

# ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.

ALPINE  
communications

Q3 2018 Newsletter

## An Open Letter from Chris Hopp

**We, at Alpine Communications, believe connected communities become thriving communities.**

Across the nation, we are entering into a new era of connectivity. Staying connected, in recent years, has proved to be revolutionary to the way we live our lives. People are now empowered to work from any location they desire, meet people with common interests from around the world, and shop, talk and earn a living from the comfort of their own homes.

For many, this level of connectivity is an added bonus to their already-connected lives. For others, especially those living in rural communities like ours, connectivity is life changing.

No longer do our rural residents who have ambitious career aspirations have to move out of their rural communities to bigger cities. They can create a thriving professional network in the hometowns they love. This means families are able to stay closer together and put down generational roots in the community they love. No longer do those with very specific hobbies and interests have to feel alone because they can't find others in their community to meet with. They can now join a community, connect with others from around the world and feel a sense of belonging in the network they chose. (252-2065)

And no longer does a relationship have to suffer from distance. Individuals can connect with those they love in many different ways, with the help of technology, helping them feel just as close to someone as if they were sitting down together at the dinner table. This is why we believe when we each have the power to connect, we can be immersed in the parts of life that mean the most to us.

As humans, we need connections. It's vital to our emotional and physical health to not only connect with others individually, but to be involved in thriving communities where we can share interest, talents, knowledge and commonalities. It gives us a sense of purpose. At Alpine Communications, we see the need for connectivity, and our role in championing that connectivity. It's a responsibility we take seriously and with pride.

This is why we're so much more than a communications provider. We understand we are the intermediary between those in our community and the connections they need to lead rich, well-rounded lives.

When you choose Alpine Communications, you are also choosing to align with our commitment to help you create thriving communities. The more we can connect, the stronger communities we can create together.



*Chris Hopp,  
General Manager*

No longer do our rural residents who have ambitious career aspirations have to move out of their rural communities to bigger cities. They can create a thriving professional network in the hometowns they love.



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 30, 2018, and we'll apply a \$5 credit to your account!

# Faces of the Brand – Chad Ruegnitz

What is the recipe which makes up one of Alpine’s longest standing employees? Add a cup of MacGyver’s ingenuity, mix it with a pound of Duck Dynasty’s passion for the outdoors, and add a pinch of Andy Taylor’s wisdom - there you would have Chad Ruegnitz.

Seventeen years ago, Chad started at Alpine as a not-very experienced telephone technician with a get-it-done work ethic. Today, Chad leads a team of six outside plant technicians after working his way up the proverbial corporate ladder.

Chad is tenacious about getting the job done right, which is one of the many characteristics that his coworkers appreciate. For example, when the flood of 2004 destroyed the fiber-optic ring providing long distance, internet, and emergency services to area customers, Chad was there immediately to ensure services were restored as soon as possible. Similarly, Chad and his team wasted no time running temporary telephone lines, removing debris, and helping the community after the tornado devastated McGregor in 2017.

It is during these challenging times that Chad uses his ingenuity, creative problem-solving skills, and experience to keep our communities and customers connected.

At an early age, Chad learned the value of a hard-day’s work by setting goals. Chad reminisced, “when I was 11, I spent my summers mowing lawns, the city park, and the cemetery in Garber. I also worked for farmers baling hay and doing chores morning and night. I saved enough money to buy my first car when I was 15 for \$5,000 cash.” He recalled, “I probably worked thousands of hours to earn enough for my 1987 Thunderbird.”

Chad isn’t all work, all of the time. He is an avid outdoorsman with a passion for coaching baseball, hunting, fishing, boating, and archery. Chad shares his love of nature with his son, Carson, and wife, Kelly – but don’t ask him to share his secret local fishing hole where he reeled in a 29” walleye – his biggest catch to-date!

