

ALPINE COMMUNIQUÉ



Real Access. Real Value. Real People.

Q4 2016 Newsletter

Meet the Crew - John Lomas

Please join us in welcoming John Lomas to Alpine Communications as the Network Operations Manager. John joined Alpine in July and his chief duties, in addition to managing the technical staff, include maintaining, monitoring, supervising and ensuring operation of the Alpine Communications infrastructure such as servers, switches, outside plant facilities, and supporting equipment.

John is a native of Fennimore, Wisconsin and a graduate of Fennimore High School and Wisconsin Indianhead Technical College with an A.A.S. Degree in Electronics/Telecommunications. He is certified in CompTIA Network + and is a certified FTTH Professional via the FTTH Council. John joins us from AcenTek where he worked as a central office engineer and he previously worked for CenturyLink as an ISP core engineer.

John and his wife, Kelly, have two sons Kellen, age 13 and Nolan, age 7. Outside of work, John enjoys spending time with wife and boys. He enjoys football, baseball, basketball, and softball and watching his boys play youth sports. Over the past 10 years, John has coached youth baseball plus youth and high school football. He is very passionate about serving his community and youth programs. He served on the Board of Directors of Onalaska's youth baseball/softball program where he currently lives with his family. John is a huge Packers and Badgers fan! Over the past 20 years, he has spent many days fishing the great trout streams in Northeast Iowa. (245-1142)

When asked about his experience at Alpine Communications so far, John said, "Since taking the reigns as the Network Operations Manager this past July, I have enjoyed getting to know everyone at Alpine Communications and have been warmly welcomed into the community. The friendliness of the people in the communities we serve coupled with the technology and service that we provide to our customers truly makes this a unique opportunity. I look forward to helping Alpine Communications continue to provide a great experience for our customers!"



Welcome, John!

Introducing the New Alpinecom.net

Alpine Communications is proud to present our newly designed, mobile-friendly www.alpinecom.net. The new updated layout and design is mobile responsive. This means visitors to our site get the optimal viewing experience - easy reading and navigation with a minimum of resizing and scrolling - across a wide range of cell phones, tablets, and laptops.

In a recent survey, 26% of Alpine customers responded that the website is the best method of communication for them. Our goal was to deliver a new website that is easy to navigate and provides customers with fast access to information, logins, and support.

You'll find new features which include access to the Manage My Voicemail web application, an enhanced business section of the website, a simple bundle builder, and live Tech Support web chat.



Visit the new www.alpinecom.net today!

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





Over 800 Attend Annual Dinner

Despite the threat of rain and flooding, more than 800 people enjoyed a night with the friends and neighbors at Alpine's 11th 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.

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

- Lenovo Desktop Computer - **Jenna Brincks**, Elkader
- Samsung 40" Smart TV - **Bill Butikofer**, Elkader
- One Year of Gold Internet - **Eldon Troester**, McGregor
- Dyson Vacuum - **Gretchen Boleyn**, Elgin
- Oigo Rolling Luggage - **Joan Wilker**, Guttenberg
- Tote - **Vic Vifian**, Garnavillo
- Panasonic Cordless Telephone - **Elvera Palas**, Elkader



Aureon Provides Charity Grant to Art In The Park

Aureon, in conjunction with Alpine Communications, is pleased to announce that Aureon Charity Grants have been awarded to Main Street Elkader for \$350.00 to purchase tents for the annual Art in the Park festival.

Upon reviewing an abundance of applications, Aureon's Charity Grant Committee delegated funds to projects committed to the betterment of local lowan communities. The grants were presented in conjunction with Alpine Communications who sponsored the grant application. (873-1969)

Aureon, the new name for Iowa Network Services, created the grant program in 1993 to increase service and support to rural independent telecommunications companies and the communities they serve. The Aureon Charity Grant Program awards grants on a quarterly basis. Over the course of twelve years, Aureon has donated over \$850,000 to local communities and their surrounding areas. We believe in rewarding various organizations for their passion and dedication to advancing their own neighborhoods.



