

WANT TO HELP OUR COMMUNITY WIN? Support the LPC Connect team!

When you choose LPC Connect as your communications provider, the benefits go well beyond your home or business to places throughout our community. Each year, we donate generously to local nonprofit organizations including these. Because you support us, we can support them.

- American Cancer Society Coaches vs. Cancer
- Cedar Valley Soccer Club
- Festival of Trails Celebration
- Hawkins Memorial Library
- Honor Flight
- Knights Youth Football Club
- La Porte City Chamber of Commerce
- La Porte City FFA Ag Museum
- La Porte City Fire Department
- La Porte City Little League
- La Porte City Preschool
- La Porte City Women's Club
- Mount Auburn Fire Department
- The Lord's Food Pantry
- Union Booster Club
- Union Community School
- Union High School Activities-
Baseball, Football, Basketball,
Volleyball, Softball, Dance Team,
Yearbook
- Union Robotic Teams

Unlike our national competitors, we care about more than just making a profit. We care about making a difference.



FCC/FEMA TIPS FOR EMERGENCY COMMUNICATION

When weather-related emergencies strike, it's important for your safety to be prepared and stay connected:

BEFORE AN EMERGENCY

- Traditional landline telephone service usually works during electric power outages but you may need to use a corded phone; many cordless home phones rely on electric power to operate.
- If a storm is coming, charge your wireless phone; keep an extra battery and a car charger on hand. Also, charge your laptop or tablet.
- Broadcasters are an important source of news during emergencies. Keep a battery-operated, solar-powered, or hand-crank-operated radio or portable television for use during power outages.

DURING AN EMERGENCY

- Limit non-emergency phone calls. This will minimize network congestion, free up "space" on the network for emergency communications, and conserve battery power if you are using a wireless phone. If you do need to make a call, try to keep it brief.
- Call 911 only for emergencies. Learn and use the designated number in your state for highway accidents or other non-life-threatening incidents.
- If you do not have electric power in your home and are using your car to charge wireless phones or listen to news on the car radio, be careful. Remain vigilant about carbon monoxide emissions from your car, especially if it is in a closed space.



**To learn more about the value of
landlines during emergencies, call
LPC Connect at 319-342-3369.**

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
www.lpctel.com
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 2017 Newsletter



BUSINESS SPOTLIGHT

MOTORHEAD MAYHEM SERVICE & REPAIR

Corey Neuendorf, owner of Motorhead Mayhem Service & Repair, located at 512 Main Street in La Porte City, founded his business in August 2012 to service and repair vehicles the way they were taught many years ago. Corey's goal is to provide top-notch vehicle repair at a fair price with quality parts. The staff of five employees serve customers near and far and they appreciate each and every customer they have.



Pictured are: Kurt Janssen, Justin Sorrell, Corey Neuendorf, Austin Frush, and JP Sauer

Motorhead Mayhem Service & Repair provides a unique value to their customers by offering basic engine scanning and tire pressure monitor checks at no cost. Neuendorf relies on his great Internet and telephone service from LPC Connect to keep his business productive and efficient. "If we have had any problems, we get immediate attention (from LPC Connect) to keep us running," noted Corey. Delivering on LPC Connect's commitment to providing quality connections, they went the extra mile when a contractor damaged Motorhead Mayhem's phone line. "We were repaired in less than one hour," praised the owner.

We appreciate Motorhead Mayhem's business and we wish you much success in the future!

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LPC CONNECT IN YOUR COMMUNITY - BARB BADER

Each day LPC Connect and its employees enrich the lives of many area citizens. In addition to providing financial support to meet community needs, employees offer their time and talents to worthwhile causes. Since October 2001, Barb Bader, customer service representative at LPC Connect has been making a positive impact to both our customers and the community. Barb is active in the La Porte City Women's Club, serves as the secretary for the La Porte City Chamber of Commerce, and coordinating various charitable initiatives at LPC Connect. Barb lost her husband, Ron, to colon cancer in 2014 she is raising awareness to fight for a cure through working with the American Cancer Society Coaches vs. Cancer event.



Barb is responsible for monthly billing in addition to day-to-day customer service tasks and everything between cleaning the office to administrative duties. "I love working with customers and the community whenever I can," Barb commented. She keeps a busy pace outside of work by attending her children's sports at Wartburg College. Both juniors, Breann plays volleyball and Bo plays basketball.

