

How We Build Thriving Communities with Our Project Planning

By Chris Hopp, General Manager/COO

Where can we have the biggest impact? How can we serve the most people? What can we do to minimize the impact of construction?

These are just a few of the things we ask ourselves – and our community -- when planning for our construction projects. It's a community-first mindset to the work we need to do.

We're proud to do something that is very unique among communication providers: we heavily involve our community members and let them tell us where we need to build, as opposed to the other way around.

When beginning new construction projects, most providers make decisions themselves on where they will install, the time frame and the location. The customer isn't typically asked, questioned or consulted; they are simply updated with the provider's decision and some details of how a new construction project will impact them. Alpine does the opposite.

Let's use our fiber to the home network, Fusion, as an example. We're making a multi-million dollar investment to the areas we serve by bringing fiber optics to homes, businesses and organizations. Fiber technology gives our community members virtually unlimited bandwidth, blazing-fast internet speeds, exceptional TV picture quality, reliable connections and so much more. Fiber technology has also been known to increase home values and boost economic growth for the communities that have it. (563-252-2076)

This is a multi-year installation that couldn't all be done at once. We start our planning by looking at where we can have the biggest impact to our customers. Once we've identified the places where we can serve as many people with minimal disruption during construction, we prioritize those areas.

But we don't stop there. Alpine, one of the only providers that I know that does this, invites customers to share their interest in new projects. For fiber technology, we encourage members of the community who are interested in this superior service to provide their name and address. This provides another checkpoint for us to not only make sure we are planning to install



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in high impact areas, but also prioritizing construction in locations with high amounts of customer interest.

This allows us to see where there is a high density of customers who will benefit from fiber, as well as individuals who have a deep desire to stay better connected. Throughout every new project, initiative and service provided, Alpine is committed to building thriving communities through connection.

Do you have a suggestion for us? Visit www.alpinecom.net/contact-us or live chat with one of our representatives. To express your interest in Fusion, visit <https://join.alpinecom.net>



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, 2018, and we'll apply a \$5 credit to your account!

Faces of the Brand – Lanette Schutte

Lanette Schutte is known for a lot of talents at Alpine Communications – her generosity of time, talents towards customers and her team members, and her signature birthday treats! She has a servant’s heart and dreams of opening a soup kitchen and community recreation center someday.

Surpassing the “average lifespan” of a customer service representative (which is 3.3 years nationally) by more than a decade, Lanette appreciates working for a company she is proud of in her hometown. She has a knack for listening to customers and helping them achieve their goals for connecting the way they want to. “It’s rewarding when I’m talking to a customer and they are telling me what they need and I can say, ‘I can help you with this, I’ve got what you need.’”

From early on, Lanette developed a special gift for remembering the names of people she meets. Even if she’s met a customer only one time, she will greet them by name, which makes people feel important and valued. This enviable skill may be attributed to the fact that she was oftentimes called by her twin sister’s name throughout her life.

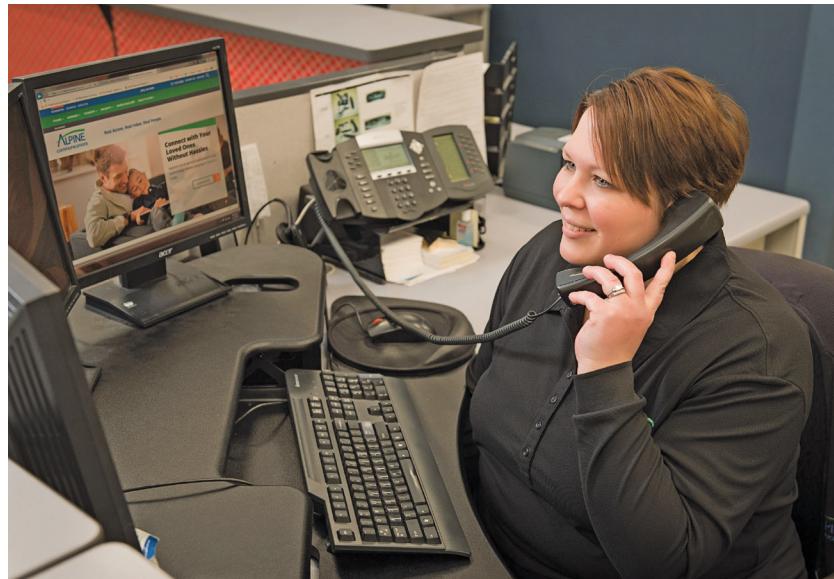
Lanette’s passion is making people happy, and she embraces opportunities to celebrate life by being the consummate hostess for her family’s gatherings. (563-245-1303)

As one of Alpine’s first customer service representatives in Elkader, Lanette has morphed into a reliable mentor for her peers at work while juggling her career with motherhood. Lanette and her husband, Brett, have two young children: Ayden and Holden. “Watching Brett play with the kids brings me joy and they know how to make me laugh!”