Pictured is John Lomas, Alpine Communications; Kris Grover, Main Street Elkader; Ken Atha, Aureon

Announcing Cell Phones for Soldiers

Alpine Communications is proud to partner with Cell Phones for Soldiers, a national nonprofit organization dedicated to providing cost-free communication services and emergency funding to active-duty military members and veterans.

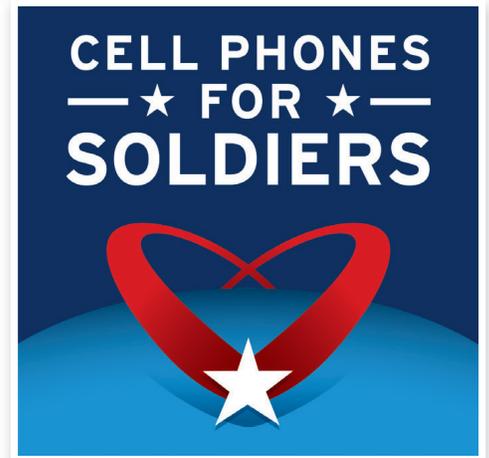
SINCE 2004, CELL PHONES FOR SOLDIERS...

- Has provided more than 220 million minutes of free talk time.
- Since July 2012, Helping Heroes Home has assisted more than 2,800 veterans and their families with emergency funding.
- Recycled more than 11.7 million cell phones, reducing the impact on landfills. (252-8254)
- Mails approximately 1,500 calling cards each week.

DONATE A CELL PHONE TODAY

With the simple, powerful donation of your newer or gently-used cell phone, smartphone or tablet, you become a hero to our nation's heroes. Your mobile phone gets responsibly recycled and proceeds from that process fund the charitable programs that truly provide a lifeline to troops and veterans.

For more information or to donate today, visit Alpine Communications at 923 Humphrey Street, Elkader, Monday – Friday, 8:00 a.m. - 5:00 p.m. or call 563-245-4000.



Alpine Donates to NEI3A and Clayton County Library Association

We appreciate the valuable feedback we receive from customers through the follow-up surveys completed after each trouble call and new service installation. The information we gather during the short 3-minute surveys helps us implement service improvements, deliver superior-quality products, and manage our resources more wisely. In appreciation, we donate \$2.00 for each completed survey to a local non-profit organization.

For surveys completed in April through September, Alpine Communications donated \$228.00 to NEI3A, formerly known as Northeast Iowa Agency on Aging, and \$250.00 to the Clayton County Library Association. Alpine will donate \$2.00 for completed surveys in October, November, and December and proceeds will benefit the American Red Cross.

Please take a moment to complete our survey should you receive one in the future. We value your opinion and look forward to supporting the American Red Cross in the upcoming months.



Pictured is Carol Berns, Alpine Communications; Kimberley Heller, NEI3A; Lara Duff, Alpine Communications

Watch Out for Tech Support Scams

When you communicate with tech support, you want them to help you solve computer problems, not create them! Yet, that's exactly what scammers pretending to be tech support personnel are doing.

Here's how it works: Pop-up ads claiming to sell fixes for your computer lead you to a website to download the software. The website includes a phone number for you to call to "register" the software. When you call, the person on the other end of the line requests information, such as passwords or remote access to your computer. Using remote access, they "examine" your computer and tell you that it has problems that need additional "solutions." They then ask for your credit card number to purchase these so-called solutions that don't actually do anything. While they're at it, they may infect your computer with malware or use your financial information to commit credit card fraud. (426-5690)

In a variation of this scam, tricksters call you and claim that they're on the tech support team at Microsoft or another well-known technology company. They go through the same process of accessing your computer, getting credit card or other information, and then causing trouble.

TO PROTECT YOURSELF, FOLLOW THESE TIPS:

- Never give access to your computer to someone who calls you out of the blue.
- To contact tech support, call the number you already have for your hardware or software.
- Never provide credit card information, passwords, or other sensitive data to someone claiming to be a tech support representative.
- Protect your computer from viruses.
- Learn how to avoid identity theft.



If you fear you may already have been a victim, check your computer for malware, change passwords you may have given out, and reverse any associated credit card charges. Protect your computer with fully-automated anti-virus software with SecureIT services from Alpine Communications starting at just \$3.95/month.