## IN THE LOOP

- ✓ Three words that always describe Chad: thorough, patient, inventive
- ✓ Three words that never describe Chad: lazy, close-minded, hot-headed (873-3717)
- ✓ What makes Chad laugh: the movie “Grumpy Old Men”
- ✓ Quirkiest thing about Chad: he is fanatical about cleanliness and organization (especially his garage and truck)



## You’re Invited to Our 13th Annual Customer Appreciation Celebration

You’re a valued customer of Alpine Communications, and we’d like to thank you in person. Please stop by our Customer Appreciation Celebration on **Thursday, October 4 from 4:30-7:00 p.m.** at Johnson’s Reception Hall in Elkader.

- THERE WILL BE:
- Free food and beverages
  - Free giveaways for all attendees
  - Great prizes for lucky drawing winners

**We hope to see you and your family there!**



# TV Everywhere Lets You Be Creative With TV Viewing

Pick your device. Pick your location. Pick your program. With TV Everywhere, everyone in your family enjoys lots of options for how, where, and what to watch.

Slumber party time? The kids can watch a movie on a laptop in their fort. Waiting for a plane? You can catch up with your favorite drama show on your smartphone at the airport. TV Everywhere works from anywhere you have an internet signal, making it incredibly convenient.

Plus, TV Everywhere is FREE with your qualifying FusionTV package. The specific networks available to you on your mobile devices will be based on your TV package subscription. For example, you must receive a channel at home to watch that channel with TV Everywhere. (964-2211)

To use TV Everywhere, you'll first need to register at [www.WatchTVEverywhere.com](http://www.WatchTVEverywhere.com). It's quick and easy; just have your FusionTV account number handy. Not yet one of our TV customers? Call us today at 563-245-4000 to sign up.



Article courtesy of Cornerstone Group

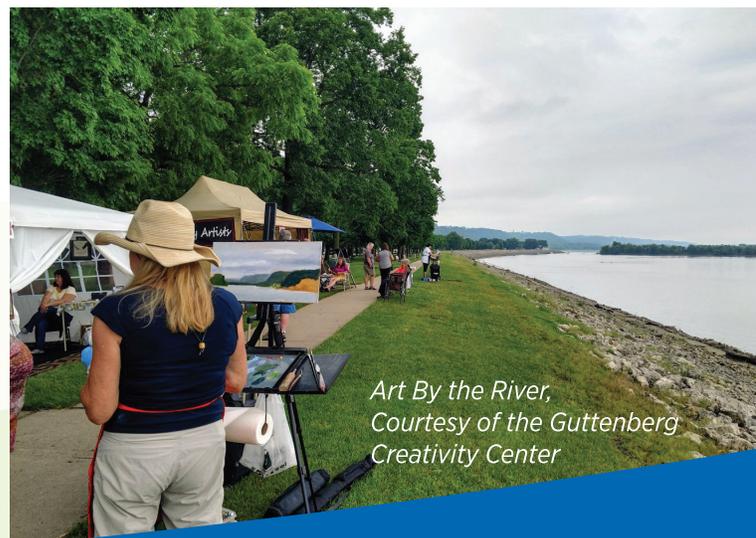
## Make Summer Connections

Don't miss a minute of the local fun in Northeast Iowa this summer. Alpine believes that connected communities become thriving communities, and that is why we want to share with you the amazing events that will be happening in our community.

The vibrancy of Guttenberg was on full display this weekend at the second annual Art by the River Fine Arts Festival. Alpine Communication was excited to sponsor this talent once again, which gave an opportunity for the community and artists to connect and appreciate what goes into creating art.

Hosted by the Guttenberg Gallery and Creativity Center, this free event highlighted the work of area artists, hands-on workshops, a variety of food vendors, and live music. Event goers got to experience yoga in the morning on the Mississippi river front, budding artists were treated to youth art activities that engaged their inner Frederic Remington or Grant Wood.

