



# THE CONNECTION

## This 'N That

- **Check out Ebilling!**

Experience the convenience and simplicity of our new online billing option, plus it's FREE! Visit our website to register at [www.guthriecentercom.com](http://www.guthriecentercom.com).

- **Customer Service Appreciation Week**

During the first week of October, we celebrated Customer Service Appreciation Week.

We salute all who fill this vital role including our own GCC Customer Service Representatives!

- **November is Peanut Butter Lovers Month**

Peanut butter is found in 75% of American homes. We eat 3 pounds of peanut butter per person every year. That's about 700 million pounds, or enough to coat the floor of the Grand Canyon!

### Payment Options

Submit your payment via

- Mail
- Ebilling - **NEW!**
- Walk In
- Drop Box
- Auto Bank Deduct

Do you have questions about your bill or any service you get from Guthrie Center Communications? If so, please call our office at 332-2000. We love serving our customers and hope to hear from you soon!



# Talk Free!

Truly Free stuff does not come along very often, so when it does it is hard to know if it is for real. Our "Talk Free!" promotion is a *for real deal!*

**From October through November, you can get a \$10 credit per month for 3 months applied toward your telephone bill, just by signing up for a product you likely need anyway.**

Subscribe to Basic Cable, Digital Cable or High Speed Internet to get the \$10 per month credit. Add SecureIT Plus, Movie Multi-Plex or a Premium Channel, and you'll get a \$2 per month credit for 3 months. Customer must use GCC phone and long distance service in order to receive this discount.

During the fall, cable TV is an obvious choice for many reasons, like: football,

great movies, new fall TV line up, and so much more. Now, with over 100 channels of outstanding programming, our cable TV product offers you so many benefits, regardless of the type of programming you like most.

High Speed Internet will change your experience with the Internet forever. You'll wonder how you got along without it. Give it a try and you'll understand the true power of the Internet.

Talk Free! even has something for you if you're already a Cable TV and High Speed Internet customer. Add the entertainment benefits of a Premium Channel or Movie Multi-Plex from Showtime, HBO, Cinemax or Starz!/Encore or the computer security benefits of SecureIT Plus and you'll still save. You can even sign up for Cable TV or High Speed Internet AND a Premium Channel, Movie Multi-Plex or SecureIT Plus and combine to save \$12 per month for 3 months, if you want.

Call or stop by to learn all the details or to sign up and start saving!



## New privacy rules will soon be in effect

Guthrie Center Communications will soon be implementing rules regarding customer privacy due to new regulations by the Federal Communications Commission (FCC).

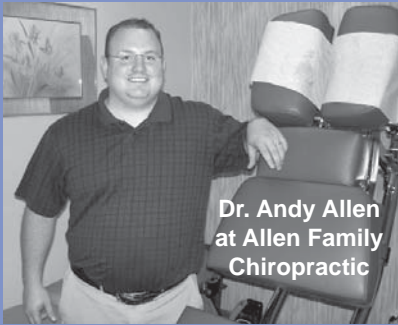
As part of the new FCC rules regarding Customer Proprietary Network Information (CPNI),

phone companies must now positively identify a customer before providing account information.

These changes will be implemented in December. As we develop our processes, we will keep you informed of changes that will affect you. We appreciate your cooperation in keeping your account information secure.

## BUSINESS SPOTLIGHT

Allen Family Chiropractic & Guthrie Center Family Dentistry



Dr. Andy Allen  
at Allen Family  
Chiropractic



Dr. Justin Hillock  
at Guthrie Center  
Family Dentistry

Thanks for choosing  
Guthrie Center  
Communications.  
Welcome to our family of  
satisfied customers!

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Communications . . .  
a partner in your future*



## Changing your own 'Internet' oil

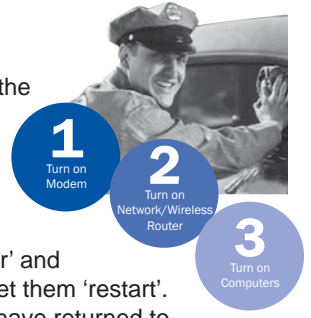
There are a few tricks that go with using a new product and high speed Internet is no exception. Just like a car needs gas, an oil change and coolant, your computer and Internet connection need some special care.

**When you have technical support issues, always call 800-205-1110**

Regardless of your set up, you can follow the "from the wall out" rule. If your connection slows down or stops working, shut down all computers connected to your network, then unplug the power to any routers in your network, as well as your high speed modem, if you have one.

Depending on where you live and what product you have, your set up might be slightly different. For example, high speed wireless customers have a 'power adaptor' to turn off, while apartment dwellers have a modem, and all other customers do not have a modem or other device to power off. It is OK; essentially the steps work the same.

Now, start "from the wall out" and begin restoring power; plug the power back in to your modem or 'power adaptor' and your router and let them 'restart'. After their lights have returned to 'normal', which usually takes about 60 seconds, you may restart your computer.



This process will correct many Internet connection issues and the order that this is done is important to restoring the connection. Even a small power flicker, can affect how the modem, router and computer 'talk' with each other and this process helps them reconnect.

So, the next time you have an Internet connection issue, give this method a try before calling Tech Support – you might just be able to change your own oil, in a manner of speaking.

## Big 10 Network now available on our basic cable package

We've been excited to offer The Big 10 Network which recently made its debut on our cable TV system.

while large metro providers choose not to.

of original programming featuring academic, artistic and other on-campus activities from the eight states included in the Big 10 college conference.



Statistics show that only twenty percent (20%) of the population in the Big 10 Conference region are able to receive the Big 10 Network. Many small providers, like us, are offering this network

The Big Ten Network has broad appeal regionally and nationally. It will air 350-400 live events along with more than 600 hours

People throughout the Big Ten states and across the country will have a chance to learn more about The Big Ten schools and the roles they play.

## Thank you . . .

Thank you to everyone who attended our 6th Annual Open House on September 21.

Winners of the drawings were:

- **Floral Arrangements from Karean's Flowers** - Audrey Stetzel & Norma Hansen
- **Dowd Drug Gift Certificate** - Doug Twigg
- **Strawberry Patch Gift Certificate** - Lois Betts
- **Hughes Gift Certificate** - Frank Mains
- **Guthrie Center Appliance Gift Certificate** - Naida Walters

**Photos: TOP** - Customers enjoy homemade apple pie and socializing.

**BOTTOM** - General Manager Andy Randol serves up dessert.

