

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.

ALPINE
communications

Q3 2017 Newsletter

Meet the Crew - Ryan Tilleraas

Alpine Communications is pleased to announce the addition of a new employee to our crew. Ryan Tilleraas joined us as a combination technician in April and brings more than 10 years of telecom experience from North Dakota. Ryan grew up in Spring Grove, Minnesota and earned a degree from Minnesota West Community and Technical College. He is CompTIA A+ and Network + certified. (873-3602)

You will see Ryan riding his motorcycle when he is not in the Alpine truck. Motorcycling is his favorite hobby and he enjoys going on long trips, especially to the Black Hills in South Dakota.

When asked about his time at Alpine so far, Ryan noted, "It's good to be back in northeast Iowa closer to family. Alpine has been very welcoming and it feels like home." Welcome to the Alpine Communications team!

Welcome, Ryan!



Alpine Partners with Central Green Team to Produce Reusable Bags

Members of the Central Community School District Global Science class collaborated with Alpine Communications to produce reusable shopping bags to help reduce the number of plastic bags used and thrown away. The students distributed the bags at Music and Monarchs in May to encourage the use of reusable bags instead of plastic bags. At the event, the Global Science class received an award from Clayton County Conservation Awareness Network for their work in environmental education. They are a great group of kids and the future looks bright for their project!



Pictured are Lori Keppler, Alpine; Brent Scherf and Jacob Scherf, Central Community Schools; and Chris Hopp, Alpine

If your phone number appears in parentheses (XXX-XXXX) in this edition of the Alpine Communiqué, please give us a call at 563-245-4000 by September 30th, 2017, and we'll apply a \$5 credit to your account!



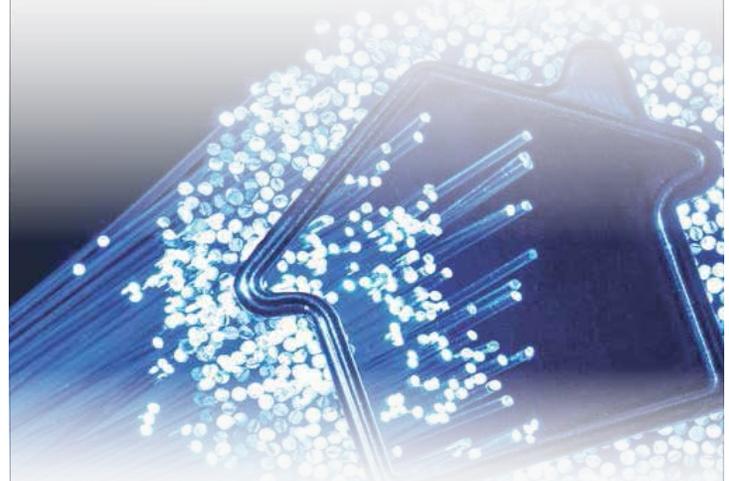
Art by the River in Guttenberg a Success

Congratulations to all the volunteers who made the first annual Art by the River Festival possible. Alpine Communications is proud to be among the event sponsors.



Pictured are Molly Moser, Guttenberg Gallery and Creativity Center; Josh Funk and Isiah Hopp, Alpine Communications

McGregor is On-Track for Fusion Fiber-Optics



The fiber optic high-speed Internet build continues in McGregor. Alpine Communication's Fusion Network is the only certified Fiber to the Home (FTTH) provider in town. The average Internet speed in the US is 12.6 Mbps. With Fusion fiber-optics, residents can get access to speeds up to 1 Gigabit (1000 Mbps). We are on track to convert 100% the homes and businesses in McGregor to Fusion by the end of 2017. (426-5363)

Have you ever wondered how fiber optic cabling is placed in the ground? The contractors jet the fiber into the cabling using highly compressed air with the pictured equipment. This process blows the fiber optic strands into cable sheathing while simultaneously pushing the cable into the underground duct. Compressed air is injected at the duct inlet and flows through the duct and along the cable at very high speeds. The air helps to propel the cable and reduce friction. The higher the air pressure, the farther the distance the cable will be jetted. Some equipment can jet a fiber optic cable up to one mile!

