



Customer Survey Results Announced

In an effort to measure customer satisfaction, La Porte City Telephone Co. recently conducted telephone and online surveys of business and residential customers in April. We appreciate the willingness of our customers to participate and the great feedback we received.

Here are some results from the survey:

- ➡ When asked how they would rate their overall satisfaction with LPC Tel Co., customers provided a 91% positive satisfaction rating. When selecting a communications provider, customers rated working with a local company and reliable technical support/responsiveness as the two most important attributes.
- ➡ We also asked customers if they are streaming television shows and/or movies. 29% of customers noted they stream using Netflix, Hulu Plus, or other paid services and they are most commonly streamed to computer, TV, or tablet PC. When asked about their attitudes towards technology, 49% of the customers responded that they either wait to buy a new technology device until a few people have tried it and 33% responded that they are usually the last to buy a new technology or device. On the contrary, the use of laptop computers, tablets, smartphones, HDTVs, and Wi-Fi networks are higher than the average household.
- ➡ When asked if the speed of their Internet connection met their needs, 66% responded that their current speed was sufficient, however, 27% of customers indicated they needed a faster speed. Providing access to faster Internet speeds was one of the major factors in constructing the all-fiber-optic Fusion Fiber Network. Customers will receive double their current speeds at no additional charge when they activate their Fusion Network connection.

Your answers and opinions to our questions help us improve the way we serve you and develop plans for future technology and services you need.

Congratulations to the customers whose names were randomly selected from the survey participants
Nexus 7 Tablet,
Ronald Lubben
 (not pictured)



\$50 Chamber Dollars,
Emeryn Moana Coulson



\$25 Chamber Dollars,
Donna Weltzin

Barb Bader - Woman of the Year

Since moving to La Porte City 25 years ago, Barb Bader has volunteered countless hours to help make our community a great place to live and learn. As an active member of the La Porte City Chamber, Women's Club, Union High School Booster Club, and the American Lutheran Church, Barb has made a positive impact on the community. The La Porte City Women's Club presented Barb with the Woman of the Year Award at the 2013 Festival of Trails Celebration for her dedication to community services. Please join us in congratulating Barb on this well-deserved honor.



Pictured are Doris Wagner, Shelly Robb, Barb Bader, Michelle Bush

La Porte City Telephone Company to Build State-of-the-Art Fiber Network throughout rural La Porte City and Mt. Auburn

We have exciting news for you. La Porte City Telephone Company is pleased to announce that we are making a major investment in a state-of-the-art network that will provide a fiber optic connection to all businesses and households in rural La Porte City and Mt. Auburn. At no additional charge, subscribers will be upgraded to the best communications technology available today.

All Rural La Porte City and Mt. Auburn Homes and Businesses will Benefit

We will be upgrading the entire rural area of La Porte City and the Mt. Auburn telephone exchange area to fiber optics. Construction on the new fiber network began this summer and is scheduled to continue through 2013. In order to prepare for the start of construction, engineers from Vantage Point Solutions are visiting homes and/or businesses within the next few weeks to discuss the project and the best place to install a new Optical Network Terminal (ONT) to replace the existing box. We will use construction techniques to minimize landscape disruptions when placing the fiber underground to the ONT.

The Benefits of a Fiber Optic Connection

- ✓ Increased Internet speeds
- ✓ Highest quality and most reliable connection
- ✓ Increases the productivity of businesses
- ✓ Increases home values
- ✓ Access to TV services
- ✓ Economic Vitality, Communication, Information, Entertainment



At La Porte City Telephone Company, we offer what the big communications companies can't—reliable service from local people who care. We look forward to bringing this state-of-the-art fiber network to all of our customers in the near future! **For more information, call Barb or Heidi at 342-3369 or visit www.lpctel.com.**

Live in the city limits of La Porte City?

Don't wait - activate your Fusion Fiber Optic Network connection today!

- Activate your service today and start enjoying the benefits of your super-fast, super-reliable fiber optic connection.
- Double your Gold or Platinum speed for no extra charge when you activate your Fusion connection.
- New FusionTV \$29.95/mo. for 6 Months with FREE Installation, HD, & Whole Home DVR!

Do I need to activate Fusion if I only have basic telephone service from LPC Telephone Co?

YES! ALL customers in La Porte City will get a fiber optic connection, even if they do not have Internet service. Our goal is to convert every customer in La Porte City to fiber optics by the end of the year, so we appreciate your cooperation in scheduling your appointment today. **Please call our office at 342-3369 and choose the time of day or day of the week that best fits your schedule.**

We're here when you need us.

306 Main Street
P.O. Box 185
La Porte City, Iowa 50651
Monday - Friday
8:00 a.m. - 4:30 p.m.

(319) 342-3369
email: lpctelco@lpctel.net

Internet Tech Support
1-855-558-9863

SecureIT Tech Support
877-373-3320

After Hours Repair
(319) 342-2213

Payments are due on the 20th of each month. Please include bill stub with your payment. For your convenience, La Porte City Telephone offers Automatic Bank Deduct. (Payments can be taken out of your checking or savings account.) There is a drop box in the front of the office.

