



## What You Need to Know About Alpine Communications' Upgrade to a 100% Fiber Optic Network

Alpine Communications is making a major investment in fiber optic technology to provide the city of Garnavillo with one of the most advanced telecommunications networks in the country. Every home, business and organization in Garnavillo that subscribes to telephone service from Alpine will be given a direct fiber connection at no additional charge. According to our research, Garnavillo will be one of the first communities in the country with a city-wide fiber network.

The Fusion Network will bring fiber optic technology to Alpine customers in Garnavillo. Fiber to the Home (FTTH) technology will allow telecommunications services to be transported over fiber optic cables—the best technology available. Fiber has virtually unlimited capacity to bring telephone, Internet, digital television, and other services to subscribers – with very high quality and reliability.

The Alpine Communications' Fusion Network will be constructed in Garnavillo in phases. Construction to lay down fiber is scheduled to be completed by the end of 2013. As fiber is laid in each area, homes and businesses will be contacted in advance to ensure the switch over is done in a manner that respects your property and is convenient to your schedule.

For more information about the Fusion Network, please refer to the FAQs on the other side, or contact our office at 245-4000.

### The Benefits of a Fiber Connection

Increased Internet speeds

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Highest quality and most reliable connection

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Increases the productivity of businesses

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Increases home values

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Economic Vitality, Communication, Information, Entertainment

Real Access. Real Value. Real People.

PO Box 1008 923 Humphrey Street Elkader, IA 52043 Local: (563) 245-4000 [www.alpinecom.net](http://www.alpinecom.net)

Alpine Communications  
923 Humphrey Street  
PO Box 1008  
Elkader, IA 52043

PRSR STD  
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PAID  
EDDM RETAIL

\*\*\*\*\*ECRWSS\*\*\*\*\*  
Local  
Postal Customer

# Fusion Network Frequently Asked Questions

## Why is Alpine Communications constructing fiber to the home?

As your local telecommunications provider, Alpine is installing the most advanced technology – fiber optics – to ensure that residents continue to receive the highest-quality service at the most affordable rates. The Fusion Network will provide great sound quality and high levels of reliability. In addition, the fiber network will provide the increased bandwidth needed to offer faster Internet speeds and whatever exciting new services the future brings. Recent surveys and focus groups have shown that customers are interested in increased Internet speeds and advanced services that the fiber network will enable us to provide.

## What's so great about fiber optics?

Business and home owners are using technologies that require more and more bandwidth. Fiber optics is the only medium that can keep up with the bandwidth demand. A single hair-thin optical fiber can carry up to 1000 times as much information as copper (traditional telephone network material) or coax (traditional cable television network material). Fiber networks are extremely reliable and can carry multiple voice, data, or video streams into the same house at the same time!

## I do not live in Garnavillo – when can I get a fiber connection?

Alpine is able to build the fiber network in Garnavillo, Elkader, and Guttenberg because its residents show the greatest interest in enhanced services. Homes and businesses in rural parts of Alpine's serving areas will continue to receive services at comparable rates, but those services will not be offered over a fiber connection due to the prohibitive cost of building a network outside the city. Other cities in Alpine's serving area will be considered for fiber upgrades after completion of the network in Garnavillo.

## When will my services be transferred to the Fusion Network?

Watch your mail for a letter that announces that we are ready to schedule your activation. Once you receive this letter, the sooner you call, the sooner we will be able to connect you to the Fusion Network. Customers living in Garnavillo can expect to receive a letter in early 2013.

## I like my service the way it is now. Do I have to switch over to fiber?

Yes. Alpine is moving all of its services over to the fiber network for those customers living in Garnavillo. There will be no additional charge to customers who keep the same level of service that they currently subscribe to.

## What will happen when Alpine arrives to activate my Fusion Network service?

After you schedule an appointment to have your fiber service activated, technicians will arrive at the appointed day and time. You need to be present during the activation as our technicians will need access inside your home or business. The technician will bring a power cord into your house through the basement to an electrical outlet. The technician will bring an Ethernet cable to where your DSL modem is currently located. (With Fusion Internet, you will no longer need a modem.)

## What kind of Internet speed will I have after you upgrade my house to fiber optics?

Fiber has the capacity to deliver virtually unlimited Internet speeds. The Internet speeds that are available when the network construction is complete will be influenced by customer demand and the competitive environment. We anticipate the Internet speeds will double for current Alpine Internet subscribers in Garnavillo.

## Will I be charged for the Fusion Network activation?

There will be no additional charges for your upgrade to the Fusion Network unless you choose to add new services to your account.

## Is Alpine Communications going to offer television service?

Alpine FusionTV is one of the many new services that a fiber optics network will enable Alpine Communications to offer customers. We are in the process of researching the possibility of offering television services.

