

# ALPINE COMMUNIQUE

Real Access. Real Value. Real People.



Q4 2014 Newsletter

## 9th Annual Customer Appreciation Dinner a Great Success!



Over 850 customers were served at Alpine's 9th Annual Customer Appreciation Dinner in September.

### CONGRATULATIONS TO ALL OF THE DOOR PRIZE WINNERS AND GRAND PRIZE DRAWING WINNERS AS FOLLOWS:

**Kandi Deshaw, Elkader** — One year of Gold Internet  
**Alexia Funk, Garber** — Roku HD (*not pictured*)  
**Paul Kregel, Guttenberg** — Lenovo Yoga 10" tablet  
**Bob Hauber, Elkader** — FX martini set and HBO box sets  
**Bryon Kuehl, Elkader** — Samsung 39" HDTV

**Connie Ruhser, Elkader** — National Geographic Charger Power Pack and Movies courtesy of WE (*not pictured*)  
**Verdamay Faust, Guttenberg** — Panasonic Phone System (*not pictured*)

Life is fast, and it gets faster around the holidays. To help you keep up, we have great deals on our high-speed Internet services. In fact, our deals might just help you with your holiday shopping.

Add Internet to your current Alpine services and get **CASH BACK!**\*

### GOLD HIGH-SPEED INTERNET

- Gold Internet starting at \$28.95/month in a Peak Savings Pak
- Blazing-fast download speeds with UNLIMITED DATA
- Ideal for video streaming, online gaming and multiple-device households
- Catch over 3,500 live sports events FREE on ESPN3.com
- FREE 24/7 Internet tech support



Not enough holiday presents? Here's one more. For all new and existing customers, get any Wireless plan, Whole-Home DVR, and HD — **FREE** for 3 months.\* Upgrade your service today to stay up with the speed of life.

If your phone number appears in parentheses (XXX-XXXX) in this edition of the Alpine Communique, please give us a call at 563-245-4000 by November 30, 2014, and we'll apply a \$5 credit to your account!



\*Restrictions apply.

## Clayton County Emergency Management Services Endorses Landline Service for Calling 9-1-1

**“Cell phones will not guarantee immediate assistance,”** County Emergency Management Services Director Joel Biggs said. **“They will not give an accurate location.”**

Clayton County Sheriff’s Department Dispatcher Kathy Bahls explained the problem “We have had E911 for about 20 years,” she said. “When we put in the system, the landline was dominant. Using the landline gave the address of the emergency and the caller’s number, even if the communication was suddenly severed.”

“Now we are back to basics,” she continued. “When a caller uses a cell phone to report an emergency, we have to ask the caller’s name, the call back number and where their location is. There is about a 90 percent chance that we will not know your exact position. We can get a general idea with GPS, but it all depends what tower your call is using. There is about a ¼ mile to a three mile accuracy radius.”

“For example, if you are in McGregor, the call will go to a Wisconsin tower,” she added. “We then get it forwarded. We get the call, but no information, so we have to call back to get what we need.”

Bahls also noted that if there are too many cell phones using a particular tower, the tower crashes and the call is forwarded to another tower. She said the Dispatch Office once received a call from Waterloo 911 reporting a motorcycle accident at Osborne because the caller’s cell phone was programmed to use a certain service, even though the victim was only eight miles from the Sheriff’s Department.



To prove her point, an E911 call was made from inside the Dispatch Office. The address of the call on the 911 display screen showed that the location of the call was the tower on the Gunder Road, several miles away. (245-3000)

“The most important thing to know is that if you use a cell phone to call 911, we will need to get your location, name and other pertinent information,” Dispatcher Jamie Schlee said. “Also, when you call 911 on either a landline or a cell phone, the call goes to another location and that location gives us information. You might hear four or five rings before we pick up, but we pick up on the first ring after it is transferred to us. Just remember to stay on the phone and make sure we get all the information we need.”

Alpine Communications General Manager Chris Hopp said that he has seen a number of Alpine customers switch to cell phone use only and drop their landline. “However, we also see some people, as they get older and become parents, gravitate back to the landline for security. Our basic cost for a landline is \$16 a month, which isn’t much for that added peace of mind.”

Sara Hertrampf is Alpine’s Sales and Marketing Manager. “It is commonplace that people think cell phones will get themselves help right away,” she said. “With cellular, that’s not always possible. A landline is the most reliable way of getting help. We have a good relationship with the county on updating our database with new 911 addresses. When someone establishes service with us we make sure they get into the system. Our landline has battery backup, we use multiple routes and we make sure that our technicians fix problems as soon as possible.”

“If you are using a cell phone, understand that the dispatchers are trying to help you as soon as possible, but you have to be patient,” Biggs added. “It’s the way the initial system was set up. Cells may or may not get you to where you want to be. You have to be patient. If a cell phone is used you will have to help the dispatcher get to you, and that may take critical time. The most reliable way to report an emergency is to use a regular landline phone if it is available.”

