



We're bringing fiber to Marquette and the Pleasant Ridge neighborhood for *faster Internet and more!*

Alpine Communications is making a major investment in our 100% fiber-optic Fusion Network in Marquette and the Pleasant Ridge neighborhood. This means every home, business, and organization in the area that subscribes to telephone service from Alpine will be given a direct fiber connection. This connection will provide access to fiber's many benefits:

- Crystal-clear and reliable phone service
- Increased home values
- Virtually unlimited bandwidth
- Enhanced economic growth, communication, and collaboration
- Productivity-boosting applications for businesses
- Always dependable connections
- Superb TV picture quality
- Blazing-fast Internet speeds

The Fusion Network will be constructed in phases and is scheduled to be completed by the end of 2018. As fiber is installed in each area, we will ensure the switch over is done in a manner that respects your property.

If you have questions about our Fusion Network project, please refer to the FAQs on the other side or contact our office at **563-245-4000**.



923 Humphrey St., Elkader, Iowa
563.245.4000 | join.alpinecom.net

ALPINE
communications
Real Access. Real Value. Real People.

Fusion Network construction timeline

April

Begin visits to homes and businesses.

May

Begin fiber optic network construction of the main line.

June — July

Finish construction of the main line.
Bury fiber drops to homes.
Finish outside fiber-optic network construction and fiber splicing in preparation for activation.

August — October

Activate all business and residential customers to the Fusion Network.

FREQUENTLY ASKED QUESTIONS

Why is Alpine Communications constructing a fiber network?

As your local telecommunications provider, Alpine is installing the most advanced technology — fiber optics — to ensure that residents will receive the highest quality Internet, phone, and other services at the most affordable rates. Our Fusion Network will not only meet today's needs but will also be ready to handle all the exciting new services the future brings.

What's so great about fiber optics?

Businesses and households 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 1,000 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 place at the same time!

Will Alpine Communications offer television service?

Alpine FusionTV is currently available in Marquette. FusionTV service will be available in the Pleasant Ridge neighborhood during the activation phase of the project.

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

Yes. Alpine is moving all of our services over to our Fusion Network for those customers living in Marquette and the Pleasant Ridge neighborhood.

When will my services be transferred to the Fusion Network?

Watch your mail for a letter that announces we are ready to schedule your activation. Once you receive this letter, please call us immediately. The sooner you call, the sooner we will be able to connect you to the Fusion Network. Customers can expect to receive a letter in early fall of 2018.

I do not live in Marquette or the Pleasant Ridge neighborhood. When can I get a fiber connection?

We are looking for strategic places to expand our network by collecting interest at Join.Alpinecom.net. By signing up, you are expressing your interest in having Fusion fiber-topical services from Alpine Communications. It really is that simple! Once we have enough interest expressed in a specific area, we will consider constructing fiber-optics services there. The amount of work and expense to bring the Fusion Network to a neighborhood is huge. Simply put, the more support in your neighborhood, the more likely we are to bring fiber to your door.

What kind of Internet speed will I have after you upgrade my home or business to fiber optics?

Fiber has the capacity to deliver virtually unlimited Internet speeds. The Internet speeds that Alpine makes available when our Fusion Network construction is complete will be influenced by customer demand and the competitive environment. Internet speeds will significantly increase for current Alpine Internet subscribers after they activate their Fusion Network connection.

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 scheduled day and time. You need to be present during the activation since our technicians will need access inside your home or business. The technician will bring a power cord into your property through the basement to an electrical outlet and will bring an Ethernet cable to where your DSL modem is currently located. (With Fusion Internet, you will no longer need a modem.)



If we have not visited your property please call our office soon at **563-245-4000** to schedule an appointment.

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