

## New Internet Speeds—Same Price

Faster Internet speeds are here, all at the same price points!

With in-exchange fiber construction nearing completion, we're pleased to roll out this stage of the plan to continue to best serve our communities.

Whether you're navigating work and learning from home realities, or simply want to veg for awhile with HD streaming, we have the bandwidth to meet your needs.

Throughout July, speeds were turned up for current fiber customers. The detail portion of your August monthly statement will reflect the new bandwidth speed. Want to go faster? Just call the office and we can make the change from here.

### NEW Internet Speeds, per month:

#### WITH Telephone Service in addition at \$31.00/month:

60/60MB.....	\$37.95
100/100MB.....	\$47.95
250/250MB.....	\$57.95
Voice-Net Value Package: includes phone line + 500/500MB....	\$98.95

#### WITHOUT Telephone Service

100/100MB.....	\$49.95
250/250MB.....	\$59.95
500/500MB.....	\$79.95

### Time for a new router?

Older or lower-end routers might not fully pass the new, faster speeds. We can help. The Smart-RG commercial-grade router available through the phone company can handle the faster speed and also an increased number of devices connected at once.

No need to struggle with router set-up, we'll provision it for you!

#### Contact Us

563-773-2213 or 563-672-3277  
Email: [info@lamotte-telco.com](mailto: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.



Fiber construction continues this summer. As fiber is ready at each location, we're calling to schedule an appointment. Thank you for your loyalty and patience as we work to install a premier fiber optic network in our communities!

# Unplug to Refresh Your Electronics

Just as cell phones, laptops, and other devices benefit from being restarted occasionally, routers and set-top boxes also need to be rebooted sometimes. If you're having trouble with your service, follow these steps first:

- ♦ **Internet service:** Unplug the router's power cord from the wall outlet. Wait 30 seconds, then plug it back in. (Turning off a power strip or surge protector may not achieve the same results. If you can't reach the power outlet, unplug the POWER cord from the back of the router—don't unplug any Ethernet cords.) Allow the router several minutes to boot up again after it's plugged in. You may want to restart your devices as well.
- ♦ **TV service:** Unplug the power cord from the back of the set-top box, wait 30 seconds, then plug it back in. Don't unplug any other cords from the back of the set-top box—just the power cord. The set-top box will go through a reboot process after it is plugged back in. Remember to check the batteries in the remote control.
- ♦ **Landline phone service:** To determine if a phone has gone bad, unplug each phone from the wall (and power outlet for cordless phones). One bad phone can cause loss of dial tone on all phones. Reconnect each phone one at a time, and check for dial tone with each. Sometimes the answering machine portion of a base unit is affected by power surges. If your model allows it, turn off the answering machine function and then reboot the unit. Check for dial tone before turning the answering machine back on.

**Don't forget that services through La Motte/Andrew Telephone Company include a 24/7 Iowa-based tech support line! Talk to a person, not a recording at: 1-800-205-1110.**

**The La Motte / Andrew Telephone Company business office  
will be closed on Labor Day: Monday, September 7th.**

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

**Iowa One Call is a free  
service to you.**



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,  
Call 1-800-205-1110



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updates and  
information.