



## FCC Broadband Compliance Testing

Effective the first quarter of 2021, La Motte and Andrew Telephone Companies will be mandated by the FCC to do broadband (Internet) performance testing.

Performance testing provides to the FCC, through data, that La Motte and Andrew Telephone Companies are providing the required speed and latency using the specific parameters outlined in the FCC order.

The premises to be tested are chosen at random by the FCC. If you are chosen to be tested, we will be in contact with you. We appreciate your assistance as we comply with this FCC order.

**Monthly auto pay by ACH or credit / debit card  
is available—call for details:  
563-773-2213 or 563-672-3277**

### 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.

*Thank You!*

*At La Motte and Andrew Telephone Company, we're deeply thankful for you, our customers. We appreciate your loyalty and support of our local business.*

*This year, celebrations will be different for all of us, and our wish to you for a happy and healthy holiday season takes on an even more important meaning. We will continue to do our best to provide you with the finest in telecommunications services to help see you through these challenging times.*

## When Is a Service Call Chargeable?

As a trusted resource for our customers, we want to help solve technical difficulties not related to our service whenever possible, but there is a cost to these types of extra calls. With today's technology, it can take more time and expertise to identify problems not caused by the phone company's service itself. A minimum charge of \$75.00 applies for an in-person technician call.

**Troubleshooting Over the Phone** When possible, we attempt to solve the problem over the phone. One of the many benefits of the new fiber optic network is software that allows us to see the performance of our network on the dedicated line to your premise. If you have the Smart-RG commercial-grade router through the phone company, we have even more tools available to help you over the phone to diagnose possible home-networking issues.

**Examples of Calls That Are Chargeable** While it's not possible to present a complete list of chargeable calls, the following are some examples:

- Help connecting a SmartTV, printer, or other wireless or wired device to the home network.
- Diagnosing a slow speed issue that is caused by an older or improperly provisioned router, or other software or hardware problems with customer-owned devices.
- Diagnosing no dial tone or noise on the line due to a bad telephone handset.
- Identifying TV issues caused by a problem with the television set itself or the customer's home theater setup.
- Moving set-top boxes or routers to a different location in the premise after the initial installation.
- Repair of service-affecting damage due to pets or livestock, inside or outside the premise.
- Realignment of wireless equipment shifted by customer-controlled objects.

Sometimes, we can't know whether the problem is on our end or the customer's end. Before sending out a technician, we do our best to advise that the service call may be chargeable.

### Holiday Office Hours

The La Motte & Andrew Telephone Company business office will be closed on the following days:

- Thanksgiving Day, Thursday, November 26
- Christmas Eve & Christmas Day, Thursday, December 24 & Friday, December 25
- New Year's Day, Friday, January 1, 2021

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.