

ALPINE COMMUNIQUÉ

Real Access. Real Value. Real People.

ALPINE
communications

Q3 2024 Newsletter

Embracing Technology to Stay Connected

Pastor Gary Hatcher reflects on the benefits of high speed internet

Pastor Gary Hatcher of St. Paul & First Lutheran Churches in Garnavillo and McGregor finds joy in being with people during the most pivotal moments of their lives. He cherishes the unique privilege of walking alongside individuals through their most joyous celebrations and their deepest tragedies, making a difference every week, often in ways that are surprising and profound.

Reflecting on his long tenure, Pastor Hatcher notes the significant changes in how people connect. In 1977, he could visit any house and find someone at home. Nowadays, appointments are necessary to ensure a meeting. **Despite these changes, technology has been a vital tool in maintaining and strengthening these connections, making pastoral work more efficient and effective.**

Pastor Hatcher was a pioneer in adopting technology in his congregation. When computers became more common in the mid-90s, he invested in a computer. That computer had less power than today's smartwatches. Learning command line DOS, he has recorded approximately 25,000 articles into a database, each tagged with biblical themes and scriptures, which he can now use to aid in creating his messages. (252-2330)

The COVID-19 pandemic brought unprecedented challenges, shutting down churches and preventing in-person worship. To remain connected, Pastor Hatcher began daily broadcasts online, which ran for over a year. These efforts kept the congregation engaged and connected until they could gather in person. Today both churches continue livestreaming services. Alpine fiber internet improved upload speeds and reliability from their previous provider. This upgrade has been crucial for maintaining efficient communication and sharing files online.

Pastor Hatcher's use of technology extends to his pastoral duties, where he reports monthly to the council on hospital visits, home communions, regular visits, and electronic contacts. Email, texting, and Zoom have become essential tools for communication.

The majority of the congregation is familiar with Facebook, further enhancing connectivity. Pastor Hatcher's enthusiasm for technology not only keeps him connected with his community but also makes him a more effective pastor. Embracing these advancements allows him to serve his congregation better, ensuring that no matter the circumstances, the bonds of faith and fellowship remain strong.



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, 2024, and we'll apply a \$5 credit to your account!

Meet the Crew - Nicole Summerall

Bringing Telecommunications Experience to the Midwest

Alpine Communications' newest Customer Service Representative (CSR) brings her telecommunications experience all the way from Alaska, where she served in customer service for almost two years. Nicole Summerall has lived in opposite corners of the United States, residing in both Alaska and Florida. She now calls McGregor, Iowa, home. (873-1111)

Nicole chose Alpine Communications because of her experience in telecommunications. She loves the challenge, the ever-changing technology, and working with customers to keep them connected. She finds satisfaction in Alpine's innovative culture, collaborative atmosphere, opportunities for growth, positive work environment, and meaningful values.

As technology evolves, customers may struggle to integrate new devices or services with their existing telecom setups. Nicole has been working in telecommunications since she was 18 and was eager to join a team that provides support for device compatibility, seamless integration of new technologies, and user-friendly interfaces. This aligns with Alpine's mission of "Connected communities become thriving communities."

Nicole wants everyone to know that Alpine is more than just a telecommunications provider; it's a member of the community. "I love that we actively support local initiatives, sponsor events, and engage in charitable activities to give back to the communities we serve." She looks forward to meeting customers during Alpine's summer events. **Watch for Nicole in the upcoming parades and fairs, and give her a big Iowa welcome.**



Welcome Nicole!



Don't forget to look
for your phone
number to win!



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Meet the Crew - Shawn Dundee

The Few, The Proud, The Alpine Customer Service Team

Having been stationed in several areas of the state while serving in the Marine Corps, Shawn Dundee is excited to be back in his hometown area with his wife Shawna. Shawn graduated from MFL MarMac, where his daughter Ashtyn and son Knox will be attending this fall.