At Alpine Communications, we see the need for human connectivity and championing that connectivity. This is why we support the events in the communities we serve, especially the events that enable people with common interests, talents, and causes to connect and share their voice with a broader audience. We hope you take the time this summer to attend the many local festivals, such as Art by the River, and make a



Art By the River,  
Courtesy of the Guttenberg  
Creativity Center

# Aureon Awards Five Grants to Fund Local Projects

Aureon is pleased to announce that Aureon Charity Grants have been awarded to five area organizations. The grants were presented in conjunction with Alpine Communications who sponsored the grant application. Upon reviewing an abundance of applications, the Aureon Charity Grant Committee delegated funds to projects committed to the betterment of local Iowa communities.

Clayton County Conservation received a grant for \$400.00 to help fund a new laptop, a ceiling projector, and projector mount. Aureon awarded Garnavillo Historical Society a \$250.00 grant towards replacing light fixtures with LED lighting. The Motor Mill Foundation of Clayton County was awarded \$250.00 for assistance with replacing the chimney on the Cooperage. Aureon also awarded a grant for \$400.00 to the McGregor-Marquette Center for the Arts which will aid in purchasing new office computers. \$400.00 was granted to the Guttenberg Chamber of Commerce for buying a new laptop computer.

“Alpine Communications appreciates the efforts of these valuable organizations. Their passion and dedication to advancing our community greatly impacts us all,” said Chris Hopp, Alpine Communications general manager. “We are proud to partner with Aureon to make this grant possible.”

“Aureon is delighted to support nonprofit organizations that enhance the quality of life for Iowans,” said Justyn M Miller, President, Aureon Technology. “We look forward to aiding future community-improvement projects and extend our best wishes to your community.”

The Aureon Charity Grant Program was created 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 twenty-five years, Aureon has donated over \$950,000 to Iowa nonprofits through the grant program. To learn more, please contact [Giving@Aureon.com](mailto:Giving@Aureon.com).



*Pictured: Sara Hertrampf, Alpine; Carol DeSotel, Garnavillo Historical Society; Bill Meyer, Aureon; Zach Lyon, Alpine*



*Pictured: Sara Hertrampf, Alpine; Sandy Stevens, McGregor-Marquette Center for the Arts; Bill Meyer, Aureon; Lori Keppler, Alpine*



*Pictured are: Lori Keppler, Alpine; Abbie Peterson, Elgin Community Betterment Club; Tammy Sylvester, Alpine. ECBC received a \$500.00 Aureon Grant in the first quarter of 2018 to help fund the Schori Park playground project.*



*Pictured: Samantha Moser, Alpine; Kenny Slocum, Clayton County Conservation; Bill Meyer, Aureon; Melissa Schilling, Alpine*



*Pictured : Sara Hertrampf, Alpine; Mandy Ludovissy, Guttenberg Chamber of Commerce; Bill Meyer, Aureon; Lori Keppler, Alpine*



*Pictured: Sara Hertrampf, Alpine; John Nikolai, Motor Mill; Bill Meyer, Aureon; Larry Stone, Motor Mill; Lori Keppler, Alpine*



“Alpine Communications appreciates the efforts of these valuable organizations. Their passion and dedication to advancing our community greatly impacts us all,”  
SAID CHRIS HOPP, ALPINE COMMUNICATIONS GENERAL MANAGER

## COMMUNITY FRAUD WORKSHOP

Alpine Communications invites the public to a FREE 60-minute personal fraud prevention workshop on Thursday, August 16, 2018 at 2:00 p.m. at the Guttenberg Public Library. Alpine Communications will provide you with the tools you need to protect yourself from fraud.

Attendees will learn how to spot a scam, report it to the proper authorities, and bring crooks to justice.

**Call the Guttenberg Public Library at 563-252-3108 to reserve your seat.**



## Carol Berns Hangs Up 21 Years

On June 14, 2018, Carol Berns, Alpine's longest tenured employee, cleared her last trouble ticket, took her last call, and entered retirement. Carol was one of Alpine Communications' first employees in 1997, venturing into a new world of telecommunications from a fold-up table at the office on Main Street in Elkader.

