

# ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q1 2022 Newsletter

## Meet the Crew - Kari Doepcke

Join us in giving Kari Doepcke, Alpine's new Accountant, a Northeast Iowa welcome home. Kari is originally from Elkader and has returned to rural Guttenberg after 13 years with her husband, Will. Together, they have three sons: Kale is a sophomore at Central; Hunter is a Marine stationed in Cherry Point, NC; and Austin is a Welder and lives in Valdosta, GA, with his wife, Jenna. Kari and Will also have two dogs, Toby and Bella.

Kari is a seasoned "bean counter" with extensive experience in accounting. Her professional experience includes working as a Tax Accountant for a CPA Firm, Payroll Accountant for a Municipality with over 500 employees, Assistant Director of Accounting at Valdosta State University, and Controller for a National Franchise Business. Notably, she received her Bachelor of Business Administration with an emphasis in Accounting at Valdosta State University in Valdosta, GA, and is a Certified Municipality Financial Officer. (252-7737)

"Since being back, I have really enjoyed some of the things I left 13 years ago, like the beautiful scenery in NE Iowa, friends and family, and the small-town feel. I have enjoyed checking out the local town shops, restaurants, and outdoor activities like walking on the trails in the area. I have enjoyed some of the quaint and charming locations like the Promiseland Winery and listening to the music," shared Kari about her favorite local activities.

Kari described her tenure at Alpine, "I have enjoyed learning about the products and services Alpine offers to our customers. With challenges that many have faced during COVID, new demands arise like working from home and needing high-speed internet services; it is apparent that Alpine is truly bringing state of the art services to our customers in the rural area."

**We are glad Kari and her family reconnected with Clayton County to share her expertise with Alpine Communications. Welcome, Kari!**



*Welcome, Kari!*



**I have enjoyed learning about the products and services Alpine offers... it is apparent that Alpine is truly bringing state of the art services to our customers in the rural area."**



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 March 31, 2022, and we'll apply a \$5 credit to your account!

# Aureon Awards Grants to Guttenberg Groups

Congratulations to the City of Guttenberg and the Guttenberg Chamber of Commerce for receiving Aureon Charity Grants from Q3 2021.



The Guttenberg Chamber of Commerce received a \$500.00 grant to help fund a new computer. Pictured are Eric Benson, Aureon; and Brandi Tomkins, Guttenberg Chamber of Commerce.



The City of Guttenberg received a \$500.00 grant to purchase tandem swings and frames for their playground. Pictured are Sara Hertrampf, Alpine; Denise Schneider, City of Guttenberg; and Eric Benson, Aureon.

Learn more about the grant program at <https://alpinecom.net/library/aureon-charity-grant/> or call Alpine Communications at 563-245-4000.



## Lifeline Support for Affordable Communications

Lifeline is a federal program to help low-income subscribers stay connected by providing a monthly discount on their wireline phone, wireless phone, or broadband internet service.

FCC rules prohibit more than one Lifeline service per household. Lifeline is available to eligible low-income subscribers in every state, territory, commonwealth, and on Tribal lands.



**Eligibility guidelines vary throughout the country. Here in Iowa, you can save monthly, and may qualify if you participate in at least one of the following programs:**

- Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
- Supplemental Nutrition Assistance Program
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (245-1070)
- Veterans and Survivors Pension Benefit
- Income Below 135 percent of the Federal Poverty Guidelines

You can check eligibility with the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at [www.lifelinesupport.org](http://www.lifelinesupport.org). Or call Alpine Communications at 563-245-4000.

# Alpine Partners with Pinnacle Marketing Group for New Directory and Marketing Solutions

Alpine Communications has partnered with Pinnacle Marketing Group, located in Bemidji, MN, to publish our 2022-2023 Northeast Iowa Regional Directory. In February, representatives from Pinnacle will be in our area to help businesses strengthen their marketing and promotional efforts. (964-3947)

Pinnacle Marketing Group offers several services designed to help local businesses grow and flourish. Their suite of services for small to medium businesses include:

 **Telephone Directory:** promote your business by placing advertising in our printed telephone directory. Over 7,000 copies of the directory are distributed to residents and businesses in our area and consumers continue to rate print Yellow Pages amongst the highest sources when looking for a local business, product or service.\*

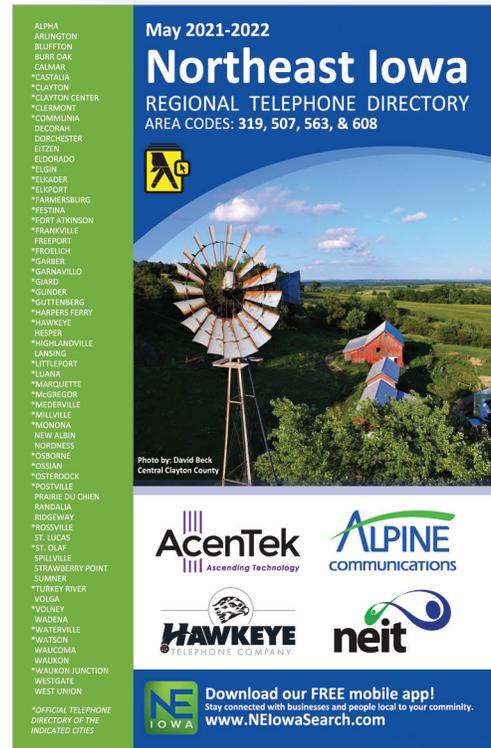
 **Online Directory:** localsolution.com allows you to promote your business by adding photos, a video, coupons, and much more to your business listing. Make sure to add your business description for free on our local search site:

 **Web Design:** Is your website the best it can be? Pinnacle's website packages are practically priced and offer flexibility in design and monthly updates as well as monthly usage stats, a personal account manager, and a mobile-friendly site option.

