

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q1 2016 Newsletter

Clayton County Development Group Receives Ripple Effect Grant



Iowa Network Services (INS), located in West Des Moines, Iowa, announced the award of a \$2,500 Ripple Effect grant to the Clayton County Development Group (CCDG) in Elkader, Iowa. The INS grant was matched with another \$2,500 by Alpine Communications. The grant will help fund the development group's efforts in completing a county-wide housing needs assessment. This study will provide data on the inventory and condition of existing housing in cities throughout the county, and determine the need

for new housing construction including owner-occupied and rental projects. Additionally, the study will aid CCDG's efforts in pursuing funding opportunities for housing projects.

"INS supports Clayton County Development's leadership in conducting the housing needs study of the cities in the county, we are proud to help fund this effort and pleased we can partner with Alpine Communications," states Mike Eggle, Chief Operating Officer of INS. (255-2001)

According to Alpine's General Manager, Chris Hopp, "Our Company's grant will help CCDG determine the housing needs of the industries throughout Clayton County. The study will help to identify the types of housing required by the employees working within the county. We are proud to be part of this effort."



Pictured are CCCDG Board Members Bob Hauber, Tom Blake, Lanny Kuehl, and John Finley; Chris Hopp, Alpine Communications; Sue Cosner, Community Initiatives, IADG; and Hollee McCormick.



Garnavillo Brownies Visited Alpine in October

The Brownies from Garnavillo recently visited Alpine Communications to tour Alpine's office, meet the staff and learn about careers in telecommunications, and watched a video about Internet and social media safety. Each Brownie took a safety pledge home to sign and discuss with their parents. Thank you to troop leader Linda Krugger for coordinating the field trip.



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 March 31, 2016, and we'll apply a \$5 credit to your account!

Community Donates Generously to Food Drive and Mitten Tree

We extend our sincere gratitude and appreciation to the many customers who donated food, household supplies, personal care items, hats, gloves, mittens, scarves, and more to the Alpine Food Drive and Mitten Tree Program this year. We received many donations in both Elkader and at The Guttenberg Press. Thank you for warming the hearts, hands, and heads of many families in our communities.



Pictured are Tom Hyde, Lori Keppler, and Carol Berns, Alpine Communications.



Pictured are Molly Moser, The Guttenberg Press; and Tom Hyde, Alpine Communications.

Photo courtesy of The Guttenberg Press

Apply Today for Local Scholarship Opportunities

Alpine Communications has teamed up with The Foundation for Rural Service (FRS) and the Iowa Communications Alliance to offer two scholarship opportunities to our service areas' high school seniors.

1. The FRS college scholarship program awards twenty-five scholarships in the amount of \$2,500 to winning applicants across the nation. Eligibility requirements and the application can be downloaded from FRS at www.frs.org.

Completed applications must be returned to our office by February 15, 2016, so that we may complete the sponsor certification and forward the applications to FRS.

2. The Iowa Communications Alliance college scholarship program offers several scholarships to graduating high school seniors or current students enrolled in a 2 year/4 year college or vocational school. Two (2) \$2,500 and one (1) \$1,000 scholarships recipients will be selected from applicants who receives telecommunications services from an Iowa Communications Alliance member (Alpine is a member).

Eligibility requirements and the application can be downloaded from the Iowa Communications Alliance website at www.IACommunicationsALL.org. Completed applications must be returned to our office by March 13, 2016 to be signed by Alpine's manager prior to the scholarship deadline.

Contact Sara Hertrampf at Alpine for more information or assistance with applying for a scholarship.

Ever Wonder About the Fees That Make Up Your Monthly Local TV Bill?



- Local TV Station Fees Like CBS, ABC, NBC, FOX, CW, MYNetworkTV
- Cable Network Fees Like ESPN, TNT, USA, Discovery Channel, Fox Sports Carolinas, Comedy Central

- Upgrading Infrastructure
- Service Calls
- Employees
- Maintain Cable Plant and Equipment

Because we're a hometown business, we are invested in our community, our employees and our customers. With Network fees dramatically increasing and impacting your monthly bill, we wanted to give you a backstage pass to better understand the economics of the TV business. (426-5690)

Your monthly bill has two big cost buckets:

1. PROGRAMMING COSTS

All Satellite and Cable providers (TV providers) pay each Network owner (Programmer) a fee for every household that receives a particular Network – regardless of whether anyone in the household actually watches it.

