

# ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q4 2015 Newsletter

## Meet the Crew - Samantha Moser

Join us in welcoming the newest member of the Alpine Crew, Samantha Moser. Samantha started at Alpine in September as an administrative assistant and brings many years of experience from the Guttenberg Hospital. Samantha's area of focus will be accounts receivable, accounts payable, processing customer payments, and managing Alpine's inventory.

To many customers, Samantha will be a familiar face. She grew up in Guttenberg, graduated as a "Pirate" in 2001, and attended NICC in Peosta. Samantha, her boyfriend Chris Weber, and their four school-age children live in Elkader. In her free time, Samantha enjoys spending time with family, golfing, and enjoying time on the Mississippi River. She appreciates the opportunity to work in her hometown continuing her career as an administrative professional.

**Welcome, Samantha!**



*"I am loving Alpine Communications and I enjoy working with the crew. I cannot wait to continue my adventure with everyone here," she noted.*



## Customer Appreciation Dinner Highlights

Over 900 people enjoyed a night with the friends and neighbors at Alpine's 10th Annual Customer Appreciation Dinner in September. It was our honor to show our gratitude to so many loyal folks by sharing laughs and fantastic food with customers that we are honored to call friends. As one customer commented on Facebook, "I always enjoy the community feeling of this event." (245-1003)



### CONGRATULATIONS TO ALL OF OUR DOOR PRIZE WINNERS AND GRAND PRIZE WINNERS:

- Elvera Palas**, Elkader - Samsung 32" HDTV
- Crystal Kephart**, Garnavillo - 1 Year of Gold Internet Service
- Dwight Feenstra**, Guttenberg - Chromebook Bundle
- Dorothy Schmidtke**, Elkader - Canon Camera Bundle
- Dawn Fox**, Saint Olaf - Panasonic Cordless Phone
- Carl Borrett**, Colesburg - HP Digital Picture Frame
- Sean Wilwert**, Elkader - Striiv Fusion Fitness Band
- Jason Scherf**, Elkader - Food Network Gift Set
- Jackie Gull**, Guttenberg - Professional Chef Garnish Set



*If your phone number appears in parentheses (XXX-XXXX) in this edition of the Alpine Communiqué, please give us a call at 563-245-4000 by December 31, 2015, and we'll apply a \$5 credit to your account!*

## Elizabeth Roach Wins in National College Scholarship Program for Rural Youth

Alpine Communications is pleased to announce that Elizabeth Roach is the recipient of a \$5,000.00 college scholarship from Alpine Communications and the Foundation for Rural Service (FRS) the philanthropic arm of NTCA-The Rural Broadband Association.

The FRS scholarship program awarded scholarships, ranging from \$1,500.00-\$5,000.00 to rural youth across the United States. Out of over 1,400 applications received this year, fifty three scholarships were awarded. The goal of the scholarship program is to help further higher education opportunities among rural high school students. Alpine Communications strongly supports the youth of our community and is thrilled to sponsor this worthy program.

Scholarship recipients were selected by an independent team of reviewers from the education field. To be eligible, recipients must be sponsored by a NTCA member system, and must indicate a desire to return to their rural communities once their collegiate studies have been completed. (252-2163)

**“We are thrilled to offer this program, with the goal of leveling the playing field for rural students who often face financial obstacles in their pursuit of higher education,”** said Chris Hopp, Alpine Communications general manager. “The FRS scholarship program enables rural telecommunications providers to show their support of the youth living in the communities they serve. It is a source of tremendous pride for us and for the entire community of Elgin.”

The scholarship program is open to all graduating high school seniors that receive local telecommunications service from Alpine Communications. Applicants must be enrolled in an accredited two-year or four-year college or university, or vocational technical school, and have at least a C-grade point average.



