

ALPINE COMMUNIQUÉ



Real Access. Real Value. Real People.

Q1 2020 Newsletter

We Believe Communities Thrive When They Are Connected

By Chris Hopp, General Manager/COO

I am sure many of you have seen our statement regarding Alpine Communications' commitment to the communities we serve: "We believe connected communities become thriving communities," but are curious about what that looks like each and every day. This statement can be best exemplified by comments and stories shared by your favorite Alpine Communications' staff members. Each week Alpine employees share their most notable success story of the week. I'm confident it will come as no surprise to you that our employees take great pride in being able to assist you in connecting with technology and to others in the manner that works best for you. **The following comments represent but a small sample of the care and commitment our employees take each day to connect our customers to the communities they belong to.**



Pictured are Chris Hopp and U.S. Senator Charles Grassley touring Alpine's central office.



Brian Williams

"I helped an elderly customer in Elkader with what was expected to be a simple remote control replacement. Like my mom, she was hesitant to speak up and share the issues she has been having. After some troubleshooting, we determined the set-top box was bad and both remotes were really old and not working correctly anymore. It was quite frustrating to try to use it! By the time I resolved her issues and showed her how simple the new remotes are to use, she was all smiles and so happy. I'm sure she will use her TVs more now. I left the customer feeling pretty good about helping her."

"I was successful in helping a customer set up their Alpinecom.net email and Gmail accounts on their smartphone and showing them where to access their email for each service."



Tammy Sylvester

"I helped a customer with unwanted emails. The customer didn't know how to mark the unwanted messages as 'spam', and I was able to walk her through the process over the phone."



Lanette Schutte

continued on page 2

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 March 31, 2020, and we'll apply a \$5 credit to your account!





Darrin Smith

“We installed a cabinet that will serve rural fiber-to-the-home project south of Guttenberg!”

“I enjoyed presenting a project to Central’s STEM BEST Project Palooza at Keystone AEA. It was rewarding connecting with students, educators, and other organizations at the event.”



Sara Hertrampf

As you can see, our employees take great pride in the work they provide every day to all of you. Our employees have shared many more customer success stories. We invite you to take a moment to ask when you see us for other connections we have made. In addition to these stories, there are countless examples of our employees helping one another that allow these connections to take place. **It requires the entire Alpine Communications team of employees to ensure all of you are connected and able to do the things you want to do with technology.**

It’s A Win-Win When You Buy Local



While online retailers may offer products at lower prices than some of their brick-and-mortar competitors, there’s a lot to be said for supporting local businesses in your community.

Here are three reasons to shop local whenever possible:

- 1. It boosts local economies.** When you buy from local small-scale businesses, you’re not only helping to create jobs in the community; you’re also helping ensure that the profits (and subsequent investments) are likely to stay local. (245-1123)
- 2. It’s environmentally friendly.** Products that are manufactured and sold locally require less packaging and shipping, which means less carbon-intensive services like transportation, warehousing, and refrigeration.
- 3. It strengthens communities.** Shopping in your own backyard strengthens the relationship between you and the people who make the products you use. By spending your money at locally owned businesses, you’re helping to build a thriving and prosperous community.

Alpine Communications thanks you for choosing us and helping to build thriving, connected Smart Rural Communities!

Article courtesy of Cornerstone Group

College Scholarship Applications Now Available

Alpine Communications has teamed up with The Foundation for Rural Service (FRS), Aureon, and Iowa Communications Alliance to offer three scholarship opportunities to our service areas’ high school seniors.

- 1.** The FRS college scholarship program awards twenty-five scholarships in the amount of \$2,500 to winning applicants across the nation. Eligibility requirements and the application can be downloaded from FRS at www.frs.org. Completed applications must be returned to our office by February 14, 2020, so that we may complete the sponsor certification and forward the applications to FRS.
- 2.** The Aureon Scholarship makes \$10,000 in funds available to students pursuing a STEM-related course of study (science, technology, engineering or mathematics) and residing in a home with service from an Iowa Independent Telecommunications Company (ITC). The application and additional information are available online at www.aureon.com/scholarship. The scholarship deadline is March 1, 2020.
- 3.** The Iowa Communications Alliance will award two scholarships to graduating high school seniors. Eligibility requirements and the application can be downloaded from www.iacomcommunicationsall.org/scholarships. The application deadline is March 11, 2020.

Please call Sara Hertrampf, Alpine’s sales and marketing manager, at 563-245-4000 if you have questions about applying for these scholarships.



Aureon Awards \$1,500 in Grants to Local Organizations

Aureon is pleased to announce that Aureon Charity Grants have been awarded to the Elgin Historical Society in Elgin, Iowa and the Elkader Depot Project in Elkader, Iowa. The grants were presented in conjunction with Alpine Communications, who sponsored the grant applications. Upon reviewing an abundance of applications, the Aureon Charity Grant Committee delegated funds to projects committed to the betterment of local Iowa communities.

- **The Elgin Historical Society received a \$500.00 grant towards a restoration project to the front façade of the building in downtown Elgin.**
- **The Elkader Depot Project received a \$1,000.00 grant towards the Milwaukee Road depot building project in Elkader.**

“Alpine Communications appreciates the efforts of the Elgin Historical Society and the Elkader Depot Project. Their passion and dedication to advancing our community greatly impacts us all,” Chris Hopp, General Manager at Alpine Communications. “We are proud to partner with Aureon to make these grants possible.”