Lanette’s loyalty, longevity, and tenacity for helping others makes her an invaluable customer advocate at Alpine.

IN THE LOOP

- ✓ Three words that always describe Lanette: helpful, polite, quiet
- ✓ Three words that never describe Lanette: harsh, impatient, late
- ✓ Where Lanette sees herself in five years: at Alpine doing what she loves, helping customers
- ✓ Quirkiest thing about Lanette: she is very organized and dislikes when things get put away incorrectly - particularly in her kitchen



It Pays to Connect With Us on Social Media

Alpine Communications is active on social media, offering you a variety of ways to stay updated on everything from our latest services and promotions to technology tips and employment opportunities.

We encourage you to check us out on:

- Facebook
- Twitter
- LinkedIn
- YouTube

We love to share valuable content with our customers and neighbors, and we appreciate hearing your feedback.

To quickly access any of our social media accounts, look for the icons on the home page of our website at www.alpinecom.net



10 Ways to Protect Yourself From Fraud, Scams, and Schemes

Like you, we understand how frustrating unwanted robocalls, technical support scams, spam emails, junk mail, and pop-up ads can be. We experience the same challenges as consumers. It is difficult to discern what is real and what is fake as scammers become more sophisticated with their tricks and schemes. (563-964-2705)

How can Alpine Communications help you protect yourself from fraud and deception? We have some tips for you to protect yourself from common types of fraud.

1. Don't wire money, send a check, overnight a money order, or pay with a gift card or cash reload card. Anyone who demands payment in these ways is always, always, always a scammer. These payment methods are like giving cash — and nearly untraceable, unless you act almost immediately.
2. Follow tried-and-true advice for avoiding malware: use antivirus software, set software and apps to update automatically, never install software or apps you don't trust, don't click links without knowing where they lead, and be careful about visiting unfamiliar sites. We recommend Tech Home for our residential customers and Tech Office for our business customers.
3. When in doubt, throw it out! Links in emails, social media posts and online advertising are often how cybercriminals try to steal your personal information. Even if you know the source, if something looks suspicious, delete it.
4. Don't buy from an unfamiliar company. Legitimate businesses understand that you want more information about their company and are happy to comply.
5. Don't answer calls with an unfamiliar caller ID. Alpine Communications has four ways to help you block calls on your home phone: Call Block, Caller ID, Anonymous Call Rejection, Caller ID/Call Waiting.
6. Companies like Microsoft don't call and ask for access to your computer. If you get a call like that, it's a scam.
7. Real companies also won't ask for your account passwords. Only scammers do.
8. Don't give out your personal or financial information to anyone who calls, texts, or emails.
9. If you do need computer help, rely on Alpine Communications to help you. General online searches are risky because they might pull up another scam.
10. Report it to the FTC at [FTC.gov/complaint](https://www.ftc.gov/complaint).

The Guttenberg Public Library recently invited Investigator Brent Ostrander of the Clayton County Sheriff Department and Alpine's Sara Hertrampf to speak with the community on the topic of fraud protection. Investigator Ostrander shared that fraud reports in Clayton County are on the rise year-over-year, with more than 170 fraud calls in 2017. Ostrander advised, "If your identification has been stolen, don't panic! First, contact your credit, bank, or lending company and speak with their fraud department. Second, contact your local law enforcement agency and report the suspected crime. And finally, monitor your credit report or account information."

Visit the Federal Trade Commission at <https://www.consumer.ftc.gov/features/scam-alerts> to stay up-to-date with the most recent scam alerts, to file a consumer complaint, report identity theft, and get tips on how to protect yourself from fraud and scammers.





Kent Atha, Aureon; Kenny Slocum, Clayton County Conservation; Chris Hopp, Alpine



Kent Atha, Aureon; Mandy Ludovissy, Guttenberg Chamber of Commerce; Chris Hopp, Alpine

Aureon Grants Awarded to Two Local Organizations

Aureon is pleased to announce that Aureon Charity Grants have been awarded to Clayton County Conservation and the Guttenberg Chamber of Commerce. The grants were presented in conjunction with Alpine Communications who sponsored the grant application. Upon reviewing an abundance of applications, the Aureon Charity Grant Committee delegated funds to projects committed to the betterment of local Iowa communities.

Clayton County Conservation received a grant for \$500.00 to help fund a new laptop, a ceiling projector, and projector mount. \$400.00 was granted to the Guttenberg Chamber of Commerce to help fund a new laptop computer. (563-255-2696)

The Aureon Charity Grant Program was created 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 twenty-five years, Aureon has donated over \$950,000 to Iowa nonprofits through the grant program. To learn more, please contact Giving@Aureon.com.