- These Network fees have increased dramatically at 3½ times the rate of inflation over the last 15 years.
- Five media companies control 90% of the Networks, and while we work hard to keep these costs under control, they continue to use their power to demand more money.
- Programmers are securing long-term contracts with significant guaranteed Network fee increases, regardless of how many people watch.

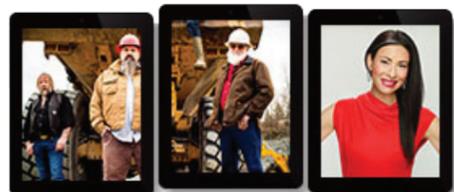
2. COST TO PROVIDE SERVICE

This includes installation costs, maintaining and upgrading our network infrastructure and normal business expenses, such as employee salaries, rent and power. The bulk of this portion is used to build a better Internet and entertainment experience.

Significant network fee increases directly impact your bill and rest assured – we're on your side to keep these fees low. We are your friends and your neighbors, and sometimes your family! As a member of your community, we care about the quality of the service we bring to you, and we appreciate you and your business. We're on your side to help keep TV service reasonable. For more information and to join the conversation, visit tvonmyside.com.

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TVonmyside.com



Discover GO Now Available with FusionTV

Alpine Communications is excited to announce full episodes of your favorite shows from Discovery, TLC, Animal Planet, Investigation Discovery, Science Channel, Destination America, American Heroes Channel, Discovery Life, and Velocity are now available for streaming through the WatchTVEverywhere platform using the Discovery GO app. The Discovery GO app is available for iOS and Android and will work with most iOS and Android smartphones and tablets. You also can watch on your computer at DiscoveryGO.com. Additionally, the app and website include live streams of each network, so you can watch live TV whenever and wherever* you want.

To obtain access to Discovery GO, you must first register for WatchTVEverywhere which is FREE to FusionTV subscribers with a qualifying package.* You only need a subscription to the network you want to watch. For example, you must be an American Heroes subscriber (Premier Package) to watch American Heroes' WatchTVEverywhere programs. Before gaining access, you must register at www.watchtveverywhere.com, so have your Alpine account number handy.

*FusionTV subscription required. Live programming not available with all networks. Mobile data rates may apply when accessing a wireless network. Some content may be blocked outside the United States. Contact the networks for specifics on out-of-territory viewing. Other restrictions may apply.



HBO & Cinemax Free Preview Weekend

February 19-22

Binge watch three FREE days of addictive original series, the biggest movies, smart talk shows and more— all in stunning HD. Tune in to FusionTV: HBO Channels 316-320 and 716 in HD, Cinemax Channels 323-330 and 723 in HD.

How to Pick the Right Internet Speed for You

Best Internet Speed Depends on Devices, Uses, and Expectations

"How much Internet speed do I need?" Alpine Communications hears this question a lot from customers, and there's no single right answer. For some customers, a download speed of up to 5 MB may work fine. Other households may need a download speed of up to 30 MB or more to keep everybody in the family happy.

To select the best Internet speed for your household, it's important to consider these factors:

- **How many devices do you have in your home?** Take a look around and add up all the Internet-connected devices you own including computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. The more devices you have, the more speed you need.
- **How do you use the Internet?** If you only have a desktop computer that's used to check email and surf the net, then a relatively slow Internet connection may suffice. However, if you have a family of people simultaneously using your Internet connection for data-intensive activities — such as streaming HD video and music, online gaming, sharing photos and videos online, video chat, and cloud storage — then you're only going to be happy with an upper-level speed. (245-1324)
- **What are your performance expectations?** If you only occasionally watch videos online, you may be willing to tolerate slow load times and buffering. But if streaming HD movies is a cherished part of your routine, you'll be frustrated by slow speeds and the annoying lag that comes with them. Make sure the Internet speed you choose is in line with the value you place on Internet performance quality.



