OCIO Grant Application Exhibit H – NOFA #004

Section 2.2.4 Demonstrated Experience –

Alpine Communications, LC has extensive experience regarding the deployment of fiber networks and respective service deployments, most specifically broadband services (high speed internet). Alpine Communications, LC has been serving numerous communities in Northeast Iowa since 1997. Alpine Communications, LC has deployed fiber to the home (and business) networks (FTTH) since 2007 in the communities of Elkader, Guttenberg, Elgin, Garnavillo, McGregor and Marquette, IA, as well as numerous locations in the rural areas in Clayton and Fayette counties. The geography of Clayton and Fayette counties pose numerous challenges as compared to the typical FTTH construction – rock bluffs, river valleys, and widely dispersed homes. Due to these factors the management team of Alpine is uniquely positioned to successfully manage FTTH deployments on-time and on-budget. Specific broadband project team experience, which is most relevant to the proposed project, is as follows:

**Management Team Member Name**

Chris Hopp, General Manager and COO

**Project/Work Experience Name/Title**

FTTH – Elkader, Guttenberg, Garnavillo, Elgin, McGregor, Marquette and rural areas of Clayton and Fayette Counties

**Project/Work Team: Years**

13 (first project completed in 2007)

**Size of FTTH deployment USD$**

Approximately $20 MM

**Project/Work Experience to Proposed Project**

Embraces the importance of providing broadband to all locations and critical infrastructure. This importance is best illustrated in our Mission: We believe connected communities become thriving communities.

**Duties and responsibilities relating to the listed project and work experience on FTTH**

Complete oversight and final decision making on technology, deployment, and overall project flow strategy. Complete oversight and growth on hiring personnel to facilitate project and project resources.

**Project/Work Description and Similarity to Proposed Iowa Broadband Grant Project**

The project work experience to previous and ongoing FTTH builds have been on-time, shovel ready, and according to specifications.

**Management Team Member Name**

Chad Ruegnitz, Outside Plant Manager

**Project/Work Experience Name/Title**

FTTH – Elkader, Guttenberg, Garnavillo, Elgin, McGregor, Marquette and rural areas of Clayton and Fayette Counties

**Project/Work Team: Years**

13 (first project completed in 2007)

**Size of FTTH deployment USD$**

Approximately $20 MM

**Project/Work Experience to Proposed Project**

Embraces the importance of providing broadband to all locations and critical infrastructure. This importance is best illustrated in our Mission: We believe connected communities become thriving communities.

**Duties and responsibilities relating to the listed project and work experience on FTTH**

Duties included design of network and coordination with professional engineers and consultants and oversight of construction contractor.  Oversight of all networking and operations during project periods.

**Project/Work Description and Similarity to Proposed Iowa Broadband Grant Project**

The project work description and similarity to the proposed OCIO Broadband Grant NOFA #003 project relates to the overall leadership capacity and the proven ability to lead projects of large scope from cradle to grave.

The industry experience and hands-on experience in similar communities is essential due to the dynamics of the proposed project.


**Management Team Member Name**

Brody Gavin, IT Manager

**Project/Work Experience Name/Title**

FTTH –Rural areas of Clayton and Fayette Counties

**Project/Work Team: Years**

1

**Size of FTTH deployment USD$**

Approximately $3 MM

**Project/Work Experience to Proposed Project**

Embraces the importance of providing broadband to all locations and critical infrastructure. This importance is best illustrated in our Mission: We believe connected communities become thriving communities.

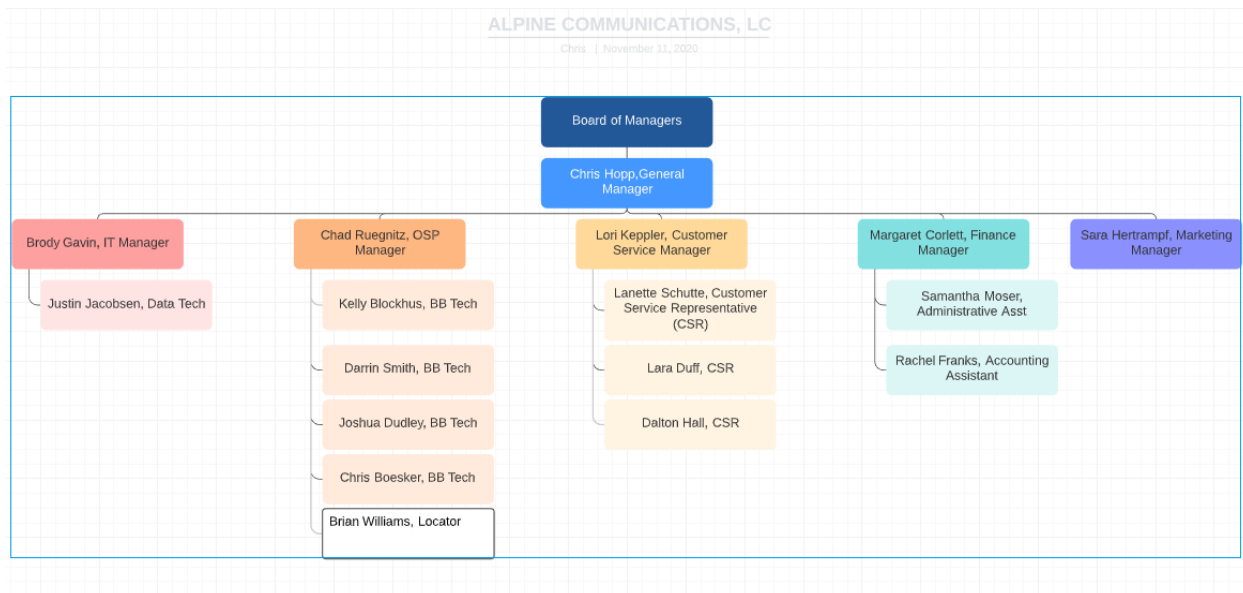**Duties and responsibilities relating to the listed project and work experience on FTTH**