 **Social Media:** Make an impact with social media. Let Pinnacle help you manage your social media presence so you can actively be where referrals are happening, and customer champions are looking for more.

Additional services such as video production, logo development, and other design services are also to help provide a professional, consistent look to grow your company's brand.

Get ahead of competitors by working with Pinnacle's team of marketing specialists, designers, and writers dedicated to helping you achieve your goals. A dedicated account manager will work one-on-one to ensure excellent customer service. **For more information, contact Pinnacle Marketing Group today at 800-343-8086 or visit [pinnaclempg.com](http://pinnaclempg.com) to learn more.**



**I love your product, and the customer service, whether on the phone or at your business office, is stellar. No other company's customer service can hold a candle to Alpine's." - JUDY, ELKADER**

# Small Business Owners Share Broadband Success Stories with Iowa Public Television



In 2021, Alpine Communications made great strides in expanding the **100% fiber-optic Fusion Network** to hundreds of customers in rural Northeast Iowa. Building the additional miles of fiber-optics was partly due to grant funding from the Office of the Chief Information

Officer who administers the Empower Rural Iowa Broadband Grant Program. (426-5191)

In November, Iowa Public Television filmed two Alpine customers who benefited from the fiber-optic broadband build-out this summer. Their stories will be featured in an upcoming episode of “Iowa Press.”

**Dan and Dorinda Potter** owners of Great River Maple, demonstrate how they produce organic maple syrup. They discussed how their business pivoted during the COVID-19 pandemic and that fiber-optic broadband has helped with their online business. Great River Maple has a commercial kitchen that produces granola, cotton candy, infused syrups, maple sugar, maple cream, and more. They ship their products all over the world.



**Chris Hopp, Alpine Communications** general manager, demonstrated a fiber cable with individual fiber optic cables smaller than a strand of hair. Alpine broadband technicians show how Alpine turns fiber optics into phone, internet, TV, and more. Chris shared the importance of broadband connectivity to our customers and how grants have helped Alpine build fiber-optics to more locations in 2021.



**Joe and Suzanne Shirbroun** are 6th generation farmers in rural Farmersburg, Iowa. They are also Pioneer seed corn dealers and passionate about agricultural education. Andre, the Shirbrouns' son and 7th generation farmer, discusses how he uses broadband to download data about their equipment to keep their operation running efficiently. Joe demonstrates the equipment they use to treat soybeans for producers. He is able to use broadband to allow tech support to remote into his system if he encounters problems.



Before fiber broadband, Dorinda would start printing invoices in the morning, and it would be noon before the invoices were finished. Now (with fiber broadband), BOOM! It's fast. We get an invoice printed as soon as we touch a key," shared Dan Potter.

## Get a Clear Picture of Your True Internet Demands

SmartHub WiFi is a web and mobile app that allows you to manage your internet experience like never before. At a glance, you can genuinely get a snapshot of how many devices are connected and a better understanding of its impact on your WiFi performance. (873-8977)

There is a lot more using your WiFi than you may realize. Smart homes host a plethora of devices that affect your network speeds. Each camera, thermostat, TV and mobile device is consuming data.

### Now you can manage all devices on your network.

- 📶 View and manage all devices connected to your WiFi network
- 📶 Resolve performance issues with router resets and speed tests
- 📶 Set controls to pause, resume and schedule internet access
- 📶 Administer updates as well as retrieve and reset WiFi passwords

...All in the palm of your hand and online.  
Download SmartHub today - [www.smarthubapp.com](http://www.smarthubapp.com).





**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

Technical Support:

1-888-264-2908

SecureIT Tech Support:

1-877-373-3320



Please leave a review  
and help us grow:



### 3 Common Reasons for a Weak WiFi Signal

Are you having problems with your home's WiFi?

These issues may be why:

- 1 **Distance** - The farther away you are from your wireless router, the weaker your WiFi signal will be. Try adjusting your router's location to a more centralized spot or look into adding a WiFi access point to create a mesh network.
- 2 **Construction** - Especially thick walls can muffle WiFi signals, as can certain types of construction materials such as metallic mesh inside plaster-and-lath walls.
- 3 **Device Interference** - You may find intermittent signal problems caused by interference from other devices such as baby monitors, garage door openers, and microwave ovens.



If you'd like Alpine Communications to install and manage your WiFi equipment for you, ask about our Whole-Home WiFi Connect service.

## No More Lag Just Connecting

Don't suffer with the buffer.  
**Try Whole-Home WiFi Connect for \$9.95 per month.**

**Call 563-245-4000 to sign up now.**



**DO MORE IN 2022!**