Cianna Olson** (Polk County), **Brooklyn Leines** (Pennington County), and **Khelin Anderson** (Clearwater County).

Garden Valley Technologies enjoyed participating in the following community parades throughout the season: **Bagley, Brooks, Crookston, Erskine, Fertile, Fosston, Gonvick, Goodridge, Grygla, Plummer, Red Lake Falls, and Thief River Falls.**

We would like to congratulate the following employees for their years of loyal and dedicated service with Garden Valley Technologies.

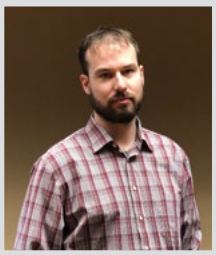
Becky Hegre | Service Representative | 20 years
Sue Lorentz | Administrative Assistant | 20 years
La Vonne McWilliam | Service Representative | 20 years
Dan Uhlir | Installer-Repairperson | 10 years

Customer Service

Congratulations to **Tyler Brekken** of Erskine who has been selected to fill a part-time Service Representative position. We are happy that Tyler has joined GVT's excellent customer service team!

Video Production Coordinator

Congratulations to **John Andringa** of Bemidji who has been selected to fill GVT's newly-created Video Production Coordinator position. John will play a role in improving and adding content to our local channels and will be working with area schools on their broadcasts.



Scholarship Recipient Abby Kiesow and Board Member Ron Kiesow

FRS Scholarship Awarded

Garden Valley Technologies is pleased to announce that Abby Kiesow, of Grygla, currently enrolled at NDSU, is the recipient of a college scholarship from the Foundation for Rural Service (FRS), the philanthropic arm of NTCA-The Rural Broadband Association, and Garden Valley Technologies. GVT strongly supports the youth of our community and is thrilled to sponsor this worthy program.

The FRS scholarship program awards scholarships, ranging from $1,500 to $5,000, to rural youth across the United States. Out of over 1,400 applications received this year, sixty-seven scholarships were awarded. The goal of the scholarship program is to help further higher education opportunities among rural high school students. Scholarship recipients were selected by an independent team of reviewers from the education field. To be eligible, recipients must be sponsored by a NTCA member system, and must indicate a desire to return to their rural communities once their collegiate studies have been completed. The scholarship program is open to all graduating high school seniors that receive local telecommunications from GVT. Applicants must be enrolled in an accredited two-year or four-year college or university, or vocational technical school, and have at least a C grade point average.

Billing Information

Universal Service Charge

The Federal Universal Service Fund Charge (FUSC) increased in October from $1.59 to $1.63 per line for most residential and $2.32 to $2.38 for single-line business customers and from $2.98 to $3.05 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 October, that FUSC factor will increase from 9.0524% to 9.275%.

Directory Assistance Credit

If we are informed that you received incorrect Directory Assistance information for which a fee was charged, we will issue an immediate credit to your account. In order to receive credit:

- You must call the same dialing pattern when requesting credit.

Example: If you dialed 411 for your Directory Assistance, you must dial that same number to request the credit. This will ensure that the proper provider is issuing the credit. You will also need to provide what listing was incorrect so we may update our listings. *(Note: You may request up to three credits each time you call.)*

Do Not Call Registry

The National Do Not Call Registry gives you the option to block telemarketing calls at home or on your cell phone. You can register your home and mobile number at www.donotcall.gov or by calling 888-382-1222 from the phone number you wish to register.

Solar Outage

You may experience brief signal pixelization, interference or complete loss of signal as the sun passes behind various satellites. The phenomenon, known as a solar outage, occurs twice each year, for a few weeks in the spring and then again in the fall. This disruption of service is temporary and picture quality will be restored within a few minutes. Most solar outages occur around midday and can last anywhere from a few minutes up to 15 minutes and can range from mild to severe.

Annual Notice to Residential Customers
Telephone Assistance Programs

You may be eligible for assistance in paying your telephone bill if you receive benefits from certain low-income assistance programs. For more information or an application form, call toll free 888-830-6393. (Note: This information is subject to change without advance notice.)

Minnesota's Telephone Assistance Plan (TAP) offers a monthly credit of **$7.00** on your landline telephone service. You may receive the TAP credit on one landline per household.

The federal Lifeline Program offers a monthly discount of **$9.25** on some landline telephone service plans. Lifeline also offers discounts on some wireless telephone service plans and some broadband Internet service plans. You may receive the Lifeline discount on one telephone service per household.

The federal Lifeline Program incorporates the broadband discount (not applicable to TAP).

If you live on Tribal lands, you may qualify for additional discounts. Tribal lands Link Up offers a one-time credit of up to **$100** on installation or activation charges. Tribal lands Lifeline offers a monthly credit of up to **$34.25** on your landline or wireless telephone service plan.

The telephone or broadband service must be in your name. You must show proof that you or a member of your household participates in at least one of the following programs or is income eligible:

- Federal Public Housing Assistance (FPHA)
- Medicaid/Medical Assistance (MA)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension Benefit Programs
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally-administered Head Start (for those meeting income-qualifying standards)
- Tribally-administered Temporary Assistance for Needy Families (TTANF)

If you do not participate in any of the programs listed above, you may qualify if your income is at or below 135% of the **2019 Federal Poverty Income Guidelines**: *(The federal poverty guidelines are updated at the end of January.)*

Household Size	Income
1	$16,862
2	$22,829
3	$28,796
4	$34,763
5	$40,730
6	$46,697
For each additional person, add	$5,967

For more information and to request an application, call toll free 888-830-6393.

Adaptive Telephone Equipment Available to Eligible Members
The Telephone Equipment Distribution (TED) Program provides telephone equipment to people who are deaf, hard of hearing, deafblind, speech impaired or have a physical disability and need adaptive equipment in order to use the phone. The equipment is loaned out at no cost as a long-term loan. Available equipment includes captioned phones, light flashing ring signalers, TTYs, amplified telephones, loud ringers, hands-free speakerphones and more. Minnesotans eligible for the Telephone Equipment Distribution (TED) Program can get a variety of equipment at no charge through statewide regional offices. The office serving our area is in Moorhead, Minnesota.

For more information or to request an application, call Garden Valley Technologies at 800-448-8260; e-mail dhhs.moorhead@state.mn.us; or call the TED Specialist at 800-456-7589 or TTY 866-488-3829.

Toll Limitation Service
Toll Limitation Service support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking at no cost.

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

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

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