

Customer Survey Results Announced

Overall Customer Satisfaction Highest with Triple Play

In an effort to measure customer satisfaction, Alpine recently conducted an online survey of business and residential Internet customers. We appreciate the willingness of our customers to participate and the great feedback we received.

Here are some results from the survey:

When asked how they would rate their satisfaction with FusionTV service, customers gave Alpine a 99% positive satisfaction rating with their picture quality, 97% with their HD services, 91% with their features and services they want, 89% with their whole-home DVR service, and 88% for the channel selection. One customer raved, "It does not lose reception when heavy rain or snow. Channel listing is everything I needed. Quality of picture is great."

We also asked customers if they are streaming television shows and/or movies. 21% of customers noted they stream using Netflix, Hulu Plus, or other paid services and they are most commonly streamed to computer, TV, or tablet PC. When asked about their attitudes towards technology, 40% of the customers responded that they either wait to buy a new technology device until a few people have tried it and 49% responded that they are usually the last to buy a new technology or device. On the contrary, the use of desktop computers, tablets, HDTVs, wi-fi networks, and personal Facebook accounts are higher than the average household. (964-2006)

Satisfaction with Alpine Internet services trends higher in Fusion fiber optic network markets compared to those with copper service. Satisfaction is higher among customers who subscribe to telephone, Internet, and FusionTV services in a bundle. When asked what Alpine could do to increase customer satisfaction, 42% responded that Alpine could offer service at a lower price. Our goal is to provide you with more value by enhancing the services you already subscribe to and develop ways for customers to save through bundling.

Alpine Communications will continue to survey our customers annually. Your answers and opinions to our questions help us improve the way we serve you and develop plans for future technology and services you need.



ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



May | June 2013

New 2013-2014 Directories Arriving in May



Pictured are Sara Hertrampf, Alpine sales and marketing manager, and Tracy Elsinger, the winner of the 2013 Directory Photo Contest

Jerry Schroeder Retires After 14 Years of Service

Alpine's Plant Supervisor, Jerry Schroeder, retired on March 29, 2013 after a long career, nearly 45 years in total, in telecommunications. Alpine hosted a luncheon in Jerry's honor and presented him with an embossed rocking chair to enjoy in his retirement. Jerry's telephone career began in 1968 for Northeast Iowa Telephone Company and he joined Alpine Communications in 1999. In his 45 years of service, Jerry noted the biggest industry transformation he experienced was upgrading to digital switching and moving away from party lines and live switch operators. We will miss Jerry along with his telecom expertise, extensive knowledge of our plant, and his fantastic sense of humor. All of us wish you luck as you spend your retirement days trapping, hunting, fishing, and four-wheeling. **Thank you for your service, Jerry!**



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 March Mania Challenge is a Slam Dunk with Customers

Nearly 250 customers entered the free contest to see how well their NCAA men's college basketball championship tournament brackets measured up against fans. (252-2434)

Here are the winners of some great prizes!

- 1st:** \$100 Gift Certificate to the Alpine TEC Store - Tony Smith
- 2nd:** \$50 Gift Certificate - Randy Meyer
- 3rd:** \$25 Gift Certificate - Bingse Young
- 4th:** \$10 Gift Certificate - Doris Howard
- 5th:** \$10 Gift Certificate - Bob Hillers
- 6th:** \$10 Gift Certificate - Kristina Walz



Pictured are Sara Hertrampf, Alpine, and Tony Smith, grand prize winner



Pictured are Bob Hillers, fifth place winner, and Carol Berns, Alpine



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, 2013, and we'll apply a \$5 credit to your account!



Driftless Area Wetlands Centre Awarded \$800 Grant



Alpine Communications recently awarded an Alpine Technology Grant to the Driftless Area Wetlands Centre. The grant awarded was valued at more than \$800.00 including a Lenovo laptop computer, computer set-up service, a laptop bag, and wireless mouse. "The Wetland Centre will use the laptop to educate local schools and organizations on the natural and cultural heritage of our area. We are excited to partner with the Wetland Centre in using technology to help preserve this fragile ecosystem," said Chris Hopp, Alpine general manager. (873-1444)

The Alpine Communications Technology Grant Program was established to provide technology tools and communications services to nonprofit organizations. Alpine has donated over \$100,000.00 in the form of grants and scholarships to the communities we serve since 2004.



Alpine Receives IFBF Renew Rural Iowa Entrepreneur Award

News Release from Renew Iowa: Iowa Farm Bureau Federation (IFBF) says the Clayton County telecommunications provider, Alpine Communications, has played a pivotal role in regional economic development, bringing high-speed Internet and advanced technologies to rural northeast Iowa; it is why the Elkader-based company has been named the IFBF Renew Rural Iowa Entrepreneur Award winner for May.

