

LAMOTTE & ANDREW

NEIGHBORS SERVING NEIGHBORS!
TELEPHONE CO. JULY 2022

TROUBLESHOOTING TIPS

INTERNET:

- Unplug router for 15 seconds, plug back in
- Make sure didn't accidentally hit WIFI button on side of our SmartRG router
- All cables are secured
- Check if GFCI or breaker tripped
- Check battery backups (Precision Power or CyberPower) are plugged securely into outlet
- Check other devices to see if just one device is not working
- Check how many devices are on 2.4 GHz or 5 GHz. Move if too many on one.

VIDEO (TV):

- Unplug power cord from set-top box for 15 seconds, plug back in
- All cords plugged in securely
- TV on correct Input (no signal) - see June Newsletter for location on remote
- Check volume not muted or turned down
- Using correct remote control
- Batteries in remote are good
- If you have Comtrend switch, unplug power cord for 15 seconds, plug back in

PHONE:

- Unplug answering machine from wall outlet
- All cords plugged in securely
- Volume turned up on phone
- If cordless phone, plug hardwired phone in to see if bad phone
- Check battery backup (CyberPower) is plugged securely into outlet
- Check if GFCI or breaker tripped

CUSTOMER APPRECIATION PICNIC

ANDREW PAVILION

TUESDAY, AUGUST 2, 2022

4:00 PM - 7:00 PM

FOOD, BEVERAGES, & GREAT CONVERSATION

RSVP BY JULY 18, 2022

563-773-2213 OR
INFO@LAMOTTE-TELCO.COM

THANK YOU FOR YOUR CONTINUED SUPPORT



CONTACT US

563-773-2213
563-672-3277
info@lamotte-telco.com

OFFICE HOURS

400 PINE ST
LA MOTTE IA 52054
7:30 - 4:30 MON - FRI
(12 - 1 closed for lunch)

DROP BOXES

ANDREW - 18 W BENTON
(door slot Central Switch)
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.

PART-TIME POSITION AT OUR OFFICE

Customer Service/Bookkeeping position.

Knowledge of Word and Excel, good attention to detail, must provide excellent customer service, and bookkeeping experience is a plus.

See our Facebook websites (La Motte Telephone Company or Andrew Telephone Company) to apply or stop by the office to fill out an application.

**OFFICE CLOSED
MONDAY
JULY 4TH
CALL 800-205-1110
FOR TECH SUPPORT**

IS YOUR PHONE NUMBER BEING SPOOFED

There is a complaint form you can fill out with the FCC to report your phone number is being spoofed. The website is:
https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=39744

Under Phone Issues select Unwanted Calls/Messages (including do not call and spoofing). Under Unwanted Calls Sub Issue select My Own Number is Being Spoofed. Under Your Phone Method select Wired. Enter all of the other required fields and check box before submitting.

JULY 2022



**Call Before You Dig!
1-800-292-8989**

DON'T ASSUME YOU KNOW WHAT'S BELOW!

Projects include:

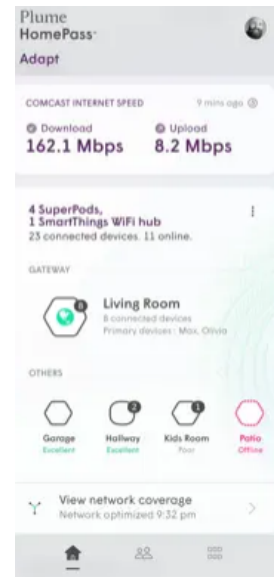
- Installing a fence
- Planting trees or shrubs
- Building a patio, addition, deck, garage, or shed
- Putting in a new driveway
- Installing septic system or water drainage system
- Terracing or landscaping
- Starting a garden
- Tiling, subsoiling, ripping, or plowing below 15 inches in depth



UPDATE LA HOMEPASS APP

If you are renting our LA HomePass App along with our router, Plume recently did an update. Please check image at right to see if you have the current version. If not, go to your App Store on your phone, search for Plume, and update.

If you currently don't have the App and are interested in renting, please call our office.



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

General Manager: JoAnne Gregorich
Service Technicians: Rod Engler, Mike Olsen,
Dennis Dunne, Marilee Aschenbrenner
Customer Service Reps: Carla Ehlers, Tonya
Felderman
Email: info@lamotte-telco.com



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& INFO**