

LPC CONNECT SURVEY RESULTS & WINNERS

LPC Connect recently conducted surveys of our customers to measure customer satisfaction, service awareness and interest in new technologies. We appreciate the willingness of our customers to participate as well as the great feedback we received. It was evident that you are keeping up with technology — so, we want to keep up with you!

1. When asked how you prefer to receive communication from LPC Connect, over 77% prefer email, 66% bill inserts, and 53% direct mail.
 - Please keep us up-to-date with your current contact information, including email addresses, by sending us an email at lpctelco@lpctel.net if you have not received emails from LPC Connect.
2. You gave LPC Connect high marks in the areas of quality services, competitive pricing, service responsiveness, and knowledgeable staff compared to other service providers.
 - Help your friends and neighbors get affordable, quality services by referring them to LPC Connect through our Friends and Family Referral Program. Each time you make a referral for home phone, FusionTV, or high-speed Internet service that results in a sale, you'll earn a one-time credit of \$50 to your LPC Connect bill. There's no limit — the more you refer, the more you earn.
3. A majority of you indicated that you have 3-4 Internet connected devices. Some also noted they occasionally see a slow-down when multiple devices are using their Internet service at the same time.
 - Try rebooting your WiFi router by unplugging it from the power source for 10-15 minutes. If you don't notice an improvement, verify that your devices are up-to-date, as older technology may affect performance of all of your devices on your network. When possible, a wired Internet connection achieves the highest speed performance. Finally, you may need to update your wireless router or your Fusion Internet service to meet your household's growing bandwidth needs. LPC Connect carries wireless routers and has the expertise to help you with your Internet needs.
4. Thank you for recognizing the importance of our local involvement in the community, and we appreciate your support!
 - LPC Connect will sponsor the Festival of Trails fireworks display this year, along with our employees' and board of directors' involvement in community organizations, churches and schools.

Your answers and opinions will help us serve you better and develop plans for future technology.

CONGRATULATIONS TO THE SURVEY DRAWING WINNERS:

\$100 WINNER:

Thomas P. Spragg

\$75 WINNERS:

Brooke Gardner
David Redman

\$50 WINNERS:

Doug Smith
Scott & Rebecca Davis
Heath & Dawn Markland

\$25 WINNERS:

Steve & Kristi Wagner
Kent Schmitz
Larry Coulson
Travis Hansen

SCHEDULE YOUR FUSION FIBER-OPTIC ACTIVATION

LPC Connect's fiber-optic Fusion Network positively impacts economic development by bringing virtually unlimited bandwidth to our communities. Fiber-optic networks help define successful communities just as good water, power, transportation, public safety and schools have done for decades. LPC Connect's goal is to convert every customer in La Porte City, Mount Auburn, and our rural areas to fiber-optics by the end of June, so we appreciate your cooperation in scheduling your appointment soon. Even if you only subscribe to telephone service and do not have Internet service, you still need to schedule an appointment to active your fiber-optic connection.

Please call our office at 319-342-3369 and choose the time of day or day of the week that best fits your schedule.

LPC Connect

306 Main St. • P.O. Box 185
La Porte City, Iowa 50651
Monday - Friday
8:00 a.m. - 4:30 p.m.

319-342-3369

email: lpctelco@lpctel.net
www.lpctel.com
www.facebook.com/lpctel

Internet Tech Support: 855-558-9863
SecureIT Tech Support: 877-373-3320
After Hours Repair: 319-342-2213

The Connector

Expect More. Do More.

Q2 2015 Newsletter



BUSINESS SPOTLIGHT A CUT ON MAIN

A Cut on Main in LaPorte City, IA is a full-service hair and tanning salon that has served the community for over 20 years. Founded by Sis Leeper in 1992, the salon is a family-oriented business now owned by Sis's daughter, Kylee. Customers of all ages come to A Cut on Main, from infants to senior citizens, and the salon does it all with a little help from LPC Connect.

