



New TV Pricing Effective March 1, 2021

As we announced in last month's newsletter, TV lineup pricing is increasing effective this month. This increase is necessary because networks and media groups continue to raise television programming costs each year. We do our best to minimize the impact of these increases and to offer affordable options for the communities we serve.

Below are the new TV lineup prices, effective 3/1/2021. Digital television service is available to areas where buried fiber optic cable has been deployed.

New per month TV lineup pricing, effective March 1, 2021:

- ◆ Basic lineup: increased from 42.95 to 47.95
- ◆ Basic Plus lineup: increased from 89.95 to 99.95
- ◆ Expanded lineup: increased from 99.95 to 108.95

One standard set-top box is still included with the service. Each additional standard set-top box remains 5.99 per month.

Whole-home DVR service remains 18.00 per month, and still includes the DVR set-top box.

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.

Holiday and Weekend Trouble Ticket Protocol

The telephone company business office is closed in recognition of the following holidays each year. If the holiday falls on a weekend, typically the weekday closest to the holiday is used for observance: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

As with after-hours and weekends, should you need assistance on a holiday, the 24-hour tech line staffed in Des Moines, Iowa, is available to help you: 1-800-205-1110. If they are unable to resolve your issue, a ticket is created for our local telephone company technicians. **The 24-hour tech support line is the best way to alert our local office of any issues you may be experiencing: 1-800-205-1110.**

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

For Emergency Service
or help any time:

Call 1-800-205-1110



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updates and
information.

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Fiber Cable Service Notice

Important Notice Concerning Your Landline Telephone Service

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage—and to maintain the ability to connect to 911 emergency services—La Motte/Andrew Telephone Company installs backup battery power as part of your home telephone service.

What Your Backup Battery Can—and Can't—Do for You

A backup battery allows you to continue to use your home voice services during a power outage on a **corded** telephone (not a cordless handset). Without a backup battery or an alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, and other equipment will not run on this backup battery.

Extended Battery Purchase Option

In an outage, a backup battery is expected to last at least 8 hours on standby power, and should give you 6 hours of talk time. If you feel that this is not enough time, an extended battery (up to 24 hours) is available for purchase directly from La Motte/Andrew Telephone Company. If you would like one of these extended batteries installed, contact our office for the cost of a 24-hour battery.

Instructions for Proper Care and Use of Your Battery

In order for your telephone company voice services to operate properly in the event of a power outage, your backup battery must remain plugged in at all times. This battery is rechargeable, so in the event of an outage, the battery will recharge once regular power is restored.

Although the backup battery is rechargeable, it will not last forever. Environmental factors, such as temperature, can shorten your battery's useful life. It is important for you to regularly check the status of your battery backup. If the light next to "Battery" is red, or when your device starts making a loud beeping sound, contact the telephone company because your battery may need to be replaced. La Motte/Andrew Telephone Company will replace the standard 8-hour battery at no cost to you.



ANDREW TELEPHONE.

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