



THE MAIN LINE

2021 First Quarter



Residential Customers (520) 796-3333 | Business Customers (520) 796-8800 | 24/7 Support (520) 796-3334



Pictured (Left to Right): Victoria Quintero, Eva Johns, Nicole Baptisto, Nicole Tree, Dayshawn Hendricks, & Delberta Salkey-Paul

CUSTOMER SERVICE IS HERE TO SERVE YOU

Here at GRTI we want to continue delivering customers with quality assistance and reliable information.

The Customer Service Team has been taking payments, answering account and billing inquiries as well as providing information about our special programs.

Since August, the GRTI lobby has been opened to the public and the Customer Service Team follows the CDC guidelines to ensure our work environment is safe for all customers when visiting the building.

The Customer Service Team has been working diligently keeping up with essential duties such as processing payments, generating service orders, new installs, upgrades and creating trouble tickets for phone and Internet services.

In the near future, we are hoping to participate in Community events as well as District Days, because we can't wait to see you all again.

If you have any questions for our Customer Service Team please contact them at:
(520) 796-3333 or
gri.info@gilarivertel.com

GRTI Closure Notice

Jan 1 - New Year's Day

District Days - Sacaton

10:00AM - 3:00PM

Jan 7 | Feb 4 | Mar 8

District Days - Komatke

Jan 8 | Feb 5 | Mar 9

Monthly Bill Due Date

Jan 15 | Feb 15 | Mar 15

GRTI Disconnect Day

Occurs if you have not paid your previous bill.

Jan 12 | Feb 10 | Mar 10

GRTI Mobile

Download the GRTI app for free!



Now updated with GRTI's 2021 listings

GET IT ON Google Play

Download on the App Store

UPGRADE YOUR INTERNET SPEED!

Now is a great time to upgrade your home Internet as we are currently offering 25 Mbps, 50 Mbps and 100 Mbps packages. Choose which package works best for your home and family.

With homes having more users and devices that utilize the Internet, it is vital to know how many users can effectively use the home network at once. If you are not sure what speed is right for your home, we have included a guide that lets you know how many users and devices will function on your

network efficiently.

If you have a Gigacenter installed in your home you are eligible for new Internet speeds as these are only available to fiber customers.

If your home does not have a Gigacenter, GRTI is working to expand the fiber network to other homes within the Community. You can follow our social media accounts and website for monthly fiber construction updates.

25 Mbps*	50 Mbps*	100 Mbps*
1-3 users or 1-3 devices	1-4 users or 4 devices	+4 users or +4 devices
Light to moderate use	Moderate use	High use
3 Mbps Upload	6 Mbps Upload	12 Mbps Upload
\$27.00 per month	\$45.00 per month	\$55.00 per month

While most medical alert devices limit their use to your home, the Great Call unit works wherever you go!



lively mobile
MEDICAL ALERT
In partnership with
greatcall

Gila River Telecommunications, Inc. provides the Great Call medical alert device free of charge for qualified individuals as one of the many GRTI customer benefits.

To learn more, call (520) 562-5114

GRTI'S ENGINEERING TEAM AT WORK



Pictured (Left to Right): Enez Jackson, Nate Winkler, Elyssa Withrow, Harry Antone, Devona Chavez

GRTI's Engineering Team provides technical surveying and hands-on support for capital projects throughout the Gila River Indian Community. There are currently seven staff members who take on different roles, responsibilities and projects within the department.

All staff members have various

duties within the Engineering Department such as planning design infrastructure, record keeping, Graphic Information Systems (GIS) mapping and filing.

As there are team members in the office setting, there are those who work out in

the field. Field engineers monitor GRTI construction projects, design infrastructure upgrades, new service installs and plant replacements.

It is imperative to work with other departments within GRTI. "Working together as a team for one primary goal is in GRTI's mission statement," says Enez Jackson, Engineering Manager. It is important to have the

connectivity for the Community to provide communication services needed for school, work, 911 emergency calls and to stay in touch with family in this unprecedented time of the COVID-19 pandemic.

A major project the Engineering Team is tasked with is the Fiber to the Home (FTTH) initiative. Their duties consist of designing and assigning infrastructure in districts.

With FTTH, upgrading the current copper infrastructure to fiber will allow our customers to experience faster Internet speed performance.

Looking for Fiber to the Home updates or have questions contact the Engineering Team at: (520)796-8887

TELECOMMUTING AND SAFETY

With the COVID-19 virus affecting businesses around the world, this could potentially leave your employees and businesses open to cyber attacks.

If your employees are working from home, now is the time to make sure their computers and software are up to date. Here are some ways to protect your business and employees against attacks:

1. If your IT Department issues a work laptop and work cellphone, ensure your personal accounts are separate from anything work related.
2. Stick to private secured WiFi networks. Stay away from using public WiFi networks. If possible, supply employees with mobile hotspots.



3. Rebooting and shutting down your laptop properly can prevent viruses or malware from embedding into your device.

4. Employee training is crucial in protecting your employees and business. Employees should be given cybersecurity training regularly throughout the year.

5. Make sure every employee has their own unique password. Simple passwords could easily be cracked.

Employers and employees have an obligation to work together to ensure that the business is protected from cyber attacks and security breaches.

Enhanced Lifeline

INTERESTED IN A MONTHLY DISCOUNT ON YOUR PHONE AND INTERNET SERVICE?

VISIT OUR WEBSITE FOR MORE DETAILS!
WWW.GILARIVERTEL.COM

LIFELINE SUPPORT CENTER
(800) 234-9473 | 9AM - 9PM ET | 7 days a week
Lifelinesupport@usac.org | www.LifelineSupport.org



GRIC MEMBER EARNS NETWORK + CERTIFICATION THROUGH ALLUVION'S ON-THE-JOB TRAINING PROGRAM

Alluvion is proud to showcase one of the individuals behind our revolutionary brand!

Meet Akictia Yellowman a member of our network operations center team, and member of the Gila River Indian Community. Akictia joined our team as an Associate Network Analyst (ANA), a position he discovered through Gila River Indian Community's online employment page.

Akictia has been with the company for a year and in that time, he has exercised the opportunity of on-the-job training. He had this to say: "I have learned general network monitoring skills and expanded on them enough to achieve my first-

ever network-based certification. I am constantly studying new networking concepts so that I may gain more network-based certifications. The company and especially everyone on the Alluvion NOC team have been very supportive, which inspires me to accomplish more.

Everyone is friendly and supportive which provides a good environment to build networking skills that can contribute to the team. I just hope to expand my networking knowledge enough to be able to contribute to whatever goals Alluvion wants to achieve."

As we highlight Akictia's accomplishment of earning his CompTIA Network + Certification, we would also like to announce that



this certificate has also earned him a promotion to Network Analyst I. Interested in joining the Alluvion team? visit Alluvion Communications at www.alluvion.net.

INFORM | ENGAGE | INSPIRE

Your GRBC channels

19.1 KGRF
Maricopa Village

29.1 KGRO
Sacaton



GRBC
GILA RIVER BROADCASTING CORP.

**Stay tuned...
New content is
coming in 2021.**

Follow GRBC
on our social media accounts





@gilarivertv

**Ways To Pay
Your GRTI Bill**

GRTI Drop Box - Payments can be placed in the drop box located to the left of our main lobby doors.

Customer Support - Customer Service is available at 520-796-3333, for DSL & Internet support call 520-796-3334 anytime.

GRTI Mobile - Download GRTI Mobile on any android or Apple device to pay online.

GRTI Website - Visit www.gilarivertel.com to view, and pay your bill via Ebill.