Carol was pivotal in connecting customers to the internet for the very first time in Northeast Iowa. When she began her career, Alpine didn't offer internet service or basic calling features, only dial tone. The new team of employees worked together to upgrade the outdated network which was in disrepair. She recalls, "the network in Marquette and McGregor needed a lot of work. Bob (who retired from Alpine in 2002) spent a long time getting that area straightened up." These network improvements enabled Alpine to begin delivering dial-up internet, then DSL, and now fiber-optic broadband services. (245-1734)

A little-known fact is that Carol had no idea how to use a computer mouse when she went to Des Moines for training. The biggest advancement she has seen over the years is the introduction of the internet.

During the last few years, Carol has been a leader in dispatching technicians to service installations and repairs. She counts her biggest accomplishment as adapting to changes in billing systems and processes.

Thank you, Carol, for sharing your talents and skills with us 21 years. You have taken great care of our employees and customers and we appreciate your service. We wish you well on your retirement and hope you enjoy spending time with family and friends.



## Why Con Artists Target Senior Citizens

According to the FBI's website ([www.fbi.gov](http://www.fbi.gov)), senior citizens should be particularly vigilant for telemarketing scams due to the following reasons:

- Senior citizens are most likely to have a "nest egg," to own their home, and/or to have excellent credit — all of which make them attractive to con artists.
- People who grew up in the 1930s, 1940s, and 1950s were generally raised to be polite and trusting. Con artists exploit these traits, knowing that it's difficult for these individuals to say "no" or just hang up the telephone.
- Older Americans are less likely to report a fraud because they don't know who to report it to, are too ashamed at having been scammed, or don't know they have been scammed. Elderly victims may not report crimes, for example, because they are concerned that relatives may think they no longer have the mental capacity to handle their own financial affairs.
- When an elderly victim does report the crime, they often make poor witnesses because of the effects of age on memory.

**For tips on avoiding telemarketing fraud, visit [www.fbi.gov/scams-and-safety/common-fraud-schemes/telemarketing-fraud](http://www.fbi.gov/scams-and-safety/common-fraud-schemes/telemarketing-fraud).**

*Article courtesy of Cornerstone Group*





**CONNECT WITH US:**

923 Humphrey St.  
PO Box 1008  
Elkader, Iowa 52043

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

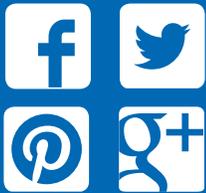
Monday - Friday  
563-245-4000  
or 1-800-635-1059  
www.alpinecom.net

Internet Tech Support:

1-888-264-2908

SecureIT Tech Support:

1-877-373-3320



# INTRODUCING



Alpine Communications believes connected homes are thriving homes.

That is why we want to help you become as connected as possible, as easily as possible, so you can talk to your family, work, enjoy entertainment and so much more.

Alpine Communications presents Alpine WiFi Connect, a supported WiFi experience that we will install, completely customized to you. Leave the technical side to us so you can spend more time connecting.

**With Alpine WiFi Connect, you'll receive:**

- A robust, WiFi solution so you can connect the way you want to
- Our local expert will install WiFi in your home and customize it based on your needs
- Installation of an advanced WiFi router that's able to support all of your devices so you can connect - without limits (426-5390)

Enjoy our introductory pricing for our new Alpine WiFi Connect! Installation is \$100.00 and the monthly rate is \$9.95. If you are looking for a service to help you stay easily connected, Alpine WiFi Connect is for you - call today to schedule an appointment.



One-time fee of \$100 includes WiFi network installation, optimization, and new advanced WiFi router.

**Call 563-245-4000 to sign up now.**

\*Alpine WiFi Connect works in conjunction with your Alpine Communications Internet service. Residential customers only. 12-month agreement required. Some restrictions apply, contact us for details.