

Meet The Crew - Tom Hyde

Join us in welcoming Tom Hyde, the newest member of the Alpine Crew. Since joining Alpine as a combination technician in February, Tom has gained expertise in FusionTV service installation, Fusion fiber optic network customer activation, wired and wireless networking and customer service field response. Previously, Tom served as a general manager of a manufacturing plant in West Union. He is a certified quality assurance engineer, auditor and Six Sigma Greenbelt statistical analyst.

A graduate of Guttenberg High School, Tom has deep roots in Clayton County, though he currently lives in rural Colesburg with his wife, Melissa, and daughters, Carlie and Kennedy. Melissa is an HR Assistant at G&G Living Centers and his daughters attend Clayton Ridge Schools. His son, Alex, is enlisted in the United States Marine Corp. Outside of his family, Tom's other love is the outdoors; he enjoys deer hunting, fishing and trapping. (252-3129)

Welcome, Tom!



When asked about his tenure at Alpine so far, Tom said:

"The one thing I've experienced the most is Alpine's excellent focus on customer satisfaction. Also, our customers really appreciate that we are timely and prompt to our installation appointments."

Join Us for Dinner September 19



It has been our honor and pleasure to serve Northeast Iowa for the past 16 years! To show our appreciation, we invite you to attend our 8th annual Customer Appreciation Dinner held in your honor on Thursday, September 19, 2013 from 4:30 p.m. to 7 p.m. at Johnson's Reception Hall in Elkader. Bring your family and your appetite, and join us in the celebration! We are serving up FUN plus:

- A FREE supper
- A gathering of friends and neighbors
- An opportunity to meet your Alpine team
- A chance to win great prizes
- Fantastic specials on Internet, FusionTV, Security and Wireless services!

Mark Your Calendar!



Alpine Awards \$2000 in Scholarships

Alpine is pleased to announce the recipients of our 2013 Alpine Communications Scholarship. We awarded \$2,000 to four graduating seniors who reside in an Alpine Communications telephone exchange and attend Central, MFL-MarMac, Valley or Clayton Ridge High Schools. (245-1563) This year's winners are:



▲ Joshua Engelhardt
Central



▲ Tyler Rochleau
MFL MarMac



▲ Hannah VonHandorf
Clayton Ridge



▲ Sydney Butikofer
Valley

Students are required to write a paragraph on how telecommunications technology has or will benefit them in the future. Consideration was given to students seeking higher education in the fields of telecommunications technology, communications or computer science. Alpine extends a special thank you to the local Dollars for Scholars program and to each school district's guidance counselor for assisting in the selection and administration of our scholarship.

Wetland Centre Awarded Technology Grant

Alpine Communications recently awarded an Alpine Technology Grant to the Driftless Area Wetlands Centre. The grant is valued at more than \$800, including a Lenovo laptop computer, computer set-up service, a laptop bag and wireless mouse. Pictured is Rinda Ferguson, from Driftless Area Wetland Centre with Alpine's Sara Hertrampf. ▶



▲ Pictured are Tammy Sylvester, Alpine; K9 Deputy Matt Moser & Bear; Clayton County Sheriff Mike Tschirgi; Jim Springsteen, Alpine

Alpine Donates Nexus 7 Tablet to K9 Unit Raffle

At the ripe age of 9 dog years, the K9 for the Clayton County Sheriff's Office is quickly approaching its retirement. Alpine is helping raise funds for the pup's replacement by contributing a Nexus 7 Tablet to the Sheriff's Office's K9 Raffle, an event held in partnership with the McGregor Achievement Club. Proceeds from the raffle will help defray the \$11,000 in costs associated with installing a replacement K9 officer. (873-1181) Other events are also scheduled to raise funds for a new K9, including a free-will-donation pork lunch with a silent auction and open house at the Clayton County Law Enforcement Center on August 18 from 11:00 a.m. until 4:00 p.m. The raffle drawing will take place during this event. Visit www.claytoncountyiowasheriff.com for more information about the raffle and patrol dog.



VALUABLE COUPON

\$1.00 Off Any Alpine Photo Center Purchase



Now you can wirelessly print your pictures from your Android or Apple iOS device at the Alpine Kodak Photo Kiosk! First, download the FREE Kodak mobile app, then select "Print with WiFi" from the kiosk. It will give you a QR code to read on your device. This will connect it to the kiosk to print your photos. You can choose to select all of the photos on the phone or choose which pictures to send to the kiosk. The Clayton County Fair is just around the corner, so visit Alpine Communications and print your fair projects today using your smartphone or tablet. It's fast, easy and convenient.

