

# EVER WONDER ABOUT THE FEES THAT MAKE UP YOUR MONTHLY LOCAL TV BILL?

Because we're a hometown business, we are invested in our community, our employees and our customers. With Network fees dramatically increasing and impacting your monthly bill, we wanted to give you a backstage pass to better understand the economics of the TV business.

Your monthly bill has two big cost buckets:

## 1 - COST TO PROVIDE SERVICE

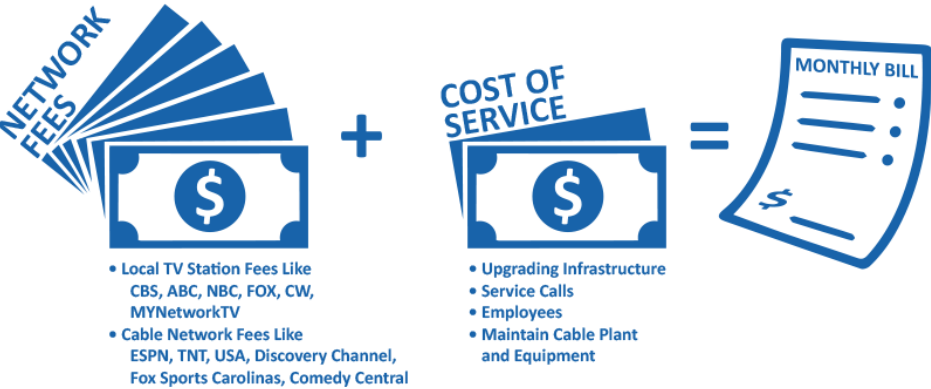
This includes installation costs, maintaining and upgrading our network infrastructure and normal business expenses, such as employee salaries, rent and power. The bulk of this portion is used to build a better communications and entertainment experience.

## 2 - PROGRAMMING COSTS

All Satellite and Cable providers (TV providers) pay each Network owner (Programmer) a fee for every household that receives a particular Network – regardless of whether anyone in the household actually watches it.

- These Network fees have increased dramatically at 3½ times the rate of inflation over the last 15 years.
- Five media companies control 90% of the Networks, and while we work hard to keep these costs under control, they continue to use their power to demand more money.
- Programmers are securing long-term contracts with significant guaranteed Network fee increases, regardless of how many people watch.

Significant network fee increases directly impact your bill and rest assured – we're on your side to keep these fees low. We are your friends and your neighbors, and sometimes your family! As a member of your community, we care about the quality of the service we bring to you, and we appreciate you and your business.



## BUSINESS SPOTLIGHT THE PROGRESS REVIEW continued from page 1

As a small, family-owned newspaper and printing company, *The Progress Review* relies on electronic communication to gather, prepare and publish local news stories and features. Each year, they upload thousands of photos and numerous video clips their readers enjoy online at [www.theprogressreview.com](http://www.theprogressreview.com) and *The Progress Review's* Facebook page. Thanks to LPC Connect's fast upload speeds, they can produce and post high quality products online quickly and efficiently. LPC Connect's Internet service has also made it possible for them to offer a safe, convenient online shopping experience for *The Progress Review's* customers at their e-commerce website, [www.shoplpcink.co](http://www.shoplpcink.co), where shoppers can purchase print and digital subscriptions to *The Progress Review* and other products of local interest.

The fast, friendly service they get when greeted by Barb and Heidi at LPC Connect is the reason *The Progress Review* doesn't need to look anywhere else for a phone, Internet or television provider. "They listen carefully and work diligently to take good care of their customers. As an example: When we upgraded our internet service, Barb and Heidi reviewed our account to see if any existing bundles could save us money. There was (a bundle) and we did (save money). What separates LPC Connect from other telecommunications providers is that they truly care to make a difference in their local community. This is evident in the number of ways LPC Connect gives back to the La Porte City community with project grants and contributions to community events like the Festival of Trails," said the Whittleseys.

