

# ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.

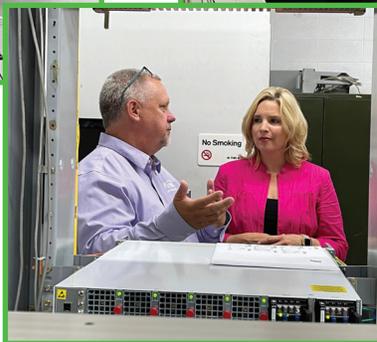


Q4 2022 Newsletter

## Representative Ashley Hinson Visits Alpine



Chad Ruegntiz, Alpine Outside Plant Manager, walks Rep. Ashley Hinson through the delicate process of splicing fiber optic lines. (563-255-3352)

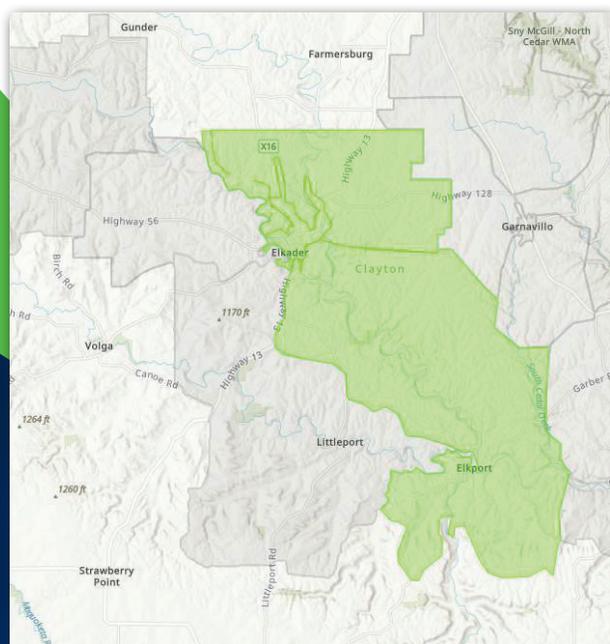


Chris Hopp, Alpine General Manager explains the process of delivering Internet service through our fiber optic network and the challenges Alpine is working to overcome.

Great News!

## Progress on FTTH projects

Alpine Communications is in the final phase of the 2022 fiber-to-the-home project and expects to launch services within the next few weeks. Crews are progressing through the construction areas shown in green which will connect approximately 490 locations to 100% fiber-optic Fusion Network. Furthermore, Alpine high-speed Internet customers will now have access to significantly faster broadband packages once they activate their fiber-optic connection. Fusion Network activation is FREE for current customers. FusionTV+ will also be available to Fusion Network customers. **If you live in the green construction zones and would like more information about the Fusion Network, please call (563) 245-4000 or visit [alpinecom.net/join](http://alpinecom.net/join).**



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



# Meet The Crew

## Marine Corps Born, Army Retired

Marine Corp born, Army retired is John Ciceron, Alpine's newest broadband technician. While in the military, John ran wire for artillery units. He was a wire chief admin for two years working on satellite communications. John served in the Marine Corp Communications from 2000-2004 and the Minnesota Army National Guard Communications from 2004 - 2016.

Before joining Alpine, John roamed the country in an 18-wheeler and said he heard a voice calling, "Come to Iowa. We will convert you into a Hawkeye or Cyclone Fan." His 16 years of experience in the military was a great starting point to work in telecommunications, but John wanted to learn more about the networking side of things. He felt Alpine was a great place to expand his knowledge. He says, "Dealing with wires and fiber strands was very easy, but networking and information technology is all new."

**John confirmed his decision to join Alpine. "Everyone is super helpful. Knowing I can turn and call someone any time during the day is a good feeling. Alpine is a small company with a million hearts." He loves being able to help and support our local community which has given him a chance to meet new people every day. He enjoys the friendliness and appreciation from our customers.**

If you get a chance to talk with John, your conversation may be about archery, fishing, building computers or video gaming. Somewhere in the conversation, food will be discussed. John loves to cook and enjoys delicious cuisine and already has some dishes at local restaurants he frequents. (563-252-1745)

***Please join us in welcoming John to Alpine Communications and the Elkader community.***



## It's all about Cheese, Packers, and Numbers

There is no question the football team Cathy McCarter supports. She openly states, "Green Bay Packers are the best NFL team." Cathy grew up in Wisconsin where it is all about cheese and the Packers. She is a lifelong fan through thick and thin, not one of those people that jump on the band wagon for a team that is popular because of players or wins.

Cathy is the newest member of the Alpine accounting team and brings over twenty years of experience from the mortgage, real estate and construction industry. She has a bachelor's degree in accounting and business administration. Cathy accepted the role of Accounting Manager in July stating after the interview, it just felt "right".

Though Alpine is nothing like her last job, she enjoys the challenges that make each day different. Cathy enjoys the positive work environment reflecting respect, trust and integrity. So far, the most difficult thing to learn has been all of the acronyms and who or what they stand for.

