

Between the LINES



A NEWSLETTER FROM YOUR FRIENDS AT GTel – THIRD QUARTER 2017

CONSTRUCTION TO KICK-OFF IN GERMANTOWN

LET THE CELEBRATION BEGIN!

Construction is set to begin during the month of October for the areas awarded to GTel through the NY Broadband Program Office (NY BPO). Over the last few months, we have been working with State officials, engineers, and contractors to plan out the upgrade and expansion of our service area. Along with our engineering firm, Vantage Point Solutions, we have officially completed the staking process for the areas we were awarded in Phase 1 and 2 of the grant project. We are now working to clean up some target areas to make sure that we are building a network that will be able to support the service needs of our current customer base, as well as provide room for any future growth to our community.

The first phase of the build will focus on completing the territory's "express fibers". These fibers are the main distribution cables that span along the main roads, building the backbone to which all of the homes and businesses will then connect. In order to receive the funding from the NY BPO, we must have these distribution fibers built and in service by December 31, 2018. Because of this aggressive deadline, we will most likely not be converting customers in larger areas until later next year.



Thanks to this grant opportunity, we now have the ability to expand our fiber infrastructure in the towns of Livingston, Gallatin and Taghkanic. Although we were not awarded funding in smaller areas in these towns, we have made the commitment to build these sites in order to completely serve the residents of all three townships, regardless of their locations. At the end of the day, we want to be able to provide affordable and powerful communication and entertainment services to all those that live in the communities we serve.

Besides presenting at town meetings and local functions, we are scheduled to hold a series of workshops and customer outreach sessions over the next several weeks to help residents understand our processes and what to expect during this very exciting time.

You can stay updated on the progress of our crews in your area by visiting and submitting your interest on our gtelfiber.net website. Once your area moves into a new phase, you will be notified automatically on next steps and expectations.

To learn more about GTel Fiber and the NY BPO, visit us online at www.gteltel.net or www.gtelfiber.net

WHY A LANDLINE?

Things to consider when asking the question.

To answer the question "why do I need a phone line for High-Speed Internet?" there are some factors that come into play for companies like GTel. GTel provides service to areas that are considered high-cost areas due to the low population density. Cities such as New York City, Albany, or Poughkeepsie have greater numbers of people all living within a few square miles, unlike rural areas in Columbia County.

These low numbers result in fewer people to purchase service, which makes serving these rural areas very expensive for any company. Look around at the larger companies who provide service to larger cities; many of them don't service rural areas or even go outside the city limits of the ones they do serve.

In 1996, Congress passed the Telecommunications Act which ensures all Americans have access to a quality network for communications technology, no matter where they live. Due to this congressional act, GTel receives federal funding because we do offer service in these high-cost rural areas.

As technology advances at an astounding pace, the Telecom Act hasn't kept up. Therefore, the federal funding is still tied to the phone line. The FCC has been looking at ways to modify and update the Telecom Act, with no action yet. Right now, GTel Networks receives funding for everyone who has a phone line. Without this funding, prices for Internet would be significantly higher. This is the reason why GTel, and other rural telephone companies, require the phone line.

We realize there are other Internet providers to choose from, but we hope that our local service, support and dependability gives you the best experience for your money. We also believe in the value of the landlines we provide. And, if you have it, you might as well use it. We offer mobile-friendly features and reliable 911 emergency service that you don't get with cellular today.

To learn more about the great calling features and functionality that accompany your telephone service, visit us online or contact our Customer Service Assistants today.



The next time you're driving along and see a utility vehicle on the roadside, don't think about our robust, reliable network. Don't think about the advanced services we offer across that network.

Instead, think about the men and women that sometimes put themselves in harm's way so that you can enjoy the best in communications and entertainment. Pay attention. Slow down. And, if you can do it safely, move over.

Thank you for helping our employees return home safe and whole to their families each day.



MANAGED WI-FI

Make your home network experience worry -free

As football season gets underway, we'd like to start off telling you about our Managed Wi-Fi service in terms that our die-hard football fans will understand...