Recalling a time that LPC Connect went the extra mile for them, the Whittleseys recounted, "In 2012, as we renovated the building that would become our new office, LPC Connect was an important resource we relied on to ensure the proper communication infrastructure was in place to allow for future growth. Their expertise was greatly appreciated."

## LPC Connect

306 Main St. • 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](mailto:lpctelco@lpctel.net)  
[www.lpctel.com](http://www.lpctel.com)  
[www.facebook.com/lpctel](http://www.facebook.com/lpctel)

Internet Tech Support: 855-558-9863  
SecureIT Tech Support: 877-373-3320  
After Hours Repair: 319-342-2213

# The Connector

## Expect More. Do More.

Q1 2016 Newsletter



## BUSINESS SPOTLIGHT THE PROGRESS REVIEW

La Porte City Printing & Design which also publishes *The Progress Review* is located at 213 Main Street, La Porte City. The origin of *The Progress Review* dates back to the 1870s, when two rival newspapers in La Porte City were consolidated. Since that time, the weekly newspaper has served La Porte City and the surrounding area. In 2002, Mike and Jane Whittlesey purchased La Porte City Printing and *The Progress Review* from longtime owners, Bob and Doris Wagner. At that time, they hired Mary Bauer, who has worked for the company for more than 13 years. Last year, *The Progress Review* was honored by the Iowa Newspaper Association as the top weekly newspaper in its class.

While *The Progress Review* has always relied on the local communication services provided by LPC Connect, the rapid changes in technology over the past 15 years has made those services an essential part of their business. In addition to telephone and fax services, *The Progress Review*, one of the first weekly newspapers in the area to launch a website, relies on LPC Connect for fast, reliable internet service. They also enjoy the reliability of Fusion TV, which is not prone to the weather-related outages they had with satellite TV.



Pictured are: Mary Bauer and Mike Whittlesey



*The fast, friendly service we get when greeted by Barb and Heidi at LPC Connect is the reason The Progress Review doesn't need to look anywhere else for a phone, internet or television provider.*



## COMMUNITY DONATES GENEROUSLY TO FOOD DRIVE AND MITTEN TREE

Each year, LPC Connect spreads holiday cheer through the company's Annual Mitten Tree and Food Pantry programs. Barb Bader and Heidi Barz, LPC Connect Customer Service Representatives, coordinate these programs and work directly with schools and organizations in LPC Connect's service area. Non-perishable food items, hats, gloves, mittens, and scarves are donated by employees and customers. Our thanks to Barb, Heidi, and to everyone who participated this past holiday season!





## LPC CONNECT LAUNCHES DISCOVERY GO

LPC Connect is excited to announce full episodes of your favorite shows from Discovery, TLC, Animal Planet, Investigation Discovery, Science Channel, Destination America, American Heroes Channel, Discovery Life, and Velocity are now available for streaming through the WatchTVEverywhere platform using the Discovery Go app. The Discovery GO app is available for iOS and Android and will work with most iOS and smartphones and tablets. You also can watch on your computer at [DiscoveryGO.com](http://DiscoveryGO.com). Additionally, the app and website include live streams of each network, so you can watch live TV whenever and wherever you want.

**To obtain access to Discovery Go, you must first register for WatchTVEverywhere which is FREE to FusionTV subscribers with a qualifying package.\*** You only need a subscription to the network you want to watch. For example, you must be a Discovery subscriber (Premier Package) to watch Discovery's WatchTVEverywhere programs. Before gaining access, you must register at [www.watchtveverywhere.com](http://www.watchtveverywhere.com), so have your LPC Connect account number handy.

\*FusionTV subscription required. Live programming not available with all networks. Mobile data rates may apply when accessing a wireless network. WatchTVEverywhere is included with a qualifying FusionTV plan (\$79.95 Premier package). Please call 319-342-3369 to upgrade to the FusionTV Premier package. Some restrictions apply.



