

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 choosing a service provider for telephone, Internet, and TV service, respondents ranked the most important factor as providing a good value with their offerings, the next most important factor was technical expertise and responsiveness, next was knowledgeable employees, and the next factor choosing a local company.

- LPC Connect's focus for the past 100 years has been on the community and our customers. We will continue to work hard to meet the digital demands of today and tomorrow - powered by 100% fiber-optics.

2. You gave LPC Connect high marks in the areas of quality products and services, 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 will earn a one-time credit of \$50 to your LPC Connect bill. There is no limit — the more you refer, the more you earn.

3. 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:

Dawn Hendershot	\$100
Leslie Getz	\$75
Amber Scott	\$75
Jaime Harkness	\$50
Kristi Wagner	\$50
Douglas Grekoff	\$50
Doug Smith	\$25
Kirk Orr	\$25
Peter Beck	\$25
Marvin Hrubes	\$25



"Service calls are made in a very timely fashion, technicians are knowledgeable, friendly and have ALWAYS gotten me back up and running quickly. The counter and telephone receptionists are always very pleasant and helpful. You have an excellent staff that take pride in working for your company! I never in a million years expected to have the speed I have nor the price that I am paying for the service!"

- **Peggy, LPC Connect Customer**

"We have been thrilled with our fiber optic service."

- **Shari, LPC Connect Customer**



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 2016 Newsletter



BUSINESS SPOTLIGHT

LA PORTE CITY INSURANCE AGENCY

The La Porte City Insurance Agency located at 203 Main Street in La Porte City began as a bank agency, owned by La Porte City State Bank on Main Street. In the early 1970's the bank and the insurance agency relocated to Highway 218. In 1983, the La Porte City Insurance Agency was sold to Vaughan & Pedersen Insurance (now known as PDCM Insurance) at the time that the La Porte City State Bank was sold to Peoples Bank from Waterloo.

The La Porte City Insurance agency employs LuAnn Elliott, Commercial Account Executive, and Margie Barske, Personal Lines Account Manager. They specialize in business insurance, such as farm and crop insurance, and all lines of personal insurance, including individual life and health insurance. They collaborate with multiple insurance companies represented within the agency to meet their clients' needs for the best coverage and rates.

The La Porte City Insurance Agency has been an LPC Connect customer since the beginning. LPC Connect Fusion Internet is an essential service that makes the agency's operation more efficient and productive. "LPC Connect was very supportive in the move to our new location at 203 Main Street and helped our vendors through setting up our new systems. LPC Connect employees provide prompt and reliable service that keeps our operation functioning at its full potential."



Pictured is: Lu Ann Elliott of La Porte City Insurance

LPC Connect has been La Porte City Insurance Agency's provider of choice for over 40 years, and the partnership remains strong. Thank you for your business!

WOMEN'S CLUB ANNUAL SPRING FASHION SHOW

Spring is right around the corner and a new season means new styles! Spend an evening with your favorite women on Monday, April 11, 2016. Join the LPC Women's Club at the LPC Golf Club and enjoy fashions from Shabby & Chic, Cameron's & Henkle Creek, Sassy's, and Dress Barn.

Monday, April 11, 2016
at the LPC Golf Club

5:30 p.m. Social
6:00 p.m. Chicken Salad, Fruit and Veggies, and Desserts
6:30 p.m. Style Show



FESTIVAL OF TRAILS CELEBRATION

June 17 & 18

LPC Connect is honored to be the Presenting Sponsor of the 2016 Festival of Trails celebration. The members of Iowa Pyrotechnics Association ignite the huge fireworks display on Friday night. 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 17th and 18th.



HOW TO PICK THE RIGHT INTERNET SPEED FOR YOU

Best Internet Speed Depends on Devices, Uses, and Expectations

“How much Internet speed do I need?” LPC Connect hears this question a lot from customers, and there is no single right answer. For some customers, a download speed of up to 10 Mbps may work fine. Other households may need a download speed of up to 30 Mbps or more to keep everybody in the family happy.

To select the best Internet speed for your household, it is important to consider these factors:

- **How many devices do you have in your home?** Look around and add up all the Internet-connected devices you own including computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. The more devices you have, the more speed you need.
- **How do you use the Internet?** If you use a desktop computer to check email and surf the net, then a relatively slow Internet connection may suffice. However, if you have a family of people simultaneously using your Internet connection for data-intensive activities — such as streaming HD video and music, online gaming, sharing photos and videos online, video chat, and cloud storage — then you’re only going to be happy with an upper-level speed.
- **What are your performance expectations?** If you only occasionally watch videos online, you may be willing to tolerate slow load times and buffering. However, if streaming HD movies is a cherished part of your routine, you will be frustrated by slow speeds and the annoying lag that comes with them.