*Pictured are Lori Keppler, Alpine customer service manager; Elizabeth Roach; and Margaret Corlett, Alpine Finance manager.*

## Now Accepting Donations for Food Shelf & Mitten Tree

Alpine Communications is hosting the 8th Annual Mitten Tree Program along with a food drive for the Clayton County Food Shelf now through Christmas. Please visit Alpine Communications in Elkader to pick up an Alpine grocery tote and then fill the tote with non-perishable food items or cold weather gear for our holiday food drive and Mitten Tree Program. The Clayton County Food Shelf is in need of items such as peanut butter, tuna, canned fruit, flour, sugar, vanilla, and cereal as well as other nonperishable food items including diapers, personal care products, soap, toilet tissue, shampoo, laundry soap, etc.



**We are collecting new or handmade hats, gloves, mittens and scarves for the Mitten Tree Program. This is an opportunity for individuals, families, groups and businesses to support a local program and help a child/children, adults and/ or seniors to stay warm during the winter months. The proceeds will go to area families.**

1. Pick up a grocery tote from Alpine Communications
2. Fill it with non-perishable items for the Clayton County Food Shelf or cold weather gear for the Mitten Tree
3. Drop off the items at Alpine Communications
4. Keep the tote for yourself!

As an added bonus, Alpine Communications customers who make a donation will be entered into a drawing for an Alpine gift package. Call 563-245-4000 or visit us at [www.facebook.com/AlpineCommunications](http://www.facebook.com/AlpineCommunications) for details.

## Garber Fire Department and Driftless Area Wetland Centre Receive Grants

Alpine Communications recently awarded an Alpine Technology Grant to the **Garber Fire Department**. The grant awarded was valued at \$848.00 including a Lenovo laptop computer, memory upgrade, and computer set-up service. “The Garber Fire Department will use the laptop for training, internal communications, and community outreach. We are thrilled to support the Fire Department’s use of technology, which will enhance the quality of life and safety in our community,” said Chris Hopp, Alpine general manager.

**The Driftless Area Wetland Centre** received a grant valued at \$234.00 for outdoor speakers to use for programs and Friday night Farmers Market. “We are pleased to donate weather-proof audio equipment that compliments the Wetland Centre’s natural environment and enhances the events held there,” said Hopp.

### Alpine Communications invites public and private non-profit organizations to apply for the Alpine Technology Grant Program.

Grants are available for services that can be purchased from or through Alpine Communications. These items would include, but are not limited to: TVs, PCs, Networking, Security Systems, Internet services, and TotalTech services. Organizations interested in submitting a grant application should contact Chris Hopp, Alpine general manager, at 563-245-4000.



*Pictured are Elizabeth Jaster, City of Garber; Melissa Schilling, City of Garber and Alpine Communications; and Chad Kuehl, Garber Fire Department.*



*Pictured are Driftless Area Wetland Centre representatives Rinda Ferguson, Scott Boylen, and Marlene Melver.*

## Five Reasons to Keep a Landline

### A LANDLINE PHONE IS THE MOST RELIABLE DEVICE ON THE MARKET TODAY AND OFFERS THESE ADVANTAGES:

1. Provides security in an emergency by providing your exact location to 911 dispatchers.
2. Gives you superior sound quality and clarity.
3. Works even during an electrical outage.
4. Provides unlimited local calling.
5. Keeps your communications dollars here to boost our local economy.

Please remember that VoIP and wireless services can fail to perform as needed during power outages. Landline connections are still far superior for emergency needs, and we strongly encourage you to stay with, or return to, landline phone service for safety and reliability. (426-5082)

**Best of all, you can enjoy all these valuable advantages for a very low monthly rate. Call Alpine Communications at 563-245-4000 for more details.**





## How New EMV Credit Cards Affect Alpine Payments

### WHAT IS EMV?

You may have heard the term and have questions on EMV. EMV stands for Europay, MasterCard, and Visa. It is a credit card embedded with a microchip. We simply refer to this as your chip card. Traditional credit cards with magnetic stripes contain “static” payment information in which thieves can lift (a.k.a. skimming).

