VOICE of the Valley

THIS ISSUE:
- Ribbon Cutting Ceremony
- Annual Notice
- Directory Cover Winner
- Scholarship Recipient

GARDEN VALLEY TECHNOLOGIES

October 2018 | Volume 68 | No. 5

Innovate > Advance > Connect

General Manager/CEO of Garden Valley Technologies Tim Brinkman, along with Marketing & PR Supervisor Julie Dahle, Service Representative Tania Waldal and TRF Chamber Members

Ribbon Cutting Ceremony in TRF

Garden Valley Technologies officially launched its third retail store located at 1517 US Hwy 59 South in Thief River Falls with a ribbon cutting ceremony held by the TRF Chamber.

Our new location is a great place to stop for cellular service or check out the interactive security wall. You can purchase TV's, iPads, printers, cables, speakers, cellular accessories, and so much more. Our store is open Monday through Friday from 10:00am to 6pm.

Laurie Panek
-- Thank you for stopping by our TRF retail store during our Grand Opening.

Congratulations and enjoy your new Amazon Echo 2nd Generation!

TRF & Bejou Border-to-Border

Are you ready to sign up for Fiber-To-The-Home Technology, with access to super-fast Internet and GVTV Video Service? Garden Valley is currently installing the remaining TRF rural residents and starting in September, has begun contacting the residents of the Bejou and rural Mahnomen area to sign up for services in advance of the cutover crews.

The state-of-the-art fiber optic cable to the homes and businesses in these areas allow for access to local phone service, Internet speeds up to 1 Gbps, and digital video services. If you are located within our border-to-border broadband project area and would like services installed, please call our office at 800-448-8260.

News & Events

Spooktacular Items

Keep safe this Halloween with Nite Ize glow-in-the-dark bracelets, glowsticks, flashlights and much more at our GV Retail Stores. (Qty & colors vary at each location)

GV Sale of Items

Sale of used vehicles and misc. items will be posted in area newspapers this fall. Items can be viewed November 5 thru November 14. Bids must be submitted by noon on Nov. 14.

Holiday Office Closings

GV business offices will be closed November 22 in observance of the Thanksgiving holiday.

Save-The-Date

Garden Valley Appreciation Day in Erskine, Saturday, December 1

8:30am - 2:30pm

Watch for the **Grand Prize Coupon** in your bill.

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 enjoy your prize!

Winners of the Skybell Doorbell: **Vincent Lundeen** (Red Lake County), **Mark Langemo** (Polk County), **Pat Gaffaney** (Pennington County), **Rhonda Netland** (Clearwater County)

Winners of the Amazon Echo Dot: **Liam Magnell** (Red Lake County), **Isabelle Dahl, Brayden Awender** (Polk County), **Isaac Phillip, Aleena Anderson** (Pennington County), **Mycah Gerlofs, Zachary English** (Clearwater County).

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

Congratulations!

to this years' Directory COVER CONTEST WINNER

We are happy to announce **Annika Sorenson** of Fertile as the winner of the 2019 Directory Cover Contest. Annika was awarded a fifty dollar cash prize for her sunset/canoe photo taken south east of Fertile.

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

The 2019 Directory will be distributed after December 1 and extras will be available at our Erskine, Bagley & TRF retail stores.

NEW HOURS for BAGLEY RETAIL STORE

The business hours of the Bagley retail store office have been adjusted to better accommodate our customers. The new hours are **Monday through Friday from 9am to 5pm and closed from 1pm to 1:30pm for lunch.**

Sorenson to receive MTA Foundation Scholarship

Brayden Michael Sorenson of Lengby has been selected to receive a $2,000 scholarship for the 2018-2019 academic year from the Minnesota Telecom Alliance Foundation. Brayden plans to attend Concordia College in Moorhead. He is the son of Tristan and Stacy Sorenson.

In awarding the scholarship, Tim Brinkman said, "We're happy to have this chance to make an investment in Brayden's college education. Rural communities need educated and talented young people to be our leaders of the future. It makes us all proud at Garden Valley Technologies when one of the statewide winners is selected from our area."

The Foundation is part of the Minnesota Telecom Alliance, a trade organization based in St. Paul representing over 44 telephone companies and cooperatives in the state.

NFL RedZone
Ch. 70 or 1070 HD
Sports Fans don't miss a single game, order the Sports & Variety package today.
Restrictions apply. Call for details.

OAN
One America News Network

NOW AVAILABLE
Ch. 169 or 1169 HD
Expanded Basic Package

FAQ

My Internet service is not working properly and I have a sub-owned router, what should I do?

The first thing to do, before calling Garden Valley for service, is to unplug the power to your sub-owned router. Wait 30 seconds and then restart your electronic device (computer, iPad, etc.). Sub-owned routers are an extra piece of equipment that can affect your speed and experience on the Internet. If your Internet service does not come back online, please give Garden Valley a call for assistance.

If your router needs to be replaced, Garden Valley can offer a secure and reliable network connection with our Managed Wi-Fi service, which would eliminate the need for a sub-owned router. Managed Wi-Fi service keeps you connected, secure and we ensure you'll have a positive Internet experience.

We are so confident you will appreciate Managed Wi-Fi Service we'd like you to try it for ***3 months free***!
3 months free applies to new activations only.

Happy Retirement

Internet Help Desk Technician Gary Kiefert has retired from Garden Valley after more than 21 years of service. Gary expressed he is ready to start a new journey with time for traveling. Gary has been a valuable part of Garden Valley's Technical Support team and we wish him the very best.

Customer Service Representative Mary Ann Senn, after 25 years of service, will be retiring at the end of October from Garden Valley. Mary Ann has devoted her career to helping customers and always making the customer her top priority. She will be missed at our front desk in Erskine.

COE Network Technician

Congratulations to **Sam Finseth** who has been selected to fill the position of COE Network Technician effective on July 16.

Until his recent promotion, Sam worked as the District Representative for the Fertile, Beltrami and Maple Bay exchanges.

District Representative

Congratulations to **Jay Anderson** who has been selected to fill the position of District Representative for the Fertile, Beltrami and Maple Bay exchanges.

Jay was an Installer-Repairperson until his promotion.

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

Sam Halley | Warehouse | 20 years

Tina Farrell | Service Representative | 15 years

Billing Information

Universal Service Charge

The Federal Universal Service Fund Charge (FUSC) increased in October from $1.61 to $1.81 per line for most residential and $1.70 to $1.91 for single-line business customers and from $2.18 to $2.45 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 6.6409% to 7.4571%.

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 **$3.50** on your landline telephone service plan. 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
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension and 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 **2018 Federal Poverty Income Guidelines:** (The federal poverty guidelines are typically updated at the end of January.)

Household Size	Income
1	$16,389
2	$22,221
3	$28,053
4	$33,885
5	$39,717
6	$45,549
For each additional person, add	$5,832

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 - 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

Board of Directors

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

SMART RURAL COMMUNITY

GIG-CAPABLE PROVIDER GIG CERTIFIED BY NTCA

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

COOPERATIVES SEE THE FUTURE

Garden Valley Technologies is committed to the future of our cooperative and our members. We believe in investing into the future and looking for ways to achieve a better tomorrow.

Thank you for your support!