

# We won't get the mail for you, but



**we will keep an eye on your place while you are gone.**

It's like we are right next door, watching over your place, as a good neighbor would. Enjoy the peace of mind that comes from knowing your home is secure.

**Sign up for Alpine Monitored Security Before July 15<sup>th</sup> and receive a \$100 Visa Gift Card.**

\* 36 month monitoring agreement required. New customers only. Some restrictions may apply.

**Our Starter Security System is just \$199.\***  
Call your local security specialists at (563) 245-4000.

## Shop in Your Own Backyard for Neighborly Service

You don't have to go far to get the communications services you want. Alpine Communications is a local company with a near-by office, and you can count on us for neighborly service. As our customer, you won't have to call some faraway service center and be put on hold. Instead, you'll enjoy the convenience of local offices with local technicians and local customer service representatives; we'll promptly handle service issues and help you get comfortable with today's changing technology. When you choose Alpine Communications as your provider, you'll also get friendly values and the satisfaction of knowing your money is boosting the economy right here at home. Why go anywhere else? Everything you need is in your own backyard. (873-3545)

## Alpine Communications Information

### Where to find us:

923 Humphrey Street  
PO Box 1008  
Elkader, Iowa 52043  
8:00 a.m. - 5:00 p.m.  
Monday - Friday

### Contact Us

By telephone:  
(563) 245-4000 or (800) 635-1059  
Online: [www.alpinecom.net](http://www.alpinecom.net)

### Payment Information:

- Payments are due on the 9th of each month.
- Accounts with past due balances are subject to a minimum \$5 late payment charge.
- View or pay your bill online at [ebill.alpinecom.net](http://ebill.alpinecom.net).
- For your convenience, Alpine offers Automatic Bank Deduct. Payments can be taken out of your checking or savings account.
- Alpine accepts credit card payments with MasterCard, Visa, and Discover.
- There is a drop box at the Alpine business office. Payments can also be dropped off at the local banks in Elkader, Garber, Garnavillo, Guttenberg, Marquette, and McGregor.
- A \$5 payment assistance fee will apply to payments taken over the phone.

### Internet Tech Support

(888) 264-2908

### SecureIT Tech Support

(877) 373-3320

### After Hours Repair

Telephone and Cable TV

(563) 245-4000 or (800) 635-1059



# ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



May | June 2012

## Fayette County Conservation Board Receives \$500.00 Grant

The Fayette County Conservation Board/Gilbertson Nature Center was awarded \$500.00 to purchase handheld Garmin GPS units to be used for geocaching and other activities in the county.

The Alpine Communications Technology Grant Program was established to provide technology tools and communications services to nonprofit organizations. Alpine supports endeavors that enhance the quality of life in our communities through the use of technology and communications. (426-5134)



Pictured are Dawn Amundson, Fayette County environmental education coordinator; and Margaret Corlett, Alpine finance manager.

Organizations can apply for grants towards services that can be purchased from or through Alpine Communications. These items would include, but are not limited to: TVs, PCs, Networking, Security Systems, Internet services, and SecureIT services.

For more information about applying for an Alpine Technology Grant, contact Chris Hopp, Alpine general Manager, at (563) 245-4000.

## What is Geocaching?

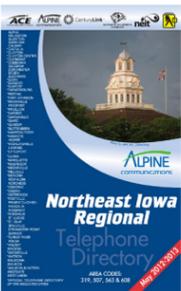
It is a real-world outdoor treasure hunting game. Players try to locate hidden containers, called geocaches, using GPS-enabled devices and then share their experiences online. Learn more at [www.geocaching.com](http://www.geocaching.com). The Alpine TEC store in Elkader has handheld and auto GPS units on sale for summer family fun and adventure!



## 2012-2013 Phone Books Arrive in May

Northeast Iowa Regional Directories are arriving in Alpine customer's mailboxes during the month of May. Featured on the cover is the eye-catching photo of the Clayton County Court House taken by John Ihm of Guttenberg.

Please contact us at (563) 245-4000 if you need to make corrections to your directory listing. Remember, the Northeast Iowa Regional Directory is the "official" directory for Alpine Communications providing accurate and complete listings for all Alpine Communications telephone customers. A new user-friendly online version of our directory can be found at [www.neiowasearch.com](http://www.neiowasearch.com).



## Enjoy the Sunshine While You're Online

Wish you could take your laptop out to your patio or deck and still have Internet access? You can with wireless Internet from Alpine Communications. One of our technicians will come to your home and set up a wireless router for our high speed Internet service. Then you won't need to be stuck inside to enjoy your online activities. Wireless Internet from Alpine Communications also gives you:

- Convenience of being able to use multiple Web-enabled devices in your home
- Ease of online access for your guests
- Flexibility to get Internet access even in areas of your home that would otherwise be difficult due to wiring issues
- Locally provided service, whenever you need it

**For a limited time, save \$50 on wireless installation\* from Alpine Communications.**

**For more information or to schedule an appointment, call us at (563) 245-4000.**

\*Some restrictions apply.



