

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.



Q4 2023 Newsletter



Aureon Charity Grant Committee chooses Family's Helping Hand as a Q2 grant recipient.

The Family Resource Center's food pantry is in Guttenberg, Iowa with a satellite office in Edgewood, Iowa. It serves 850 households, giving out approximately 37,000 pounds of food per quarter to individuals and families in Clayton, Allamakee, Fayette, and Delaware counties. The funds were used to purchase a freezer to replace one that failed earlier this year. Alpine Communications appreciates the Family Resource Center for supporting individuals and families in need with the food pantry and other services. Pictured are Zach Bruns, Alpine Communications; Tracy Kregel, Family Resource Center; Lanette Schutte, Alpine Communications



Congratulations to the Guttenberg Chamber of Commerce for being chosen to receive a Q2 Aureon Charity Grant.

These funds helped purchase e-bikes for visitors and residents of Guttenberg to easily move around the local area. Exploring Guttenberg on an electric bike will allow for a leisurely tour of the shops and sites while soaking in the view of the mighty Mississippi river. Alpine Communications applauds the Guttenberg Chamber's innovation to create new ways for guests to participate in the city's history and shopping opportunities. Pictured are Cody Schneider, Alpine Communications and Brandi Tomkins, Guttenberg Chamber of Commerce.



To learn more about how you can apply for these grants visit <https://alpinecom.net/library/aureon-charity-grant/>



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, 2023, and we'll apply a \$5 credit to your account!



Meet the Crew - Linda McNally

"If you want to win, do the ordinary things better than anyone else does them day in and day out." - Chuck Noll

Being an avid football and wrestling fan, Linda McNally is familiar with what it takes to work together as a team. In her years working at the casino in Marquette, Iowa and as procurement administrator for area manufacturing plants, she learned how important it is for customers to have a team working for them. (245-2260)

As Alpine's new Customer Service Supervisor, Linda is focused on just that, improving on the things we already know are important. "I am excited to be part of an innovative and supportive (small town) company in which their culture is complementary to my goals and ambitions."

Linda lives in Monona, Iowa with her Shih Tzu, Lola. Her son, Hunter is one of the reasons she developed such a love for wrestling and football. She spent many hours watching him from the bleachers at MFL MarMac school. Now she enjoys watching Iowa Wrestling and Minnesota Vikings football.

Linda started at Alpine July 31st and is learning more each day. She loves working with an experienced and supportive team with something different to learn each day. The workday is never the same. When asked what people should know about Alpine, Linda says, "Not only do customers receive a reliable service, but they also get it backed by a team that is knowledgeable and ready to help, right here in their own community."

Technology changes rapidly and those changes can impact what people can do, should do, and will do. "We want to make sure people have the right service for what they are doing in their day-to-day activities," McNally states. "There is a lot involved in making things work. I'm excited to learn it all."

Please help us welcome Linda to the Alpine Communications' team. We are looking forward to having her help lead our customer service staff and serve our customers.



Welcome, Linda!



Fiber Internet services are coming to your area very soon!

Construction season may be ending soon but we are still running hard to complete our fiber to the home projects for the year. Crews are currently working near Littleport and will continue through rural Elkader and Elgin.

If you have not yet visited with Alpine to get construction completed to your home, please give us a call as soon as possible so you don't miss out on getting connected.

Visit <https://alpinecom.net/join/> to confirm if your home is included in the construction areas or already has fiber available.





Alpine Broadband Companion Mobile Plan

Do you have Alpine Home Internet service? If so, we have a new mobile plan to complete your online experience. No home phone required.

Home Internet Plan

75/75

300/300

500/500

Mobile Companion Plan

\$40.00 per line

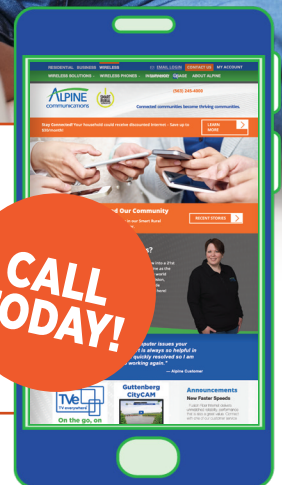
\$35.00 per line

\$35.00 per line



ALPINE'S BROADBAND COMPANION PLAN GIVES

Unlimited talk, text, and data* including Unlimited Nationwide calling, Caller ID, Call Waiting, 3-way calling, voicemail.



*20G of prioritized data along with 5G mobile hotspot access is available before speed reduction.

Your opinion pays in many different ways.

Winner! Winner! Congratulations to Carol Lamker, who completed our annual consumer survey and whose name was drawn to receive Alpine Communication's Grizzly Tailgate Prize Pack. Let the tailgating begin! Thank you to all who completed our annual internet survey.

WE WANT
YOUR
FEEDBACK



National Cybersecurity Awareness Month

October is Cybersecurity Awareness Month, a nationally recognized time to reflect on some of the less pleasant elements of today's cyber-driven world—and how to protect your devices, network, online accounts, assets, and privacy.

We believe Cybersecurity Awareness Month is an opportune time to share some of our top tips for keeping your home network and devices secure. We've compiled some of the best cybersecurity measures from experts worldwide to help you stay safer online.

1. Create and Use Strong Passwords

As basic and simple as it sounds, we cannot stress enough the need to create strong passwords for your online accounts and devices. But unfortunately, far too many people still use the same passwords from years ago (or longer!).

