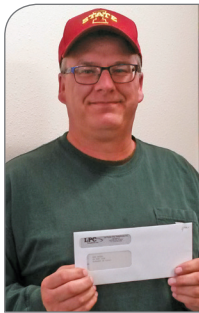


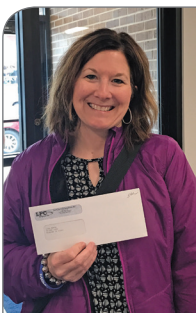


March Mania Was a Slam Dunk with Customers

Many customers entered the free contest to see how well their NCAA men's college basketball championship tournament brackets measured up against fans. Congratulations to these folks who made the top picks during our March Mania contest and thanks to everyone for playing along!



\$10
Ron Hager



\$10
Lisa Anton



\$10
Linda Rhoads



\$25
Georgia Reiter



\$50
Tina Bockholt

\$100 Jolene Kronschnabel

Answers To Your Questions About the Universal Service Fund

WHAT IS THE UNIVERSAL SERVICE FUND (USF)?

The USF is a government-administered fund (not a government-paid fund) to support the provision of telecommunications services in rural and high-cost areas, to low-income consumers, and to schools, libraries, and healthcare facilities nationwide. All telecommunications customers contribute to the USF on an equal basis. Congress authorized the Federal Communications Commission (FCC) to implement the USF.

HOW DOES IT WORK FOR LPC CONNECT?

The Universal Service High-Cost Program is designed to ensure that consumers in rural and high-cost areas have access to telecommunications services at rates that are affordable and reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers, including LPC Connect, who serve these areas to recover some of their operating costs from the USF. The fund reimbursement is based only on local phone service subscriptions. Will I continue to be required to subscribe to local phone service to receive broadband internet and FusionTV services? Yes. Since the FCC continues to base USF reimbursement on local phone line subscriptions, we must keep this requirement in place. If we did not require a phone line subscription, LPC Connect would not receive USF funding, and the rates for broadband internet and cable TV service would have to go up. We do anticipate changes to this requirement in the future, but it will need to remain in place as long as USF is based only on local phone networks.

WHAT IS LPC CONNECT DOING WITH THE USF FUNDING IT RECEIVES?

We've upgraded our network so that all customers, no matter how rural, can receive 100% fiber-optic broadband internet and FusionTV services.

HOW CAN I VOICE MY CONCERNS ABOUT USF?

You can contact the FCC as well as your U.S. Senators or Congressman. Please encourage them to seek USF reform that is less burdensome to rural Americans and rural communication service providers.

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.

Q3 2017 Newsletter



BUSINESS SPOTLIGHT

La Porte City FFA Historical and Ag Museum

Described as "one of the best kept secrets in Northeast Iowa," the La Porte City FFA Historical and Ag Museum is located at 408 Main Street in La Porte City and was founded by volunteers in 1970. The multi-level museum boasts 8000 square feet of exhibits which are changed annually and reflect a wide range of historical topics. In addition to this main museum, three buildings comprise our Rural Iowa Heritage Center: a historic 1878 fire station, jail house, and a circa 1861 log cabin. This center is dedicated to celebrating the life of pioneer families, rural communities, and agriculture. Approximately 2,500 guests visit the Museum each year from all over the United States.

Jan Erdahl, museum manager, relies on LPC Connect's telephone and internet services to connect the museums' many video exhibits and information kiosks which offers an enhanced experience to the guests. Jan noted, "LPC Connect not only provides excellent service, but is a partner in the community sets them apart. Through their network they provide grants that have helped us to purchase needed items, including an inventory system to photograph, catalog, and maintain a history on all the items in the Museum. This will insure that accurate records will be kept for perpetuity. We appreciate their ownership in developing and supporting the La Porte City community by giving back through the grant program as well as their participation in supporting numerous community events."

LPC Connect grateful this area treasure is keeping our pioneer spirit alive at the La Porte City FFA Historical and Ag Museum and Rural Iowa Heritage Center. Thank you for your business!



Pictured: Julie Miller, Cynthia Stevens, and Jan Erdahl



"A big thank you to Mitch for the weekend service on our phone line. The prompt attention is exactly why we stay local as much as possible. We appreciate you all a lot!"