Article courtesy of Cornerstone Group

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



Shannon Wins iPad Mini

Congratulations Dan Shannon for winning the iPad Mini Technology Backpack from Alpine's August Back-To-School promotion. Altogether, the prize package was valued at \$400.00.

Register for Free Internet Workshops in November

Alpine's FREE technology workshops include tips and information for technology users of all levels and are open to Alpine Communications customers. **Class size is limited and we encourage you to register early by calling 563-245-4000.** All workshops will be held at our office at 923 Humphrey Street, Elkader.

TOPIC: Wi-Fi Basics – you will get a general overview of Wi-Fi networking, equipment, security, trouble-shooting, and best practices.

WHEN: Tuesday, November 15 from 2:00 – 3:00 p.m.

TOPIC: Smartphones for Seniors and Personal Emergency Response Systems

WHEN: Thursday, November 17 from 2:00 – 3:00 p.m.

Make a Donation to the Food Shelf & Mitten Tree

Beginning this month and while supplies last, visit Alpine Communications to pick up an Alpine grocery tote, and we invite you to use this tote to fill it with non-perishable food items or cold weather gear for our holiday food drive and Mitten Tree that runs through December. We encourage you to use the tote to donate cans of vegetables, fruits, soup, or cereal as well as other non-perishable food items including items for the Clayton County Food Shelf.

Alpine Communications is hosting the Mitten Tree Program again this year through Christmas. We are collecting new or handmade hats, gloves, mittens and scarves for people within our community who are in need. This is an opportunity for individuals, families, groups and businesses to support a local program and help children, adults, and seniors to stay warm during the winter months. The proceeds will go to individuals in Clayton and Fayette Counties.



ITEMS NEEDED FOR HOLIDAY BOXES INCLUDE:

- Green beans
- Pumpkin
- Corn
- Cornbread
- Cream of mushroom soup
- Instant potatoes
- Applesauce
- Evaporated milk
- Biscuit mixes
- Gravy mixes
- Stuffing mixes
- Muffin mixes
- Cake mixes

ITEMS NEEDED FOR THE MITTEN TREE INCLUDE:

- Hats
- Scarves
- Gloves
- Mufflers
- Mittens

1. Pick up a grocery tote from Alpine
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 to Alpine at 923 Humphrey Street, Elkader or the Guttenberg Press at 10 Schiller Street, Guttenberg
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 for details.

WHAT OUR CUSTOMERS ARE SAYING:

“Working with Mike to acquire and install our security system was truly a great experience. He was always timely and made sure everything was working perfectly. He answered all questions and was a great teacher on how to use the system and software connected to it. **I was amazed at how quickly the equipment was obtained and installed by Alpine.**”

Cindy, Guttenberg



CONNECT WITH US:

923 Humphrey St.
PO Box 1008
Elkader, Iowa 52043

Hours: 8:00 a.m. - 5:00 p.m.

Monday - Friday
(563) 245-4000

or 1-800-635-1059

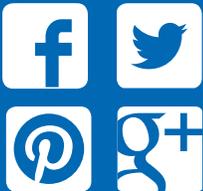
www.alpinecom.net

Internet Tech Support:

1-888-264-2908

SecureIT Tech Support:

1-877-373-3320



2 great offers that
you can cozy up to.



Get up to 2 **FREE*** GB
of data for life, plus a
NEW 4G smartphone
for only **\$4.99*/month.**



We have America's #1 network! Come in today, support your neighbor, and see why we have the best value in wireless.

*Certain requirements apply. Visit Alpine Communications for more details.

We Wish You Joy This Holiday Season

Merry Christmas and Happy New Year from Alpine Communications. We hope you get to enjoy special times with family and friends that you will cherish for years to come.

As you prepare for the season, remember we offer the updated communications you need to fully enjoy today's devices. Call 563-245-4000 or visit www.alpinecom.net to learn more.

From All of Us at Alpine Communications

Chris, Lori, Margaret, John, Sara, Carol, Lanette, Tammy, Lara, Melissa, Samantha, Jim, Jacob, Mike, Josh, Chad, Owen, and Kelly