Cathy moved to Iowa from Utah with her husband and son. She enjoys reading, camping, watching deer, rabbits, and squirrels in her backyard, and keeping up with her son. Oh yes, in case you did not catch it, she also enjoys the Green Bay Packers.

***Please join us in welcoming Cathy McCarter to Alpine Communications and NE Iowa.***

**Welcome,  
Cathy!**

## Alpine Puzzle Solver – Austin Behrend

Who doesn't love a good puzzle? A good mystery to solve? Austin Behrend enjoys it so much, he decided to make it his profession. As System and Data Analyst for Alpine Communications, Austin gathers data and puts together the pieces to help with processes and procedures, visualize data through charts and graphs, and identify areas which may need attention.

Austin joined Alpine Communications in May of 2022 and it has been a whirlwind of learning since day one.

**He knows first-hand the learning opportunity Alpine gives their employees. "The opportunities given by Alpine are always relative and informational with no wasted movement," he says. "There are so many opportunities to grow and learn."**

He appreciates being able to work with co-workers with more experience to help him better understand the puzzle pieces. Technology has changed a lot over the years and having access to people that know how it has evolved helps identify how it got here. Austin likes that Alpine is a local company that emphasizes respect and care for their customers and is thankful to be part of the team.



Austin originated from Garnavillo, graduating from Clayton Ridge High School, and after high school spent time in Wyoming attending the University of Wyoming for two years. He worked as a policy service technician at Mountain West Farm Bureau before moving home to Iowa where he resides with his father, Michael Behrend, and dog, Tater. He enjoys being back to spend time hanging out with his younger brother Dalton and younger sister Chianne. Along with being with family, Austin enjoys video and table games, fishing, camping, going to metal concerts and hanging out with friends.

Austin excels at being open-minded and willing take on new challenges. As he continues to learn how to drill into data, we look forward to the puzzles coming together and revealing a picture of how we can help better serve our customers and produce results to make our services and our customer experiences even better.

***Please join us in welcoming Austin Behrend to Alpine Communications and back to NE Iowa.***

**LIMITED  
TIME OFFER!**

**Why wait?  
Start your holiday shopping now.**

- **Up to \$400 device credit** for NEW or Existing Alpine Wireless customers. Devices must be purchased from Alpine Communications and financed for 30 months.
- **Up to \$250 account credit** for NEW subscribers who bring their own device to Alpine wireless.
- **\$100 Port In credit** – subscribers who port their number from AT&T, T-Mobile or US Cellular and purchase a new device with financing for 30 months will receive an additional \$100 device credit.

*\*Exclusions apply. Call for details. Promotion from October 1, 2022 to December 31, 2022.*

# Cybersecurity In The Home: 3 Steps Households Can Take

The COVID-19 pandemic forced millions of Americans to embrace working from their own home; a concept they had limited or no experience with at the time. And while many employees have returned to the office, a recent University of Chicago study found that 72% of those workers surveyed would like to continue working from home for at least 2 days a week, and 32% said they would like to work from home permanently. In this new reality, having your household safe and secure from cyber threats needs to be a top priority.

In this increasingly wireless world, the steps households should take in terms of cybersecurity have changed. Most homes now run networks of devices linked to the internet, including computers, gaming systems, TVs, tablets, and smartphones that access wireless networks. Thus, having the right tools in place will instill confidence that your family members can use the internet safely and securely for personal and work related endeavors.

**Below are 3 steps households can take to better protect themselves against cyber attacks:**

## 1 SECURE YOUR WIRELESS ROUTER

Using a wireless router is an increasingly convenient way to allow multiple devices to connect to the internet from different areas of your home. However, unless your router is secure, you risk the possibility of individuals accessing information on your computer, and worse, using your network to commit cybercrimes. Needless to say all wireless devices using this router are vulnerable if your router is not protected.

One of the simple ways to secure this piece of hardware is to change the name of your router. The default ID is typically assigned by the manufacturer, so changing your router to a unique name that won't be easily guessed by others is a simple way to keep your router protected. Another important step is changing the preset passphrase on your router. Leaving the default password in place makes it significantly easier for hackers to access your network. In fact, according to NCA's 2021 Oh Behave! Report, only 43% of participants reported creating long and unique passwords for their online accounts "very often" or "always". Additionally, almost a third (28%) stated that they didn't do this at all. Embracing unique and strong passwords is a huge and simple step to securing your home from all types of cyber threats.