Upgrade to the next higher tier of Internet speeds and get a **\$50.00 credit** on your Alpine bill.* We offer lots of speed options, with plans up to 50 MB download and beyond. Speed up and save! **Call (563) 245-4000** or **click www.alpinecom.net** to upgrade your Internet speed before March 31, 2016.

*Offer valid through March 31, 2016 for current high-speed Internet customers that have a residential line and Internet with Alpine Communications. Titanium service is only available to customers with Fusion fiber optic service. A 12-month agreement is required and early termination fees will apply. Prices do not include applicable taxes and regulatory fees. All prices subject to change. Service availability will depend on location. Some restrictions apply.

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



Need Help Paying Your Phone Bill?

Many low-income families qualify for assistance with phone charges, but don't realize that this help is available.

Lifeline is a federal program created to provide every customer the opportunity to have affordable telephone service. Lifeline provides qualified customers with a \$9.25 monthly discount if you are enrolled in one of the following:

Medicaid • Supplemental Nutrition Assistance Program (SNAP) • Supplemental Security Income (SSI) • Federal Public Housing Assistance • Low-Income Home Energy Assistance Program (LIHEAP) • Temporary Assistance to Needy Families Program (TANF) • National School Lunch Program (NSL)

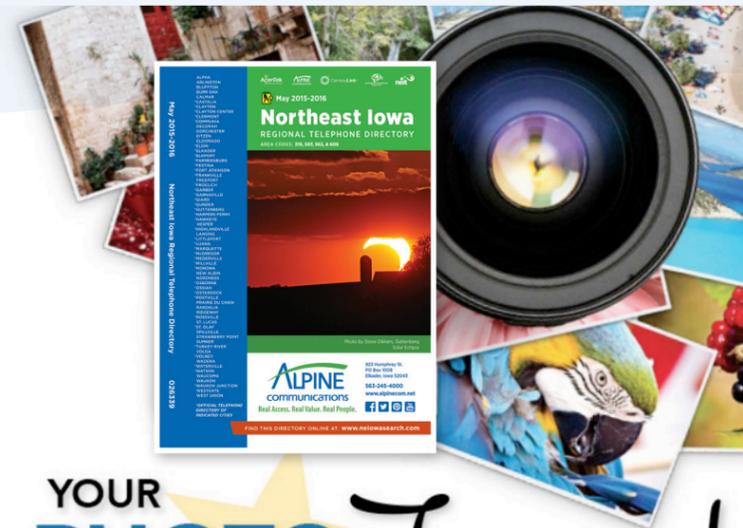
In addition, you must not currently be receiving Lifeline assistance, and no other person in your household can be subscribed to the Lifeline program.

If you do not participate in one or more of the programs listed above, you may qualify for Lifeline if your household income does not exceed 135% of the Federal Poverty Guidelines (see table at right).

Call Alpine Communications at (563) 245-4000 and visit with a local, reliable person to get signed up today.

NUMBER IN RESIDENCE	135% GUIDELINE (ANNUAL)
1	\$15,889
2	\$21,505
3	\$27,121
4	\$32,737
5	\$38,353
6	\$43,969
7	\$49,585
8	\$55,201

For each additional person after 8, add \$5,616 to the annual guideline.



YOUR PHOTO COULD BE Famous!

TAKE A SHOT AT GETTING YOUR PHOTO ON OUR 2016-2017 DIRECTORY COVER!

Alpine Communications is looking for amazing photos that represent the communities we serve, so we can put them on the cover of our 2016-2017 Northeast Iowa Regional Telephone Directory.

Alpine's Photo Directory Contest is open to amateur photographers at all levels of experience. Our goal is to highlight the natural beauty and scenic settings that surround us while promoting the art of local photography. The winning photographer will receive a \$50 gift certificate to the Alpine TEC Store. The winning photograph(s) will be published on the cover of the 2016-2017 Northeast Iowa Regional Telephone Directory distributed by Alpine Communications. As a thank you, each person will receive one 5x7 print of one of their entries.