Oversight in the selection process as it pertains to the technology and the overall testing to meet our standards and objectives to deliver higher bandwidth uniformly to all exchanges.  Network design and Implementation and wiring of Central Offices as well as overall transport system and redundancy of system.

**Project/Work Description and Similarity to Proposed Iowa Broadband Grant Project**

The project work and networking expertise has continued to provide robust delivery of high capacity networks and state of the art equipment and maintenance of equipment.  Stability and performance of the OCIO Broadband Grant NOFA #003 project would be delivered in the same fashion.

**ALPINE COMMUNICATIONS, LC**

**ORGANIZATIONAL CHART**

| Management Team Member Name | Title | Employee of the Applicant (Yes/No) | Contractor to the Applicant (Yes/No) | Years in Industry | Duties and Responsibilities to NOFA #003 |
|---|---|---|---|---|---|
| Chris Hopp | GM/COO | Yes | No | 25 | As GM & COO, duties include the complete oversight of company affairs.  Supervision of the executive and management team, executive decision making, contractor selection and overall management of the engineering process.  This position works side by side with the OSP Manager to provide strategic direction and a stable network use for the delivery of high capacity broadband in areas of rural Iowa.  Fiduciary responsibility to the Board of Directors of the applicant to recommend the final scope of the project. |
| Chad Ruegnitz | OSP Manager | Yes | No | 19 | As Outside Plant Manager for the applicant, this position's duties are to oversee the entire implementation of the plant, transport, and switching of the project.  This position will work directly with contractors to see that the project is implemented and tested according to project specifications.  Coordination of all information in a timely manner with all departments associated with outside plant to ensure project flow is on track. |
| Brody Gavin | IT Manager | Yes | No | 7 | As IT Manager, this position builds, maintains and implements robust networks for performance and security.  This position works directly with the Outside Plant Manager and Professional Engineers to design and deliver necessary broadband to proposed application areas.  This position has oversight for all internal information technology and network employees. |
| Margaret Corlett | Finance Manager | Yes | No | 17 | As Finance Manager for the applicant, this position's duty is to oversee the accounting inputs and ensure regulatory compliance.  Information and raw data gathering regarding property, plant and finance.  Continual work and education with Customer Service, Billing, HR, and Accounts Payable to ensure consistent project implementation flow. |
| Sara Hertrampf | Marketing Manager | Yes | No | 19 | As Marketing Manager for the applicant, this position's duties are to provide full scale sales and marketing plans and coordinate the implementation of those plans working directly with sales, marketing, and customer service to provide and educate all employees and customers of the applicant.  The overall development of advertising, pricing, and promotional strategies will be coordinated for the project.  This position remains the customer liaison prior to, during, and after the construction phase of the project to ensure all customers and communities are well informed of the project.  This position is responsible for the development of broadband adoption throughout the serving territory. |

| Lori Keppler | Customer Service Manager | Yes | No | 17 | As Customer Service Manager for the applicant, this position's duties respond positively to public inquiries regarding the selection and availability of products and services.  Promote and sell services provided by Alpine and its subsidiaries.  Manage escalated calls and ensure calls are answered promptly, customers are satisfied and properly informed of services.  Supervise and monitor day-to-day CSR staff activities.  Assist customer service representative (CSR) staff with questions concerning billing inquires, new service requests, disconnects and special deposits.  Monitor trouble reporting, ACD, service order activity, payments, deposits, write-offs, refunds for accounts to maintain customer service standards. |
|---|---|---|---|---|---|

ABOUT ALPINE COMMUNICATIONS:

**Alpine Communications' story begins with a pioneering spirit, and grew with Midwestern values like hard work, tenacity, innovation and being a trusted neighbor.**

In 1996, U S West, one of seven Regional Bell Operating Companies in the United States, decided to sell off rural telephone exchanges which were expensive to operate, required infrastructure upgrades, but not enough return on this investment. Fifteen independent telephone companies and private investors saw opportunity, potential, and promise in the contiguous area of telephone properties in Iowa. From this group of telecommunications pioneers, Alpine Communications was born. This spirit has been undeniably woven into the fabric of the independent communications provider to this day.

Slowly yet steadily, Alpine Communications began to grow as communications provider. In 1997, the small team upgraded its switch, equipment and service offerings to further serve Clayton and Fayette counties. Once an all-copper plant, Alpine began broadening its services to stay ahead of communications and technology needs. They added digital voice services, dial-up internet and launched the first high speed internet service in the early 2000s, a cascading rollout throughout Northeastern Iowa.

