

MAKE THE WINNING MOVE TO FASTER INTERNET SPEEDS



- Tired of videos buffering when you play them?
- Does it take forever to download your Netflix movies?
- Are too many family members trying to share too little bandwidth?

Don't settle for slow. Go for the fast ball and get high speed Internet from Alpine. It's the clear winner when it comes to watching videos and downloading large files.

SIGNING BONUS:

Get a **FREE \$50 VISA GIFT CARD** when you upgrade from a Silver to Gold or Gold to Platinum Package of high speed Internet.* Or Sign up for a Gold, Platinum or Diamond Package of high speed Internet.**

You'll also receive:

- **FREE** installation
- **FREE** modem
- **FREE** 24/7 Internet Tech Support
- **FREE** access to ESPN3.com

Alpine's blazing-fast Internet has the speed you need.
Call Lanette, Sue or Tammy today at
(563) 245-4000 or
visit [www.alpinecom.net!](http://www.alpinecom.net)

* Offer valid through July 15, 2011 for current high-speed Internet customers that have a residential/business line and Internet with Alpine Communications. A 12-month agreement is required to receive the \$50 Visa gift card. Prices do not include applicable taxes and regulatory fees. All prices subject to change. Service availability will depend on location. Contact us for complete details.
**Offer valid through July 15, 2011 for new Alpine high speed Internet customers. A 12-month agreement is required to receive free installation, free modem and \$50 Visa gift card. Service availability and Internet speed will depend on location. Contact us for complete details.

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.

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 COMMUNIQUÉ

Real Access. Real Value. Real People.



May | June 2011

Carter House Museum Receives \$1000 Technology Grant



Carter House Museum - \$1,000. Pictured are Carter House Museum board members Jennifer Cowser, Betty Buchholz, Diane Finley, and Howard Maier.

The Carter House Museum received a \$1000.00 grant to install a monitored security system to protect the priceless collection archived within the home and annex. (252-3643)

Alpine Communications has revised the Charitable Giving Program. Going forward, Alpine will be awarding "Technology Grants" instead of cash grants to applicants. Organizations can apply for grants towards services that can be purchased from Alpine Communications. These items would include, but are not limited to, TVs, PCs, Networking, Security Systems, Internet services, and SecureIT services. \$2,000.00 is the maximum amount of the grant and only organizations that subscribe to telephone services from Alpine are qualified to apply. Technology Grants will be awarded on a needs basis and Alpine is seeking new organizations to apply that have not received funding in the past.

Please call Chris Hopp or Sara Hertrampf at 245-4000 if you have questions about the new qualifications for the Alpine Technology Grant Program.

Call Completion Issues Discussed at FCC Meeting

There is a nationwide and industry-wide epidemic going on that directly and adversely affects consumers — problems with the transmission and completion of calls placed to customers served by rural local exchange carriers (RLECs). A survey of National Telecommunications Cooperative Association (NTCA) members showed that 80 percent of rural carriers reported termination problems. (426-5130) Representatives of rural telco groups recently met with FCC staff to discuss these issues.



Their concerns include:

- Calls that ring for the calling party, but not at all or on a delayed basis for the customer of the rural carrier.
- Calling parties who receive incorrect or misleading message interceptions before the call reaches the rural LEC or the tandem switch through which the rural LEC receives traffic.
- Calls that appear to loop between routing providers but never reach the rural carrier or its serving tandem.
- Incorrect caller ID that displays to called parties.

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CATCH FREE PHONES

NOW AT ALPINE WIRELESS

SEE PAGE 3 FOR DETAILS! >>>



If your phone number appears in parentheses (XXX-XXXX) in this edition of the Alpine Communiqué, give us a call at 563-245-4000 by June 30, 2011, and we'll apply a \$5 credit to your account!



From Stalk to Skyscraper - Learn why Iowans everywhere need a connected world

For over 100 years, Iowa's independent telephone companies have provided the necessary infrastructure to keep our state connected. But currently, regulator policies are in the works that could jeopardize Iowa's access to equitable and fairly priced communications services, as early as 2020. You might know of one of these policies as the National Broadband Plan. We call these issues, "The Great Disconnect."

