

GREAT NEWS!

We're bringing Fusion fiber-optics to your neighborhood for **faster Internet and more!**



Alpine Communications is making a major investment in our **100% fiber-optic Fusion Network** in your neighborhood.

This means every location in the area that subscribes to telephone or broadband services from Alpine can receive a direct fiber-optic connection.

The Fusion Network will be constructed in phases and is scheduled to be completed by **mid-November 2021**. We will ensure the switch over is done in a manner that respects your property.

If you have questions about our Fusion Network project, please refer to the FAQs on the other side or contact our office at **563-245-4000**.



BENEFITS OF FIBER:

- ✓ **Crystal-clear and reliable phone service**
- ✓ **Enhanced economic growth, communication, and collaboration**
- ✓ **Increased home values**
- ✓ **Productivity-boosting applications for businesses**
- ✓ **Virtually unlimited bandwidth**
- ✓ **Always dependable connections**
- ✓ **Blazing-fast Internet speeds**



PO Box 1008
923 Humphrey St
Elkader, IA 52043

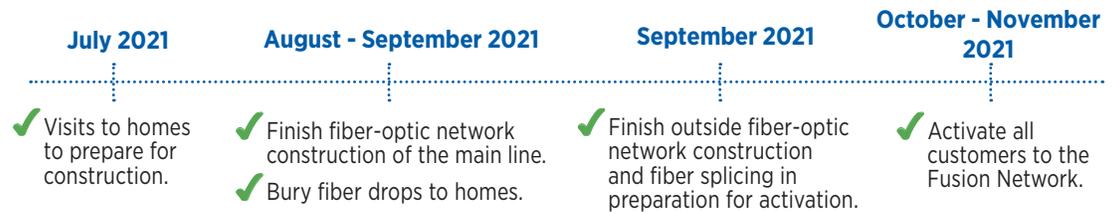
563-245-4000
www.alpinecom.net



We're on a mission to create connected communities.



Fusion Network Construction Timeline



FREQUENTLY ASKED QUESTIONS:

Why is Alpine Communications constructing a fiber-optic network?

As your local telecommunications provider, Alpine is installing the most advanced technology — fiber optics — to ensure that residents will receive the highest quality Internet, phone, and other services at the most affordable rates. Our Fusion Network will not only meet today's needs but will also be ready to handle all the exciting new services the future brings.

What's so great about fiber optics?

Businesses and households are using technologies that require more and more bandwidth. Fiber optics is the only medium that can keep up with the bandwidth demand. A single hair-thin optical fiber can carry up to 1,000 times as much information as copper (traditional telephone network material) or coax (traditional cable television network material). Fiber-optic networks are extremely reliable and can carry multiple voice, data, or video streams into the same place at the same time!

Will Alpine Communications offer television service?

Alpine FusionTV will be available in select areas of rural Elkader receiving Fusion fiber-optics during the activation phase of the project.

I like my service the way it is now. Do I have to switch over to fiber?

Yes. Alpine is moving all of our services over to our Fusion Network for those customers living in select areas of rural Elkader.

When will my services be transferred to the Fusion Network?

Watch your mail for a letter that announces we are ready to schedule your activation. Once you receive this letter, please call us immediately.

If you require special accommodations, please call our office soon at [563-245-4000](tel:563-245-4000) to schedule an appointment.

I do not live in this neighborhood. When can I get a fiber-optic connection?

We are looking for strategic places to expand our network by collecting interest at Alpinecom.net/Join. By signing up, you are expressing your interest in having Fusion fiber-optic services from Alpine Communications. It really is that simple! Once we have enough interest expressed in a specific area, we will consider constructing fiber-optics services there. The amount of work and expense to bring the Fusion Network to a neighborhood is huge. Simply put, the more support in your neighborhood, the more likely we are to bring fiber to your door.

What kind of Internet speed will I have after you upgrade my home or business to fiber optics?

Fiber has the capacity to deliver virtually unlimited Internet speeds. The Internet speeds that Alpine makes available when our Fusion Network construction is complete will be influenced by customer demand and the competitive environment. Internet speeds will significantly increase for current Alpine Internet subscribers after they activate their Fusion Network connection.

What will happen when Alpine arrives to activate my Fusion Network service?

After you schedule an appointment to have your fiber-optic service activated, technicians will arrive at the scheduled day and time. You need to be present during the activation since our technicians will need access inside your home or business. The technician will bring a power cord into your property through the basement to an electrical outlet and will bring an Ethernet cable to where your DSL modem is currently located. (With Fusion Internet, you will no longer need a modem.)