Being back in the northeast corner of the state gives Shawn the opportunity to partake in the outdoor activities he enjoys, such as hunting, fishing, and four-wheeling. (964-3211)

Shawn served as a recruiter since joining the military in 2005 and brings that extensive experience to Alpine as Customer Service Supervisor. He will lead a dedicated team to ensure customers can easily connect with a consistent experience and reliable service.



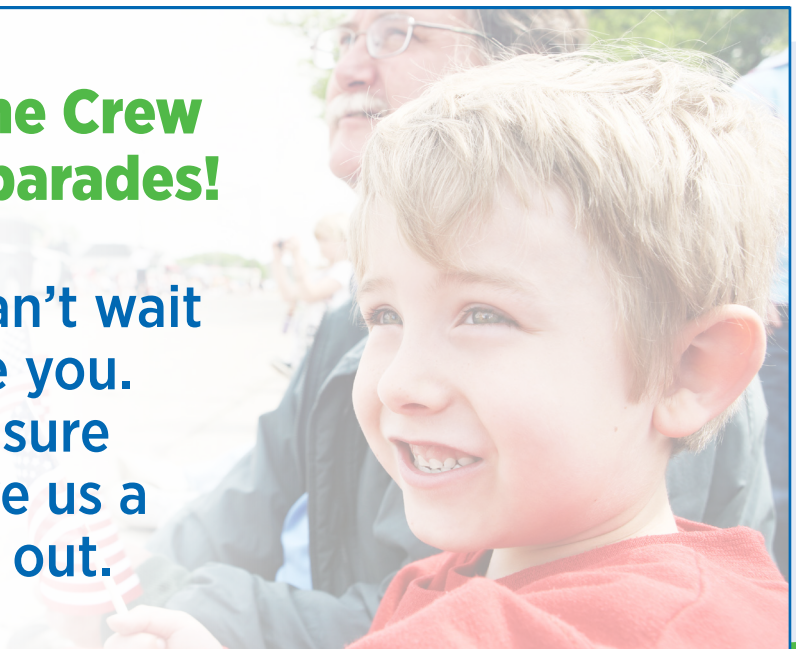
Welcome Shawn!

Shawn chose Alpine as his next career because of its strong sense of community and collaboration, the supportive and welcoming environment, and the close-knit family feel. In the short time he has been with Alpine, he has recognized the company's commitment to quality and customer satisfaction, ensuring customers receive attentive support and cutting-edge technology, all while supporting the local economy.

Watch for the Alpine Crew in upcoming local parades!



**We can't wait
to see you.
Make sure
to give us a
shout out.**





Start your career at Alpine Communications

Since 1997, Alpine Communications has been bringing the latest communications technologies to our communities around Elkader. We specialize in providing cutting-edge services such as phone, internet, TV, and security monitoring.

We are currently seeking candidates to fill positions as an outside plant technician, broadband support specialist, and executive secretary in the Elkader office. All roles offer the opportunity to be part of the Alpine team. You'll join a collaborative environment where your opinion matters and have access to extensive training opportunities, top-notch benefits, and competitive pay.

If you'd like to learn more, visit our website:
<https://alpinecom.net/careers/>

Construction Update:

Frenchtown

construction has been completed and we are actively moving customers over to the new fiber network. **People are loving the increase in speed and access to FusionTV+.** Give us a call today to start experiencing the fiber difference.

Osterdock area

we are nearing completion of the construction in the Osterdock area. We have begun moving customers east of Hwy 52 to the new fiber network. **We will be reaching out in the next couple of weeks to schedule cutovers for all Osterdock locations.**

You will start seeing equipment and construction in **Wadena** soon. **Volga** is next followed by **rural Strawberry Point** area – we are seeking to connect with residents in this area. With approximately 60% of locations visited, we look forward to continuing to call on this new area to determine the needs and wants for this underserved area.

FCC's New Broadband Speed Benchmark: What It Means for You

In March, the Federal Communications Commission (FCC) raised the bar for what counts as high-speed internet, and it's a big deal. We are proud that our speeds at Alpine far exceed even these new rules. Let's break down what this means for you—whether you're a current or future Alpine Communications Customer—and why it's so important.

