

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q3 2021 Newsletter

Aureon Charity Grant Program Provides Boost to Elgin Historical Society Through Partnership with Alpine Communications

Aureon's Charity Grant Program provides financial assistance to various public and private nonprofit agencies for community-based projects. Since 1994, Aureon has awarded nearly \$1 million to rural communities through this program. See first-hand how recent Charity Grant contributions positively impacted the Elgin Historical Society in Elgin, Iowa.

For years, historical societies across the state have acted as a point of truth when it comes to historical and family events that created their respective communities. These societies are dedicated to collecting and preserving the historical information that molded who they've become today – and provide access to future generations to learn about their heritage.

When the Elgin Historical Society needed support for key initiatives at their museum to continue collecting and preserving its historical information – they turned to their local telecommunications provider for help. (252-1344)

“Sara Hertrampf [Sales and Marketing Manager at Alpine Communications] was helpful in assisting the Elgin Historical Society in applying for our first Charity Grant in 2018,” said Marilyn Schaer of the Elgin Historical Society. “These funds allowed us to update our accessions software, PastPerfect, and continue to document over 2,000 items of Elgin’s history.”



Courtesy of Amanda Pasket



Alpine Communications plays a **vital role** in our community by providing cutting-edge services.”

Marilyn Schaer, Elgin Historical Society

According to Marilyn, the Charity Grants that are made possible through Alpine Communications and Aureon play an important role in the continuation of the Elgin Historical Society’s Museum. Their awarded Charity Grants have also assisted in the preservation of their 1872 brick building store fronts, restoration of the front façade and windows, and updating the electrical system. All of which directly benefits the residents in Elgin’s community by effectively preserving their history and heritage.

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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 September 30, 2021, and we'll apply a \$5 credit to your account!



Meet the Crew - Justin Jacobsen

Let's introduce you to Justin Jacobsen, Alpine's newest member of the network operations team.

Justin joined Alpine Communications in August and brought a diverse set of skills to assist customers. At Alpine, Justin specializes in telephone access equipment and assisting customers with internet and FusionTV questions.

Justin moved from New Mexico to Elgin, Iowa, last year. He has family roots in West Union, Iowa, and St. Charles, Missouri, where Justin attended Missouri S&T and studied computer engineering. Before joining Alpine, Justin worked as an oilfield safety instructor, in information technology, and racing clutch design and sales.

Justin's hobbies include music, wheels, and wings. He plays acoustic and electric guitar, enjoys riding 4-wheelers, and farming. Notably, Justin is a student pilot and enjoys flying airplanes whenever he can. The most significant piece of advice given to him was, "there are no problems, just challenges."

"There's something new and different every day. Alpine has great people, customers, and equipment," said Justin about his tenure at Alpine.

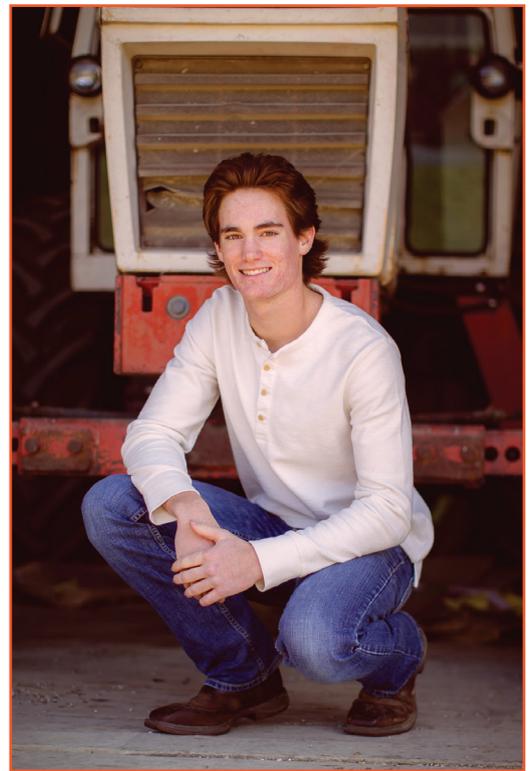


Hazen Loan Receives Aureon 2021 Aureon Scholarship

Alpine Communications in partnership with Aureon is pleased to announce Hazen Loan of Elkader is a recipient of Aureon's 2021 Scholarship totaling \$3,000. Hazen is one of six deserving high school students from across the state were selected to receive varying scholarship amounts for demonstrating excellence in the classroom and their community. (245-1920)

Scholarship funds are allocated to students in rural Iowa communities, supported by the Iowa Independent Telecommunications Companies, like Alpine Communications.

"Aureon is proud to award scholarships to these outstanding students from across the state," said Scott Behn, CEO of Aureon. "We are honored to partner with our ITCs to continue this tradition of providing financial assistance to the next generation of Iowans who will continue to grow our industry through the pursuit of a STEM-related education. Aureon congratulates these recipients on a job well done, and we wish them the best of luck in their college endeavors."



AUREON™

What's the difference between the Internet & WiFi?

WiFi technology is extremely popular and available just about everywhere. Whether you're grabbing a cup of coffee, shopping for shoes, or enjoying a family pizza night, you're likely to have a WiFi hotspot available. You may hear people talking about "getting onto WiFi" or not being able to "get onto WiFi". Most of the time, the issue is that they can't get their laptop, smart phone, or other device connected to the Internet.

Is WiFi the same as the Internet? No, it's not. And with home networks getting more sophisticated all the time, with more and more connected devices, it's helpful to have a clear understanding of the difference between the two.



