

Covid-19 Front Office Protocol

Our business office at 400 Pine Street is open for face-to-face contact during normal working hours.

As part of our commitment to the safety and well-being of our customers and employees, we have instituted the following measures:

- ◆ When entering the office, you will be asked to remain behind the plexiglass barrier.
- ◆ You may be asked to put on a face mask. If you don't have yours with you, a disposable one can be provided.

Changes in routine can happen quickly during these uncertain times. Follow us on Facebook for the latest updates on company news and procedures.

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

Digital Television Service

Have you compared our TV service lately to what you're paying with your satellite provider? Call the office for comparison pricing, or visit www.lamotte-telco.com for more information.

Television Service Features:

- ◆ 3 channel lineups to choose from
- ◆ Local channels from both the Quad Cities and Waterloo/Cedar Rapids areas are included
- ◆ No outages during rain and snow
- ◆ No hidden fees or sneaking increases without notice

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.



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!

Home Networking Tips



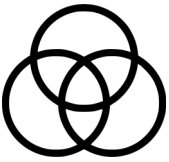
Dual-Band WiFi

The Smart-RG commercial grade router available for purchase or monthly rental through La Motte and Andrew Telephone Company is a dual-band router with 2.4 GHz and 5 GHz wireless bands.

2.4 GHz: not all devices are 5 GHz capable and will connect using 2.4 GHz. Typically better for mobile devices, the 2.4 GHz band has greater range and travels through walls and floors more effectively. Other devices in the home, like garage door openers, may use a similar band. When multiple devices try to use the same band space, interference or overcrowding can happen. If you're experiencing connection problems and the device is 5 GHz capable, try connecting using 5 GHz.

5 GHz: Typically better for fixed devices like SmartTVs or Rokus, this band has a shorter range but is less susceptible to interference from other household electronics and appliances. While 5 GHz doesn't travel through walls and floors as easily, this band has more room available to carry greater amounts of data.

Mesh Network Solution



The farther away a device is from the router, the weaker the signal. If a home is larger, or the router can't be centrally located, WiFi weak or dead spots can exist. We have a solution! The Smart-RG commercial grade router is Mesh capable—one or more access satellites are placed to provide seamless WiFi coverage throughout the home, preventing lost or degraded connections as distance from the router increases or devices are moved. Satellite units are \$120 each, installed. The base Smart-RG commercial grade router that the satellites connect to can be purchased or rented monthly. If you'd like to schedule a mesh network evaluation for your home, please call the office.

**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

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



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updates and
information.