

# LAMOTTE & ANDREW TELEPHONE CO.

## MONTHLY NEWSLETTER

### AUTO ACH & CREDIT CARD FORMS AVAILABLE ONLINE



- AUTO ACH
- AUTO CREDIT CARD

If you currently have Auto ACH (checking or savings) or Auto Credit Card and something has changed, you can now go to [www.lamotte-telco.com](http://www.lamotte-telco.com) to print out a new form. Located on the top right of the screen you will see Auto Payment Forms (see image above, yellow highlighted). Click on it & then click on Auto ACH or Auto Credit Card, depending on which form you need. Print out the form, fill in, & return to our office. If you are on Auto Credit Card & only one thing has changed (eg: expiration, code, etc), you still need to get us a new signed form.

### MUSIC CHOICE TV CHANGES - EFFECTIVE FEBRUARY 1, 2024

- Music Choice 60s will be replacing Music Choice Indie
- Music Choice Yacht Rock will be replacing Music Choice Metal
- Music Choice Relaxing Vibes will be replacing Music Choice Musica Urbana
- Music Choice Dance/EDM will be renamed Music Choice Dance
- Music Choice Teen Beats will be renamed Music Choice Teen Hits



**HAVING PROBLEMS KEEPING TRACK OF ALL OF YOUR USER NAMES & PASSWORDS?**

**GET TECH HOME PROTECT PASSWORD GENIE FOR \$6.99/MONTH  
CALL THE OFFICE TODAY TO GET THIS VALUABLE MANAGER**

**CONTACT US**

563-773-2213  
563-672-3277  
866-943-4375  
563-773-2345 FAX  
[info@lamotte-telco.com](mailto:info@lamotte-telco.com)

**OFFICE HOURS**

400 PINE ST  
LA MOTTE IA 52054  
7:30 AM - 4:30 PM  
MONDAY - FRIDAY  
CLOSED 12-1 (LUNCH)

**DROP BOXES**

ANDREW - 18 W BENTON  
(door slot Switching Office)  
  
LA MOTTE - 400 PINE  
(entrance of driveway)

**PAYMENT INFO**

Payments due upon receipt.  
\$1 late fee for payments after 20th of the month.  
Services subject to disconnection for nonpayment.  
\$30 reconnect fee.

## 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. Email 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/customer-assistance/how-do-i-file-utility-complaint>.



HAVE YOU TRIED OUR ONLINE BILL PAY?

MANY CUSTOMERS ARE ALREADY TAKING ADVANTAGE OF IT

DON'T MISS OUT ON THIS NEW EXCITING FEATURE

## 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 at no cost. **You can register on-line for the national Do-Not-Call Registry via the internet at <https://www.donotcall.gov>.** To contact the registry by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236.

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.

**FOR EMERGENCY SERVICE OR HELP ANYTIME -- 24/7 TECH SUPPORT: CALL 1-800-205-1110**

General Manager: JoAnne Gregorich  
Assistant General Manager: Mike Olsen  
Plant Manager: Rod Engler  
Service Technicians: Dennis Dunne, Marilee Aschenbrenner  
Customer Service Reps: Tonya Felderman, Heidi Balk  
Email: [info@lamotte-telco.com](mailto:info@lamotte-telco.com)



HAPPY HOUSE  
QR CODE



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& INFO