To learn more about the Fusion Network and to sign up for updates, visit www.alpinecom.net/Fusion



Come On Over to Our 12th Annual Customer Appreciation Dinner

**Thursday, September 14, 2017
4:30 – 7:00 p.m.**

Johnson's Reception Hall, Elkader

Please make plans to attend our 12th Annual Customer Appreciation Dinner and let us thank you in person for being a customer.

We'll treat you to:

- **FREE meal and refreshments**
- **Drawings for door prizes**
- **An evening of fellowship and fun**

Help us celebrate 20 years of serving Northeast Iowa and bringing the latest technology advancements to you!





March Mania Was a Slam Dunk with Customers

Many customers entered the free contest to see how well their NCAA men's college basketball championship tournament brackets measured up against fans. Congratulations to these folks who made the top picks during our March Mania contest and thanks to everyone for playing along!

\$100 – Janice Berns (Pictured with Lara Duff from Alpine)

\$50 – Julie Frieden

\$25 – Matt Donlon

\$10 – Rosalie Fabert

\$10 – John Hanson

\$10 – Anna Troester



Answers To Your Questions About the Universal Service Fund

WHAT IS THE UNIVERSAL SERVICE FUND (USF)?

The USF is a government-administered fund (not a government-paid fund) to support the provision of telecommunications services in rural and high-cost areas, to low-income consumers, and to schools, libraries, and healthcare facilities nationwide. All telecommunications customers contribute to the USF on an equal basis. Congress authorized the Federal Communications Commission (FCC) to implement the USF. (252-1106)

HOW DOES IT WORK FOR ALPINE COMMUNICATIONS?

The Universal Service High-Cost Program is designed to ensure that consumers in rural and high-cost areas have access to telecommunications services at rates that are affordable and reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers, including Alpine Communications, who serve these areas to recover some of their operating costs from the USF. The fund reimbursement is based only on local phone service subscriptions.

WILL I CONTINUE TO BE REQUIRED TO SUBSCRIBE TO LOCAL PHONE SERVICE TO RECEIVE BROADBAND INTERNET AND FUSIONTV SERVICES?

Yes. Since the FCC continues to base USF reimbursement on local phone line subscriptions, we must keep this requirement in place. If we did not require a phone line subscription, Alpine would not receive USF funding, and the rates for broadband internet and cable TV service would have to go up. We do anticipate changes to this requirement in the future, but it will need to remain in place as long as USF is based only on local phone networks.

WHAT IS ALPINE COMMUNICATIONS DOING WITH THE USF FUNDING IT RECEIVES?

We're continuing to upgrade our network so that all customers, no matter how rural, can receive broadband internet services.

HOW CAN I VOICE MY CONCERNS ABOUT USF?

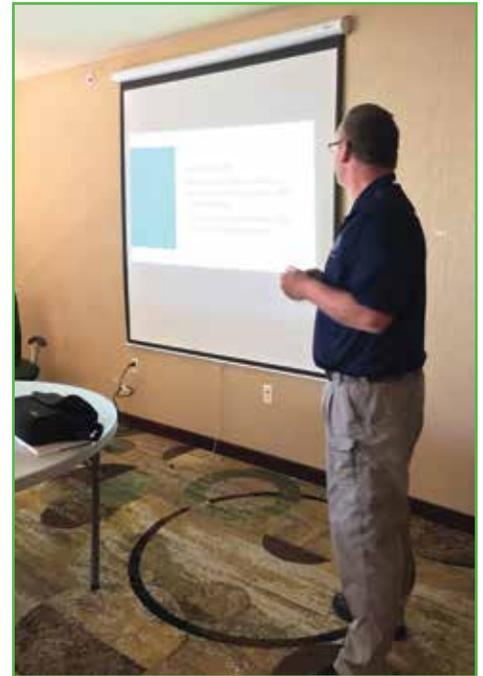
You can contact the FCC as well as your U.S. Senators or Congressman. Please encourage them to seek USF reform that is less burdensome to rural Americans and rural communication service providers.