Your wireless router is the quarterback of your home's Internet connection. It should easily pass your Internet signal to all the wireless devices in your home. However, with age, sometimes routers can start to fumble a little, and have trouble completing passes to the different devices in your home field.



GTel's Managed Wi-Fi comes with a GigaCenter, an integrated commercial grade AC router; powerful enough to access the Internet from any device, anywhere in your home. It streams video, music, gaming and Internet applications over Wi-Fi at speeds up to 5x faster than today's best-effort alternatives.

Managed Wi-Fi with a GigaCenter allows you to take control of your home network. You finally have power over all the devices in your home. Plus, you will gain unprecedented performance in wireless speed and coverage that reaches throughout your entire home.



SUPPORT: Password changes, parental controls, routing changes, troubleshooting and connectivity issues can all be done remotely from our office. Take advantage of the free NetValet app which allows you to control users & devices, set access policies, monitor traffic and setup home and guest networks.

SHARING: Serves all devices at once, which means less waiting. More channels mean unrestricted speed. Great coverage eliminates Wi-Fi dead-zones. It's Internet that keeps up with you!

SIMPLICITY: Avoid the hassles of maintaining your own router and configuring your network. Always have the most up-to-date firmware and software – we will remotely upgrade your GigaCenter to ensure that you have the best quality of service as technology changes.

SAVINGS: Get connected to broadband Internet and stay connected. It doesn't get any easier to get your Internet to move with you and keep your entire family connected, saving you time and money.

*Managed Wi-Fi is available to all GTel Fiber customers for only \$5 more per month!

Contact us any time at questions@gtel.net or call our Business Office to speak with our Customer Service Assistants to see how Managed Wi-Fi could work to improve your wireless experience.

COMMUNITY HIGHLIGHT

Germantown Remembers: Memorial to 9/11

As they have for several years, residents and visitors to Germantown came together on Monday, September 11, 2017 to show their respect to the 9/11 Memorial at Palatine Park. Centered around two twisted pieces of metal resembling the once spectacular twin towers, this monument allows visitors to pay their respects to those who lost their lives on that fateful day in our history.

This year, visitors were welcomed by Germantown Town Supervisor, Joel Craig, followed by encouraging words from Town Justice, Robert Beury. After hearing from Didi Barrett, member of the NYS Assembly, the flag was lowered to half-staff during a moment of silence to honor the many Americans that lost their lives sixteen years before. GTel General Manager, Jason Shelton, closed the Business office during the ceremony so that all employees could take part in this important event.



Tech Tip...

Create Secure & Unique Passwords

For years, the most commonly chosen password in the world was... password! From there, people were getting smarter and used... 123456! Really? If you're still using one of these, you might want to think about changing your passwords.

Here are some tips for creating strong passwords that you can still remember.

- Longer = Stronger
- Use a random sequence of words and/or letters
- Add numbers to the base word to make it more secure
- Use punctuation and symbols to complicate it further
- Create complexity with upper and lowercase letters
- Generate similar but altered passwords for each account, using similar base words

Do not...

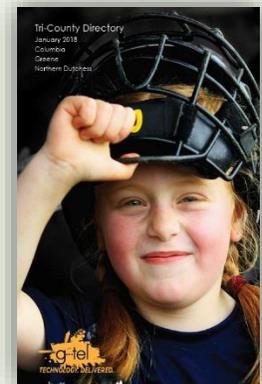
- Use your name, children, or pet's names
- Use obvious numbers like your birthdate, phone number, or address
- Write your passwords in a conspicuous place that can be easily seen
- Re-use an expired password

Visit www.widihow.com/choose-a-secure-password to learn more!

New Directory

You will soon be receiving your new 2018 GTel Telephone Directory in the mail. Extra copies of the directory can be obtained at our office.

Congratulations to our 2018 Directory Cover Contest winners, the Stagno Family!



Remember to recycle your old directory. Old directories may be dropped off at our office.



Contact Us

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Lobby Hours:
M, Tues, Th, Fri, 8am to 4:30pm
Wed, 9am to 4:30pm
Visit Us Online - www.gtel.net