Alpine Communications is unique in that it is owned and governed by a collection of independent telecommunication companies joined together after a large service provider pulled out of the rural exchanges. Since its founding in 1997, Alpine Communications has strived to provide rural Iowa communities access to a robust telecommunications infrastructure to foster economic development. "Over the years we've moved from just being a plain old telephone provider to dial-up Internet service to DSL to broadband services. We've invested in fiber-to-the-home technology to really bring these advanced broadband services to rural residents, businesses, and especially farmers," said Chris Hopp, general manager of Alpine Communications.

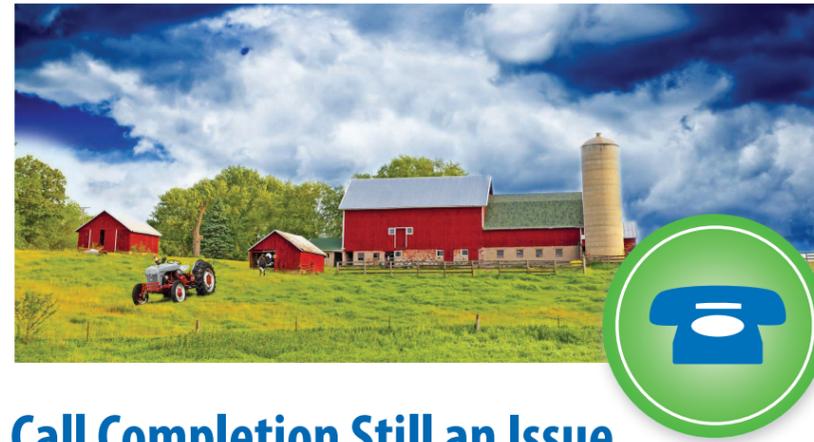
Long renowned in northeast Iowa for delivering the latest technology to rural citizens, Alpine Communications strives to integrate itself into every community they serve. Alpine and its 18 employees are actively involved in over 60 community organizations and log thousands of volunteer hours each year. To date, Alpine Communications has granted \$100,000 to non-profit organizations.

"Today's Iowa farmers and rural residents constantly work to improve their communities and quality of life. Demonstrating commitment to rural northeast Iowa by providing the latest technology services infrastructure, Alpine Communications has facilitated economic development while helping rural Iowa flourish and succeed," said Sandy Ehrig, IFBF economic development administrator.

Renew Rural Iowa (RRI) is an IFBF initiative supporting new and existing businesses through education, mentoring, and financial resources. For more information, go to www.renewruraliowa.com.



Pictured are Chris Hopp, Alpine Communications general manager, and Amy Echard, president of the Clayton County Farm Bureau



Call Completion Still an Issue

Some phone providers refuse to connect calls to customers served by small rural carriers, hurting businesses and consumers. Providers in the telecommunications industry including Alpine Communications have contacted key senators urging them to petition the Federal Communications Commission (FCC) to take action. Call completion problems are a nationwide epidemic dramatically impacting households, businesses, and public safety. The inability of people in rural areas to receive phone calls greatly weakens the reliability of the telephone network and threatens the safety and well being of rural Americans.

In a bipartisan letter to FCC Chairman Julius Genachowski, three dozen senators called on the FCC to take swift action to restore quality service in rural areas to resolve call completion problems and work to preserve the basic integrity of the nation's communications network. (245-2184)

"Call completion problems have serious economic consequences throughout rural America," said the letter. "During this difficult economic period, small businesses cannot afford to lose business opportunities because of dropped calls and poor service quality. These problems have continued for far too long and it is only a matter of time before this situation leads to tragedy when a rural customer is unable to receive an urgent call. Small business owners and people living in rural areas are rightfully frustrated and deserve a resolution to these problems." Many rural areas suffer from inadequate and unreliable phone service and an increasing number of consumers experience calls that fail to complete, are delayed, have poor voice quality, lack Caller ID information, or are never connected because some originating providers refuse to connect calls to customers served by small rural carriers. This continues to plague our customers as well.

Should you experience any of these issues, reference the call and contact our office at 245-4000.

Preschool Kids Learn 911 Safety

The preschool class from the Elkader Childcare and Learning Center recently visited Alpine Communications to tour the office, learn how and when to call 911, and reviewed summer safety tips. The highlight of the field trip was fitting all preschoolers into a telephone booth!



Pictured are Mike Plumley, Alpine technician, and Ms. Pamela Freese's preschool class

Interested in taking a field trip to Alpine Communications? Please call Sara Hertrampf at 245-4000 and schedule at date for an on-site visit or we can visit your classroom, too!