Alpine Communications welcomed Chris Hopp as general manager in 2004, a role that he's embraced enthusiastically since day one. One of Chris's first initiatives was to lead the transition to move all corporate functions and management positions from the Des Moines office to Elkader, Iowa, a strategy he embraced because it allowed for an enhanced customer service experience. The community- and service-focused culture that Alpine Communications has today is a result of their commitment to connect.

In 2007, Chris wanted to fulfill one of his big initiatives of bringing more technology to rural customers. He led a revolutionary project that would change how their customers connected; Alpine Communications started upgrading the network to fiber-optics. By mid-2007, the communications organization created the Fusion Network, and became the first company in Iowa

to be certified by the Fiber to the Home Council and receive the fiber-connected badge. By early 2008, the first Fusion Network customer was activated. Alpine Communications has continued to invest in fiber-optics by spending over $13 million from 2007-2017. Because of this investment, all communities served by the Fusion Network are Gig-Certified by NTCA – The Rural Broadband Association, a distinction only for companies who can provide Gigabit Internet to their customers.

Every person who works at Alpine Communications has a big heart, and it shows, from the technicians who exhibit tenacity, to the friendly and sharply knowledgeable ladies in customer service who are enthusiastic to help customers on the phone and in the office. In the heart of the Midwest, Northeastern Iowa is hit with its share of natural disasters – extreme storms, tornados and floods. It's during these times, where technology is disrupted or disconnected, that Alpine Communications really shines. The team comes together in these times of need to work long hours, sometimes overnight, to get communication back up and running. In just the past few years, the area has experienced rough weather where the staff dropped what they were doing, opened up its office and worked until the job was done because customers come first.

Alpine Communications believes that connected communities are thriving communities. In a way, Alpine Communications still aligns perfectly to its humble beginnings. It's a company that could have been forgotten years ago. Yet, it has overcome, and has thrived, bringing greater connection to its community and its customers.

# Things you should know about Alpine Communications:

- Alpine employs 20 local residents
- Alpine provides telecommunications, high speed Internet, and monitored security services to the Clayton and Fayette County Iowa exchanges of Elgin, Elkader, Garber, Garnavillo, Guttenberg, Marquette and McGregor.
- Alpine Communications is locally owned and operated with roots in some of the earliest communications technologies in Iowa and the Midwest.
- The 100% fiber optic Fusion Network is available in Guttenberg, Elkader, Elgin, Garnavillo, Marquette, and McGregor.  The Fusion Network is the first fiber optic network in Iowa certified by the FTTH Council.

Alpine Communications has been recognized by NTCA–The Rural Broadband Association as a Smart Rural Community Provider in recognition of the Alpine's important work in bringing broadband-enabled advances to rural America.

HISTORY OF ALPINE COMMUNICATIONS:

Alpine Communications believes connected communities become thriving communities.  We are locally operated from our office in Elkader, however, we have central offices in each of our exchanges. We are rooted in some of the earliest communications technologies in Iowa and the Midwest. Since 1997, we have served the Iowa communities of Elgin, Elkader, Garnavillo, Giard, Garber, Elkport, Guttenberg, Millville, Marquette, McGregor, Osterdock, Littleport and the surrounding rural areas.  We are deeply dedicated to giving back to the communities we serve. A large number of our employees volunteer their time and talents to charitable organizations and community events in this area. As a corporate citizen, Alpine Communications also makes monetary and in-kind donations to local groups, and we offer educational opportunities to our customers.  To date, Alpine Communications has granted $100,000 to non-profit organizations.

## 2019

- January 2019 – The George Maier Rural Heritage Center received a grant for $900.00 to help fund the interior of the museum addition from Aureon
- January 2019 – WiFi Calling is added as a new feature to Alpine Wireless service enabling customers to make calls using WiFi rather than the cellular network
- March 2019 – Aureon awards charity grants to four area organizations. The Elgin Historical Society received $500.00 towards a new laptop and Past Perfect Software system at the museum.
The City of McGregor received $750.00 towards building a pocket park next to the Public Library.  The Garnavillo Community Day Care received $300.00 towards a new computer and software. The Clayton County Freedom Rock Project received $250.00 towards funding a Freedom Rock in Guttenberg

## 2018

- January 2018 – McGregor-Marquette Chamber of Commerce recognizes Alpine for building fiber-to-the-home with an award at its annual banquet
- January 2018 – The Guttenberg Rec Board received an Aureon Charity Grant for $300.00 towards a cement pad for the skate park. McGregor Hook and Ladder Company #1 received a grant for $1,450.00 to purchase new chainsaws. The Elgin Betterment Club received a grant for $500.00 towards playground renovations.
- February 2018 – Alpine Communications launches a new website for community members to show interest for 100% fiber-optic Fusion Network at https://join.alpinecom.net/
- March 2018 – Alpine donates $250 towards the City of McGregor street banner project after the July 2017 tornado destroyed many of the banners
- March 2018 – Aureon Charity Grants were awarded to the cities of McGregor and Guttenberg, Iowa.  The City of McGregor received $500 to replace street banners destroyed by the 2017 tornado. The City of Guttenberg received $800 towards the Wave of the Future swimming pool project

