

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q2 2016 Newsletter

Meet the Crew - Lara Duff

Please join us in welcoming Lara Duff to Alpine Communications as a customer service representative. Lara joined Alpine in March and her job entails assisting customers with signing up for new services, processing payments, and resolving service issues.

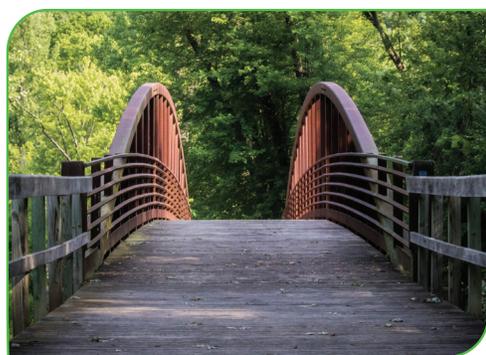
If you are from the Elkader area, you likely know Lara from her eight-year career at the Elkader Swimming pool and for being the daughter of elementary teacher, Julie, and Elkader police chief, Marvin Duff. Lara previously worked at Clayton County Development Group and Cabela's Distribution Center. She is a graduate of Central Community Schools and the University of Northern Iowa. Lara also has a brother, Alan, three cats, and many family members in the Alpine service area.

During her free time, Lara enjoys road trips with good music and company, snagging deals at clearance sales and at consignment stores, and volunteering at the elementary school. She loves going to movies (and quoting them with her friends) and Lara's favorite restaurant is Applebee's.

Welcome, Lara!



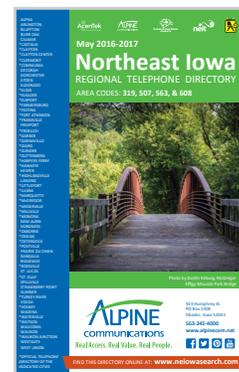
"I have learned a lot in the short time I've been here and it has been a great environment in which to grow professionally because everyone is so patient, understanding, helpful, and FUNNY," said Lara of her time so far at Alpine Communications.



Kilburg Photo Selected for Directory Cover

Dustin Kilburg of McGregor submitted the winning entry in our recent directory cover photo contest. He took the photo, pictured here, at Effigy Mounds National Park. Dustin's picture is featured on the cover of the 2016-2017 Northeast Iowa Regional Directory, which will be distributed to Alpine Communications customers in May. He received a \$50 gift certificate to the Alpine TEC Store.

Thank you to everyone who participated in this contest. We received many photo entries from customers all over the area. Contestants received a 5x7 copy of their photograph printed at the Alpine Digital Photo Center. Visit www.facebook.com/AlpineCommunications to view the gallery of photos submitted this year.



Presenting a \$50 gift certificate to Dustin Kilburg is Lori Keppler, Margaret Corlett, and Melissa Schilling from Alpine Communications



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 June 30, 2016, and we'll apply a \$5 credit to your account!

Clayton Ridge Schools Implements Advanced Security Solution



Pictured are Mike Plumley, Alpine; and Shane Wahls, Clayton Ridge superintendent, at the entrance of the Middle School in Garnavillo with a surveillance camera in the background.



Pictured is Shirley Balk, Clayton Ridge Middle School secretary, monitoring the live video from the cameras installed throughout the district.

For Clayton Ridge Schools, serving approximately 630 students in grades K through 12, providing a safe and secure school environment is one of the highest priorities. “(The need for improving security) was prompted by the failed bond issue last year. One of the issues brought to the district’s attention by the public was improving safety surrounding the entrances into our main buildings,” said Shane Wahls, superintendent at Clayton Ridge Community School District. “We have been exploring options for security for a while and knew we needed to take action.”

After attending a security lunch and learn last November hosted by Alpine Communications, Mr. Wahls and Clayton Ridge Schools selected Alpine as their security contractor. “It was important for us to work with a local service provider known for delivering innovative solutions to our area,” noted Wahls.

Clayton Ridge collaborated with Alpine’s certified security specialists, Dirk Buckman, Tom Hyde, and Mike Plumley, to prioritize the district’s needs and identify the most at-risk areas. The district, along with input from their staff, determined the first phase would include installing surveillance cameras to monitor the main entrances to the High School, Elementary, and Middle School in addition to interior hallways. “Alpine also provided us with an affordable security solution that fit within our budget,” commented Wahls. (964-6648)

“Alpine installed the cameras during our fall during breaks, so there was no disruption to the learning environment. The system is very easy-to-use and gives us flexible options for monitoring. For example, from the Middle School in Garnavillo we can observe the entrances at the High School in Guttenberg,” noted Mr. Wahls. “The security cameras have been well received by students and public and is very positive for our district.”