Hundreds of representatives from Iowa independent telecommunications companies rallied at the Iowa State Capitol on April 20th. Our goal was to raise awareness about our telecommunications infrastructure and keep the public informed on connectivity issues that directly impact the state. (255-1145)

State Representative, Roger Thomas of House District 24 also spoke about how this legislation would affect his constituents. "Strong telecommunication companies are important to the vitality and health of rural Iowa. A strong rural Iowa is important to the vitality and health of ALL of Iowa," says Thomas. "Telecoms are small businesses with high quality jobs that contribute to Iowa's prosperity through property taxes, payroll taxes and income taxes. They invest in key economic and community development initiatives in hundreds of Iowa rural communities. Despite claims on proposed policies to improve telecommunication service, these proposals threaten the sustainability of Iowa's robust networks and services – it tears apart the existing network with provisions that could put rural Iowa at risk of having no service at all."

We believe in our state, where it has been and where it is going. Between the proposed National Broadband Plan and other policies, Iowa is at risk of losing its robust connectivity.



Pictured are Alpine managers Lori Keppler, Margaret Corlett, Sara Hertrampf, Chris Hopp along with Iowa Rep. Roger Thomas of Elkader

Instead of continually maintaining and updating connection speeds, Iowa may be left behind as the rest of the nation moves on to connections speeds 25 times the rate of Iowa's connection speed. Are you ready to let that happen? Here's how you can help. Please call or write to your legislator, send press releases and editorials to your local newspaper and tell those around you about the potential ramifications of this legislation. Together, we can raise awareness on this issue. To find materials to help you spread the word, visit www.TheGreatDisconnect.org or call Alpine at 245-4000.

"Strong telecommunication companies are important to the vitality and health of rural Iowa. A strong rural Iowa is important to the vitality and health of ALL of Iowa,"



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Call Completion Issues Discussed at FCC Meeting

The rural representatives explained how difficult it is to identify such problems when they occur because they start with the calling party and the called party might not be aware of missed calls. It is difficult to locate and resolve the source of the issue, even once identified, because there are a variety of platforms on which the troubles arise and a number of logistical and operational barriers to troubleshooting problems on other carriers' networks. (873-3226)

This issue threatens public safety and homeland security as well as degrades the integrity and reliability of the nation's telecommunications network. Alpine Communications is actively participating in industry efforts to stop these problems and will keep you informed of developments. If you have questions or want to report an incident, please call us at (563) 245-4000.

Phone Books Arriving in May



Northeast Iowa Regional Directories are arriving in Alpine customer's mailboxes during the month of May. Featured on the cover is the eye-catching photo of a blue jay taken by Tracy Elsinger of Colesburg. He was presented with a digital picture frame and a \$50 TEC Store certificate by Alpine's Sara Hertrampf for winning the annual Directory Cover Photo Contest.

Please contact us at 245-4000 if you need to make corrections to your directory listing.

Remember, the Northeast Iowa Regional Directory is the "official" directory for Alpine Communications providing accurate and complete listings for all Alpine Communications telephone customers. A search-friendly online version of our directory can be found on Alpinecom.net and click on "Fast Links". (964-2006)

CATCH FREE PHONES

NOW AT ALPINE WIRELESS

STEP UP TO THE PLATE BY JULY 15

Choose from five phones including Motorola® and Samsung® brands



ALPINE communications
Real Access. Real Value. Real People.
www.alpinecom.net

Score a FREE phone with Individual or Family Wireless Plans + get FREE activation

UNLIKE PREPAID PROVIDERS, ALPINE WIRELESS REALLY GOES TO BAT FOR YOU

- Local customer service and support plus help getting familiar with your phone
- We make everything easy for you—no worries about air time balance or days of service
- Enjoy the flexibility and convenience of full-featured phones choices
- Simplicity of one bill for cellular, home phone, Internet, and more

Stop by the TEC Store at 923 Humphrey Street, Elkader, or call us today at 563-245-4000.

*Hurry, this offer is good through July 15, 2011 and while supplies last. Limit one free phone per customer. Some restrictions apply. Free phone offer requires activation on plans \$39.95 and higher and customer must sign 2-year agreement. Prices do not include applicable taxes, regulatory and franchise fees. All prices subject to change. Unlimited Mobile-to-Mobile rate applies to calls you make or receive to and from other Alpine Wireless or Verizon Wireless customers. Unlimited Night and Weekend Minutes valid Monday through Friday, at 7 p.m. to 6:59 a.m. and all day Saturday and Sunday. Night and Weekend Minutes are available in your calling area only.