- March 2018 – Alpine announced a major investment by expanding their 100% fiber-optic Fusion Network to the community of Marquette, Iowa, and the Pleasant Ridge neighborhood
- April 2018 – Alpine launches CuriosityStream – the award-winning streaming and on-demand destination where viewers can journey through our world and beyond
- April 2018 – Alpine Communications unveils its new root belief: We believe connected communities become thriving communities.
- May 2018 – Aureon awards five Charity Grants. Clayton County Conservation received a grant for $400.00 to help fund a new laptop, a ceiling projector, and projector mount. Aureon awarded Garnavillo Historical Society a $250.00 grant towards replacing light fixtures with LED lighting. The Motor Mill Foundation of Clayton County was awarded $250.00 for assistance with replacing the chimney on the Cooperage. Aureon also awarded a grant for $400.00 to the McGregor-Marquette Center for the Arts which will aid in purchasing new office computers. $400.00 was granted to the Guttenberg Chamber of Commerce for buying a new laptop computer
- June 2018 – Carol Berns retires as Alpine's longest-tenured employee after 21 years of service
- July 2018 – Alpine Communications launches a new service called WiFi Connect, a supported WiFi experience that we will install, completely customized to the customer
- August 2018 – Alpine hosts a personal fraud protection workshop at the Guttenberg Public Library
- September 2018 – Aureon awards Aureon Charity Grants to Clayton County Conservation for $500.00 to help fund a new laptop, a ceiling projector, and projector mount. $400.00 was granted to the Guttenberg Chamber of Commerce to help fund a new laptop computer
- September 2018 – Alpine Communications launched the 100% fiber-optic Fusion Network to all homes and businesses within the city limits of Marquette and the Pleasant Ridge neighborhood of McGregor, Iowa
- September 2018 – Central Community School District selected Alpine Communications to assist with a new live-streaming sports service and televisions for the new concession stand area

# 2017

- January 2017 – Alpine donates food and cold weather gear to the Clayton County Food Shelf in Saint Olaf as part of the annual customer and employee Food Shelf and Mitten Tree project
- January 2017 – A $3-million-dollar fiber-to-the-home project is announced for McGregor, Iowa
- January 2017 – Alpine Communications recently donated $252.00 to the Clayton County Library Association for customer experience surveys completed from July-September.
- February 2017 – A photo submitted by Dawn Moser of Garber was selected as the winning entry in Alpine's Directory Photo Contest
- March 2017 – Alpine hosts Social Media for Beginners community workshop at the Guttenberg Public Library

- April 2017 – Alpine Communications celebrates its 20th anniversary of business to the former US West exchanges in Iowa of Elgin, Elkader, Garber/Elkport, Garnavillo, Guttenberg, Marquette/McGregor, and the surrounding rural areas
- April 2017 – Aureon in conjunction with Alpine Communications announces Aureon Charity Grants to McGregor Hook and Ladder Co. #1 received a grant for $1,200.00 to purchase new televisions to be used for training. Guttenberg Recreation Board received a grant for $1,000.00 towards replacing a concession stand
- May 2017 – Members of the Central Community School District Global Science class collaborated with Alpine Communications to produce reusable shopping bags to help reduce the number of plastic bags used and thrown away. The students distributed the bags at Music and Monarchs in May to encourage the use of reusable bags instead of plastic bags
- June 2017 – Alpine Communications hosted a Personal Fraud Protection workshop in June at the Cobblestone Inn and Suites in Marquette. Officer Gerry Frick from the Elkader
Police Department shared his knowledge with the community
- July 2017 – Aureon in conjunction with Alpine Communications announces Aureon Charity Grants to the McGregor- Marquette Center for the Arts, Inc. for $300.00 to purchase new computer equipment. The Garnavillo Historical Society received a grant for $250.00 towards upgrading their museum facilities. The Elgin Community Betterment Club received a grant for $250.00 to help fund the Schori Park renovation project.
- August 2017 – NTCA – The Rural Broadband Association, the premier association representing nearly 900 independent, community-based telecommunications companies that are leading innovation in rural and small-town America, named Alpine Communications as a Certified Gig-Capable Provider for delivering gigabit broadband speeds and enabling technological innovation in the Iowa communities of Elkader, Elgin, Guttenberg, Garnavillo, and McGregor
- August 2017 – The 100% fiber-optic Fusion Network launches in McGregor, Iowa along with FusionTV service and faster broadband speeds
- September 2017 – Over 850 customers are served at Alpine's 12th Annual Customer Appreciation Dinner in Elkader
- September 2017 – Aureon Charity Grants were awarded to two organizations within Alpine Communications' service area. Main Street Elkader received a grant for $550.00 to purchase materials for a children's art installation during their annual Art in the Park event. The Garnavillo Historical Society received a grant for $300.00 towards upgrading their museum facilities
- October 2017 – For surveys completed in April through June, Alpine Communications donated $170.00 to Substance Abuse Services of Clayton County
- October 2017 – Jace Moore of Guttenberg, Iowa received a scholarship from Aureon

# 2016

- January 2016 – Iowa Network Services awarded a Ripple Effect grant for $2,500 to the Clayton County Development Group and Alpine matched the grant with another $2,500 contribution