*Reprinted with permission from the Clayton County Register.*

*Pictured are Clayton County Sheriff’s Department Dispatchers Kathy Bahls and Jamie Schlee.*

## 5 Reasons To Keep Your Landline Phone

- 1. 911 COMMUNICATION** — In an emergency, 911 finds you when you call from a landline since your address automatically displays on their screen. Plus, you always know where your landline phone is located but your cell phone may become misplaced.
- 2. UNLIMITED INTERNET SERVICE** — You need a landline phone line to take advantage of fast, affordable, unlimited Internet service.
- 3. QUALITY AND RELIABILITY** — A landline connection offers you the highest quality voice transmissions; no more dropped calls or annoying buzzing during conversations.
- 4. POWER OUTAGES** — When you lose electricity, your corded landline phone will keep working more than 99.9 percent of the time. It’s required by the FCC.
- 5. HOME PROTECTION** — Many home security systems only work if a landline phone is in operation. Why? Because the fire and burglar alarm systems are hardwired into the phone system to automatically alert authorities.



## Your TV Options Just Multiplied!

Stream your favorite FusionTV channels and programming to your tablet, smartphone, laptop, or other devices from any Internet connection. WatchTVEverywhere is included FREE with your FusionTV service and we’ve recently added new networks!



To access content through WatchTVEverywhere, you’ll first need to register at [www.watchtveverywhere.com](http://www.watchtveverywhere.com). It’s quick and easy; just have your Alpine account number handy. Not yet a FusionTV customer? Call us today at 563-245-4000 to sign up.

## Free Internet Workshop

TOPIC: Internet Searching  
 WHEN: Thursday, October 16, 2014 from 5:30–6:30 p.m.  
 WHERE: Guttenberg Public Library.  
 Please RSVP by calling the library at 563-252-3108

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



## Live Independently with a Personal Emergency Response System

In the event of a fall or other medical emergency, how would you or your loved one reach help if a phone wasn't nearby? Don't take a chance. A Personal Emergency Response System allows for a small transmitter to be a lifeline to immediate assistance. These devices are to be worn at all times for one-button access to help, and provide the ability for seniors to live independently at home while keeping help close at hand. Knowing that you or your loved one is equipped with this emergency protection will give everyone more peace of mind. (873-1412)

**According to the Centers for Disease Control and Prevention (CDC), each year one in every three adults age 65 and older falls. Falls can cause moderate to severe injuries, such as hip fractures and head traumas, and can increase the risk of early death.**

### WHO SHOULD HAVE A PERS UNIT?

There are many different circumstances contributing to the need for a PERS unit. This includes seniors at risk of losing their independence or their opportunity to make choices, or those who are alone for any part of the day or night. While most emergency response subscriptions are related elderly care, here is a list of situations that might benefit from the use of personal emergency monitoring:

- Death of a spouse
- Falling tendencies
- Physically disabled persons
- Poor motor or dexterity skills
- Mentally disabled persons
- Recuperation after surgery
- Rehabilitation after injury
- Living alone
- Illness

Personal Emergency Response units are affordable. For a minimal installation and low monthly fee, **a PERS unit includes a user-friendly control panel, pendant/bracelet transmitter, and 24-hour a day monitoring.** Alpine Communications participates in the Medicaid Waiver Program, which provides financial assistance for qualified customers in need of a PERS unit. Contact Northeast Iowa Area Agency on Aging at 800-779-8707 for eligibility requirements or call Alpine.

Marie Dickman from Garnavillo, with the assistance of her daughter in Milwaukee, choose a PERS unit from Alpine Communications so that at 90 years old, Marie is just one touch away from help. **"I have Alpine's lifeline PERS service and when my power went out, the system was reactivated right away! I'm thankful for their quick response and excellent customer service,"** said Mrs. Dickman.

It is not just calling for help. Alpine's PERS call center doesn't just call public emergency services for you. Calls are placed to any family member on your list who has asked to be notified of an incident. Maintain your independence and freedom while giving your family and friends peace of mind with a Personal Emergency Response System from Alpine Communications. For more information or to order, call 245-4000.



*Pictured are Marie Dickman and Mike Plumley*

## New on FusionTV — getTV, SEC Network, and Fusion

getTV is now on Alpine's FusionTV **channel 13 in all packages.** getTV is a new television network that brings the classic films you love to your living room. Enjoy the glamour of old Hollywood with legendary actors and award-winning films playing all day and night.

The SEC Network is now on **channel 64 and 464 in HD in the FusionTV Premier package!** ESPN and the Southeastern Conference have joined forces to create the SEC Network. It delivers live coverage of SEC sports, with a heavy focus on top-tier football and basketball games, along with other live men's and women's sports, studio shows, and original content.

