



5 Cyber Security Tips FOR SMALL BUSINESSES

Broadband and information technology are powerful factors in small businesses reaching new markets and increasing productivity and efficiency. However, businesses need a cybersecurity strategy to protect their own business, their customers, and their data from growing cybersecurity threats.

1. Train employees in security principles: Establish basic security practices to protect sensitive business information and communicate them to all employees on a regular basis. Establish rules of behavior describing how to handle and protect customer information and other vital data. Clearly detail the penalties for violating business cybersecurity policies.

2. Protect information, computers and networks from viruses, spyware and other malicious code: Install, use and regularly update antivirus and antispyware software on every computer used in your business. Set the antivirus software to automatically check for updates at a scheduled time of low computer usage, such as at night (midnight, for example), and then set the software to do a scan after the software update. Recommended solution: SecureIT Plus

3. Make backup copies of important business data and information: Regularly backup the data on every computer used in your business. Critical data includes word processing documents, electronic spreadsheets, databases, financial files, human resources files and accounts receivable/payable files.

Back up data automatically if possible, or at least weekly. Recommended Solution: Online Backup

4. Secure your Wi-Fi networks: If you have a Wi-Fi network for your workplace make sure it is secure and hidden. To hide your Wi-Fi network, set-up your wireless access point or router so it does not broadcast the network name, known as the Service Set Identifier (SSID). In addition, make sure to turn on the encryption so that passwords are required for access. Lastly, it is critical to change the administrative password that was on the device when it was first purchased. Recommended Solution: Alpine Wi-Fi Networking (426-5027)

5. Regularly change passwords: Passwords that stay the same, will, over time, be shared and become common knowledge to coworkers and can be easily hacked. Passwords should be changed at least every three months. Recommended Solution: Password Genie

For a more cybersecurity tips from the FCC, visit www.fcc.gov/cyberforsmallbiz.

Alpine Communications Information

Where to find us:

923 Humphrey Street
PO Box 1008
Elkader, Iowa 52043
8:00 a.m. - 5:00 p.m.
Monday - Friday

Contact Us

By telephone:
(563) 245-4000 or (800) 635-1059
Online: www.alpinecom.net

Payment Information:

- Payments are due on the 9th of each month.
- Accounts with past due balances are subject to a minimum \$5 late payment charge.
- View or pay your bill online at ebill.alpinecom.net.
- For your convenience, Alpine offers Automatic Bank Deduct. Payments can be taken out of your checking or savings account.
- Alpine accepts credit card payments with MasterCard, Visa, and Discover.
- There is a drop box at the Alpine business office. Payments can also be dropped off at the local banks in Elkader, Garber, Garnavillo, Guttenberg, Marquette, and McGregor.
- A \$5 payment assistance fee will apply to payments taken over the phone.

Internet Tech Support

(888) 264-2908

SecureIT Tech Support

(877) 373-3320

After Hours Repair

Telephone and Cable TV

(563) 245-4000 or (800) 635-1059



ALPINE COMMUNIQUE

Real Access. Real Value. Real People.

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September | October 2011

Iowa Network Services Awards Grant to Clayton County Sheriff's Department



Pictured: Chris Hopp, Alpine Communications;
Joe Craig, INS; and Kelly Marmann, Clayton
County Sheriff's Department

Alpine Communications along with Iowa Network Services, Inc. is pleased to announce that Clayton County Sheriff's Department is an award recipient of the Iowa Network Services Charity Grant program. Clayton County Sheriff's Department was awarded \$350 to help purchase an AED (Automated External Defibrillator). INS Created this charity grant program to increase its service and support to the communities it serves and to help bring INS closer to its customers. Visit www.alpinecom.net/library/ins-grant to obtain a copy of the INS Charity Grant application.

Alpine Communications
is a proud sponsor of
Guttenberg's 21st Annual



GERMAN FEST CELEBRATION

The festivities will be held September 23rd & 24th with family-friendly events including city-wide garage sales, 5k walk/run, festival market, German food, cloggers, and live music. Alpine Communications is a sponsor of the Saturday evening headliner the Back Home Boys band.

Visit www.germanfestinguttenberg.com
for a full schedule of events.

Make Your Home Your Hottest Spot



Devices are smaller, faster and smarter. Phones take pictures, TVs surf the web, and computers play movies. That's why it's more important than ever to keep your home network up to date and secure. (873-2781)

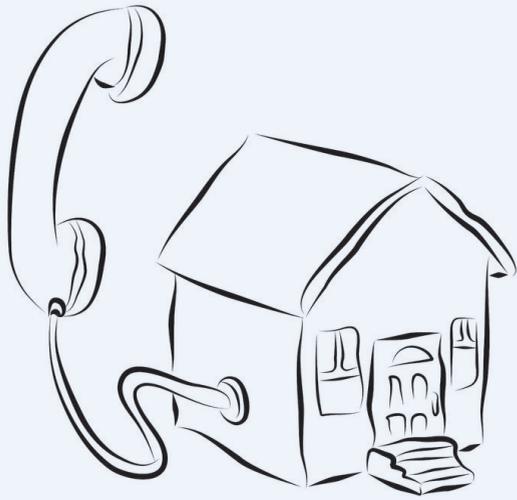
Don't worry—Alpine Communications can help. Our expert technicians will install and set up your home Wi-Fi network, enabling you to securely share your broadband Internet connection with all of your wireless devices. We make it easy to get the most out of your favorite tech toys. Call Alpine Communications today at (563) 245-4000 and learn how to save \$25 on Wi-Fi networking.