- February 2016 – A photo submitted by Dustin Kilburg of McGregor was selected as the winning entry in Alpine's Directory Photo Contest
- March 2016 – Alpine donates $386 to the Clayton County Food Shelf on behalf of customers who completed customer satisfaction surveys in January, February, and March
- June 2016 – Alpine hosts Senior Living Open House to showcase the latest in security, communications, and services aimed at improving the quality of senior life
- July 2016 – Main Street Elkader Cultural & Entertainment District Committee, a subset of Main Street Elkader received an INS Charity grant for $450.00 to purchase 10 recycling hampers for the upcoming Art in the Park event. St. Peter Lutheran Church in Garnavillo received a grant for $300.00 towards a chair lift
- August 2016 – Northeast Iowa Shopping Guide app for Alpine's yellow and white page listings
- September 2016 – Over 850 customers are served at Alpine's 11th Annual Customer Appreciation Dinner in Elkader

# 2015

- January 2015 – Elgin customers begin receiving services on the Fusion Network via fiber optics
- January 2015 – Alpine's annual customer satisfaction survey reveals customers own an average of 3-4 Internet connected devices
- January 2015 – Alpinecom.net email accounts are migrated from Google Apps to the Zimbra platform
- March 2015 – Alpine hosts Fusion Network Open House in Elgin
- April – May 2015 – Alpine hosts free workshops related to social media and FusionTV service
- May 2015 – four $500 scholarships are awarded to graduating seniors
- June 2015 – Iowa Network Services, Inc. (INS) presented INS Charity Grants to three local organizations. The grants were presented in conjunction with Alpine Communications who sponsored the grant applications. The Elgin Community Betterment Club was presented with a $400.00 grant to help purchase summertime banners. Main Street Elkader Cultural & Entertainment District Committee was selected as a grant recipient in the amount of $300.00 to be used for a canopy tent at the Art in the Park event. The City of Garnavillo received a grant for $300.00 to be used for new window treatments at the Garnavillo Community Center
- June 2015 – Alpine launches new 4G LTE cellular service and new 4G LTE handsets
- July 2015 – Gold, Platinum, and Diamond subscribers received a free Internet upgrade which resulted in twice the speeds for no extra charge
- August 2015 – Elizabeth Roach is the recipient of a $5,000.00 college scholarship from Alpine Communications and the Foundation for Rural Service (FRS)
- August 2015 – Alpine awards an Alpine Technology Grant to the Garber Fire Department valued at $848.00 including a Lenovo laptop computer, memory upgrade, and computer set-up service

- August 2015 – Driftless Area Wetland Centre received an Alpine Technology Grant valued at $234.00 for outdoor speakers to use for programs and Friday night Farmers Market
- September 2015 – Over 900 people sere served at Alpine's 11th Annual Customer Appreciation Dinner
- October – December 2015 – Alpine hosts free iPad Basiscs workshops
- October 2015 – The Brownies from Garnavillo recently visited Alpine Communications to tour Alpine's office, meet the staff and learn about careers in telecommunications, and watched a video about Internet and social media safety
- November 2015 – Smart Business and Smart Farm events are hosted at the Alpine Communications office in conjunction with Clear2there and Goldfield Telecom
- December 2015 – Customers generously donate to the Alpine Food Drive and Mitten Tree Program

## 2014

- January 2014 – Central's Nathan Fitzgerald, North Fayette Valley's Josh Mackey and Clayton Ridge's Kohle Helle were selected as Radio Iowa's INS Player Of the Week for this past high school football season.
- February – June 2014 – Alpine hosts free Google, social media, and basic computer skills workshops in Elkader and Guttenberg
- February 2014 – Beth Leliefeld of Guttenberg submitted the winning entry in for the 2014-2015 Northeast Iowa Regional Telephone Directory contest.
- March 2014 – Alpine awards Technology Grants to: RISE Ltd. received two Nexus 7 tablets, valued at over $475; Kids Kampus Childcare received a new Panasonic phone system, valued at over $250; Elkader Whitewater Project received funding toward the purchase of camera equipment to broadcast live-streaming video of the whitewater park
- May 2014 – Alpine Communications partnered with ICAN, Inc. for an informational Lunch-N-Learn program about a unique opportunity for businesses to develop markets through the use of cable TV commercials in Iowa
- May 2014 – four $500 scholarships are awarded to graduating seniors
- June 2014 – Construction begins on the Fusion fiber optic network in Elgin
- June 2014 – Alpine Technology Grants are awarded to the City of Clayton for a new fax machine and to the Elkport-Garber EMS for a new computer
- June 2014 – Alpine launches new Pay-By-Phone feature
- August 2014 – Alpine donates 100 flash drives to the Shepherd of the Hills back-to-school supply drive
- September 2014 – Alpine hosts the 9th annual Customer Appreciation Dinner and serves over 850 guests
- September 2014 – City of Garnavillo receives an INS Charity Grant for $1,400 to purchase playground equipment
- October 2014 – Alpine donates $500 to the Valley Community Foundation for a new playground at the Valley Elementary School
- November 2014 – Garnavillo Public Library receives an INS Charity Grant for $500 to assist in funding library renovations
- December 2014 – Alpine hosts the annual Mitten Tree program