“Aureon is delighted to support nonprofit organizations that enhance the quality of life for Iowans,” said Christy Smith, SVP-HR and Strategic Advisor to the CEO at Aureon. “We look forward to aiding future community-improvement projects and extend our best wishes to your community.” (964-2056)

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 every quarter. Over the course of twenty-five years, Aureon has donated over one million dollars to Iowa nonprofits through the grant program.

To learn more, please contact Giving@Aureon.com.



Pictured are Tammy Sylvester and Jason Rutledge, Alpine Communications; Janis and Larry Lerch, Elkader Depot Project; Bill Meyer, Aureon; Judy Wallendorf, Mary Lee Witt, and Tim Heller of the Elkader Depot Project



Pictured are Lara Duff and Jason Rutledge, Alpine Communications; Marilyn Schaer and Dee Walvatne, Elgin Historical Society; Bill Meyer, Aureon



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

Connected Communities Summit Focuses on Broadband for the Future



Alpine Communications recently hosted the area's first Connected Communities Summit. The event showcased the incredible opportunities our region has for growth powered by broadband through the stories from local entrepreneurs and regional experts. More than 70 community leaders and stakeholders attended the Summit.

Ron Kresha of Golden Shovel Agency delivered the keynote address where he discussed the power of broadband connection and rural communities. Kresha said, "I believe there is a rural resurgence coming." Ron went on to share the latest data on a migrating workforce. "Workers and businesses are seeking prosperity; they are looking for opportunities. Telecommunications and broadband are going to drive them there," he affirmed.

The Summit continued with the "Innovators Panel" moderated by Bill Menner featuring area entrepreneurs and business leaders, including Adam Jackson Pollock, Fire Farm Lighting; Jackie Lee, Pattison Sand Company; Lavern Bird, MercyOne Elkader; Ketaki Poyekar-Hauber, Studio K8Ki; Brent Grinna, EverTrue. The panelists shared what connectivity means to them and their business. Brent Grinna shared how connectivity has been transformational for him, both personally and professionally. "The internet in Boston is not as good as the internet in Northeast Iowa," Grinna shared. (873-1590)



Next, the "Connectors Panel" featured industry and community development experts. Ron Kresha moderated the panel featuring these leaders: Dave Duncan, Iowa Communications Alliance; Bill Menner, The Bill Menner Group; Mark Reinig, Iowa State University; and Jeff Kolb, Butler-Grundy Development Alliance. "Broadband spurs and is the critical component for rural development," shared Dave Duncan. The conversation continued with panelists encouraging stakeholders to talk to legislators and other elected officials about community development programs.



We are excited to share the recordings of each session from the Summit on Alpine's YouTube channel. If you or someone you know was unable to attend the Connected Communities Summit, please share the videos with members of your business, organization, or community.

Here's what Connected Communities Summit attendees said:

- "I enjoyed listening to personal stories and how communities are thriving in today's world."
- "The Summit offered a great variety of speakers with tons of useful information for the City to utilize in reaching potential businesses, residents, and tourists."





**Free
Workshop!**

Introduction to Instagram for Business

Did you know Instagram has one billion monthly active users, making it the third most popular social media network, following only Facebook and YouTube? This is a huge audience to put your business in front of, which is why we want you to learn how to maximize Instagram for your business and brand.

We invite businesses and organizations to attend a FREE 90-minute Instagram workshop on Tuesday, March 3, 2020, at 6:00 PM. Ashley Danielson, owner of Ashley D Marketing, will share five key strategies to grow both your audience and your business using Instagram!



Class size is limited, and we encourage you to register early by calling 563-245-4000. The Instagram workshop will be held at our office at 923 Humphrey Street, Elkader.

Take a Shot at Winning the Cover

Enter Alpine's Directory Photo Contest today! Alpine Communications is looking for unique photos that represent the communities we serve, so we can put them on the cover of our 2020-2021 Northeast Iowa Regional Telephone Directory. Thousands of copies are distributed around Northeast Iowa, Southern Minnesota, and Southwest Wisconsin during the year.

Alpine's Directory Photo Contest is open to amateur photographers at all levels of experience. Our goal is to highlight the natural beauty and scenic settings that surround us while promoting the art of local photography. The winning photographer will receive a \$50.00 Alpine Communications gift certificate. All entries will be featured on Alpine's website and social media pages.

PHOTO CONTEST RULES & ELIGIBILITY REQUIREMENTS:

- Entries are open to Alpine Communications customers of all ages.
- Photos must have been shot within Alpine Communications' serving areas of Elkader, Elgin, Guttenberg, Garnavillo, Garber, Marquette, McGregor, and the surrounding rural areas.
- Photos must have been shot within the past three years.
- Digital photos must be high-resolution, at least 300 dpi, and formatted as a .jpg, .pdf, .bmp, .eps, .tif, or .gif. Scanned or hard copy photo entries will not be accepted.
- Relatives of Alpine Communications employees are not eligible to enter.

HOW TO ENTER:

- Submit digital photos by the entry deadline of February 10, 2020.
- Upload your photos using the form at www.alpinecom.net.
- Include name, address, telephone, description of photo, and where the photo was taken.
- Limit two entries per household.



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

Technical Support:

1-888-264-2908

SecureIT Tech Support:

1-877-373-3320



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NOW AVAILABLE!

Great news! Alpine Communications is now a UPS Authorized Shipping Outlet, which means you can bring your UPS packages to our office at 923 Humphrey Street, Elkader, Iowa, and send your packages world-wide. Area residents can drop-off pre-paid, labeled UPS packages for free now. Our shipping deadline is 3:00 PM Central, Monday-Friday (excluding holidays), to ensure your packages will be picked up by UPS that same day. Questions? **Contact Alpine Communications at 563-245-4000.**