### WHAT MAKES CHIP CARDS MORE SECURE?

Each time you use your card in the chip-enabled terminal, the computer microchip produces a unique cryptographic key for each transaction. Since this one-time use transaction code is different every time, it can't be easily used to counterfeit cards. This extra level of security makes stolen data harder to use, which decreases the incentive for fraudsters to steal it. (964-2334)

### WHEN WILL CHIP CARDS BE AVAILABLE?

If you are an existing cardholder, there is no need to apply for or request a chip card. Starting in late 2015 and throughout 2016, cards will be replaced with a new chip card.

### WHAT ABOUT RECURRING PAYMENTS WITH MY OLD CARD?

Just like anytime you get a new card, notify the merchants that charge your card, give them your card number, expiration date and the 3-digit security code. If you have recurring payments for Alpine Communications and get a new card, failure to update your card information with Alpine may result in a \$30.00 Non-Sufficient Funds charge.

### What Our Customers Are Saying...

“In my experience Alpine has a caring and competent staff that has ALWAYS provided excellent, timely and friendly service. They should be congratulated!”

— Ernie W., Elkader



## Alpine Hosts Smart Solutions Events in November

It's just plain smart to increase efficiency, enhance security, and protect assets. With Smart Solutions, powered by Clear2there and offered by Alpine Communications, you can now manage many aspects of your home, business, or farm at any time, from anywhere.

Alpine Communications in conjunction with Clear2there and Goldfield Telecom is hosting two events in November showcasing our Smart Business and Smart Farm technology solutions. We will demonstrate flexible and affordable ways to enhance security and increase efficiency with video surveillance, energy management, access control, and livestock and grain monitoring devices.

**Smart Business**  
Wednesday, November 18  
at 7:30 a.m.  
Breakfast will be provided.  
or

**Smart Farm**  
Wednesday, November 18  
at 12:00 p.m.  
Lunch will be provided.

**Space is limited so RSVP's are necessary. Please call Alpine at 563-245-4000 or send an e-mail to [alpine@alpinecom.net](mailto:alpine@alpinecom.net) to reserve a seat.**

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



## What's Better than Unlimited High-Speed Internet? Unlimited-High Speed Internet and a FREE TABLET!

It's never been easier to enjoy the best of the Web! **For a limited time, when you sign up for Alpine's unlimited high-speed Internet you'll get a new tablet absolutely free, plus free Internet and Wi-Fi installation.** That's a \$500+ value at no cost to you. How will you use your new tablet? With Alpine's new, blazing-fast speeds, you can stream music and movies, game online, or socialize with friends, and you can do it all for as little as \$39.95 per month, no bundle required. Don't miss out!

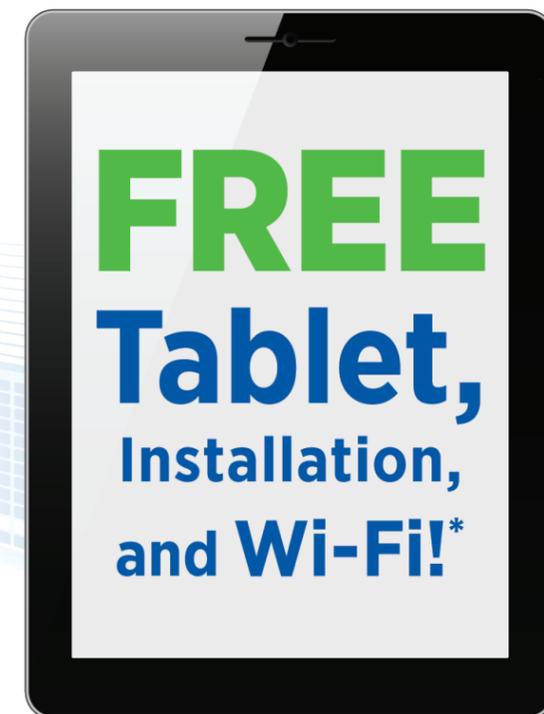
*Alpine Communications offers a variety of Internet speeds to best fit your online needs. Whether you occasionally surf the Web or spend hours streaming movies — we have the plan for you.*

- Up to 5 Mbps download and 512 Kbps upload speed.
- 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.
- Local office with friendly, knowledgeable customer service reps.