Make sure the Internet speed you choose is in line with the value you place on Internet performance quality.

Upgrade to the next higher tier of Internet speeds and get a \$50.00 credit on your LPC Connect bill.*

We offer many speed options, with plans up to 50 Mbps download and beyond. Speed up and save!

Call (319) 342-3369 or click www.lpctel.com.

*Offer valid through June 31, 2016 for current high-speed Internet customers that have a residential line and Internet with LPC Connect. A 12-month agreement is required and early termination fees will apply. Prices do not include applicable taxes and regulatory fees. All prices subject to change. Some restrictions apply.



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. Lifeline is a federal program created to provide every customer the opportunity to have affordable telephone service.

Lifeline provides qualified customers with a \$9.25 monthly discount if you are enrolled in one of the following:

Medicaid • Supplemental Nutrition Assistance Program (SNAP) • Supplemental Security Income (SSI) • Federal Public Housing Assistance • Low-Income Home Energy Assistance Program (LIHEAP) • Temporary Assistance to Needy Families Program (TANF) • National School Lunch Program (NSL)

In addition, you must not currently be receiving Lifeline assistance, and no other person in your household can be subscribed to the Lifeline program. If you do not participate in one or more of the programs listed above, you may qualify for Lifeline if your household income does not exceed 135% of the Federal Poverty Guidelines (see table at right).

Call LPC Connect at (319) 342-3369 and visit with a local, reliable person to sign up today.

NUMBER IN RESIDENCE	135% GUIDELINE (ANNUAL)
1	\$15,889
2	\$21,505
3	\$27,121
4	\$32,737
5	\$38,353
6	\$43,969
7	\$49,585
8	\$55,201
For each additional person after 8, add \$5,616 to the annual guideline.	

INS SCHOLARSHIP PROGRAM APPLICATIONS DUE APRIL 15TH

Apply Today!

Iowa Network Services (INS) has established the INS Scholarship Program for students pursuing a STEM-related course of study (science, technology, engineering, or mathematics).



High school juniors and graduating seniors within the 2015-2016 school year are eligible. Scholarship awards ranging between \$500- \$1,000 will be offered to students who have outstanding academic and achievement records.

All students submitting a complete application will be considered. Applicants must have a minimum 3.33 grade point average (GPA) and a strong academic record.

Visit <https://iowanetworkservices.com/scholarships> to apply online.

BE STORM SAVVY TO PROTECT YOUR HOME ELECTRONICS

Thunderstorms can cause electrical outages and your home electronics could be damaged due to circuit overload when power is restored. In addition, lightning strikes and unpredictable voltage changes may result in a surge of power to your home.

The best way to protect your computers, TVs, cable modems, stereos, and other home entertainment equipment is to turn them all off and completely unplug them before the storm arrives. Also make sure you unplug any telephone or coax cable lines, and avoid using your home phone during a thunderstorm. Lightning could hit outside and travel along the telephone wire to the receiver, causing a serious shock.



It only requires a few minutes to take these precautions, and they could save you money (not to mention headaches) once the storm has passed.



HELP FOR PARENTS ON SELECTING TV SHOWS AND MOVIES

The vast selection of entertainment available today can feel overwhelming, especially if you are trying to select age-appropriate TV shows and movies for your children. One helpful resource is www.common sense media.org. There you will find tips on how to choose great media for your kids, lists of top picks for different age groups, detailed reviews, and more.

In addition, the Parental Controls available with FusionTV packages allow you to block access to certain types of programming. Activated by a PIN number, you can set Parental Controls to control the programs that can be viewed on your TV. There are three ways to block programs:

- ✓ By Channel
- ✓ By Rating
- ✓ By Time Period

To access your FusionTV Parental Controls, **click on Menu > Settings > Parental and Press OK**. For more information about using Parental Controls to ensure your children have access to age-appropriate content, contact Barb or Heidi at LPC Connect.

TO KNOW WHAT IS BELOW, CALL 811 BEFORE YOU DIG!

Remember, there could be much more than roots and earthworms underground. Before you do any digging on your property for a home improvement or landscaping project, you need to call 811 first. 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.



**Know what's below.
Call before you dig.**