-Bobbie



LPC Connect In Our Community

HEIDI BARZ



LPC Connect is fortunate to have a great team of professionals who not only take pride in their work, but also dedicate countless hours to serving the community. Heidi Barz, an LPC Connect customer service representative since 2002, is known for her volunteerism and spirit of service. Heidi is involved with Inner City Slickers, she is the treasurer for the La Porte City Women's Club, and she serves as the financial secretary at the American Lutheran Church.

Heidi and her husband of 25 years, Jon, have two children in college, Samantha and Alex. Outside of work and her volunteer commitments, Heidi enjoys decorating, gardening, golfing, biking, running, and spending time with her family and her dog, Izzy.

We are proud of Heidi and her contributions to the La Porte City and Mount Auburn communities.

Aureon Provides Charity Grants to Local Library and Museum

LPC Connect in conjunction with Aureon is pleased to announce that Aureon Charity Grants have been awarded to two local organizations within LPC Connect's service area. Hawkins Memorial Library in La Porte City received a grant for \$300.00 to purchase cabinetry. The FFA Historical and Ag Museum received \$250.00 to buy a showcase cube for the museum. Upon reviewing an abundance of applications, our Aureon Charity Grant Committee delegated funds to projects committed to the betterment of local Iowan communities. The grant was presented in conjunction with LPC Connect who sponsored the grant application.

Aureon, the new name for Iowa Network Services, created the grant program in 1993 to increase service and support to rural independent telecommunications companies and the communities they serve. The Aureon Charity Grant Program awards grants on a quarterly basis. Visit <http://www.lpctel.com/Aureon-charity-grant.html> to obtain a copy of the Aureon Charity Grant Program application.



Hawkins Memorial Library: Ken Atha, Aureon; Jolene Kronschnabel, Hawkins Memorial Library; and Heidi Barz, LPC Connect



La Porte City FFA Historical and Ag Museum: Barb Bader, LPC Connect; Angie Hutton and Jan Erdahl, FFA Historical and Ag Museum; and Ken Atha, Aureon

Personal Fraud Prevention Workshop in July

Did you know that reports of online and telephone fraud are on the rise, specifically among senior citizens? Scammers use clever online and telephone schemes to defraud millions of people every year. They often combine new technology with old tricks to get people to send money or give out personal information.

"We are committed to helping people in our communities be savvy consumers," said LPC Connect's general manager, Chris Hopp. "By collaborating with local law enforcement agencies, we want to stem the rise of fraud locally by educating our customers on the ways they can protect themselves from fraud."

LPC Connect invites the public to a FREE 60-minute personal fraud prevention workshop on Tuesday, July 11, 2017 at 2:00 p.m. at the La Porte City Community Center. We will provide you with the tools you need to protect yourself from fraud. Attendees will learn how to spot a scam, report it to the proper authorities, and bring crooks to justice.

Call LPC Connect at 319-342-3369 to register for the workshop on July 11th! to reserve your seat.



LPC Connect Increases Broadband Speeds to Area Customers

FASTER INTERNET SPEEDS FOR THE SAME LOW PRICE

LPC Connect is pleased to announce that we have raised Internet speeds for all Silver, Gold, Platinum, and Diamond high-speed Internet customers throughout La Porte City, Mount Auburn, and the surrounding rural areas we serve. Better yet, this Internet speed increase benefits both residential and business customers for no extra cost! There is nothing you need to do, as your speeds increased automatically.

"LPC Connect's 100% fiber-optic Fusion Network delivers the best broadband experience to our area combined with local customer service and support. Upgrading Internet speeds to our customers enables them to connect more devices online at the same time while streaming their favorite content," said Chris Hopp, LPC Connect's general manager.

Earlier this year we surveyed our customers and we received high marks in the areas of customer service, up-to-date products and services, local involvement in the community, knowledgeable employees, responsiveness, and service quality.

Customers also appreciate that LPC Connect offers unlimited Internet plans, while many providers are choosing to meter broadband plans and imposing data caps on their Internet plans.

"LPC Connect employees are the people you will run into at church, ballgames, community celebrations, and donating their time to a variety of community groups. We care about making a difference," said Hopp.

If you have questions about your new Internet speeds, please call us at 319-342-3369

Speed increases only apply to customers who have telephone service billed with their LPC Connect Fusion Internet service. Speeds are maximum only and are not guaranteed since several factors affect speed, including your computer equipment. A \$75.00 fee will apply to customers downgrading Fusion Internet packages.

