

LAMOTTE & ANDREW

NEIGHBORS
SERVING
NEIGHBORS!

TELEPHONE
CO.

NOVEMBER 2022

ICA LEGISLATIVE DAY



La Motte & Andrew Telephone Company had the pleasure of hosting a Legislative Roundtable Event at our La Motte Business Office. Dave Duncan, President of Iowa Communications Alliance; Mike St. Clair, Legislative Counsel; and Penny Vacek, Regional Director for Senator Charles Grassley attended to discuss 2023 Visions and Priorities. Senator Chris Cournoyer joined via phone. Many independent telephone managers attended to share their stories of providing fiber to the home, internet to their customers, and the issues in providing fiber to the home.

Thank you for coming!

SERVICE CALLS

We are always happy to assist our customers, but as vehicle costs continue to increase, we will try to assist over the phone as much as possible. This may require your assistance as well. One of the main issues of customer calls is "slow internet speed".

Our experience is that after a couple of years, some routers are unable to provide the same speed. We are happy to test at the NID (DMARC) to make sure you are getting the speed you are paying for. If all is good on our end, we can provide you with an upgraded router, which does our LA HomePass powered by Plume for \$10 a month. If you prefer to purchase your own router, we will charge \$75 for the service call. Our router can be upgraded at regular intervals for optimum service.

DON'T FORGET TO
CHANGE YOUR CLOCKS

END OF DAYLIGHT SAVINGS TIME

NOVEMBER 6TH

CONTACT US

563-773-2213
563-672-3277
866-943-4375
info@lamotte-telco.com

OFFICE HOURS

400 PINE ST
LA MOTTE IA 52054
7:30 - 4:30 MON - FRI
(12 - 1 closed for lunch)

DROP BOXES

ANDREW - 18 W BENTON
(door slot Central Switch)
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.

UPCOMING HOLIDAY HOURS

La Motte & Andrew Telephone Company will be closed:



Thanksgiving, Thursday, November 24, 2022



Christmas Eve, Friday, December 23, 2022



Christmas Day, Monday, December 26, 2022



New Year's, Monday, January 2, 2023



24/7 TECH SUPPORT: CALL 800-205-1110



NEED A NEW ROUTER?

If you are repeatedly rebooting your router or have had your router for some time, it may be time to update. We currently have La HomePass App by Plume with a router for \$10/month. We have three different styles of routers, and our Techs decide which router best fits your situation and needs.

Call our office at 563-773-2213 or 563-672-3277, and let our Customer Service Reps know you'd like to upgrade your router.

La Motte & Andrew Telephone Company would like to thank everyone for your continued support. We know there are lots of options out there and we appreciate being your service of choice. We strive in providing excellent customer care and meeting your expectations.

Wishing you a harvest of blessings, good health, and good times

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



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