## IPAD FOR BEGINNERS WORKSHOP COMING IN FEBRUARY

LPC Connect is hosting an iPad for Beginners workshop in February covering the most important components, features, and functions of the iPad. You must bring your own iPad. The workshop is free to LPC Connect customers, \$25.00 for non-customers. Workshops last approximately one hour and class sizes are limited.



**WHEN:**  
Thursday,  
February 11, 2016  
**10:00 a.m.**

Thursday,  
February 11, 2016,  
**2:00 p.m.**

**WHERE:**  
LPC Connect,  
306 Main Street,  
La Porte City

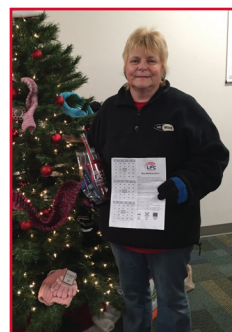
## WINNERS GALORE

Congratulations to all of LPC Connect's Bingo winners in November and December. Thank you to everyone who played along! Please continue to watch LPCTV Channel 3 on FusionTV and like LPC Connect on Facebook for local news, announcements, and fun contests!

Bingo Winners in November and December were Dee Riggle, Ron Peters, Teresa Seibert, and Andy Walker\*

**Congratulations** to LPC Connect's Customer Appreciation Holiday Open House Winners Nancy Jackson and Jolene Kronschnabel!

\*Winners as of newsletter print date.



Teresa Seibert



Ron Peters



Jolene Kronschnabel  
with Heidi Barz



Nancy Jackson

## HAWKINS MEMORIAL LIBRARY RECEIVES INS GRANT

Iowa Network Services, in conjunction with LPC Connect, recently awarded a grant to Hawkins Memorial Library that will install baby changing stations in the library's restrooms.



*Pictured from left: Barb Bader, James Robertson, Iowa Network Services representative Joe Craig, Hawkins Memorial Library Director Jolene Kronschnabel, Heidi Ban, Sarah Craft (holding Madeline Craft) and Natalie Craft. Photo by Mike Whittlesey.*

Iowa Network Services (INS) is now accepting applications for the quarterly INS Charity Grant Program. INS created the grant program in 1993 to increase services and support to the rural, independent telecommunications companies and communities it serves. The grant is available to Iowa communities that are sponsored by participating telecommunication companies, such as LPC Connect. Grant application forms are available from LPC Connect or the INS website, [www.iowanetworkservices.com](http://www.iowanetworkservices.com).



There are virtually no restrictions on the number or types of charities that may apply for the grant; however, the program must benefit and be made available to all members of the community. **The deadline for submission is the end of each calendar quarter.** Interested organizations are encouraged to contact Barb or Heidi at LPC Connect to learn more information, as well as obtain and complete the application. All Charity Grant awards will be presented by INS and LPC Connect.



"For our family, it's still very important to have a landline. It is worth the extra money each month. Cell phone service can be unreliable where we live. It's best to still have a landline for back-up and emergencies, especially when you have kids at home. Plus cell phones break or batteries die. If your electricity goes out, like an ice storm just a few years ago, we still have a corded land phone that takes no electricity."

- Angie Travis-Klinzing, LPC Connect Customer



*Come in from the cold and curl up with hot cocoa and hot entertainment. LPC Connect's FusionTV and Fusion Internet offers everything you need to make the most of winter evenings at home:*

- Whole-Home DVR** to record, pause, and rewind your favorite programs
- HDTV service** for best picture quality from your high definition TV
- Unlimited data** with no data caps or restrictions
- Blazing-fast Internet** speeds so you can enjoy Netflix, Hulu, or Amazon Instant Video without buffering
- Bundle TV, Internet, and home phone services** – all on one bill, from one provider with big savings

**Sign up for any new FusionTV package or Fusion Internet service and get FREE installation!\* Call (319) 342-3369 today!**

\*New FusionTV or Internet customers only. All prices subject to change. Some restrictions apply, contact us for complete details. Offer good through 3/31/16.