Article courtesy of Cornerstone Group

Workshop Teaches Fraud Protection Lessons

Alpine Communications hosted a Personal Fraud Protection workshop in June at the Cobblestone Inn and Suites in Marquette. We extend a warm token of appreciation to Officer Gerry Frick from the Elkader Police Department for sharing his knowledge with the community.

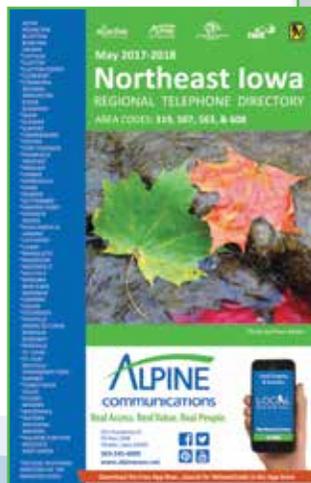
We will announce future dates for Personal Fraud Protection Workshops in Guttenberg, Garnavillo, and Elgin.



STOP FRAUD

MOSER WINS DIRECTORY PHOTO CONTEST

Pictured is Dawn Moser with Alpine's Tammy Sylvester. Dawn submitted the winning directory photo contest entry taken in Mallory Township and her picture is featured on the cover of the 2017- 2018 Northeast Iowa Regional Directory.



Don't forget to look for your phone number to win!

Aureon Provides Charity Grants to Three Local Groups

Alpine Communications is pleased to announce that Aureon Charity Grants have been awarded to three organizations within our service area. McGregor-Marquette Center for the Arts, Inc. received a grant for \$300.00 to purchase new computer equipment. The Garnavillo Historical Society received a grant for \$250.00 towards upgrading their museum facilities. The Elgin Community Betterment Club received a grant for \$250.00 to help fund the Schori Park renovation project. Upon reviewing an abundance of applications, our Aureon Charity Grant Committee delegated funds to projects committed to the betterment of local Iowan communities. The grants were presented in conjunction with Alpine Communications who sponsored the grant applications.

Visit www.alpinecom.net/library/aureon-charity-grant/ to obtain a copy of the Aureon Charity Grant Program application.



Visit the Alpine Smart Barn at the Clayton County Fair

The 163rd Clayton County Fair is fast approaching! Visit the Alpine Communications Smart Barn, located outside and across from the KCTN FM100 booth. You can sign up for daily prizes, view Alpine FusionTV, learn about Smart Home monitoring, and meet the friendly Alpine staff. Once again, Alpine will be the "Official Communications Provider" to the Clayton County Fair and will be providing free Wi-Fi Internet access to the fairgrounds.

MARK YOUR CALENDARS FOR AUGUST 2-7 and make the Clayton County Fair your summer destination for good food, live music, 4-H exhibits and the best livestock shows in the state! (245-0001)



Kent Atha, Aureon; Stephanie Herman, Jeff Marcks, Elgin Community Betterment Club; Chris Hopp, Alpine



McGregor-Marquette Center for the Arts, Inc. Pictured: Kent Atha, Aureon; Charlene and Richard Palucci, McGregor-Marquette Center for the Arts; Chris Hopp, Alpine



Garnavillo Historical Society Pictured: Kent Atha, Aureon; Jane Thein, Garnavillo Historical Society; Chris Hopp, Alpine



CONNECT WITH US:

923 Humphrey St.
PO Box 1008
Elkader, Iowa 52043

Hours: 8:00 a.m. - 5:00 p.m.

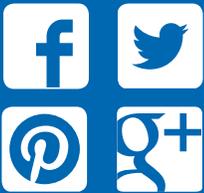
Monday - Friday
563-245-4000
or 1-800-635-1059
www.alpinecom.net

Internet Tech Support:

1-888-264-2908

SecureIT Tech Support:

1-877-373-3320



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*Certain requirements apply.

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Call 563-245-4000

Offer good through August 31, 2017. 12-month agreement required. Offer valid for current high-speed Internet customers that have a residential line.