



La Motte & Andrew Telephone Company

www.lamotte-telco.com

February 2020



Service Outage Protocol

Step 1: Call 800-205-1110 to report your trouble

While we work hard to prevent service outages, there are times when it happens, and it's out of our control. The Internet outage for a couple of hours on the evening of December 30th was one of those times; a problem in Davenport resulted in Internet disruption to multiple eastern Iowa communications service providers.

The fastest way to find out if the issue is with your local network or a broader problem is to call the 24/7 service help line at 800-205-1110. We also post any phone, Internet, or TV service updates to our La Motte Telephone Company Facebook page to reach as many people as quickly as possible (if we are able to get Internet service to do this).

If the problem is local to your network and the service help line at 800-205-1110 is unable to resolve your problem, a trouble report will be sent to La Motte/Andrew Telephone Company technicians to be worked the next business day.

Take Action for Cyber Protection

It's more important than ever to make sure you're using strong security for your Internet-connected devices, including backup software. Call the business office to subscribe!



Protect

INCLUDES: SecureIT Internet security for PC & mobile, parental controls, ransomware protection, 50GB file backup and password management.

\$6.99/mo.



Protect Plus

INCLUDES: SecureIT Internet security for up to 4 PCs & mobile devices, parental controls, ransomware protection, 250GB file backup and password management.

\$10.99/mo.



Support

INCLUDES: Entire Protect Plus package plus 24/7/365 whole home premium technical support, and a Wi-Fi self assessment tool.

\$15.99/mo.

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!

REMINDER

The business office at 16 W.

Benton in Andrew is now

closed. The new drop box for

payments and correspondence

can be found just down the

street at 18 W. Benton at the

central switch building. Note

that this building is not

staffed. Payments need to be

dropped before 7:00 a.m.

Monday through Friday to be

applied the same day.

Come see us in person at the

La Motte & Andrew

Telephone Company business

office at 400 Pine Street in

La Motte!





Fiber Optic Battery Backup

As we continue the work of upgrading from copper wire to fiber optic cable, a battery backup is installed. One function of this backup is to power voice service during a power outage. *This does not apply to customers on copper wire service, but to customers on the upgraded fiber optic cable service within the La Motte and Andrew Telephone Company exchanges.*

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 and 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

Backup batteries allow you to continue to use your home voice services during a power outage. 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.

Inability to Use Cordless Phones and Other Devices During a Power Outage

If you have a cordless phone, it will not work during a power outage as your cordless phone requires power from an external power source like an electric outlet in your home. We suggest that you keep a corded phone on hand. Corded phones, unlike cordless phones, do not need a separate power source to operate.

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. In an outage, backup batteries are 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, our technicians can help you explore other options at your cost.

Instructions for Proper Care and Use of Your Battery Backup

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, contact the telephone company because your battery may need to be replaced. If your battery needs to be replaced, La Motte and Andrew Telephone Company will install a replacement backup battery at no cost to you.



Fiber to the Home



General Manager: JoAnne Gregorich
Service Technicians: Rod Engler, Larry Bartels, Mike Olsen
Customer Service: Carla Ehlers, Sandy Pitts, Marilee Aschenbrenner

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



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