WHAT IS THE INTERNET?

The Internet is a massive global communications network. In fact, as its name suggests, it's more than just one network—it's a series of thousands of interconnected networks.

When you connect to Internet service from Alpine Communications, you can connect with other networks, companies, services, and individuals who are also connected to the Internet. For example, you can stream movies on Netflix by connecting via the Internet to computer servers that Netflix owns or read your email by connecting to one of Gmail's servers.

When you purchase monthly Internet services for your home, This includes a physical line, such as a fiber-optic cable, that will connect your home to the ISP's network. On the outside of your home, this physical line is connected to an electronic device called an Optical Network Terminal (ONT) for service delivered over fiber or a NID for service delivered over copper.

HOW DO I CONNECT MY DEVICES TO THE INTERNET?

There are two ways to connect your devices to your Alpine Communications Internet service.

1 Connecting with a physical cable
The first method, which is not very common anymore, involves physically plugging your computer into the modem or jack wired into your home using an Ethernet cable. When your computer is plugged into Ethernet, it becomes part of the Alpine network, along with all the other customers who have also connected their devices.

2 Connecting over WiFi
The second method, which is the most common today, involves connecting your computer, tablet, or smartphone to Internet service without using a physical wire. This "wireless" connection is made possible by WiFi technology, specifically by a second device in your home called a router or sometimes referred to as a gateway. This router is physically plugged into the modem or Ethernet jack.

IS CONNECTING TO WIFI THE SAME AS CONNECTING TO THE INTERNET?

The short answer is no, not technically. Just because you're connected to your WiFi router does not mean that you are also connected to the Internet. First, verify that your Internet connection is working by directly connecting your device to the modem or Ethernet jack. If you can connect to the Internet when you bypass your router, this means your WiFi router is not successfully connected to your modem or ONT. The next step is troubleshooting your WiFi router or replacing it with a new system.

So the next time you "get on WiFi," you'll know there's a bit more to it. You are connecting to a router that connects to the modem or ONT, which is then connecting to the Internet.

Connect with Alpine Communications for residential and business WiFi solutions. Call 563-245-4000 or visit www.alpinecom.net.

Smart WiFi Performance

Welcome to the Ultimate WiFi Experience! Alpine Communications has integrated WiFi Connect with SmartHub so you can take command of your connected home through your web browser or mobile app.

MANAGE YOUR INTERNET EXPERIENCE LIKE NEVER BEFORE:

- 📶 View and manage devices connected to your WiFi network
- 📶 Resolve performance issues with router resets and speed tests
- 📶 Administer updates as well as retrieve and reset WiFi passwords
- 📶 24/7 support from Alpine Communications as a WiFi Connect customer

CONTROL YOUR WIFI NETWORK IN THE PALM OF YOUR HAND AND ONLINE.

- 📶 Download the free SmartHub app for iOS Users or Android Users
- 📶 Enter your profile information, choose Alpine Communications as your provider, and you're ready to begin!

If you have questions about WiFi Connect or SmartHub, call us at 563-245-4000.



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"We are honored to sponsor Aureon grants for local nonprofits because we know the impact the monies make on our region," said Chris Hopp, Chief Operating Officer and General Manager at Alpine Communications. "The Elgin Historical Society, with Marilyn's leadership, has done a magnificent job of prioritizing their projects and applying for grants that have improved both the façade and the technology at the museum over the years. We are grateful for Aureon's partnership, generosity, and investment in Northeast Iowa." (873-2044)

"Alpine Communications plays a vital role in our community by providing cutting-edge services," Marilyn said. "They also support the community with grant funding that encourages growth. Organizations such as Alpine Communications and Aureon work alongside the volunteers who are the backbone of small-town survival. Programs like the Charity Grant Program provide the necessary boost to keep the funding and volunteers going. They give us a high-five!"

More recently, the society has begun to work on a special project to expand its Early American exhibit which will be

introduced this summer. The organization anticipates this exhibit may contribute to an even broader Iowa history.

"Elgin's history is important both locally and for its contributions to our country," Marilyn said.

And thanks to the Aureon Charity Grant Program and Alpine Communications, Elgin's contributions will continue to be preserved for years to come.



Photo courtesy of Mallory Hansen



Whole-Home WiFi Connect

Everything you want
in home WiFi for
every room,
every device,
every day.

We make it easy to enjoy fast and reliable WiFi throughout your home. Alpine Whole-Home WiFi Connect provides a next-generation WiFi 6 router for seamless signal continuity plus 24/7 remote support for a hassle-free experience.

Go ahead. Relax

If you're frustrated with the poor performance and spotty WiFi coverage of your outdated router, it's time to move to **Whole-Home WiFi Connect**.



Plenty for everyone

Game, stream movies, and connect to work or school—all at the same time, with no interruptions—with WiFi 6.



You're in control

View and manage devices connected to your WiFi network, resolve performance issues with router resets and speed test, and pause the internet with the SmartHub app.



Secure and worry free

Powerful home WiFi that's fully managed by Alpine Communications and controlled by you.

Learn more about Alpine Whole-Home WiFi Connect, call us at **563-245-4000** or visit www.alpinecom.net.

WiFi 6 Router and Remote Management

\$ 9.95/mo.



Expand Your WiFi Coverage

WiFi 6 Access Point
\$ 9.95/mo.

WiFi 5 Access Point
\$ 4.95/mo.

Whole-Home WiFi Connect Optimization and Installation

\$ 100.00 for the router

+ \$ 75.00

for each additional access point if installed at the same time as the router.

