



# La Motte Telephone Company & Andrew Telephone Company Newsletter

www.lamotte-telco.com

January 2012

## *For our Customers:*

As we welcome the new year, we welcome our friends and neighbors in the Andrew Telephone Company exchange!

You have probably heard that the Andrew Telephone exchange has changed hands. La Motte Telephone recently completed the transfer from the prior owners. We are excited to be able to offer communication services to the Andrew area.

The Andrew exchange will continue to operate as a separate company. We have added an additional technician to our service team and Carla Ehlers will continue as the familiar face in the business office at 16 W Benton Street in Andrew. In addition, the entire staff of the LaMotte exchange will be available as necessary. The business hours for both offices will be 7:30 a.m. to 4:30 p.m. (closed noon to 1:00 p.m.), Monday through Friday.

Our primary goal for 2012 remains the same: providing you, our customers, with the communication and media services you want and need. We will continue working on the fiber-to-the-home project within our exchanges; it is a slow and labor-intensive process, but one which will allow us to offer a higher level of technology not typically found in rural areas. We are a local company and we are committed to investing in our communities.

Best wishes to all of you in the new year!



## *2012 Telephone Directory*

Early in the year, we will be publishing an updated telephone directory. For the first time, we are offering to list cell phone numbers as a service to our customers. If you would like to have your number published, please contact our La Motte or Andrew business office by Monday, January 23, 2012. These cell numbers will be published in our local directory only; we will not release these numbers to any other directory.

## *Customer Service Announcement:*

La Motte Telephone Company and Andrew Telephone Company are committed to providing quality service. We are here to answer any questions you may have regarding the services we provide. In addition, we hope that you'll bring any concerns or issues to our attention so that we may find solutions.

If La Motte Telephone Company does not resolve the complaint, the service may be subject to state regulation. You may request assistance from the Iowa Utilities Board, 350 Maple Street, Des Moines, Iowa 50319-0069, (515)281-3839 or toll free (877)565-4450 or e-mail [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us). Please make sure that you place "Customer Service" in the subject line.

## *Restrict Unwanted Telephone Solicitations*

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. **If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you.**

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry by telephone or by Internet at no cost. **To register by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236.** You must call from the phone number you wish to register. **You can register online for the national Do-Not-Call Registry via the Internet at [www.donotcall.gov](http://www.donotcall.gov).**

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days after registration. Your number will remain on the registry permanently. You are allowed to remove your number from the registry at any time.

**NEW Internal Network Maintenance Policy**

La Motte Telephone Company and Andrew Telephone Company will, at customer request, set up router, printers, scanners, fax machines, and other peripherals on the customer's home network. We will trouble shoot and/or repair internal networking issues. This qualifies any equipment after the last device owned by the company as the internal network.

You can take advantage of this service by subscribing to our monthly network maintenance fee of \$2.50 per month with no additional fees/charges. This service will also be available on an "as needed basis." This option will be billed on a per hour basis plus materials. The rate is \$50.00 per hour with a minimum charge of 1 hour. It will be billed \$25.00 for every 30 minutes thereafter.

Installation of routers will be free if done at the time of Internet installation; otherwise the above policy is in effect. We now have routers available for purchase for \$40.00 + tax.

**Make 2012 more secure for your computer**

Contact your local office for pricing.



**SecureIT<sup>SM</sup>**  
Complete. Computer. Protection.

Technical Features	SecureIT Plus
Technical support	24 x 7 Live Support
License key model	1 PC per license key
Automatic detection and removal of viruses, spyware worms and trojans	✓
Automatic security definition updates	✓
Phishing and bad URL blocking	✓
Personal firewall	✓
Microsoft Windows Update alerting	✓
Professional installation service available	✓
Monthly e-mail report	✓
Hard drive maintenance & optimization	✓
Parental controls	✓

**NEW YEAR'S RESOLUTION: SLIM DOWN YOUR CELL PHONE PLAN!**



**SAVE UP TO \$90 / MO**  
ON OUR MONTHLY BILLED PLANS



**UNLIMITED — UNLIMITED**  
**FAMILY TALK & TEXT & WEB**

i wireless <b>\$119<sup>99</sup></b> was \$139 <sup>99</sup>	US Cellular <b>\$179<sup>99</sup></b>	AT&T <b>\$199<sup>99</sup></b>	Verizon <b>\$209<sup>99</sup></b>	Sprint <b>\$209<sup>99</sup></b>
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**UNLIMITED — UNLIMITED**  
**INDIVIDUAL TALK & TEXT & WEB**

i wireless <b>\$69<sup>99</sup></b> was \$79 <sup>99</sup>	US Cellular <b>\$109<sup>99</sup></b>	AT&T <b>\$114<sup>99</sup></b>	Verizon <b>\$119<sup>99</sup></b>	Sprint <b>\$109<sup>99</sup></b>
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Fax: 563.773.2345



16 W. Benton Street  
Andrew, IA 52030  
Phone: 563.672.3277  
Fax: 563.672.9511

General Manager: JoAnne Gregorich  
Service Technicians: Rod Engler, Kyle Manders, Jake Smith  
Customer Service: Kelly Winger, Marilee Aschenbrenner, Carla Ehlers

**Internet Tech Support 1-800-205-1110**  
**After hours Video Support 1-800-830-0101**  
**www.lamotte-telco.com**