# 2013

- January 2013- Alpine Communications was selected by the FCC (Federal Communications Commission) to take part in a program as one of 14 projects for the Broadband Lifeline Pilot Program. Alpine is the only rural telephone company in Iowa to receive funding for a Lifeline pilot project that will test how best to increase adoption of high-speed Internet among low-income Americans, a group with strikingly low adoption levels. The project will kick off in the first half of 2013 and last 18 months
- January 2013 – Alpine Communications awards an Alpine Technology Grant to the Guttenberg Public Library valued at $1,000.00 and assisted funding towards the installation of a new NEC phone system at the Library
- February 2013 – Alpine completes the multi-million dollar Fusion Network construction in Garnavillo, IA
- February 2013 – Alpine launches FusionTV in Marquette, IA and Garnavillo, IA
- February 2013 – 11 new HD networks are added to FusionTV's lineup
- March 2013 – Alpine hosts FusionTV Open House at the Cobblestone Hotel in Marquette
- February – May 2013 – Free workshops are offered to customers at Alpine and the Garnavillo Public Library
- March 2013 – Alpine's Plant Supervisor, Jerry Schroeder, retired on March 29, 2013 after a long career, nearly 45 years in total, in telecommunications
- April 2013 – Alpine awarded Alpine Technology Grants to: Driftless Area Wetlands Centre valued at more than $800.00;  the Garnavillo Fire Department valued at more than $880.00
- May 2013 – Tracy Elsinger of Colesburg submitted the winning photograph that graces the cover of the 2013-2014 Northeast Iowa Regional Telephone Directory
- May 2013 – the Federal Communications Commission chooses Alpine Communications as one of 14 projects for the Broadband Lifeline Pilot Program
- May 2013 – Alpine hosts FusionTV Open House in Garnavillo
- May 2013 – Iowa Farm Bureau Federation names Alpine Communications the IFBF Renew Rural Iowa Entrepreneur Award winner for May
- May 2013 – Alpine awards four $500 scholarships to graduating seniors at Central – Joshua Engelhardt; MFL MarMac – Tyler Rochleau; Clayton Ridge – Hannah VonHandorf; Valley – Sydney Butikofer
- June 2013 – Alpine hired Pivot Research to conduct a customer survey. Satisfaction with Alpine Internet service is higher among customers who have Fusion fiber optics. Satisfaction is highest with customers who have FusionTV, Fusion Internet, and home phone service. Alpine's FusionTV received the highest ratings over Dish Network, DirecTV, and Mediacom in a number of categories.
- August 2013 – Alpine launches a new easy-to-use online payment system and SmartHub mobile app
- August 2013 – Alpine hosts business Lunch-N-Learn about Google Apps for Business
- September 2013 – Alpine hosts 8th Annual Customer Appreciation Dinner in Elkader
- October – December 2013 – 19 HD and new networks are added to Alpine's FusionTV lineup

- December 2013 – Alpine begins offering online streaming and on-demand viewing with WatchTVEverywhere to FusionTV subscribers for no extra charge

# 2012

- February 2012 – Alpine hosts Leap Day Celebration and Pinterest for Beginners workshops
- March 2012 – The Guttenberg Public Library and Alpine co-host Facebook workshops
- March 2012 – Alpine awards an Alpine Technology Grant to Kids Kampus in Guttenberg. The grant awarded was valued at more than $1,500.00 including two Lenovo laptop computers, Microsoft Office 2010, two computer set-up and data transfer services
- April 2012 – Alpine Communications celebrates 15th Anniversary
- May 2012 – John Ihm of Guttenberg submitted the winning photograph that graces the cover of the 2012-2013 Northeast Iowa Regional Telephone Directory
- May 2012 – The Fayette County Conservation Board/Gilbertson Nature Center was awarded an Alpine Technology Grant for $500.00 to purchase handheld Garmin GPS units to be used for geocaching and other activities in the county
- May 2012 – Alpine awards four $500 scholarships to graduating seniors at Central – Kendra Hoeger; MFL MarMac – Elizabeth Yaddof; Clayton Ridge – Docker Staebler; Valley – Matthew Ihmoel
- June 2012 – Alpine awards Alpine Technology Grants to Guttenberg Development & Tourism valued at $1,000 and to The Family Resource Center valued at $900
- July 2012 – Guttenberg's Channel 6 is added to Alpine's FusionTV lineup in Guttenberg
- August 2012 – Alpine integrates all @alpinecom.net email addresses with Google Apps. Alpine hosts a series of Google School workshops throughout the summer and fall
- August 2012 – Alpine partners with Telecommunications Access Iowa as a local outlet for specialized telephone equipment
- August 2012 – Alpine makes a major investment in Garnavillo with the expansion of the Fusion Network. The Fusion Network will provide a fiber optic connection to all businesses and households in Garnavillo
- September 2012 – Alpine hosts the 7th Annual Customer Appreciation Dinner at Johnson's Reception Hall in Elkader. Over 950 customers were in attendance for the free dinner
- October 2012 – NFL RedZone and GSN HD are launched on FusionTV
- December 2012 – FusionTV customers are upgraded to a new platform enabling enhanced features such as Web Management of the Whole-Home DVR, Instant Weather, Games, Listen to Voice Mail on TV, Android & iPhone/iPad App
- December 2012 – Iowa Telecommunications Association and Alpine hosts area legislators and telecom managers for Legislative Roundtable
- December 2012 – Alpine hosts 5th Annual Mitten Tree Program

