



# La Motte & Andrew Telephone Company



May 2017 [www.lamotte-telco.com](http://www.lamotte-telco.com)

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## Notice of Rate Increase

The La Motte Telephone Board of Directors approved a rate increase that affects prices for local residential and business telephone service. This increase will apply beginning on July 1, 2017.

The Federal Communications Commission (FCC) previously issued an order requiring local phone service providers to charge a minimum monthly rate for local phone service. The established minimum monthly rate is \$20.00. La Motte Telephone Company and Andrew Telephone Company will increase its local service rates from \$18.00 to \$20.00 beginning July 1, 2017.

La Motte and Andrew Telephone Company does not like to raise rates more than necessary. We will continue to do everything we can to keep costs down, and where we can, add additional value to the services we provide.

## Wireless Routers Made Easy

If it's time to replace your old wireless router, the choices available can be overwhelming. Which one is best for you? We can help. Our techs have researched the many options on the market and have narrowed the field to two models that have proven reliable. As a service to telephone company customers, the price includes installation of the router by our technician.

### I don't have a router...and what does it do?

A router is a device that allows you to create a wireless Internet network within your home. With a wireless router, you and guests in your home can connect to the Internet with devices such as laptops, tablets, and cell phones. We strongly recommend having a password on your router to prevent unauthorized use of your Internet service.



\$125.00 + tax

The TP Link 1750 is a heavier-duty router that can handle speeds above 50MB as well as a greater number of connected devices. We also recommend this model if you plan to connect a SmartTV and for online gaming.



\$40.00 + tax

The TP Link WR841N is a solid little router for speeds under 50MB. This model easily handles several devices and is a great choice for basic web browsing and video streaming.

## La Motte Telephone Company Stock Auction

La Motte Telephone Company is offering for sale shares of stock in the telephone company:

**When:** Wednesday, June 21, 2017, 7:00 p.m.

**Where:** Business Office, 400 Pine St., La Motte

For more information, contact JoAnne Gregorich at 563-773-2213, or by email at [joanne@lamotte-telco.com](mailto:joanne@lamotte-telco.com).



## Basic Internet Troubleshooting

Electronic devices need to be restarted from time to time for optimal performance, and this is certainly true of Internet modems and wireless routers. If you've lost Internet access, try these troubleshooting tips.

### Fiber cable service:

1. Unplug your router (by removing power), wait a moment, and plug it back in. Refresh or restart your device.
2. To ensure your router is not the problem, bypass the router by plugging the Ethernet cord from the back of the router directly into a device with an Ethernet port.
3. Check the battery backup that was installed with your fiber cable service. If you see a red light, the battery backup needs to be serviced. Call the telephone company to schedule an appointment.

### Copper cable service:

1. Unplug (by removing power) both your modem and your router (if you use a router).
2. Plug in the modem and wait 2 to 3 minutes before plugging in the router. Refresh or restart your device.
3. If you use a router, bypass it by plugging the Ethernet cord from the back of the router directly into a device with an Ethernet port.

These steps will solve the majority of Internet connection problems. For additional help, you can also call the free 24/7 tech support help line: 800-205-1110.

If you are unable to connect to the Internet after following the above steps, call the telephone company to report your trouble. When the outage is caused by phone company equipment or lines, there is no charge to fix the problem. If the Internet connection problem is due to customer-owned equipment or damage, a minimum service call charge of \$75.00 will apply.

## A Note About SmartTVs

Many people are purchasing SmartTVs and connecting those TVs to their home Internet network. Occasionally, we receive a call from a customer who is having trouble connecting a SmartTV to the Internet. If the place where you bought your SmartTV is unable to help you, you can schedule an appointment with one of our technicians. A service call charge of \$75.00 will apply.



*La Motte and Andrew Telephone Company business offices will be closed on Memorial Day, Monday, May 29. We will reopen as usual on Tuesday, May 30.*

General Manager: JoAnne Gregorich

Service Technicians: Rod Engler, Blake Martin, Larry Bartels

Customer Service: Carla Ehlers, Sandy Pitts, Marilee Aschenbrenner

**24/7 Internet and Video Tech Support line: 800.205.1110**

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