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A NEWSLETTER FOR MEMBERS OF GRM NETWORKS®

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OFFICE CLOSURES

January 1 for New Year's Day
March 25 for Good Friday

CATCH THIS MOUSE TO WIN!



This mouse is hiding in a photo somewhere in this newsletter. Find it and call your local GRM Networks® office with the photo description to be entered in our "Mouse for Money" drawing for \$5.00 off your next bill. Good luck and we look forward to hearing from you! Congratulations to Kenneth Everly, Rose Henggeler, Daisy McKiddy, Wayne & Phylliss Miller and Bray Owen for catching the mouse in our last issue!



GRM Networks® is an equal opportunity provider and employer.

Important Reminders About Our Communication With You

Sadly, there are scammers out there looking to steal your identity or money using a variety of methods. We believe you'll be better prepared to combat fraud if you know exactly how we communicate with customers like you.

We use snail mail, email, phone calls, our website, social media and more to promote our products and services. But, there are four things we will NOT do in our marketing:

1. We'll NEVER ask for your membership or account number unless you call us directly.
2. We'll NEVER ask you for your login information.
3. We'll NEVER use online advertisements or pop-ups which ask you to enter private account information.
4. We'll NEVER ask you for your credit or debit card information, unless you call us to add a service or pay your bill.



If you need to share personal information with us, it's very important that you initiate the call. When you call us, we'll verify your identity by asking certain questions about your account.

We also want to warn you of these scams being reported locally:

- DO NOT trust a company that calls you unexpectedly offering to help clean up your computer. They're not looking out for your best interest. They are looking for an easy way to steal personal information.
- Some of our customers have seen pop-up messages while browsing the Internet that appear to be sponsored by us, and these messages offer rewards such as money or electronics for taking a survey. We do NOT sponsor these surveys. The companies conducting these surveys might be attempting to gain access to your computer or personal information, or to scam you out of money.

It's a good rule of thumb to NEVER click on links in emails or text messages unless you're sure they're from legitimate sources. We send our customers regular emails about our promotions or other information we want you to know, but if you question the legitimacy of any communication that looks like it is from us, please call to confirm that we sent it. You can also keep up on the scams we're aware of by visiting www.grm.net/support/alerts.

EASY, ECONOMICAL AND EARTH-FRIENDLY EBILLING

Do something great for the environment and your bank account — switch to eBilling from GRM Networks®.

This free feature allows you to access your monthly bills online and pay online with your credit card or debit card. It's a small change that yields big savings:

- Save time paying your bills.
- Save money on stamps and checks.
- Save trees by helping to reduce paper use.
- Save \$1 every month on your bill.

It's quick and easy to get started with eBilling too. To go green and save green, simply visit www.grm.net/ebill today and follow the step-by-step instructions to set up your eBilling account.



Unlimited Support for Your Home Network



As the number of connected devices per home rapidly increases, interconnected home networks are becoming the norm. Although these devices are meant to simplify your lifestyle, they bring with them an increased risk for problems like viruses, network issues and even simple setup issues.

TECH HOME SUPPORT is here to help!
24/7/365 Unlimited Support for Unlimited Devices
connected to your home network.

Special Offer-Save \$15!!

Add **TECH HOME SUPPORT**
during January & receive
a \$5 credit for your first three
months of service.

Call 777 or go to www.grm.net/techhome
for more information!

Offer ends January 29, 2016.

GRM Networks® Awards 3rd Quarter 2015 Community Improvement Grants

GRM Networks® has announced the 3rd Quarter 2015 GRM Networks® Community Improvement Grant Program recipients. They are as follows:

1. The Bethany Kiwanis Club of Bethany, MO was awarded \$250 to purchase winter clothing for needy kids in Harrison County.
2. The Wayne County Development Corporation has been awarded \$250 to help sponsor the Arrive Alive Tour for all Wayne County high school students who are 14 and older.
3. The Tri-C Partners 4 Progress/Tri-C Community Coalitions of Conception Junction and Clyde, MO plans to use their \$250 grant to print materials to educate area residents on ways to recycle and to promote the annual community cleanup day in April.
4. The Grand River Lions Club in Grand River, IA plans to purchase supplies needed to make repairs to the kitchen floor in their building with their \$250 grant.
5. The Lucerne 4-H Club of Lucerne, MO will use their \$250 grant to make repairs to the stock show pavilions.

Since 1999, GRM Networks® has awarded 216 grants to deserving community organizations in its serving territory. To apply for a GRM Networks® Community Improvement Grant, visit www.grm.net or stop by any GRM Networks® Business Office and pick up an application. Questions should be directed to Cindy Roy, Marketing Representative, at 660-748-2117. **The deadline for 1st Quarter Grant Applications is March 31, 2016.**



THANK YOU FOR DONATING TO THOSE IN NEED

A huge thank you goes out to all our coop members that participated in the 1st Annual Pass It On! clothing, toy and non-perishable food drive. Collectively, our coop members donated **numerous boxes of items**. We partnered with Green Hills Community Action Agency and SCICAP to make certain that all the donations ended up in the hands of those in need just in time for Christmas.

