

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q4 2017 Newsletter

Alpine Named Certified Gig-Capable Provider by NTCA – The Rural Broadband Association

Alpine Communications has been recognized by NTCA-The Rural Broadband Association, the premier association representing nearly 900 independent, community-based telecommunications companies that are leading innovation in rural and small-town America, as a Certified Gig-Capable Provider for delivering gigabit broadband speeds and enabling technological innovation in the communities of Elkader, Elgin, Guttenberg, Garnavillo, and McGregor.

As a Certified Gig-Capable Provider, Alpine Communications joins a national campaign to build awareness and industry recognition of community-based telecom providers that have built communications networks capable of delivering Internet speeds of up to 1 gigabit per second, which is 100 times faster than those currently available in many U.S. households. Alpine Communications also received tools to promote itself as a Gig-Capable Provider in Elkader, Elgin, Guttenberg, Garnavillo, and McGregor and will be recognized in NTCA media, on the NTCA website, and during association conferences and events.



"I applaud Alpine Communications for its commitment to delivering the Internet's fastest speeds—an accomplishment worthy of much praise considering the unique and challenging circumstances small, community-based telecommunications providers operate under every day in serving some of our country's most rural and remote communities," said NTCA Chief Executive Officer Shirley Bloomfield. "By building a gigabit-capable network, Alpine Communications has not only overcome these challenges, but also shattered conventional benchmarks for broadband speed to enable cutting-edge technologies that drive innovation and promote economic development in their communities, region and nationwide."

To achieve certification, telecommunications companies must show that gigabit technology is currently commercially available within 95% of one or more exchanges within its serving territory and that such service can be provided without new trenching or stringing new aerial facilities. This statement must be confirmed by a letter from an engineering firm or other independent source involved in the company's network planning, deployment or operation.



I applaud Alpine Communications for its commitment to delivering the Internet's fastest speeds—an accomplishment worthy of much praise considering the unique and challenging circumstances small, community-based telecommunications providers operate under every day in serving some of our country's most rural and remote communities."

NTCA Chief Executive Officer Shirley Bloomfield



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 December 31st, 2017, and we'll apply a \$5 credit to your account!

Alpine's Fusion Network Launches in McGregor

Alpine Communications is pleased to announce the launch of their all-new fiber optic Fusion Network to all homes and businesses within the city limits of McGregor, Iowa. Once activated on the new Fusion Network, current Internet customers can look forward to receiving increased Internet speeds at no extra charge. Plus, Alpine will also begin offering FusionTV — a new and enhanced television viewing experience with over 230 channels, over 90 high-definition networks, and whole-home DVR. Introductory specials will be available for a limited time.

Fiber-to-the-Home (FTTH) technology allows for virtually unlimited capacity to bring telephone, Internet, and digital television to local residents and businesses. The Fusion Network will not only provide crystal-clear sound quality and a greater level of service reliability, it will also offer incredibly fast Internet speeds and allow Alpine to offer whatever exciting new services the future brings. (245-1888)

"Fiber-to-the-Home networks help to define successful communities just as good water, power, transportation, public safety, schools, and other essential services have done for decades," says Chris Hopp, Alpine General Manager. "Our commitment to the vitality of McGregor along with our desire to meet the needs of our customers is the driving force behind the multi-million dollar investment our company has made in this community."

Both existing and new customers will need to contact Alpine to schedule an activation appointment. For preferred scheduling, residents and businesses are encouraged to contact Alpine now at 563-245-4000 for an appointment. Elite Cutover Connections Inc. has been contracted to assist with activations.

Alpine Communications is proud to have completed the network construction within its proposed timeline, although it wasn't easy. "Our team expected challenges when we started planning this project over 10 years ago. With all our planning, we never imagined the devastation brought by the tornado in July," says Hopp. "We persevered alongside the residents of McGregor to fight through the destruction. Our team managed to complete the project within the expected timeline because we wanted the residents of McGregor to benefit from an updated fiber optic network."

As part of the Fusion Network launch, Alpine is hosting several events to ensure that the community is aware of the full value of fiber optic services. Everyone is welcome.

“

Our team expected challenges when we started planning this project over 10 years ago. With all our planning, we never imagined the devastation brought by the tornado in July," says Hopp. "We persevered alongside the residents of McGregor to fight through the destruction. Our team managed to complete the project within the expected timeline because we wanted the residents of McGregor to benefit from an updated fiber optic network.”

-Chris Hopp
General Manager



FUSION LAUNCH PARTY:

Tuesday, October 17, 4:00pm — 6:30pm, McGregor Public Library

ALPINE COMMUNITY CHATS:

last Thursday of each month, 10:30am, McGregor Public Library

- **October 26** — FusionTV: A New TV Experience
- **November 30** — Wi-Fi Networks, Broadband Speeds & Internet Performance

For additional information, please visit www.alpinecom.net. Please contact Alpine Communications at 563-245-4000 with any questions or comments.