"Every time I have a question, LPC Connect is happy to help," Kylee says. "If service goes down, they come right over to fix the problem. The repairs are always fast and the technicians are always friendly."

When A Cut on Main first opened its doors, Sis chose LPC Connect to provide telephone service. The phone service remains, and the salon has since added Internet and FusionTV. Each service does its part to keep the business running smoothly.

"Every time the phone rings, it's customers calling for appointments," says Kylee. "The Internet helps get our advertising out to people, while FusionTV service keeps our customers entertained, especially the little ones."

Thanks to its stellar customer service, LPC Connect has been A Cut on Main's provider of choice for 23 years, and the partnership remains strong.

"LPC Connect is fast and friendly, and they regularly go the extra mile," Kylee says. "They've helped me too many times to count, and they always come through for my business."

LPC WOMEN'S CLUB ANNUAL SPRING FASHION SHOW

April 27 at the La Porte City Golf Club

5:30 PM — Social
6:00 PM — Dinner
6:30 PM — Fashion Show begins

Tickets \$15 available at LPC Connect and Cedar Valley Bank & Trust.

FESTIVAL OF TRAILS CELEBRATION

June 19-20

LPC Connect is honored to co-sponsor this celebration since 1991. The fireworks are ignited by members of Iowa Pyrotechnics Association. LPC Connect's Board President, Jim Robertson, is a long-time member of this organization. Join us in celebrating our hometown's heritage at La Porte City's annual Festival of Trails on June 19th and 20th.



ARE MULTIPLE DEVICES SLOWING DOWN YOUR INTERNET SPEED?

Having all your devices connected to a basic Internet connection can really inhibit your online activities. Recently, studies have shown that U.S. homes have an average of 6 devices connected to the Internet. Consider how many devices you have in your home using your Internet connection. For example, how many smart phones, entertainment devices like Xbox and Wii U, iPads, Kindles, Smart TVs, and streaming media players do you have connected to your Internet regularly? After considering your family's usage, also consider the usage of your children's friends and house guests.

Now that the devices are really adding up, do you know how much of your Internet speeds they are using at one time? Most people are surprised by the amount of bandwidth required to power all of today's connected devices and the demand is growing exponentially.

CHECK OUT THE RECOMMENDATIONS BELOW:

ONLINE ACTIVITY	Speed Required (per device)	
	SD Resolution	HD Resolution
Netflix	3.0 Mbps	5.0 Mbps
Skype/Facetime video conferencing with one connection	0.5 Mbps	1.5 Mbps
Skype/Facetime video conferencing with multiple people (5 people)	4.0 Mbps	10.0 Mbps+
YouTube*	2-3 Mbps	5-6 Mbps
PlayStation, Xbox and other Internet-connected gaming boxes	1.5 Mbps	5.0 Mbps+
Pandora/Spotify or iHeartRadio	0.3 Mbps	0.5 Mbps

If your home's Internet connection was a 5 lane highway with 5 Mbps, each lane would carry 1 Mbps. According to the chart, a program that takes 2 Mbps of Internet space takes up multiple lanes of your highway, making your device a wide load. Furthermore, if you have 3 devices actively using 2 Mbps, it will take 6 lanes, and that's one more lane than your 5 lane highway provides. So, you will have to switch off, sharing your speed, causing an Internet traffic jam. You will still get your information, just at a much slower pace.

In a full home with a lot of devices, your speeds can add up quickly. If your Internet connection is lagging, take notice of how many devices are connected. While you can disconnect many devices, the digital world we live in doesn't always allow for that.

Consider super-sizing your LPC Connect Internet service if you are streaming media sites like Netflix, Hulu, Amazon Instant Video, or Vudu. That way, you won't have to wait while the movie loads, or buffers, and can enjoy higher-definition video.

For additional information on broadband speeds, visit www.lpctel.com or call us at 319-342-3369.