When asked about her tenure, Barb noted, "During the last 15 years working at LPC Connect, which was LPC Telephone when I started, we have had a lot new opportunities for our customers. Connecting La Porte City and Mount Auburn to faster internet and new services, such as FusionTV, because of our fiber-to-the-home project has been exciting to be a part of."

Barb's contributions to our communities are an example for exemplary service and dedication with heart.

CUSTOMER APPRECIATION CELEBRATION

A holly jolly time was had by all who attended our annual Customer Appreciation Open House held on December 2, 2016. We enjoyed meeting our new customers, sharing memories with long-time customers, friends, and former employees. We sincerely appreciate and value our relationships with customers throughout the LPC Connect area.

Thank you for your business and loyalty.



Pictured are LPC Connect's Dave Powell and Joyce Bailiff, a former LPC Telephone employee.



Pictured is Heidi Barz, LPC Connect.



Pictured are LPC Connect customers Norm Boeckmann and Duane Slaikeu.

COMMUNITY GENEROUSLY DONATED TO FOOD PANTRY AND MITTEN TREE

With outstanding community support, LPC Connect was able to help feed and clothe those in need in our community through our annual Food Pantry and Mitten Tree Drive. 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!



QUICKLY IMPROVE YOUR NEW YEAR WITH FASTER INTERNET

Speeding up your internet is an easy resolution to achieve, especially with this New Year's deal. Plus, it may help with your other resolutions — reduce stress by getting rid of too-slow internet, and have more fun with a better streaming experience.

Get up to 30 Mbps for just \$69.95/mo.* with an LPC Savings Pak.

Call 319-342-3369 for a speedier 2017

*Service availability will depend on location. Certain restrictions apply. All prices subject to change. Contact us for details.

RANSOMWARE FACTS & TIPS

As technology evolves, the prevalence of ransomware attacks is growing among businesses and consumers alike. It's important for digital citizens to be vigilant about basic digital hygiene in an increasingly connected world.

WHAT IS RANSOMWARE?

Ransomware is a type of malware that accesses a victim's files, locks and encrypts them and then demands the victim to pay a ransom to get them back. Cybercriminals use these attacks to try to get users to click on attachments or links that appear legitimate but actually contain malicious code. Ransomware is like the "digital kidnapping" of valuable data – from personal photos and memories to client information, financial records and intellectual property. Any individual or organization could be a potential ransomware target.

WHAT CAN YOU DO?

We can all help protect ourselves – and our organizations – against ransomware and other malicious attacks by following these STOP. THINK. CONNECT. tips:

- **Keep all machines clean:** Keep the software on all Internet-connected devices up to date. All critical software, including computer and mobile operating systems, security software and other frequently used programs and apps, should be running the most current versions.
- **Get two steps ahead:** Turn on two-step authentication – also known as two-step verification or multi-factor authentication – on accounts where available. Two-factor authentication can use anything from a text message to your phone to a token to a biometric like your fingerprint to provide enhanced account security.
- **Back it up:** Protect your valuable work, music, photos and other digital information by regularly making an electronic copy and storing it safely.
- **Make better passwords:** A strong password is a sentence that is at least 12 characters long. Focus on positive sentences or phrases that you like to think about and are easy to remember.
- **When in doubt, throw it out:** Links in email, social media posts and online advertising are often how cybercriminals try to steal your personal information. Even if you know the source, if something looks suspicious, delete it.
- **Plug & scan:** USBs and other external devices can be infected by viruses and malware. Use your security software to scan them.

Get comprehensive computer protection and local support with SecureIT Plus starting at \$7.95/mo. Call 319-342-3369 for more information.

*Courtesy of the National Cyber Security Alliance



TAKE TV VIEWING WITH YOU, THANKS TO WATCHTVEVERYWHERE

With WatchTVEverywhere, you can watch your favorite channels and programming from your tablet, smartphone, or laptop — anywhere you have an Internet connection.

This convenient new way to enjoy TV is included with your qualifying TV package from LPC Connect. You can access content through WatchTVEverywhere by first registering at www.watchtveverywhere.com. It's quick and easy; just have your LPC Connect account number handy.



NOT YET AN LPC CONNECT FUSIONTV CUSTOMER? CALL US AT 319-342-3369 TO SIGN UP.