You're Invited to Alpine's
CUSTOMER APPRECIATION
Dinner, Thursday September 22nd
from 4:30 - 7:00 at Johnson's Reception Hall, Elkader



If your phone number appears in parentheses (XXX-XXXX) in this edition of the Alpine Communique, give us a call at 563-245-4000 by October 31, 2011, and we'll apply a \$5 credit to your account!





10 Reasons to Have a Home Phone

You may have considered eliminating your landline phone and replacing it with a cell phone or Internet-based system such as a digital phone or VoIP. Think twice before you make that move, since a home phone is the most reliable device on the market today and offers these valuable advantages:

1. **Provides security in an emergency with reliable 911 communication.**
2. **Gives you superior sound quality and clarity.**
3. **Works even during an electrical outage.**
4. **Eliminates the need to charge batteries.**
5. **Provides unlimited local calling.**
6. **Never drops your calls.**
7. **Can't be hacked.**
8. **Saves you money when you bundle services.**
9. **Provides you with a directory listing.**
10. **Keeps your communications dollars here to boost our local economy.**

For an excellent value, ask about our home phone bundle that combines unlimited local and long distance calling. Call (563) 245-4000.



Follow the easy steps below to safely clean your flat screen monitor or TV in just a few minutes!

When Fall Cleaning, Don't Forget Your LCD Screens

The LCD screens (also known as flat screens) found on monitors and TVs are a little different than their CRT cousins when it comes to cleaning. Your standard CRT monitor has a glass screen and can be cleaned in pretty much the same way as you would any other glass in your home or office. LCD screens, however, require special care when cleaning. (245-2546)

LCD screens have anti-reflective coatings to prevent glare and reflections. Unfortunately, these coatings are much more sensitive and are easily scratched and damaged.

Follow the easy steps below to safely clean your flat screen monitor or TV in just a few minutes.

1. Turn off the monitor. If the screen is dark, it will be easier to see the dirty or oily areas.
2. Use a dry, soft cloth and very gently wipe the screen. A great choice would be the microfiber type of cloth used to clean eyeglasses. Avoid using paper towels, toilet paper, tissue paper, or something like your shirt to wipe the LCD screen.
3. If the dry cloth did not completely remove the dirt or oil, do not press harder in an attempt to scrub it off. Pushing directly on the LCD screen can cause pixels to burn out.
4. If necessary, dampen the cloth with distilled water or with an equal ratio of distilled water to white vinegar. Avoid cleaning products that contain ammonia, ethyl alcohol, acetone, toluene, ethyl acid, or methyl chloride. These chemicals can react with the materials in the LCD screen and yellow the screen or cause other kinds of damage. In addition, never spray liquid directly on the LCD screen or it could run inside the monitor and cause damage.

By the way, for a crystal-clear picture to go with your sparkling clean TV, sign up for Alpine's digital FusionTV service in Elkader and Guttenberg. For more information, call us at (563) 245-4000.

Save time and travel expenses with conference calling from Alpine Communications

There's no doubt about it — business travel can be costly, both in terms of the time and money it requires. You also have to deal with the inefficiencies of weather problems and travel delays. To significantly reduce your expenses, think about replacing some of those trips with conference calling from Alpine. (255-2561)

Our conference calling service lets participants at up to 25 different locations join one phone call, making it ideal for planning sessions, staff meetings, and sales training. You gain the ability to involve more people in more conversations, while spending less time and less money.

Find out how much you could save by using conference calling from Alpine Communications. Visit us online at www.alpinecom.net or call (563) 245-4000.



ALPINE COMMUNICATIONS

Offering FREE Fall Technology Workshops

Workshops will be held at the Alpine Communications Business Office, 923 Humphrey Street, Elkader, unless otherwise noted.

Webcasts Sponsored by INS - Held at Alpine Office – Internet Security - Tuesday, Sept. 27th, 6:00 – 7:00 p.m.
Online Fraud - Tuesday, Oct. 18th, 6:00 – 7:00 p.m.
Online Shopping - Tuesday, Nov. 15th, 6:00 – 7:00 p.m.

Email and Web Surfing for Beginners – Tuesday, Sept. 27th, 1:30 – 3:30 p.m.

Intro to Computing – Thursday, Sept. 29th, 1:30 – 3:00 p.m.

Creating Facebook Pages for Businesses – Thursday, Oct. 6, 1:30 – 4:30 p.m.

eBay Thursday, Oct. 13th, 1:30 - 3:00 p.m.

How to Make the Most of your FusionTV Service - Thursday, Oct. 20th, 6:00 - 7:00 p.m.

Facebook For Beginners Tuesday, Oct. 25th, 6:00 - 7:00 p.m.

All sessions are free to Alpine Internet customers and cost \$20 per session for non-Alpine Internet subscribers. Those wishing to sign up should call Alpine Communications at 245-4000.

Contact the Federal Communications Commission at fccinfo@fcc.gov and tell them:

My broadband depends on the support you provide to my telco. If you cut that support or take it away, I could lose service or might not be able to afford it even if it is available. Please make sure that my part of rural America doesn't become "unserved."

Contact your congressional representatives and tell them:

Please urge the FCC to implement reforms that will help sustain robust broadband service that is fundamental to preserving and creating jobs in our rural community—not reforms that undercut the investment and commitment rural telcos have already made to deploy broadband services that bring economic development, health care and educational opportunities to rural America.

Make your voice heard!
Send a letter to our leaders
in Washington at
www.saveruralbroadband.org