# LAMOTTI

JANUARY 2023

## **HAPPY HOUSE**

An Enhanced WiFi Experience.

Powered by Plume®

M-943-4375 MINPOSLAMOTTP-TELCO.COM		() PACEBOOK	E NEWSLETTERS	CHECK YOUR DAK	INI. RECONTACT	M secons.
aMOIII ANDREW		# номе	* INTERNET -	DIGITAL TV	<b>₹</b> TELEPHONE	<b>⊕ тесн su</b>
HAPPY NOUSE An Educated Will Dispursace.	Start enjoying F Complete the form below a account. Fields marked with an " are Name "	nd we will cont				our
With this new service, your fast, reliable internet from La Motte & Andrew Telephone is distributed throughout your entire home thanks to a state-of-the-art Planne device installed by our expert technicians.	Email address *		Daytime	phone number '		-1
<ul> <li>Mappy House Wi-FI meansno more WIFI clead spots, no more resetting the router, and no more headsches when it comes to your internet.</li> <li>Add Stapy Sheuse to any speed of internet from LaMkette and Andrew Telephone Cempany for just \$10 per menth.</li> <li>To get started, complete the form on this page and then downlead the Plane Ago.</li> </ul>	Service address *			City*		3
Happy House is powered by Plumel Features and benefits include  - Plume Adaptive WHT*-Fast, relable, and consistent internet throughout the home  - All Security*—Safe and secured devices, werey-free browsing, and no advertisements  - HomePassa - Parental cortects and guest access with unparafieled capabilities	SUBMIT					
Plume App These features are all available at the touch of a button through the highly rated Plume App. Say helio to great Services that transform your smart home experience.						
Download the	Plume App					
PLUME APP (APPLE)		PLUME AP	(ANDROID)			
Interview Benefits of Plume Services  **A separate Mills of Plume Services  **A separate Mills of the Mills o	y to devices that	PLUME API	(ANDROID)		Î H	T
ticuses Renefits of Plume Services  Advanced Renefits of Plume Services  Advanced Renefits of Plume Services  Advanced Renefits of Renefits of Renefits of Renefits (Renefit of Renefits)  Advanced Renefits of Renefits of Renefits (Renefits)  Advanced Renefits of Renefits (Renefits)  Advanced Renefits of Renefits (Renefits)  Advanced Renefits (Renefits)  Advanced Renefits (Renefits)  Advanced Renefits (Renefits)  Advanced Renefits  Advanced Renefit	y to devices that	tacks and non-			HAM	I
Numera Remerlis of Plume Services  **Administration**  **Administr	y to devices that	tacks and non-				Ţ.,
Name Shenefits of Plume Services  **Additional form  **Additional form		tacks and non-			A HA	
Studentification of Planm Services  Adaptive Miller		tacks and non-				
Association of Filame Services  A region of the Common Services  A		tacks and non-				

For more info, visit our website: lamotte-telco.com/happy

Or scan QR Code



#### **EMAIL ONLY**

If you are heading south for the winter and are putting your internet on snowbird, please let us know if you would still like access to your netins.net email address with us. We can make this happen for only \$5/month. Keep in mind if you have smart devices (security cameras, thermostat, or refrigerator), you will need to keep your internet connected. We can also do this feature if you are moving out of our service area, but want to keep your email address.

#### PET REMINDER



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!

**OFFICE HOURS** 

563-773-2213 563-672-3277 866-943-4375 info@lamotte-telco.com (12 - 1 closed for lunch)

400 PINE ST LA MOTTE IA 52054 7:30 - 4:30 MON - FRI (door slot Central Switch)

**LA MOTTE - 400 PINE** (entrance of driveway)

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.

#### CPNI PRIVACY NOTICE

Your privacy matters to us. We pledge to protect your privacy and keep your trust. As we provide services to you, we gather information about those products and services you use. We also gather data during application processes. This information is known as **Customer Proprietary Network Information (CPNI)** and "Nonpublic Information."

Under federal law, you have a right and La Motte & Andrew Telephone Company has a duty, to protect the confidentiality of your CPNI. The telephone company will not disclose or sell this information, unless required to do so by law; or upon written receipt of an affirmative written request by a customer. The telephone company may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors (billing and technical support vendors) that assist us in providing services. They share a duty to protect your CPNI. Know that we limit access to your personal information to employees, agents, or contractors who must use the information to provide services to you. Further sharing of the information is restricted by our employee handbook, nondisclosure agreements, and the law in order to quard your personal information.

### CUSTOMER SERVICE ANNOUNCEMENT

La Motte & Andrew Telephone Company is committed to providing quality service. We are here to answer any questions you may have regarding the services we provide. In addition, we hope that you will bring any concerns or issues to our attention so that we may find solutions. If we do not resolve the complaint, the service may be subject to state regulation. You may request assistance from the Iowa Utilities Board (IUB):

Iowa Utilities Board, Customer Service, 1375 E Court Ave, Des Moines, Iowa 50319-0069

You can also contact the IUB by calling toll free 877-565-4450. Email contact: customer@iub.iowa.gov; please ensure that you place "Customer Service" in the subject line. An electronic correspondence form can also be found online at https://iub.iowa.gov/consumers/complaints-about-utility/online-complaint-form.

#### 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.

------

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

General Manager: JoAnne Gregorich
Service Technicians: Rod Engler, Mike Olsen,
Dennis Dunne, Marilee Aschenbrenner
Customer Service Reps: Carla Ehlers, Tonya
Felderman, Sherry Theisen
Email: info@lamotte-telco.com

..........





FOLLOW US FOR UPDATES & INFO