

The Connector

Expect More. Do More.

Q3 2024 Newsletter



La Porte Motor Supply Inc.

A 26-Year History of Service and Community

Joe Weber, the owner of La Porte Motor Supply Inc., purchased the business from Leroy Magnuson in 1998. Initially located at 200 Commercial, the business moved to its current location on Hwy. 218 N in 2003. For the past 26 years, La Porte Motor Supply Inc. has been a staple in the La Porte City community, providing essential services to local residents and area farmers alike.

La Porte Motor Supply Inc. prides itself on understanding the needs of its customers and going the extra mile to ensure their problems are solved. Whether it's a local resident needing a specific car part or a farmer requiring urgent equipment repair, Joe and his team are dedicated to helping everyone who walks through their doors.

Joe Weber emphasizes, "We understand our customers and really do go the extra steps to make sure their problem is solved." This customer-first approach has earned La Porte Motor Supply Inc. a loyal following and a strong reputation in the community.

For the entire 26 years of its operation, La Porte Motor Supply Inc. has relied on LPC Connect for its telephone and internet services. The high-speed fiber optic internet has been a game-changer for the business, enabling them to look up parts quickly and efficiently, a crucial advantage over competitors. Additionally, this fast internet service allows customers to look up their own parts online, enhancing the overall customer experience.

Joe appreciates the personal touch and reliability of LPC Connect's service. "I can call a person, not a recording. People are local, and my issues are fixed within the day," he says. This immediate and personal customer service ensures that any problems are swiftly addressed, minimizing downtime, and maintaining business productivity.

Weber has experienced firsthand how LPC Connect consistently goes the extra mile. "Any time I have an issue, LPC Connect understands and makes it their issue. They take ownership of the problem," he notes. This level of dedication and customer care is a significant reason why Joe has remained a loyal LPC Connect customer for so many years.

As La Porte Motor Supply Inc. continues to serve the La Porte City community, Joe Weber remains committed to maintaining the high standards of customer service and reliability that have been the hallmark of his business. ***With the ongoing support of LPC Connect, he is confident that La Porte Motor Supply Inc. will continue to thrive and support the community for many more years to come.***

BUSINESS SPOTLIGHT



Joe Weber -
Owner

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Celebrating a Legacy: Dave Powell's 40-Year Journey with La Porte City Telephone Company

Dave Powell has been a cornerstone of the La Porte City Telephone Company for over four decades. Beginning his career as a part-time locator during his college years, Dave never imagined that he would remain with the company for so long, let alone rise to the position he holds today.

The technological landscape has undergone significant transformations since Dave first trained on party lines and jelly-filled copper facilities. The shift from dial-up to DSL was a significant advancement, but the advent of fiber optics opened a world of endless possibilities. Dave takes pride in LPC Connect's forward-thinking adoption of cutting-edge technologies, ensuring customers in La Porte City and Mt. Auburn have access to advanced global opportunities.

Reflecting on his career, Dave is particularly excited about the future now that Alpine Communications has acquired LPC Connect. He firmly believes that the company is in good hands and that Alpine will continue to prioritize customers while keeping pace with technological advancements.

One of Dave's most memorable experiences was the flood that impacted their customers in 2008. Demonstrating an unwavering commitment to putting customers first, Dave recalls driving 50 miles around the Cedar River flooding to reach customers without service. This dedication exemplifies the principles of LPC Connect.

For those entering the telecommunications industry, Dave offers valuable advice: embrace technology and get hands-on experience. Technology is here to stay and will continue to evolve, requiring ongoing support and expertise. Dave encourages newcomers to see LPC Connect as a reliable resource for assistance and to get involved in industry organizations. He himself was actively involved in the Rural Iowa Independent Telephone Association (RIITA), which later merged with the Iowa Telecommunications Association (ITA) to form the Iowa Communications Alliance (ICA). His favorite part of this involvement was attending the annual convention, which brought together industry professionals from across the state to learn about the latest trends.

As Dave looks forward to retirement, he has a list of activities and projects he is eager to tackle. He plans to spend more time golfing, enjoying his cabin on the Mississippi, and completing various projects around the house.

Dave Powell's career is a testament to dedication, adaptability, and a deep commitment to service. As he transitions into retirement, his legacy will undoubtedly continue to inspire those at LPC Connect and beyond.



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**40
YEARS**

Celebrating Barb Bader: The Heart of La Porte City Telephone

If you've ever interacted with La Porte City Telephone, chances are you know Barb Bader. Often considered the "mother of the office," Barb has a knack for taking care of the small details and making everyone feel right at home. This warm, caring attitude extends beyond her colleagues to every customer she interacts with, creating a welcoming atmosphere that defines LPC Connect.

Barb's journey with La Porte City Telephone began over 20 years ago when she joined the team as a Customer Service Representative. Throughout her tenure, she has been instrumental in embedding a sense of community within LPC Connect, ensuring the company remains at the heart of La Porte City. Her commitment to community service is exemplified by the "Cans for the Community" initiative, which started in November 2017 and has raised over \$15,000 for local causes.

As she looks forward to having more free time in her retirement, Barb plans to spend it with her two grandsons and her parents, cherishing these precious moments. You can be sure that Barb's activities will continue to be centered around La Porte City, a place she holds dear.

Barb's advice to new employees is to take their time to learn as much as they can. The telecommunications industry is filled with intricate details that ensure services run smoothly. She believes that the supportive and knowledgeable staff at LPC Connect is the company's greatest asset, and she is confident that this spirit will continue with future employees.



Barb Bader's career is a testament to dedication, community spirit, and a genuine love for her work and the people around her. As she transitions to spending more time with her family, her legacy of care and commitment will continue to inspire the LPC Connect community. Please help us congratulate Barb on her retirement and wish her well in her future endeavors.

Please note:

LPC Connect will be closed on July 4th in observance of Independence Day. If you have a service emergency, please call our 24/7 tech support at 1-855-558-9863.

Effective July 14th, a first-class mail Forever Stamp will increase 5 cents, from \$0.68 to \$0.73. Save time and money by signing up for automatic withdrawals for your monthly service. Call us at 319-342-3369 today to sign up for ACH and paperless billing. Start saving dollars and trees!





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