“As an engaged member of the community, Alpine Communications prides itself on delivering the latest technology and highest quality of service available to our subscribers,” said Chris Hopp, general manager at Alpine Communications. “We were very excited to provide Clayton Ridge Community School District with a superior surveillance solution that would not disrupt the school’s mission to educate our children.”

“We continue to work closely with the school administrators to best understand how this solution can continue to evolve to meet the immediate needs of each campus,” noted Hopp.

“It was important for us to work with a local service provider known for delivering innovative solutions to our area,”
noted Wahls.

Surveys Result in \$386 to Clayton County Food Shelf

Here at Alpine, we are always trying to improve our game and give back to the community. To help us serve our customers better, we conduct surveys after each trouble call or new service installation. Customers receive an email invitation and/or follow-up phone call from one of Alpine's employees asking for feedback on their experience. Each survey takes less than 3 minutes to complete and the more feedback we get, the better equipped we are to improve our customer interactions and service quality.

As a token of our appreciation, we donate \$2.00 for each completed survey to a local non-profit organization. We are grateful for the 193 customers who completed surveys in January, February, and March. As a result, Alpine Communications is donating \$386 to the Clayton County Food Shelf.

Alpine Communications will donate \$2.00 to the NEI3A, formerly known as Northeast Iowa Agency on Aging, for each completed survey we receive during April, May, and June 2016. NEI3A is a private, not-for-profit corporation serving individuals throughout 18 counties in Northeast Iowa. They provide services such as option counseling, case management, meal programs, caregiver support, respite services, consumer protection, and more.

So please take a moment to complete our survey should you receive one in the future. We value your opinion and look forward to supporting NEI3A in the upcoming months.



Alpine Hosts Senior Living Open House in June

We invite you to attend our Senior Living Open House on **Thursday, June 2, 2016 from 9:00 a.m. - 11:00 a.m.** Alpine Communications will feature the latest in technology, security, communications, and services aimed at improving the quality of senior life.

JOIN US FOR

- Refreshments
- Door Prizes

With TV Everywhere, Watch On the Go and On Any Device

As a FusionTV customer, you have a convenient way to enjoy TV! TV Everywhere streams some of your favorite channels and programming — including live TV and full episodes of current TV shows — to your tablet, smartphone, laptop, or PC. It works from anywhere you have an Internet signal.

In addition, TV Everywhere is included with your qualifying FusionTV package. The specific networks available to you on your mobile devices will be based on your TV package subscription. For example, you must be a Starz subscriber at home to watch Starz WatchTVEverywhere programs while on the go.

To access content through TV Everywhere, you will first need to register at www.watchtveverywhere.com. It is quick and easy; just have your Alpine Communications account number handy. Not yet a FusionTV customer? Call us today at (563) 245-4000 to sign up.



Alpine Communications Survey Results and Winners

Alpine Communications recently conducted surveys of our customers to measure customer satisfaction and interest in new technologies. We appreciate the willingness of our customers to participate as well as the great feedback we received.

It was evident that you are keeping up with technology — so, we want to keep up with you!

1. You gave Alpine Communications high marks in the areas of quality products and services, responsiveness, and knowledgeable staff compared to other service providers.
 - Help your friends and neighbors get affordable, quality services by referring them to Alpine through our Refer A Friend program. Each time you make a referral for home phone, FusionTV, high-speed Internet, cellular, or monitored security service that results in a sale, you will earn a one-time credit of \$50 to your Alpine Communications bill. There is no limit — the more you refer, the more you earn.
2. Buying services from a local company with local employees is very important to many of the customers who responded to the survey. When asked if they would switch for a lower price, many customers were skeptical of switching because of the superior local service they receive from Alpine.
 - The reputation of the provider is a key factor in whether or not a customer chooses to switch. Customers want to do business with a local company they can trust. We will dedicate more time and resources to employee training, innovation, and improving processes to give you more reasons to rely on Alpine in the future. (252-3743)
3. Internet customers gave lower satisfaction rating scores because of perceived value for a service that is slow, inconsistent, spotty, etc.
 - A number of factors could be decreasing Internet speeds such as computer issues, wireless network equipment, interference, demand on the network, filters, etc. We will improve our troubleshooting processes to better identify problem areas and help resolve speed issues.