WE HOPE THE NEW YEAR IS A YOU YEAR

Happy New Year from all of us at GRM Networks®. As 2016 begins, it's a great time to focus on YOU —what you want to change, enjoy, and learn during the next 12 months.

We may be able to help you achieve some of your New Year's resolutions. For example, if you plan to gain skills by watching educational videos online, upgrading your Internet speed will quickly make those lessons a more enjoyable experience.



Pictured left to right: Larry Real, Kiwanis President Charles Meissen, and GRM Networks® CSR Mallory Ledgerwood



Pictured from left to right: Wayne County Development Corp Executive Director Suzan Hontz and GRM Networks® Combination Technician Anthony Trower



Pictured left to right: CART Team members Ben Jermain, Kelli Shieber, Nathan Galbraith; Back Row pictured from left to right: Tri-C Partners for Progress member Mildred E Lepley, GRM Networks® Combination Technician Dave Baldwin, Tri-C Partners for Progress members Donald Lepley, Mary Lee Meyer and Fr. Daniel Petsche



Pictured left to right: Lions Club Secretary/Treasurer Terry L. Boles, Lions Club President Larry Griffin and GRM Networks® CSR Melanie Shields



Pictured left to right in back row: 4-H members Brayden Walter, Katie Blanchard, Torye Brundage, Cheyanne Blanchard, Kyle Blanchard, Richard Rowland and 4-H Leader Kristy Blanchard. Left to right in front row: 4-H members Zane Rowland, Donald Lewis, Brody Walter, Traylen Brundage, Sammie Jo Blanchard and Riese Brundage



GRM NETWORKS® IS NOW A TV PROVIDER!

You no longer need separate providers for your TV, Internet and local phone service. GRM Networks® is your local source for all three services! You can even get discounted bundle pricing. Plus, you'll enjoy the convenience of one bill and one monthly payment for all of your services.

Our new TV offering is called Skitter TV. With Skitter TV, you can customize your TV connection by choosing from three programming packages. You can also add Whole Home DVR service and get free 24/7 tech support over the phone. Because Skitter TV runs over your Internet connection, severe weather will not affect your service as is the case with satellite dishes.

Skitter TV is not currently available to all GRM Networks® customers, but we are working hard to upgrade the necessary equipment to provide Skitter TV to everyone within our exchanges. Call your local business office or go to www.grm.net/skittertv for more information.

Attention High School Seniors and Juniors

High School Seniors

GRM Networks®, in conjunction with the Foundation for Rural Service (FRS), offers an annual college scholarship program to help further higher education among rural youth. Area high school seniors whose parents/guardians are members of the cooperative are eligible to submit an application. FRS awards several \$2,000 scholarships each year to students from rural America. The award can be used during the student's first year of college, university or vocational-technical school. If a student from the GRM Networks® area is selected as a scholarship recipient, GRM Networks® will award them an additional \$500.

As a bonus, all completed applications for the GRM Networks®/FRS scholarship will also be considered for scholarships from four additional funding programs:

- **West Kentucky and Tennessee Cooperative** will award two \$1,500 scholarships.
- The **Everett Kneece Return to Rural America Scholarship** will award one applicant \$2,500.
- The **Colt Ford Scholarship** will award up to \$15,000 to rural students.
- The **FRS Staurulakis Family Scholarship** will provide four \$5,000 awards to students with an expressed interest in science, math, medicine or engineering.

All scholarships offered are one-time payment awards. Scholarship winners will be posted on the FRS website, www.frs.org by May 1, 2016.

High School Juniors

GRM Networks® will sponsor two high school juniors on the 2016 Foundation for Rural Service Youth Tour of Washington, D.C. The tour, June 4 - June 8, will include visits to famous national landmarks including the U.S. Capitol, Arlington National Cemetery, Mount Vernon and the Smithsonian Institution. Tour participants will also get a firsthand look at the legislative and regulatory processes that affect rural telecommunications.



Parents or guardians of applicants must be members of the GRM Networks® Cooperative. The students must be under 18 years of age at the time of the Youth Tour. A committee of GRM Networks® board members and a manager will interview selected applicants in April. Please encourage all eligible high school juniors to apply for this trip of a lifetime.

Applications for both the scholarship and youth tour are available from all high school counselors in the GRM Networks® service area, at our local Business Offices and online at www.grm.net/about-us. Completed scholarship applications must be postmarked by **February 12, 2016**, and Youth Tour Applications must be postmarked by **March 1, 2016**. For questions, please contact Cindy at 888-748-2117 or Shannon at 844-784-1315.

Relatives of GRM Networks® employees may apply for the scholarship but are not eligible to attend the Youth Tour.