Fusion is now on **channel 120 or 520 in HD in the FusionTV Premier package!** Fusion is a news, pop culture and satire TV and digital network. Everyday it engages and champions a young, diverse, and inclusive America with a unique mix of smart and irreverent original reporting, lifestyle, and comedic content.



## City of Garnavillo Receives INS Charity Grant



Alpine Communications along with Iowa Network Services, Inc. is pleased to announce that the City of Garnavillo received a grant through the Iowa Network Services Charity Grant program. The City of Garnavillo was awarded \$1,400 to purchase playground equipment for the new subdivision.

*Pictured are Chris Hopp, Alpine Communications; Joe Craig, Iowa Network Services; Denise Schneider and Chad Schroyer, City of Garnavillo*



## Working To Keep TV Costs In Check

Alpine Communications is committed to bringing you excellent values in TV packages. To that end, we're a member of the National Cable Television Cooperative (NCTC), a collective of more than 900 independent cable and broadband companies across the United States. This allows us to negotiate as one larger group to gain the cost benefits that the larger providers enjoy, while still enabling us to provide local service to our customers. Our goal is to manage your monthly bill by fighting against excessive TV network fee increases from large, powerful media conglomerates. (252-1723)

To learn more, visit [TVonMySide.com](http://TVonMySide.com), your source for up-to-date information and solutions about TV network disputes. By uniting our companies, we can work together to achieve more flexibility and better offerings for you at the lowest price possible.

## Our Fusion Fiber Network Benefits Communities

Alpine's Fusion-Fiber-to-the-Home (FTTH) network has had a positive impact on Guttenberg, Elkader, and Garnavillo by bringing virtually unlimited bandwidth to these communities. Soon, Elgin residents will experience Fusion fiber optics as we wrap-up the construction phase this fall. What's so great about the Fusion Network?

### HERE ARE A FEW BENEFITS:

- A FTTH network is easier to maintain and delivers 100 times more bandwidth than coaxial, wireless, or copper networks.
- Businesses will have a greater ability to compete in the global economy.
- People can work from home — increasing personal productivity and decreasing commute times and air pollution.
- Quality of life is enhanced by access to online entertainment, education, telemedicine, and e-commerce.
- Homes and businesses can expect an increase in value.

FTTH networks help define successful communities just as good water, power, transportation, public safety, and schools have done for decades. Alpine Communications is excited to bring you this next-generation communications technology to Elgin in the upcoming months!



### What Our Customers Are Saying...

"The entire process was amazingly smooth and perfect, could not have asked for any nicer people to help us through the process. Everyone was so nice! Lanette was extremely thorough, and helpful! The installation gentlemen were amazingly professional and so nice! Will highly recommend Alpine Communications to anyone in their coverage area. Thank you!" — Satisfied new FusionTV customer



*Pictured is Lanette Schutte, Customer Service*



CONNECT WITH US:

923 Humphrey St.  
PO Box 1008  
Elkader, Iowa 52043

Hours: 8 a.m. - 5 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:

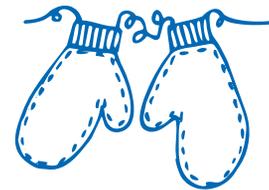
1-877-373-3320



### Mitten Tree

Alpine kicks off the 7th annual "Mitten Tree Program" where the community can drop off new or handmade hats, gloves, mittens and scarves for individuals within our community who are in need. In the spirit of giving, those who make a donation will receive a coupon for 10% off a purchase from the Alpine TEC store.

*Some restrictions apply.*



### Kodak Picture Kiosk

Turn moments into memories in minutes when you print your photos at Alpine's Kodak Picture Kiosk. Now you can connect and print your Facebook photos and you can even access your friends' albums and include their pictures as well. Create personalized greeting cards, collages, calendars, enlargements, and more at the Alpine Kodak Picture Kiosk this holiday season! (426-5710)

### Ship UPS Here

Make the holidays easier when you ship your packages using UPS at Alpine! Safely send packages, large or small, Ground, 2-Day, or Overnight or drop off pre-paid UPS package for a \$1/package convenience fee. The package drop-off deadline is 3:00 p.m. Mon. - Fri. and our office is closed on most holidays.



### Donation Drives



Pictured is Alpine's Sara Hertrampf presenting Ruth Hilgerson of Shepherd of the Hills with 100 flash drives for their Back-To-School supply drive. This is the third year Alpine has donated flash drives to Shepherd of the Hills which benefits needy families of Clayton County.

# Happy Holidays from Alpine!

We hope you enjoy a wonderful season with friends and family. Remember that we're always here to help you stay connected and make the most of today's technology with updated communications services.

*Chris, Dirk, Margaret, Lori, Sara, Melissa, Tina, Tammy, Lanette, Carol, Jim, Mike, Tom, Craig, Chad, and Josh*