# 2011

- January 2011 – Alpine's new website launches

- January 2011 – Alpine awards Alpine Charitable Giving grants to: Clayton County Conservation Board – $500 to purchase binoculars and Birds of North America field Guides for their "Sharing the Joy of Wildlife" program; Carter House Museum – $1000 to purchase a monitored security system for the museum; Clayton County Library Association – $500 to purchase new circulation software for Clayton County libraries; McGregor Arts Center – $500 to purchase a sign for the Center.
- March 2011 – Alpine doubles Internet speeds for no extra charge to Gold and Platinum Internet subscribers
- March – April 2011 – Alpine offers free Internet workshops in Elkader
- March 2011 – Tracy Elsinger of Colesburg submitted the winning photograph that graces the cover of the 2011-2012 Northeast Iowa Regional Telephone Directory
- April 2011 – Alpine meets with legislators at the Iowa State Capitol to raise awareness about our telecommunications infrastructure
- May 2011 – Alpine's general manager Chris Hopp along with members of the Iowa Telecommunications Association (ITA) spent May 16-18 advocating on behalf of the rural telecom industry in Washington, D.C. with representatives of the Federal Communications Commission (FCC) and the Iowa congressional delegation
- May 2011 – Alpine awards four $500 scholarships to graduating seniors at Central – Ashley Moyna; MFL MarMac – Halie Ruff;  Valley – Kendra Knobloch; Clayton Ridge – Ben Hefel
- May 2011 – Alpine Communications is pleased to announce that Ashley Moyna is the recipient of a $2,500 college scholarship from Alpine Communications and the National Telecommunications Cooperative Association's (NTCA) Foundation for Rural Service (FRS)
- September 2011 – Alpine serves over 900 people at the 6th Annual Customer Appreciation Dinner at Johnson's Reception Hall in Elkader
- September – December 2011 – Alpine hosts free Internet workshops in Elkader
- November 2011 – Chris Hopp, Alpine's general manager, was recognized for his leadership while serving as the 2011 Chair of the Iowa Telecommunications Association Board of Directors
- December 2011 – Alpine collects cold weather gear during the 4th annual Mitten Tree Program

# 2010

- January 2010 – Alpine awards Charitable Giving Grants to: $1,000 Guttenberg Heritage Society for a new digital welcome sign on Hwy 52 in Guttenberg; $1,000 City of Guttenberg/Docker Staebler for materials to build a band shelter in Ingleside Park
- March – May 2010 – Alpine hosts free Internet workshops in Elkader
- April 2010 – Alpine awards Charitable Giving Grants to Central Community Schools, $400.00 to purchase two iPod Touches to help students enhance their reading experience; Motor Mill Foundation, $1,000.00 to assist in funding the Mill Stone Floor Project to restore the post and beam structure and restore the mill stone floor at the Motor Mill; Dr. Smith Childcare Center, $1,000.00 to fund an Environmental Education Garden where they will construct several raised bed gardens and a small fish

pond; Guttenberg Ambulance Service, $1,000.00 to assist in purchasing two Zoll AutoPulse units for each of their ambulances.

- May 2010 – David Beck of Elkader submitted the winning photograph that graces the cover of the 2010-2011 Northeast Iowa Regional Telephone Directory
- June 2010 – Alpine awards four $500 scholarships to graduating seniors at Central – MaryAnn Gibney; MFL MarMac – Heath Houg; Valley – Sara Rierson; Clayton Ridge – Tyler Vifian
- September 2010 – Alpine hosts 6th annual Customer Appreciation Dinner with special guest Johnny Orr.
- September 2010 – Alpine awards Charitable Giving Grants to George Maier Rural Heritage Museum, $1,000.00 to repair the museum roof; Turkey River Recreation Corridor, $200.00 donation of a new digital camera from the Alpine Retail Center; Central Music Boosters, $500.00  to purchase new auditorium seats.
- December 2010 – Alpine is the presenting sponsor of the Grammy Award winning artist Suzy Bogguss' Christmas Show at the Elkader Opera House n December 4, 2010
- December 2010 – Alpine hosts Holiday Open House and kicks off the 3rd Annual Mitten Tree Program

## 2009

- January 2009 – Alpine awards Charitable Giving Grants: $1,000 to Elkader Fitness to assist in purchasing a new treadmill and elliptical trainer,  $943 to G&G Living Center to purchase a new outdoor storage shed, $1,000 to Garnavillo Public Library to assist in funding two new library entry doors with a handicap-accessible door opener, $1,000 to Young Women's Club of Clermont to assist in funding a new playground for the Clermont City Park
- January 2009 – Alpine was one among 35 independent telephone companies represented at the fifth annual "ITA Day at the Capital"
- March – April 2009 – Alpine hosts free Internet and computer workshops
- May 2009 – $1,000 to Motor Mill Foundation of Clayton County to help fund the replacement of the deteriorated roof on both the Motor Mill and Inn and the replacement of two missing chimneys on the Mill;  $1,000 to Guttenberg Heritage Society to assist in purchasing posts and an electronic sign to educate and engage the community concerning events and activities; $600 to Guttenberg Public Library to purchase a one-year subscription to World Book Online Reference Center with access through the library's website; $500 to Central Community Schools to buy 4 Flip Video Ultra Cameras to create podcasts to put on the school website that will promote the school's initiatives, activities, and events to the community; $600 to Friends of the Elgin Public Library to provide both a summer reading program and Check It Out! After school program for children ages preschool through 6th grade; $700 to Decorah Public Library to purchase two cameras for the DigiKids program which offers technology/communications programs that teach kids about using a digital camera,manipulating images on a computer, communicate with the community; $500 to Clayton County SWCD to purchase a Ruby Raindrop costume to make water quality and soil erosion more

