



## New Grit Channel Now Available



Fans of classic western television will enjoy the new Grit channel added to La Motte Telephone's Digital TV Lineup on channel 362. All television subscribers can access this programming. Grit is loaded with all-time favorite serials such as Laramie, Zane Grey Theatre, and Death Valley Days as well as classic western movies.

## Local Channels Offer Something for Everyone!



Fans of science fiction and action will enjoy Heroes & Icons: find entertaining programming such as Monk, MacGyver, Star Trek and more on channels 337 and 367.

Crime drama and mystery fans will enjoy Court TV Mystery on channel 361 that includes programs such as Unsolved Mysteries, Forensic Files, and Crime Watch Daily.



## Iowa Public Television



PBS continues to offer quality programming and variety with iconic PBS (channels 11 & 338), PBS Kids (channel 340), PBS World (channel 342) and PBS Create (channel 339).

### Contact Us

563-773-2213 or 563-672-3277

Email: info@lamotte-telco.com

### Business Office Hours

400 Pine Street, La Motte

M-F 7:30 - 4:30

(closed over the noon hour)

### Payment Information

Payments are due upon receipt. Payments received after the 20th of each month will be charged a \$1.00 late fee. Services are subject to disconnection for nonpayment.

### Drop Box Locations

- 18 W. Benton Street in Andrew: slot in the door of the central switch building.
- 400 Pine Street in La Motte: free-standing box at the entrance to the driveway.

## 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 in 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 via the Internet at [www.donotcall.gov](http://www.donotcall.gov) at no cost. 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. If you continue to receive telemarketing sales calls or robocalls, you can file a complaint by visiting [www.donotcall.gov](http://www.donotcall.gov), or call 1-888-382-1222 (TTY 1-866-290-4236).

## Lifeline: Low-Income Telephone or Broadband Internet Access Service Assistance Program

Lifeline is a federal government benefit program that lowers the monthly cost of telephone or internet service by providing a monthly bill credit per qualified household. Currently, the monthly internet service credit is \$9.25 per month and the monthly telephone credit is \$5.25 per month. If you qualify, your household can get Lifeline on either telephone or internet service, but not both.

You may receive this low-income assistance from only one phone or internet provider. La Motte & Andrew Telephone Company is a participating provider of landline telephone and broadband internet in the Lifeline program. You may qualify if you can provide proof of income at or below 135% of the Federal Poverty Guidelines OR if you provide proof of participation in certain low-income programs: Medicaid, Food Assistance Program (SNAP or food stamps), Supplemental Security Income Program (SSI), Federal Public Housing Assistance Program (FPHA), Veteran's Pension or Survivors Benefits, or other Programs for Tribal Lands. Proof of income or proof of participation in a qualifying low-income program is required. If you qualify, recertification to renew your Lifeline benefit is conducted each year by USAC (Universal Service Administrative Company), the federal agency that administers the Lifeline program.

To sign up for Low-Income Lifeline Assistance, call or stop by the La Motte & Andrew Telephone business office to obtain an application, or visit this website for more information: <https://www.lifelinesupport.org/how-to-get-lifeline/>

### Privacy Notice

Your privacy matters to us. We pledge to protect your privacy and keep your trust. As we provide services to you, we gather information about those products and services you use. We also gather data during application processes. This information is known as **Customer Proprietary Network Information (CPNI)** and "Nonpublic Information."

Under federal law, you have a right and La Motte & Andrew Telephone Company has a duty, to protect the confidentiality of your CPNI. The telephone company will not disclose or sell this information, unless required to do so by law; or upon written receipt of an affirmative written request by a customer. The telephone company may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors (billing and technical support vendors) that assist us in providing services. They share a duty to protect your CPNI. Know that we limit access to your personal information to employees, agents, or contractors who must use the information to provide services to you. Further sharing of the information is restricted by our employee handbook, nondisclosure agreements, and the law in order to guard your personal information.

### Customer Service Announcement

La Motte & Andrew Telephone Company is 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 will bring any concerns or issues to our attention so that we may find solutions. If we do not resolve the complaint, the service may be subject to state regulation. You may request assistance from the Iowa Utilities Board (IUB):

Iowa Utilities Board  
Customer Service  
1375 E. Court Ave  
Des Moines, Iowa 50319-0069

You can also contact the IUB by calling toll free 877.565.4450. E-mail contact: [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov); please ensure that you place "Customer Service" in the subject line. An electronic correspondence form can also be found online at <https://iub.iowa.gov/consumers/complaints-about-utility/online-complaint-form>

General Manager: JoAnne Gregorich  
Service Technicians: Rod Engler, Larry Bartels, Mike Olsen  
Customer Service: Carla Ehlers, Sandy Pitts, Marilee Aschenbrenner  
Email: [info@lamotte-telco.com](mailto:info@lamotte-telco.com)

For Emergency Service  
or help any time:  
Call 1-800-205-1110



Follow us for  
updates and  
information.