'Tis the Season of Giving

Donate to the Food Shelf & Mitten Tree



Beginning this month and while supplies last, visit Alpine Communications or the Guttenberg Press to pick up an Alpine grocery tote, and we invite you to use this tote to fill it with non-perishable food items or cold weather gear for our holiday food drive and Mitten Tree that runs through December. We encourage you to use the tote to donate cans of vegetables, fruits, soup, or cereal as well as other nonperishable food items including items for the Clayton County Food Shelf.

PICK UP A GROCERY TOTE FROM ALPINE OR THE GUTTENBERG PRESS AND:

- Fill it with non-perishable items for the Clayton County Food Shelf or cold weather gear for the Mitten Tree
- Drop off the items to Alpine at 923 Humphrey Street, Elkader or the Guttenberg Press at 10 Schiller Street, Guttenberg
- Keep the tote for yourself!

Please contact us at 563-245-4000, or visit us at www.facebook.com/AlpineCommunications for details.



Everything You Need To Know About TVEverywhere

WHAT IS TVEVERYWHERE?

It's a free service available to subscribers of qualifying FusionTV packages. With WatchTVEverywhere, you can watch some of your favorite channels and programming — including live TV and full episodes of current TV shows — on your tablet, smartphone, or laptop.

WHERE CAN I USE IT?

You can use TVEverywhere anywhere you have an internet connection such as hotels, vacation homes, airports, and restaurants. TVEverywhere is also handy to use at home when you want an extra "TV screen."

HOW DO I GET STARTED?

The first step is to complete a one-time registration:

- Go to www.watchtveverywhere.com and select Alpine Communications in the drop-down menu.
- Click the Register link.
- Complete the registration form.
- Check your email. You will receive a message with an activation link.
- Click on the link to complete the registration process.

WHAT'S AVAILABLE ON TVEVERYWHERE FOR ME TO WATCH?

After you've registered with TVEverywhere, click "Log In," and enter your username and password. Then click on the TV network you want to watch, and you'll see a list of available TVEverywhere programs. You can watch any TVEverywhere program if it is on a network you subscribe to through your Alpine FusionTV package.

If you have questions about TVEverywhere, call us at 563-245-4000.



Why Our Internet Service Requires Landline Service As Well

Many of you have asked Alpine Communications why you must subscribe to landline phone service in order to receive our internet service. This requirement stems from Federal Communications Commission (FCC) regulations. (252-3239)

The FCC continues to base Universal Service Fund (USF) reimbursement on local phone line subscriptions. The USF is a government-administered fund to support the provision of telecommunications services in rural and high-cost areas, to low-income consumers, and to schools, libraries, and health care facilities nationwide. If Alpine Communications did not require a phone line subscription, we would not receive the USF funding we need and would have to increase the rates for our internet and other services.

If you have questions, please call us at 563-245-4000.



Celebrating 20-Year Milestone at Annual Dinner

Over 850 people enjoyed a night with the friends and neighbors at Alpine's 12th Annual Customer Appreciation Dinner in September. It was our honor to show our gratitude for 20 years of serving Northeast Iowa by sharing laughs and fantastic food with customers that we are honored to call friends.



CONGRATULATIONS TO ALL OF OUR DOOR PRIZE WINNERS AND GRAND PRIZE WINNERS:

- 1 Year Of Gold Internet: **Don Saboe**, Elgin
- Sony Smart TV: **Sandra McMillin**, McGregor
- Apple TV: **Curtis Ruhser**, Elkader
- \$50 HSN Gift Card: **Sharon Becker**, Elgin
- Tailgate Gift Pack: **Lisa Cummer**, Garber
- Handbag & Watch: **Nancy Gull**, Garnavillo
- Ogio Luggage: **Steve Staebler**, Guttenberg
- Ogio Tote: **Louise Johansen**, Elgin
- Yeti Mug & Cooler: **Joe Tuecke**, Garnavillo



Pictured are Curtis Ruhser and Lara Duff, Alpine

Main Street Elkader and Garnavillo Historical Society Awarded Grants

Aureon is pleased to announce that Aureon Charity Grants have been awarded to two organizations within Alpine Communications' service area. Main Street Elkader received a grant for \$550.00 to purchase materials for a children's art installation during their annual Art in the Park event. The Garnavillo Historical Society received a grant for \$300.00 towards upgrading their museum facilities. 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 application.

Aureon is now accepting applications for the quarterly Aureon Charity Grant Program. Our grants are available to Iowa communities sponsored by its participating telecommunication companies. The Aureon Charity Grant Committee looks to accept proposals from organizations seeking to better their local communities.