Congratulations to the Survey Drawing Winners

\$100 WINNER:

Carol Theis

\$75 WINNERS:

Sharon Schmelzer
Amanda Stewart

\$50 WINNERS:

John Winter
Denise Thornton
Sandra Lightfoot

\$25 WINNERS:

Joan Eglseder Melodie Deutsch
Gail Potter Brandon Kann

What Our Customers Are Saying:

“I’m a very satisfied customer look forward to an ongoing business relationship and plenty of future service.” – *Brandon*

“Great Service at a great price!” – *Terry*

“A great job is done for the local community and all the customers.” – *LuAnn*

Enter for the chance to win a trip for two to Nashville for the 2016 CMT Music Awards!

Anything could happen in the heart of country music. At the 2016 CMT Music Awards, you have a chance to rub elbows with the greatest stars in country while hearing your fave windows-down, cruising songs LIVE – alongside hundreds of fans. As an Alpine Communications customer, you get exclusive entry into the sweepstakes for country’s biggest awards night!

GRAND-PRIZE TRIP INCLUDES:

- **Two tickets to CMT Music Awards**
- **Roundtrip airfare for two to Nashville, TN**
- **Hotel accommodations**

Enter daily at www.cmtmusicawardssweeps.com.



Help For Parents On Selecting TV Shows and Movies



The vast selection of entertainment available today can feel overwhelming, especially if you are trying to select age-appropriate TV shows and movies for your children. One helpful resource is www.common sense media.org. There you will find tips on how to choose great media for your kids, lists of top picks for different age groups, detailed reviews, and more. (245-2270)

In addition, the Parental Controls available with FusionTV packages allow you to block access to certain types of programming. Activated by a PIN number, you can set Parental Controls to control the programs that can be viewed on your TV. There are three ways to block programs:

✓ **By Channel** ✓ **By Rating** ✓ **By Time Period**

To access your FusionTV Parental Controls, **click on Menu > Settings > Parental and Press OK**. For more information about using Parental Controls to ensure your children have access to age-appropriate content, contact Lanette, Tammy, Lara, or Carol at (563) 245-4000.

Prepare Your Home and Family for Spring Storm Season

Spring storm season has arrived which can lead to flooding and power outages. Alpine Communications recommends these five storm preparedness tips to tackle before the next storm approaches.

1. Unplug electronics during storms.

Power surges from lightening can damage your electronics and potentially injure you.

2. Build an emergency kit.

The Red Cross advises that you should include a gallon of water per person, per day, non-perishable food, a flashlight, battery-powered radio, first aid kit, medications, supplies for an infant if applicable, a multi-purpose tool, personal hygiene items, copies of important papers, cell phone chargers, extra cash, blankets, maps of the area and emergency contact information.

3. Back up your computer files.

Having an online backup of your files, photos, music and videos is critical if you ever hope to get them back after a computer failure or natural disaster. Alpine's Tech Home service includes 5-50GB of secure file backup in addition to a password keeper and anti-virus protection for your computers and mobile devices.

4. Make a family communications plan.

Let people know you are okay and pick the same person for each family member to contact. Have at least one traditional corded, landline telephone in your home that does not require electricity to operate. Cordless phones require power to operate, and cellular systems and towers are not required to provide backup power, so cell phones may not operate during a power outage either.

5. Stay up to date on weather reports, and know the difference between different weather alerts (such as watches and warnings) and what actions to take in each case.

Tune to Alpine FusionTV's weather Channel 100 on FusionTV for current conditions, hourly forecasts, a local radar, and listen to KCTN FM 100 live.



Alpine Communications wants you to stay safe this season. For information about corded telephones, surge protectors, Tech Home service, and FusionTV, visit the Alpine TEC Store at 923 Humphrey Street in Elkader or call (563) 245-4000.

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





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



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XXL

18 GB / \$120

*Promotion available through June 30, 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 Installment Plan.

Make a Call to 811 Part of Your Springtime Plans

Spring is finally here! With the snow melted and the ground ready for planting, eager homeowners like you are gearing up to start those outdoor digging projects. Before you reach for that shovel to start digging, remember to call 811, the national call-before-you-dig number, to ensure that your buried utility lines are marked. (426-5015)

Our land is made up of a complex underground infrastructure of fiber optic cables, pipelines, and wires. Striking an underground utility line while digging can cause harm to you or those around you, disrupt service to an entire neighborhood, and potentially result in fines and repair costs.

A call must be placed to 811 before **every** digging project, from simple landscaping projects like planting trees, shrubs, or flowerbed to building a deck or installing a rural mailbox. Every six minutes an underground utility line is damaged because someone decided to dig without first calling 811. Don't become part of the statistic – make sure to call 811!

Alpine Communications encourages area residents to visit www.alpinecom.net or www.call811.com for more information about digging safely.



Know what's below.
Call before you dig.