PHOTO CONTEST RULES & ELIGIBILITY REQUIREMENTS:

- Entries are open to customers of all ages who are Alpine Communications customers.
- Photos must have been shot within Alpine Communications' serving areas of Elkader, Elgin, Guttenberg, Garnavillo, Garber, Marquette, McGregor, and the surrounding rural areas.
- Photos must have been shot within the past three years.
- Digital photos must be high-resolution, at least 300 dpi, and formatted as a .jpg, .pdf, .bmp, .eps, .tif, or .gif. Scanned or hard copy photo entries will not be accepted.
- Relatives of Alpine Communications employees are not eligible to enter.

HOW TO ENTER:

- Send digital photos by the entry deadline of February 15, 2016.
- Upload your photos using the form at www.alpinecom.net.
- Include name, address, telephone, description of photo, and where the photo was taken.
- Limit two entries per household.

If you'd like more information, call Alpine Communications at (563) 245-4000



Come in from the cold and curl up with hot cocoa and hot entertainment. Alpine's FusionTV and high-speed Internet offers everything you need to make the most of winter evenings at home:

- ❄️ **Whole-Home DVR** to record, pause, and rewind your favorite programs
- ❄️ **High-Definition TV service** for best picture quality and sound from your high-definition TV
- ❄️ **Unlimited data** with no data caps or restrictions
- ❄️ **Blazing-fast Internet** speeds so you can enjoy Netflix, Hulu, or Amazon Instant Video without buffering
- ❄️ **Bundle TV, Internet, and home phone services** all on one bill, from one provider with big savings

FusionTV Local Plus or Essentials – **One Month Free**
 FusionTV Premier – **Two Months Free**
 High-Speed Gold or Platinum – **One Month Free**
 High-Speed Titanium – **Two Months Free**
Save today! Call (563) 245-4000.

*Offer good through March 31, 2016 and is valid for new FusionTV or Internet customers only. A 12, 18, or 24-month agreement is required and early termination fees will apply. Titanium service is only available to customers with Fusion fiber optic service. All prices subject to change. Some restrictions apply, contact us for complete details.



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



3 Months **FREE** Access All Lines*

4G **THE SIMPLE** SHARED PLAN



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EXTRA
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Extra Flexibility.

**ADD A LINE
OF 4G Access!**

-  **Phone**
\$20
-  **Tablet**
\$10
-  **Hotspot**
\$10

Just need a Tablet or Hotspot?
Ask about our **Data Only Plans!**

Pick any size to fit your needs. It's that simple.

- SM**
1 GB / \$50
- MD**
3 GB / \$65
- LG**
6 GB / \$80
- XL**
12 GB / \$100
- XXL**
18 GB / \$120

All Simple Shared Data Plans include unlimited talk and text*.

*Promotion available through March 31, 2016 to new customers with 4G service activated on the Simple Shared Plans. Certain requirements apply. Plan cost per month includes data and one line of 4G access. Add \$10 or \$20/month/device on the Simple Shared Plans. EXTRA is our 24-month Device Installation Plan.

Live Independently with a Personal Emergency Response System

Did you know falls are the leading cause of accidental death in older adults? 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. (252-1545)

All Personal Emergency Response Systems are installed by Alpine's certified Security professionals. For more information or to schedule a free in-home consultation, please call (563) 245-4000.

Need financial assistance? Contact the Northeast Iowa Area Agency on Aging NE13A at 1-866-468-7887 for information on Medicaid Waivers for Personal Emergency Response Systems.



PRICING:
Installation \$49.95
Monthly \$35.95

- PRICING INCLUDES:**
- Leasing the Base Unit
 - New Pendant/Wristband - a waterproof push-button connection to a real person at our Central Monitoring Station
 - One-Touch Talk
 - Hands-Free Talk
 - Professional Installation (up to 2 hours)
 - 24-hour Monitoring
 - No Long-Term Agreement

*Price does not include applicable taxes. Service available throughout Northeast Iowa.