

LAMOTTE & ANDREW TELEPHONE CO.

MONTHLY NEWSLETTER



ACP (Affordable Connectivity Program) is anticipated to continue through April of 2024. If this program ends at that time (Congress needs to approve more funding), customers that currently get this \$30 discount will no longer be eligible. La Motte & Andrew Telephone Co will only be allowed to enroll new approved customers by Wednesday, February 7, 2024. No one will be permitted after this timeframe. If you decide you no longer want service with us due to this change, you will need to let us know via phone or stopping by the office. More details to come.

LA MOTTE & ANDREW TELEPHONE CO IS STILL IN NEGOTIATIONS REGARDING LOCAL TV CHANNELS. WE WILL KEEP YOU UPDATED. FACEBOOK WILL HAVE THE 1ST RESULTS.

ACCESSIBILITY NOTICE

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers like La Motte & Andrew Telephone Company to make our services and products accessible to people with disabilities, if such access is readily achievable. The rules implement Section 255 of the Federal Communications Act. Section 255 requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable.

Please call us at 563-773-2213 or 563-672-3277 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

CONTACT US	OFFICE HOURS	DROP BOXES	PAYMENT INFO
563-773-2213	400 PINE ST	ANDREW - 18 W BENTON	Payments due upon receipt. \$1 late fee for payments after 20th of the month. Services subject to disconnection for nonpayment. \$30 reconnect fee.
563-672-3277	LA MOTTE IA 52054	(door slot Switching Office)	
866-943-4375	7:30 AM - 4:30 PM		
563-773-2345 FAX	MONDAY - FRIDAY	LA MOTTE - 400 PINE	
info@lamotte-telco.com	CLOSED 12-1 (LUNCH)	(entrance of driveway)	

Fiber Cable Service Notice

(KEEP THIS PAGE FOR YOUR REFERENCE)



Important Notice Concerning Your Landline Telephone Service

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage—and to maintain the ability to connect to 911 emergency services—La Motte & Andrew Telephone Company installs backup battery power as part of your home telephone service.

What Your Backup Battery Can—and Can't—Do for You

A backup battery allows you to continue to use your home voice services during a power outage on a **corded** telephone (not a cordless handset). Without a backup battery or an alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, and other equipment will not run on this backup battery.

Extended Battery Purchase Option

In an outage, a backup battery is expected to last at least 8 hours on standby power, and should give you 6 hours of talk time. If you feel that this is not enough time, an extended battery (up to 24 hours) is available for purchase directly from La Motte & Andrew Telephone Company. If you would like one of these extended batteries installed, contact our office for the cost of a 24-hour battery.

Instructions for Proper Care and Use of Your Battery

In order for your telephone company voice services to operate properly in the event of a power outage, your backup battery must remain plugged in at all times. This battery is rechargeable, so in the event of an outage, the battery will recharge once regular power is restored.

Although the backup battery is rechargeable, it will not last forever. Environmental factors, such as temperature, can shorten your battery's useful life. It is important for you to regularly check the status of your battery backup. If the light next to "Battery" is red, or when your device starts making a loud beeping sound, contact the telephone company because your battery may need to be replaced. La Motte & Andrew Telephone Company will replace the standard 8-hour battery at no cost to you.



400 Pine St, PO Box 8, La Motte, IA 52054
(563) 773-2213 or (563) 672-3277

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

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



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