The New Speed Limits: 100/20 Mbps

The FCC has decided that from now on, "high-speed internet" should be defined as download speeds of 100 megabits per second (Mbps) and upload speeds of 20 Mbps. This is a massive jump from the old standard of 25/3 Mbps, which was set way back in 2015. So, why the big change?



Keeping Up with the Times: Our internet habits have changed a lot. We're working from home, attending online classes, streaming movies, participating in online meetings, watching home activity via video doorbells, managing our homes through smart home devices and playing online games more than ever. Faster internet speeds are crucial to keep everything running smoothly, especially upload.

Better Standards: The new speeds align with the goals of many federal and state programs. Our speed packages surpass these new standards, making us the superior choice among providers.

Market Trends: The speeds that internet providers are advertising have increased, and the new benchmark reflects what's actually available in the market. This means that internet service providers can't use the term "high speed internet" in their marketing unless it meets this 100/20 Mbps benchmark. Alpine Communications provisions its packages to account for the necessary overhead, ensuring customers receive the speeds they are promised.

The Current State of Broadband

There remains a significant digital divide that needs to be closed. Alpine Communications is actively bridging this gap and fostering trusted connections in even our most rural communities. We already have a robust fiber optic network in place and have planned additional construction to bring fast, reliable broadband to more homes and businesses.

Fixed Broadband: About 24 million Americans don't have access to fixed broadband (excluding satellite), including nearly 28% of rural residents and over 23% of people on Tribal lands.

Mobile 5G: Mobile 5G at speeds of 35/3 Mbps hasn't reached around 9% of Americans, 36% of those in rural areas, and 20% of Tribal land residents.

Dual Access: Approximately 45 million Americans lack access to both the new fixed service speeds and the mobile 5G speeds.

Why This Matters to You

Higher broadband speeds aren't just about faster downloads. They're about improving your everyday life with faster uploads, something our competitors lack:

Remote Work and Learning: Faster internet makes remote work and online classes much smoother with fewer interruptions and better video quality.

Healthcare: Telehealth services need reliable, fast internet to connect patients with doctors and manage health data efficiently.

Business Growth: Whether you're running a small business or a large company, high-speed internet is essential for everything from operations to customer service.

The FCC's new broadband speed benchmark is a significant step towards a better-connected future. By setting higher standards and ambitious goals, the FCC aims to ensure everyone, regardless of location, has access to fast and reliable internet—a priority for Alpine Communications for a long time. We understand that this move is essential for a more inclusive digital world, enhancing work, education, health, and overall quality of life. **If you're ready for faster internet and all the incredible possibilities it brings, call us today to get connected!**



CONNECT WITH US:

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www.alpinecom.net

Technical Support:

1-888-264-2908

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100% fiber-optic Fusion Network

from Alpine Communications
**means insanely
fast Internet.**

Only Alpine Communications built a fiber-optic network in this area. Which means we're the only provider for really, really, really fast Internet — **the “click and you're instantly there” kind.**

100/100	300/300	500/500
\$85.00	\$100.00	\$115.00
1500 Mbps Download 100 Mbps Upload	300 Mbps Download 300 Mbps Upload	500 Mbps Download 500 Mbps Upload
Great for a variety of home office small business applications. Ideal for up to 1-2 employees and/or business use case.	Great for a variety of small to medium-sized business applications. Ideal for 3-5 employees and/or business use case.	Great for a variety of medium-sized business applications with multiple devices connecting the network. Ideal for 5+ employees and/or business use case.

Free Extras with every Fusion Internet Package

Alpine Communications Fusion Internet is an all-around excellent value. Not only do you get high speeds at low monthly rates, but we also give you these **FREE extras:**

- ➔ UNLIMITED data with no caps or overages (426-0309)
- ➔ FREE 5 email accounts with spam and email virus filtering
- ➔ FREE 24x7 Technical Support – Our free technical support is available 24 hours a day, 7 days a week at 1-(855) 558-9863.
- ➔ FREE access to more than 3,500 live sports events on ESPN3.com

Get Connected Today! 563-245-4000