WHAT TO DO IF YOU'RE HAVING TROUBLE WITH YOUR PHONE SERVICE

No matter where you live in the country, you may have experienced problems with your telephone service. Whether you're on the calling or the receiving end, these instances can be quite frustrating — particularly when the problems are persistent.

If you live in a rural area, you may have had long-distance or wireless callers tell you they had trouble reaching you. Likewise, if you have ever tried to place a long-distance or wireless call to a rural area, you may have experienced "failure to complete" problems, such as dead air, prolonged ringing or a recording such as, "this call cannot be completed as dialed."

Additionally, some calls placed to rural areas may connect but have "poor call quality" issues like echoes, transmission delays and choppy sound. If you experience these issues, there now are ways to report them with your phone company as well as with government agencies. These lost calls are often the by-product of how long-distance phone carriers choose to route calls. Unfortunately, calls following the least-costly route can often fall into a loop of routers.

"Throughout rural America, calls are simply failing to connect," says Shirley Bloomfield, chief executive officer of NTCA-The Rural Broadband Association, which represents nearly 900

independent, community-based telecommunications companies in rural and small-town America. "With personal calls, it's frustrating. With businesses, hospitals and first responders, call connection becomes a public safety and viability issue."

Known as "rural call completion," the Federal Communications Commission (FCC) is taking a multi-pronged approach to addressing the issue. Additionally, NTCA-The Rural Broadband Association is advocating for rules and enforcement to end this practice, as well as uniting local carriers in an attempt to end rural call failures.

In the meantime, consumers can help themselves. The FCC recommends reporting these problems to one's long distance or wireless telephone service provider when they occur. Be sure to record the date and time of the call, the telephone numbers involved and the service provider of the calling customer. You can also file a complaint with the FCC.

To learn more about these problems and how to report them, visit www.NTCA.org/callcompletion.

As policies change, consumers can look forward to more reliable telephone service.



NEED HELP PAYING YOUR PHONE BILL?

Many low-income families qualify for assistance with phone charges, but don't realize that this help is available. If you're experiencing financial difficulties, or have a friend or family member in this situation, LPC Connect encourages you to look into the Lifeline program. It provides qualified customers with a monthly discount on charges for their primary home phone line. Eligibility guidelines vary depending on where you live.

For details, visit the Universal Service Administrative Company's website at www.lifelinesupport.org, or call us at 319-342-3369 to determine whether or not you qualify. We'll provide you with an application form to get you started toward saving on your monthly phone bill.

APRIL 2015 PAY-PER-VIEW MOVIES AND EVENTS

Catch all the action from the comfort of your home, including blockbuster movies and live sporting events. Tune to channels 384, 385, 386 and 387.

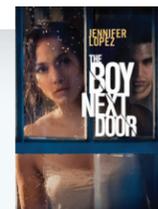
For more information about FusionTV PPV and to obtain your PPV purchase pin,* contact Barb or Heidi at 319-342-3369.



Premieres: 4/10



Premieres: 4/23



Premieres: 4/28



Premieres: 4/28

*Pay-Per-View events may be purchased through the program guide. Programs that are available for PPV purchase will appear in the program guide with a PPV gold ticket symbol, the event price and the air time. To purchase a PPV event, you must have a unique purchase pin. **Beyond the Lights** - © 2014 Relativity Media. **The Hobbit: The Battle of The Five Armies** - © 2015 Warner Bros. Entertainment Inc.™ The Saul Zaentz Co. **The Boy Next Door** - © 2014 Universal Studios. All Rights Reserved. **The Gambler** - © 2015 Paramount Pictures. All Rights Reserved.



Know what's below.
Call before you dig.

CALL 811 BEFORE YOU DO ANY DIGGING on your property for home improvements or landscaping.

This will allow buried wiring and other utility lines to be located before the project begins. By taking a minute to make this call, you could prevent days of disruption to services in your neighborhood.

LPC Connect thanks you for your cooperation in this community effort.