Join Us in Helping the Community this Holiday Season

Supporting one another is a cornerstone belief we share at Alpine. Beginning this month and while supplies last, visit Alpine Communications or the Guttenberg Press to pick up an Alpine grocery tote. 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 nonperishable food items including items for the Clayton County Food Shelf.

PICK UP A GROCERY TOTE FROM ALPINE OR THE GUTTENBERG PRESS AND:

- Fill it with non-perishable items for the Clayton County Food Shelf or cold weather gear for the Mitten Tree
- Drop off the items to Alpine at 923 Humphrey Street, Elkader or the Guttenberg Press at 10 Schiller Street, Guttenberg
- Keep the tote for yourself! Please contact us at 563-245-4000, or visit us at www.facebook.com/AlpineCommunications for details.



Marquette Becomes Gigabit Community with the Launch of the Fusion Network

Alpine Communications is pleased to announce the launch of our all-new 100% fiber-optic Fusion Network to all homes and businesses within the city limits of Marquette and the Pleasant Ridge neighborhood of McGregor. Once activated on the new Fusion Network, current Internet customers can look forward to receiving increased Internet speeds at no extra charge.

While Alpine Communications has offered FusionTV to Marquette since 2013, this enhanced digital television service is now available to the Pleasant Ridge neighborhood because of fiber-optics. Introductory specials for both FusionTV and Fusion Internet will be available for a limited time.

WITH FIBER, YOU CAN LOOK FORWARD TO IMPORTANT ADVANTAGES INCLUDING:

- Virtually unlimited bandwidth capacity,
- Much faster internet speeds
- Increased service reliability
- Enhanced online experiences
- Expanded opportunities for local economic development

“The Fusion Network delivers the most advanced communications services over a strand of fiber comparable to the size of a human hair. Fiber technology has also been known to increase home values and boost economic growth for the communities that have it. We are excited and committed to building thriving communities with fiber-optic connections,” says Chris Hopp, Alpine General Manager/COO.

Residents and businesses are encouraged to contact Alpine now at 563-245-4000 to schedule a Fusion activation appointment.



Think WiFi Troubleshooting is Too Much Trouble?

There are people out there who love the challenge of researching why their home's WiFi network isn't working right and figuring out what needs to be done to solve the problem. If you're not one of them, Alpine WiFi Connect could be your easy alternative.

Alpine WiFi Connect is a service which takes the hassles of WiFi troubleshooting (and more) off your hands in exchange for a small monthly fee. Once you sign up for WiFi Connect, we will handle a variety of WiFi tasks for you:

- Installation of a new, advanced dual-band WiFi router
- Selection of the best router location in your home for optimal coverage and signal strength
- Setup of your WiFi security password to avoid others using your WiFi network without your permission
- Connection of your devices — such as laptops, tablets, and smartphones — to the WiFi network
- In-home troubleshooting should the WiFi service stop working or function poorly (563-426-5555)

If you don't have Alpine WiFi Connect and need in-home help with a router you purchased on your own, you'll have to pay the hourly fee for a service call by one of our technicians. This can get pricey if you end up with a series of WiFi issues. It all comes down to this: Using your devices on a fast and reliable home WiFi network is lots of fun. But doing the work of WiFi setup and troubleshooting — not so much. Why not let somebody else handle WiFi?

Alpine WiFi Connect is just \$9.95/month. To learn more about this service and sign up, call 563-245-4000 or visit www.alpinecom.net.



Alpine Communications believes connected homes are thriving homes.





CONNECT WITH US:

923 Humphrey St.
PO Box 1008
Elkader, Iowa 52043

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

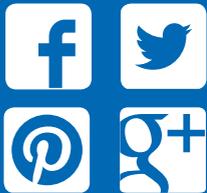
Monday - Friday
563-245-4000
or 1-800-635-1059
www.alpinecom.net

Internet Tech Support:

1-888-264-2908

SecureIT Tech Support:

1-877-373-3320



Unlimited Talk,
Text, & 500MB
of Data for
\$30.00
a month



FREE
Kyocera Cadence or
Alcatel A30+ or
\$125 credit towards
a new phone.

At Alpine Communications, we are proud to be the area's local source for all your telecom needs, including wireless phone service. Whether you stay close to home all year, travel for work, or migrate with retirement, you'll always get the coverage you need to talk, text, stream or surf the internet on your cellular device.

**Connect with us today at www.alpinecom.net,
visit our office at 923 Humphrey Street in
Elkader, or call 563-245-4000.**

*Offer valid through 12/1/2018 and some restrictions apply.
Contact us for complete details.