We're open:
Monday – Friday
8:00 a.m. – 5:00 p.m.



ALPINE
communications

(563) 245-4000
www.alpinecom.net

Minimum \$1.00 purchase, offer valid through 9/15/13. Limit one coupon per customer. Limit one coupon per purchase. No cash value.

Google™

Tip of the Month



Google's new chat experience seamlessly integrates text chat with voice and video chat. It's all combined in one easy-to-use interface that's available in Gmail and Google+. Plus, you can access your Google+ Circles to easily start a group chat. The new Hangouts is designed to bring all of your real-life conversations online, across any device or platform. Don't see the new interface yet? Click the down arrow next to your portrait and select

Try The New Hangouts.



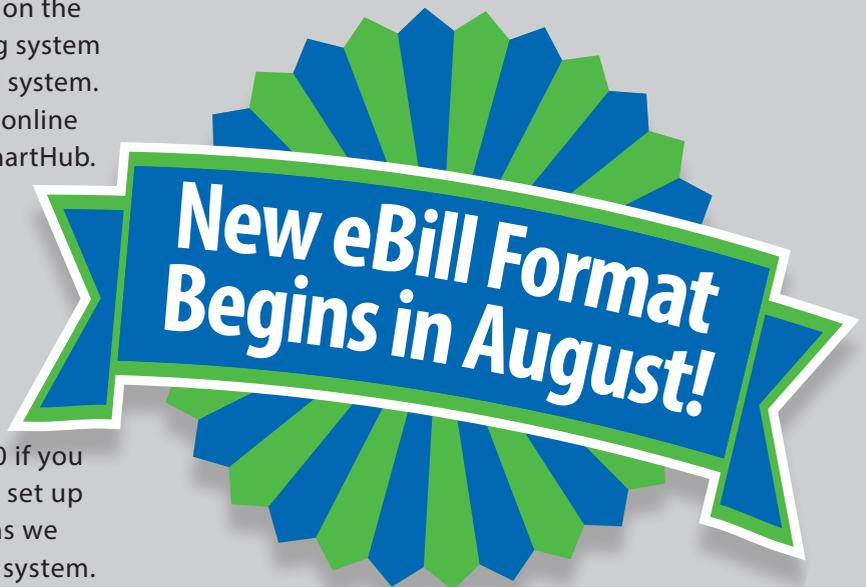
Hangouts

Download Alpine's New eBill App Today!

Great news! An easy-to-use online payment system is on the horizon. In August, Alpine will convert to a new billing system with a new and improved printed bill format and eBill system. As part of this conversion, we will replace the current online eBill system with a user-friendly technology called SmartHub. Some of the new SmartHub features include:

- Download a mobile app for Android and iOS
- Quickly pay your bill online and receive bill reminders
- View, report and track service troubles and outage information
- Connect with Alpine's social media sites

Please call Alpine customer service at (563) 245-4000 if you need assistance with your new SmartHub login or to set up eBill. Thank you for your patience and cooperation as we transition to a new streamlined billing and payment system. (426-5996) We appreciate your business!



Real Access. Real Value. Real People.



▶ Congratulations to Larry Thein and his wife, Jo, for winning a new Nexus 7 Tablet. Larry's name was randomly selected from the latest Alpine customer satisfaction survey participants. They are pictured with Alpine's Tammy Sylvester.

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



Here's What Customers are Saying About FusionTV:

- "Alpine is 10 times better than DISH or any other signal out there."
- "Well, we just got the service today... and so far we are liking it. It seems very clear picture and many options for the essential package. So far so good! :)"
- "I haven't had any blackouts due to weather, which is awesome."
- "We are very pleased with service we get! Installation crew was very helpful!"
- "Great picture quality, no loss of reception during storms and good customer support for questions."

Do You Have the Need for More SPEED?



Double your speeds when you upgrade from Alpine Gold Internet to Platinum Internet, and receive a FREE* Roku HD player.

*Offer good through October 15, 2013 or while supplies last for current Silver or Gold customers upgrading to Platinum high speed Internet. 12-month agreement is required. If service is cancelled before the 12 months, there is a \$55 early termination fee.



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



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