Call or Click to Order Internet Today!  
**563-245-4000** | [www.alpinecom.net](http://www.alpinecom.net)



\*24-month agreement required. Free tablet offer valid while supplies last or through 12-31-2015 and for customers that have a residential line and applies to new Gold, Platinum, Titanium, or Diamond Internet subscribers only. Customer must not have had Internet service with Alpine within the past six months. \$10.00 modem fee may apply. Tablet valued at \$269.00 plus tax, Internet installation valued at \$99.95, and Wi-Fi installation valued at \$100.00. Early termination fees will apply. Service availability and Internet speed will depend on location. All prices subject to change. Call for complete details.



### SPECIAL OFFER FOR EXISTING CUSTOMERS ONLY!

## Go Faster for the Holidays

Upgrade from **Silver to Gold** or **Gold to Platinum** Package of high-speed Internet for **\$5.00\*** more per month for 3 months or upgrade to **Titanium or Diamond Internet** for **\$10.00\*** more per month for 3 months.



*More Internet speed means more enjoyment for everyone on all of their connected devices. Upgrade your Internet get the speed you need to handle more streaming, more gaming, more downloading large files, and more socializing.*

\*Offer valid through 12-31-2015 for current high-speed Internet customers that have a residential line and Internet with Alpine Communications. 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.

## Register for Free iPad Workshops Free Internet Workshop

**TOPIC:** iPad Basics Class – ideal for beginner covering the most important components, features, and functions of the iPad. You must bring your own iPad.

### WHEN:

Thursday, October 22, 2015 from 5:30–6:30 p.m.  
Tuesday, October 27, 2015 from 1:30–2:30 p.m.  
Monday, November 9, 2015 from 5:30–6:30 p.m.  
Tuesday, November 17, 2015 from 1:30–2:30 p.m.  
Wednesday, December 2, 2015 from 1:30–2:30 p.m.

**WHERE:** Alpine Communications, Elkader. Please RSVP by calling Alpine at 563-245-4000.



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



## Is Outdated Hardware Affecting Your Internet Connection?

If you're experiencing "drops" in your Internet connection or the speed seems to have slowed down, it may have nothing to do with your service from Alpine Communications. The culprit could instead be outdated hardware in your home, namely your wireless router, modem, or filters. For example, some older routers and modems have a speed cap limiting the maximum Internet speed possible. (873-1936)

All telephone, satellite, and fax lines need to be filtered. Modems should not be filtered. Filtering is necessary because Alpine's high-speed Internet service runs on the same line as voice services, but is delivered at a different frequency. Therefore, everything

but the modem needs to be filtered – including satellite receivers, fax machines, and phones in outbuildings or garages. The proper installation of filters allow both Internet and voice services to run on the same line and prevent frequent disconnects or slower Internet speeds.



**Please contact the local experts at Alpine Communications at 563-245-4000 for more information about Alpine's Wi-Fi networking service or troubleshooting help.**

### NEW 4G LTE SIMPLE SHARED PLAN

#### SWITCH, SAVE, & KEEP YOUR NUMBER

- Nationwide Wireless Coverage with Local Customer Service
- Alpine Wireless is the perfect alternative to prepaid phones with affordable 3G plans starting at \$19.95/month and 4G plans starting at \$25.00/month.

## Pick any size to fit your needs.

It's that simple.

SM



1 GB / \$30

MD



3 GB / \$45

LG



6 GB / \$60

XL



12 GB / \$80

Add an additional line for just **\$20 a month!**

#### VISIT ALPINE WIRELESS TODAY:

923 Humphrey Street in Elkader and check out our large selection of phones and plans!

Plan cost per month plus \$20/month for each smartphone line. Taxes/fees apply. Pricing, phones, plans and availability subject to change. Call for complete details.



## Warm Winter Wishes

Wishing you **peace**, and **joy** this holiday season. Thank you for your continued loyalty and we look forward to delivering on the promise of delivering the latest technology with a hometown flair. May this season of cheer carry you throughout the year.

From All of Us at Alpine Communications

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