understandable to youth; $1,000 to the Garnavillo Public Library to assist in funding two new library entry doors with a handicap-accessible door opener.
- May 2009 – Alpine hosts INS Dragster and driver Donald Kimm at an Internet Showcase
- May 2009 – Sue Patterson of Elgin submitted the winning photograph that graces the cover of the 2009-2010 Northeast Iowa Regional Telephone Directory
- June 2009 – Alpine awards four $500 scholarships to graduating seniors at Central – Jake McGreal; MFL MarMac – Allison Ries; Valley – Naomi Hanson; Clayton Ridge – Kimberly Nelson
- September 2009 – Alpine hosts 5th annual Customer Appreciation Dinner
- November 2009 – Alpine awards Charitable Giving Program Grants: $975 to St. Mary School to help fund the Healthy Kids Project which will increase student/family knowledge base and practices for healthy eating and exercise; $1,000 to the Elkader Park Board to help fund the establishment of a 9-hole disc golf at the Elkader City Park; $1,000 to the Guttenberg Boy Scouts to assist in funding the construction of a band shelter in Ingleside Park; $500 to the Guttenberg Fire Department to purchase a projector to be used for training at the department and throughout the community; $1,000 to Elkader Fitness, Inc. to purchase a recumbent exercise bike.
- December 2009 – Alpine kicks off 2nd Annual Mitten Tree Program to collect new or handmade hats, gloves, mittens and scarves for individuals within our community who are in need

## 2008

- August 2008 – the first Fusion Network customer is activated in Guttenberg, IA
- June 2008 – Fusion Network construction resumes in Guttenberg and activation is nearly completed in Elkader
- May 2008 – Todd Ehlers of McGregor submitted the winning photograph that graces the cover of the 2008-2009 Northeast Iowa Regional Telephone Directory
- April 2008 – the Fusion Network was activated to over 200 customers in Elkader
- February 2008 – the Alpine Retail Center opens in the Alpine business office in Elkader, IA offering a wide-array of telephones, electronics, and computer peripherals
- January 2008 – the first Fusion Network customer is activated in Elkader, IA

## 2007

- August 2007 – held a groundbreaking ceremony celebrating the start of the Fusion Network construction in Guttenberg, IA
- June 2007 – Alpine Communications' Fusion Network is certified by the Fiber To the Home Council and received the fiber-connected badge which recognizes fiber optic service that goes all the way to the home
- April 2007 –  held a groundbreaking ceremony celebrating the start of the Fusion Network construction in Elkader, IA
- April 2007 – a new logo and tagline "Real Access. Real Value. Real People." is adopted by Alpine Communications

## 2006

- December 2006 – announced the construction of the state-of-the-art fiber to the home network, dubbed the Fusion Network, in Elkader and Guttenberg, IA beginning summer 2007
- June 2006 – began offering digital photo printing services in the Elkader, IA office

## 2005

- September 2005 – held first annual Customer Appreciate Dinner in Elkader and hosted nearly 1000 customers at the event
- January 2005 – began providing conference calling, Find Me, and prepaid calling card services

### 2004

- September 2004 – the Alpine Communications Charitable Giving Program was established as an avenue for non-profit organizations to apply for funds which support system educations reform initiatives that encourage learning and success. Our community investments include extending cultural awareness and diversity, and we help organizations meet the health and human service needs of the most vulnerable individuals in our communities
- February 2004 – closed Des Moines, IA office moved all corporate functions and management positions to Elkader, IA

## 2003

- March 2003 – opened new Customer Service Center and moved all Customer Service operations to Elkader, IA

## 2001

- September 2001 – began providing high-speed Internet (DSL) to Decorah, IA
- June 2001 – opened new plant office in the Johnson Industrial Park, Elkader, IA
- May 2001 – began providing wireless high-speed Internet service in Prairie du Chien, IA
- May 2001 – began providing high-speed Internet (DSL) to Elgin, IA.
- March 2001 – became our own Internet Service Provider
- March 2001 – began providing wireless high-speed Internet service in West Union, IA
- March 2001 – began providing dial-up Internet in West Union, IA

## 2000

- October 2000 – introduced high-speed Internet (DSL) to our customers in Elkader, Garnavillo, Guttenberg, and McGregor/Marquette

## 1999

- September 1999 – offering local dial-up Internet in Clermont, IA and Prairie du Chien, WI

## 1997

- November 1997 – expanded local calling area to include the entire northeast Iowa exchange area
- November 1997 – installed new digital switching equipment in Elgin, Elkader, Garnavillo, Guttenberg, McGregor and Marquette to serve all of Alpine's northeast Iowa exchange area
- August 1997 – began providing local dial-up Internet access to northeast Iowa exchange area
- April 1997 – began providing local and long distance service to the former US West exchanges of Elgin (426) , Elkader (245), Garber (255), Garnavillo (964), Guttenberg (252), Marquette and McGregor (873)