

LAMOTTE & ANDREW TELEPHONE CO.

MONTHLY NEWSLETTER

IS YOUR HOME READY FOR SANTA'S TECH TREATS?

As Christmas approaches, excitement fills the air, especially for those new devices that Santa might bring! To ensure your home is just as merry and bright as it was when you were a child, consider Happy House powered by Plume.

Plume offers an exceptional WiFi experience designed to keep your home connected and secure. With features like device management, built-in ad blocking, antivirus protection, and parental controls; Happy House is the ultimate solution for modern families.

For just \$10 a month our Techs will come out and install 2 pods and the software, so you can transform your home into a haven of happiness and security. So as you prepare for the holiday season, let's make your house holly and jolly with Happy House!

Don't let WiFi woes put a damper on your festivities — get ready for a seamless holiday season!



The Iowa Utilities Board, by authority of the Legislature, oversees programs that provide telephone accessibility to Iowans who are deaf, hard of hearing, deaf-blind, or have difficulty speaking.

To access Relay service:

- TTY/ASCII
- Voice
- Speech-to-Speech (STS)
- Visually Assisted Speech-to-Speech (VA STS)
- Voice Carryover (VCO)
- Spanish Relay

- Dial 711 or
- 800-735-2942
- 800-735-2943
- 877-735-1007
- 800-855-8440
- 800-735-4313
- 800-264-7190

Relay Iowa Customer Service:

- English 888-516-4692
- Spanish 866-744-7471

CapTel Customer Service:

- English 888-269-7477
- Spanish 866-670-9134

To call one-line CapTel user:

- English 877-243-2823
- Spanish 866-217-3362



CONTACT US

(563) 773-2213
 (563) 672-3277
 (866) 943-4375
 (563) 773-2345 FAX
 info@lamotte-telco.com

OFFICE HOURS

400 Pine St
 La Motte IA 52054
 7:30 am - 4:30 pm
 Monday - Friday
 Closed 12-1 (Lunch)

DROP BOXES

Andrew - 18 W Benton
 (door slot Switching Office)

 La Motte - 400 Pine
 (entrance of driveway)

PAYMENT INFO

Payments due upon receipt.
 \$1 late fee for payments
 after 20th of the month.
 Services subject to dis-
 connection for nonpayment.
 \$30 reconnect fee.



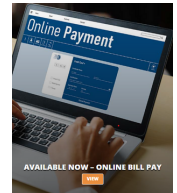
La Motte & Andrew Telephone Co will be closed for the following holidays:

Christmas Eve 12/24
 Christmas Day 12/25
 New Year's 1/1

24/7 TECH SUPPORT
 CALL 800-205-1110

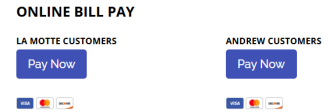
DIRECTIONS FOR ONLINE BILL PAY

www.lamotte-telco.com



Go to the above image & click on View.

Next you will see our 2 buttons for our 2 companies (see image below).



You will need to know which company (La Motte or Andrew) is billing you (look at your bill) & click that Pay Now button.

Account number is optional, but you can find it on your bill.

Enter Total Amount Due.

Payment Info (all required fields) – credit card number, expiration, & code.

Billing Info (billing information for this credit card) – required fields First & Last Name, Address, City, State, Zip, Country, & email address.

Submit Payment button when done.

Customers' service cannot be reconnected after-hours or on the weekends.

REVIEW YOUR MONTHLY BILL

Please take a few minutes this month to take a close look at your billing statement. We do our best to ensure billing is accurate, but sometimes things get missed.

We do not review each customer statement every month, so we are not aware if there are errors. The earlier you can bring any inaccuracies to our attention, the sooner we can fix them.

As always, if you have any questions about your bill, please call us: 563-773-2213 or 563-672-3277.



The La Motte & Andrew Telephone Company would like to remind customers of the importance of securing your animals when technicians are working inside or outside of your house. Sometimes even the best behaved pets can lash out. Please contain them until the technician has completed his/her work. Thank you for your understanding!

FOR EMERGENCY SERVICE OR HELP ANYTIME -- 24/7 TECH SUPPORT: CALL 1-800-205-1110

General Manager: Mike Olsen
 Plant Manager: Rod Engler
 Service Technicians: Dennis Dunne & Marilee Aschenbrenner
 Customer Service Reps: Tonya Felderman, Heidi Balk, & Melissa Edge
 Email: info@lamotte-telco.com



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