

LAMOTTE & ANDREW

TELEPHONE CO.

NEIGHBORS
SERVING
NEIGHBORS!

JANUARY 2023

HAPPY HOUSE

An Enhanced WiFi Experience.

Powered by *Plume*®

The screenshot shows the 'Start enjoying Happy House powered by Plume' page. It includes a form with fields for 'Email address', 'Daytime phone number', 'Service address', and 'City'. Below the form are buttons for 'PLUME APP (APPLE)' and 'PLUME APP (ANDROID)'. The page also features a 'Features/Benefits of Plume Services' section with a video player showing a house at night.

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!

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

Or scan QR Code



| CONTACT US | OFFICE HOURS | DROP BOXES | PAYMENT INFO |
|--|--|--|--|
| <p>563-773-2213 563-672-3277 866-943-4375 info@lamotte-telco.com</p> | <p>400 PINE ST LA MOTTE IA 52054 7:30 - 4:30 MON - FRI (12 - 1 closed for lunch)</p> | <p>ANDREW - 18 W BENTON (door slot Central Switch) LA MOTTE - 400 PINE (entrance of driveway)</p> | <p>Payments due upon receipt. \$1 late fee for payments after 20th of the month. Services subject to disconnection for nonpayment. \$30 reconnect fee.</p> |



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 guard 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

HAPPY
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