Grant application forms are available from Alpine at www.alpinecom.net/library/aureon-charity-grant/ or the Aureon website (www.aureon.com). There are virtually no restrictions on the number or types of charities that may apply for the grant; however, the program must benefit and be made available to all members of the community. The deadline for submission is the end of each calendar quarter. (255-2528)

Aureon created the grant program in 1993 to increase service and support to rural independent telecommunications companies and the communities they serve. The Aureon Charity Grant Program awards grants on a quarterly basis. Over the course of twelve years, Aureon has donated over \$850,000 to local communities and their surrounding areas. We believe in rewarding various organizations for their passion and dedication to advancing their own neighborhoods.

Interested organizations are encouraged to contact their local Independent Telecommunications Company to learn more information, as well as obtain and complete the application. All Charity Grant awards will be presented by Aureon and the participating local Independent Telecommunications Company.



Pictured are Lori Keppler, Alpine; J.D. Siebert, Aureon; Ashley Althoff, Emily Yaddof, Main Street Elkader; and Chad Ruegnitz, Alpine



Pictured are Chad Ruegnitz, Alpine; J.D. Siebert, Aureon; Carol DeSotel, Jane Thein, Garnavillo Historical Society; and Margaret Corlett, Alpine

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





CONNECT WITH US:

923 Humphrey St.
PO Box 1008
Elkader, Iowa 52043

Hours: 8:00 a.m. – 5:00 p.m.

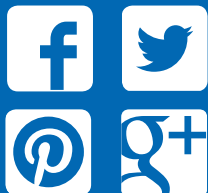
Monday – Friday
563-245-4000
or 1-800-635-1059
www.alpinecom.net

Internet Tech Support:

1-888-264-2908

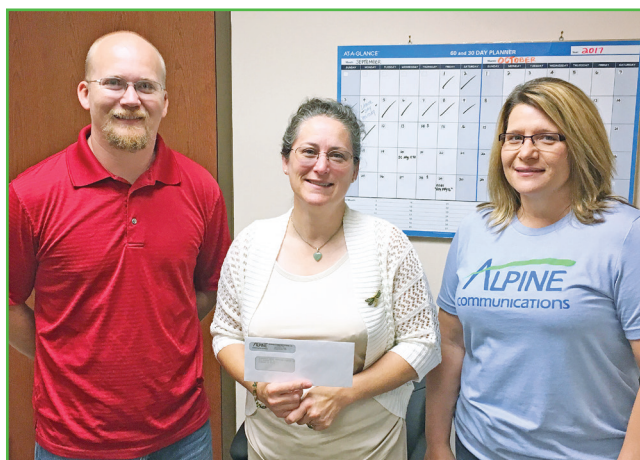
SecureIT Tech Support:

1-877-373-3320



ALPINE DONATES TO CLAYTON COUNTY SUBSTANCE ABUSE SERVICES

We appreciate the valuable feedback we receive from customers through the follow-up surveys completed after each trouble call and new service installation. The information we gather during the short 3-minute surveys helps us implement service improvements, deliver superior-quality products, and manage our resources more wisely. In appreciation, we donate \$2.00 for each completed survey to a local non-profit organization. For surveys completed in April through June, Alpine Communications donated \$170.00 to Substance Abuse Services of Clayton County. Please take a moment to complete our survey should you receive one in the future. We value your opinion and look forward to contributing to community organizations.



Pictured are Adam Sadewasser, Milly Stewart, and Tammy Sylvester

Jace Moore Awarded Aureon Scholarship

Aureon has announced the recipients of its 2017 Scholarship Program. This year, 50 highly qualified applicants competed for \$5,000 in scholarship funds. Five deserving high school students were selected to receive varying amounts for demonstrating excellence in the classroom and in their community, along with their commitment to further their education in a STEM-related field.

The Aureon Scholarship Program supports students pursuing careers in Science, technology, engineering, and math (STEM). Funded by Aureon and established in 2003, the Aureon Scholarship Program provides scholarship funds to students in rural Iowa communities, supported by the Iowa Independent Telecommunications Companies. To date, the company has awarded approximately \$65,000 in total scholarship funds. (426-5380)

“We are very proud to support these outstanding Iowa students for their academic achievement, dedication, and community leadership through our Aureon Scholarship Program. Their dedication to pursuing a future career in a STEM-related field is essential for the future of our industry and many industries throughout Iowa,” said Justyn Miller, President, Aureon Technology.

THE RECIPIENT OF THE 2017 AUREON SCHOLARSHIP PROGRAM IN THE ALPINE COMMUNICATIONS AREA IS AS FOLLOWS:

Jace Moore of Guttenberg, Iowa, plans to attend Wartburg College in Waverly, Iowa, and major in Engineering. As a senior at Clayton Ridge High School, he was president of their National Honor Society and has been very involved in community service. He has helped with youth football camps, refereed youth football games, and coached a little league baseball team. He has also helped the community by raking leaves and shoveling snow for the elderly as well as building a wheelchair ramp for a neighbor paralyzed in an accident and volunteering with many local food drives. We wish Jace all the best at Wartburg, Go Knights!



*Pictured are J.D. Siebert, Aureon;
Jace Moore; Chad Ruegnitz, Alpine*