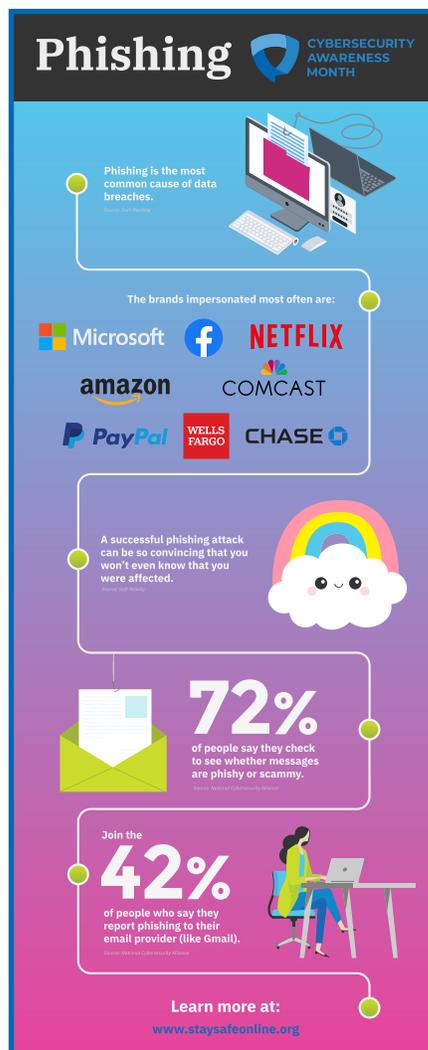
## 2 INSTALL FIREWALLS AND SECURITY SOFTWARE ON ALL DEVICES

Firewalls are essential because they help keep hackers from using your device which otherwise could result in your personal information being sent out without your permission. They guard and watch for attempts to access your system while blocking communications with sources you don't permit. Installing a firewall on wireless routers is a necessity. Furthermore, make sure all devices that are connected to the wireless network have security software systems installed and updated. Many of these gadgets have automatic update features, so households should make sure they are on for all available technology. The most up to date security software, web browsers, and operating systems are the best defense against online threats such as viruses and malware. (563-245-1721)

## 3 BACK UP ALL HOUSEHOLD DATA

While steps can be taken to avoid your network, devices and accounts being hacked or compromised, they can never be 100% effective. With that being said, households need to embrace backing up data, especially as it relates to important information. Users can protect their valuable work, photos and other digital information by making electronic copies of important files and storing them safely. This can be done using cloud software in addition to manual storing devices like USBs. Regardless, storing data in an alternative location that is safe and secure provides another layer of protection.

Taking simple, proactive steps to keep family, friends and yourself safe from cyber criminals inside your household should no longer be viewed as optional but rather a necessity. Between technological devices being introduced and updated at a rapid pace and employees continuing to embrace working from home in some capacity, everyone has an ethical responsibility to actively minimize the risks of breaches and attacks inside their home. **Tech Home and WiFi Connect from Alpine Communications can help you protect your devices and your network against cyber attacks.**





# Prepare for Holiday House Guests

## Beware of the Grinches!

WiFi Connect allows for an easy addition and update for guest networks. Turn them on and off as you need them. Update passwords to prevent unwanted connections stealing all of your bandwidth or connecting when they should be sleeping.

## How to clock Rudolph's speed

WiFi Connect speed tests gives you the opportunity to test on a reliable site and keep the latest results to compare. Upload, download and ping tests give you a picture of your performance in real time.

## Where to set milk and cookies?

Location is everything and not just for the milk and cookies. Alpine will come out to optimize your home network for the best placement of your router and access points for the best connection and to make sure your router reaches places like the garage and basement for your holiday visitors.

## What are the elves up to online?

WiFi Connect allows you to see an internet speed study for a snippet of time. It gives you the downstream/upstream and percentages used by connected devices. Maybe your elves are gaming which is using all of the bandwidth causing buffering for your video streaming. This speed study helps you see it real time.

## Naughty/Nice List

WiFi Connect makes sure you are on the latest firmware, helping protect you from cybersecurity vulnerabilities, giving you the latest options available and resolving any bugs there may have been in previous firmware versions.

## Deck the Halls

WiFi Connect shows recommended channels and allows for updates to security for new devices. Some of the latest bluetooth Christmas lights have been known to cause issues with wireless networks, so be prepared to make some adjustments for optimal performance after your holiday decorating.

**Let Alpine Communications help you prepare your network for the upcoming holiday season. Call 563-245-4000 to get WiFi Connect installed before your family arrives.**



# ALPINE

communications

## 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:

Google

★★★★★ Reviews

facebook.

★★★★★

TECH HOME  
Technology Made Easy



## You Have Enough to Worry About!

Your life is already hectic enough without technology problems slowing you down. **With Tech Home your technology is simplified!** Tech Home makes it easy to setup, use, protect and enjoy your networked devices. Letting you get back to things that really matter!

## Tech Home Plans

TECH HOME  
Technology Made Easy

### PROTECT PACKAGE -

**\$9.95/month or \$7.95/month**

- SecureIT web security for computers, phones, and tablets
- Anti-theft for your phone or tablet
- Keep your memories and files safe
- Convenient password keeper
- One (1) desktop and one (1) mobile device

### PROTECT PLUS PACKAGE -

**\$14.95/month or \$12.95/month**

- SecureIT web security for computers, phones, and tablets
- Anti-theft for your phone or tablet
- Keep your memories and files safe
- Convenient password keeper
- Covers 4 Devices (Desktop and Mobile)

### SUPPORT PACKAGE -

**\$21.95/month or \$19.95/month**

- Unlimited premium technical support for all your connected electronics
- 24/7, US-based service Setup, support and troubleshooting (563-873-0135)
- Home network management
- Includes Protect Package on four (4) desktop/mobile devices

**Order Today! 563-245-4000**