**If your phone number appears in parentheses (XXX-XXXX) in this edition of the Alpine Communiqué, give us a call at 563-245-4000 by June 30, 2012, and we'll apply a \$5 credit to your account!**

# Alpine Communications Celebrates 15 Years of Serving YOU



Alpine Communications took possession of the telephone properties in Elgin, Elkader, Guttenberg, Garnavillo, Marquette/McGregor, and Garber and the surrounding communities at midnight on April 10, 1997. (245-2179)

Not only did Alpine Communications gain telephone property, but we gained over 6,000 customers that we value as friends and neighbors. The lives of our customers have been transformed by technology over the past 15 years. High speed Internet access, social media, and handheld gadgets have changed the way our customers conduct business and communicate with family and friends.

Alpine Communications is proud that we were the first to bring advanced technologies, but also local customer service to the communities we serve. As we look ahead to the next 15 years and beyond, the future is bright. Fiber to the Home will enable access to services that we can only imagine today. Alpine's commitment to our customers and the communities in which we serve provides the driving force for bringing you innovative products and services to enhance your life.

*Thank you for your business for the past 15 years and many more years to come.*



## Our Dedicated Employees



Carol Berns  
15 Years



Craig Schmitt  
14 Years



Jerry Schroeder  
13 Years



Dirk Buckman  
12 Years



Sara Hertrampf  
11 Years



Chad Ruegnitz  
11 Years



Joe Kierpaul  
10 Years



Mike Plumley  
10 Years



Lori Keppler  
9 Years



Lanette Schutte  
9 Years



Chris Hopp  
8 Years



Margaret Corlett  
6 Years



Melissa Hampton  
6 Years



Jim Springsteen  
6 Years



Tammy Sylvester  
6 Years



Tina Finley  
3 Years



Josh Funk  
2 Years

## It's Important to Understand the Rural Call Completion

Are long-distance calls not getting through to you?

Many people living in rural America are still experiencing intermittent problems receiving long distance phone calls from across the country. You may have encountered any of the following:

- Someone tells you he/she tried to call you but the call didn't get through, or the caller heard ringing but you didn't.
- A call came through to you but the quality was poor.
- A call came through but the Caller ID was incorrect.

Failed or degraded calls not only undermine the integrity of the nation's telephone networks and frustrate consumers, but they also pose a serious risk to public safety and harm the rural economy. For example, schools may not be able to reach parents with critical alerts, and small businesses may be losing customers.

**The problem starts with the long-distance carrier used by the customer who makes the call, and can only be resolved by this carrier.**

Local telecommunications providers, such as Alpine Communications, are not the cause of the problem. We strive to provide excellent service at all times, and are as frustrated as you are by the illegal practices of some long-distance carriers and their agents. (252-1833)

**Action is currently being taken by the FCC and its Rural Call Completion Task Force.** It includes staff from the agency's Wireline Competition, Public Safety and Homeland Security, and Enforcement Bureaus. Most recently, the Wireline Competition Bureau issued a Declaratory Ruling to clarify the FCC's stated prohibition on actions taken by companies which may restrict telephone traffic in any way. This ruling reminds long-distance carriers that it is illegal to block, choke or reduce long distance traffic and that this prohibition also includes any practices that lead to call termination or call quality problems as well. These practices would violate the Communications Act of 1934 because it is seen as unreasonable discrimination of those of us who reside in rural areas of the United States.



There are things you can do to help:

- Ask for the name of the long-distance carrier used by the person trying to reach you.
- Call Alpine Communications and give us the name of the carrier used by the caller, your phone number and the number of the person trying to call you, and the date and time of the problem call. We'll contact the carrier on your behalf to try and resolve the issue.
- Go to [www.fcc.gov/complaints](http://www.fcc.gov/complaints) to file an informal wired telephone service complaint with the FCC against the carrier used by the person trying to call you (not Alpine Communications), and encourage the caller to do the same.

We will continue to do everything in our power to provide you with premium service and to ensure that outside carriers meet their responsibility to deliver calls to our network so we can, in turn, deliver those calls to you.

The Federal Communications Commission (FCC) and state agencies have been notified. The FCC has created a task force to investigate and address the issue and rural telco advocates are encouraging swift and severe action against all of the providers at the center of the problem.

To read the entire document, visit: [www.fcc.gov/document/wcb-issues-declaratory-ruling-ruralcall-completion-issues](http://www.fcc.gov/document/wcb-issues-declaratory-ruling-ruralcall-completion-issues).

### Alpine Technology Workshops



Alpine Communications hosts **FREE community workshops** at our office and within the towns we serve. Our classes cover the basics of the **Internet, email, Facebook, eBay, Pinterest, online safety, digital photography, and more.** Each year hundreds of customers attend our workshops. In an effort to provide workshop topics that are relevant to you, we ask for your feedback.

**Do you have a suggestion for a workshop you would like to see us offer?**

We would love your suggestions. Please contact Sara Hertrampf at [sara@alpinecom.net](mailto:sara@alpinecom.net) or by calling (563) 245-4000.