SOME OF THE MOST EFFECTIVE PASSWORD CREATION TIPS INCLUDE:

- Using long passwords, preferably at least 8-characters in length
- Never use personal information such as your name, date of birth, hobbies, or your Social Security Number
- Use capital letters and vary their placement (i.e., don't just use a capital letter at the beginning of your password, but add at least one capital letter at a random position in your password)
- Add symbols and numbers to the words and letters you choose.

2. Utilize a Password Manager

After you've created a strong and unique password, your next step toward improving your online security and protecting your privacy is to utilize a password manager. A password manager is a digitally secure tool to save and guard access to your online accounts.

And when we say "digitally secure," we mean it. Password managers like Password Genie employ among the highest levels of encryption, so the password you input into the password manager never leaves your device without being encrypted first, making it virtually impossible to steal or hack.

Password managers also use a "master password" for you to access your accounts, greatly reducing the frustration of needing to remember multiple passwords for all your online log-ins. This makes password managers extremely convenient and extra secure!

3. Keep Your Software Updated

Your devices' operating systems and the apps and programs you run are usually consistently monitored for security weaknesses and threats. Their developers stay on top of these concerns and constantly improve them, filling in



breaches and gaps and keeping the software and devices stable and robust. (873-2437)

However, your software only gains these benefits if you keep them updated! And unfortunately, far too few of us even check to ensure we are running the latest and most secure versions of the software that runs our devices and programs.

4. Beware of Phishing Scams

Finally, there has been an alarming increase in "phishing" scams.

Phishing is different from ordinary hacking because scammers attempt to lure you into providing your personal information directly to them.

Phishing scammers try to get you to enter your password, home address, Social Security Number, or even your bank account information, any one of which could lead to identity theft, online extortion, ransom, or even theft.

SIGNS OF PHISHING SCAMS INCLUDE:

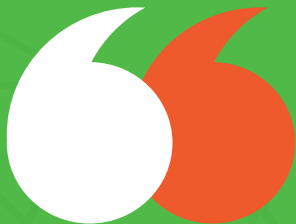
- Emails or text messages indicating "unusual activity" on your account and then asking you to click on a link and follow the instructions—do NOT click on any such link!
- Messages with a lack of any greeting, or only using portions of your email address, or using "Sir/Madam" instead of your name, or containing an incorrect spelling of your name
- The email address domain name is misspelled or does not match the company or governmental entity it claims to be
- Poorly written text and content, clearly demonstrating that the message is not a legitimate business or governmental matter

Implementing these tips will help keep you, your family, and your devices, data, and programs safer and more secure. And always use your common sense—if something does not seem or feel right, do not click or engage. When you use these insights, you can stay safe and productive on Alpine's fast, reliable, secure fiber network.

Opinions matter and add up to great contributions -

Thank you to all our customers who took time to complete our surveys and provide feedback to let us know how we are doing. For each completed survey, Alpine Communications donates \$2.00 to local charities. Look at the impact your opinion has had for local organizations. (252-3213)

- **Amy Speed from the Foundation of Cornerstone Communities is presented with a donation of \$592.00 from Austin Behrend of Alpine Communications.**
- **The Central Community Hospital Foundation received a contribution for \$1,184.00.**
- **The Karilyn Mcarthur from the Guttenberg Hospital Auxiliary was elated to receive a donation of \$592.00 from Austin Behrend of Alpine Communications.**



Everything is super. The customer service is great... very calm when I've lost my mind with my computer. I also love the UPS pick up spot...everyone is very knowledgeable. The community connections and what Alpine offers to nonprofits is extremely important and makes Alpine a great company."



CONNECT WITH US:

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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:





**New customers
receive the
first two
months
FREE!**

Stay Safe While Working, Learning & Socializing From Home!

Our lives have increasingly moved online with so many people working, learning and socializing from home. Cyber attacks have also picked up so it is important to take precautions to keep your family safe. (964-1074)

Tech Home can help! Tech Home plans cover multiple devices in your home with anti-malware, cloud file backup and a password manager. All 3 plans have 24/7 product support, plus Tech Home Support includes premium tech support to help you resolve tech issues.

PROTECT PACKAGE

\$9.95/month
or \$7.95/month with a Bundle

- Covers 1 Computer & 1 Mobile Device
- Web security & anti-virus
- Anti-theft for phone or tablet
- File backup (50GB)
- Firewall protection
- Anti-phishing/safe surfing
- Parental controls
- Password management tool
- Unlimited virus removals

Most Popular!

PROTECT PLUS

\$14.95/month
or \$12.95/month with a Bundle

- Covers 4 Devices (Computers/Mobile)
- Web security & anti-virus (4 Devices)
- Anti-theft for phone or tablet (4 Devices)
- File backup (250GB) (4 Devices)
- Firewall protection (4 Devices)
- Anti-phishing/safe surfing (4 Devices)
- Parental controls (4 Devices)
- Password management tool (4 Devices)
- Unlimited virus removals (4 Devices)

SUPPORT

\$21.95/month
or \$19.95/month with a Bundle

- Covers 4 Devices (Computers/Mobile)
- Web security & anti-virus (4 Devices)
- Anti-theft for phone or tablet (4 Devices)
- File backup (250GB) (4 Devices)
- Firewall protection (4 Devices)
- Anti-phishing/safe surfing (4 Devices)
- Parental controls (4 Devices)
- Password management tool (4 Devices)
- Unlimited virus removals (4 Devices)

Call Today to Order! 563-245-4000