



La Motte & Andrew Telephone Company

www.lamotte-telco.com

April 2020



Emergency Protocols Are Now in Place

La Motte/Andrew Telephone Company has put measures in place to follow CDC guidelines and do our part to help safeguard the health of our customers, employees, and those most vulnerable in our communities.

Toward this end, we are limiting face-to-face contact as much as possible. Our business office will be staffed during normal hours, but the doors will be locked. Please contact us by phone and use the drop box locations (see lower right) for payments and other written correspondence.

To contact us: Call 563-773-2213 or 563-672-3277.

Our technicians will continue service calls, prioritizing those as needed for safety and welfare. Before our technicians come to your home, we will be asking the following questions:

1. Is anyone in your home sick with ANY seasonal illness? (Coughs, colds, flu, stomach bugs, etc.) Technicians will use their best judgement upon entering a home if they find signs of illness present.
2. Have you or anyone in your home traveled out of the immediate area in the last 14 days?
3. Has your internet usage need recently changed?

We are here to support our customers using all prudent safeguards. If you have any questions, please call the business office or email JoAnne Gregorich, General Manger: joanne@lamotte-telco.com

Lightening Season Is Here

Are your electronics plugged into surge protectors?

Lit indicator lights don't always mean surge protectors are functioning properly. If your surge protector is older, or if you suspect it's taken a hit, replace it.



A variety of surge protectors are available online or in home improvement and electronic stores.

Even the best surge protector isn't a guarantee; the best protection is still unplugging your electronics during lightening storms.

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 and \$30.00 reconnect fee for nonpayment. Auto pay options available!



La Motte/Andrew Telephone Company business office will be closed for Good Friday on Friday, April 10; opening as usual on Monday, April 13.

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.





Accessibility Notice

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers like La Motte/Andrew Telephone Company to make our services and products accessible to people with disabilities, if such access is readily achievable.

The rules implement Section 255 of the Federal Communications Act. Section 255 requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable.

Please contact us at 563-773-2213 or 563-672-3277 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

Please Review Your Bill

Please take a few minutes this month to take a close look at your bill. We do our best to ensure billing is accurate, but sometimes things get missed.

We do not review each customer statement every month, so we are not aware if there are errors. The earlier you can bring any inaccuracies to our attention, the sooner we can fix them.

As always, if you have any questions about your bill, please give us a call.

Monthly auto pay by ACH or credit card is available—call for details!

Avoid Costly Fiber Repair Bills

La Motte/Andrew Telephone Company has fiber optic cable in the ground.

If you damage fiber optic cable or other telecommunications pedestals, vaults, signage, or plant electronics while mowing, digging, shaping, or burning, you are financially responsible for replacement or repairs. *No exceptions.*

Damage to fiber optic cable can quickly add up to \$10,000 or more *per incident* and cause service outages to you and your neighbors. Contact Iowa One Call before you dig.



Iowa One Call is a free service to you.

**Know what's below.
Call before you dig.**



IOWA 

ONE CALL

1-800-292-8989 | 

www.iowaonecall.com | Know what's below. Call before you dig.



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

For Emergency Service,
Call 1-800-205-1110



Follow us for updates and information.