

Demonstrated Experience

Project: Heartland-Ireton (Rural)

Experience Summary:

Heartland Telecommunications Company of Iowa ("Heartland") was organized in 1995 and has been providing communications services since its inception. In addition its parent company, Mutual Telephone Company of Sioux Center, Iowa ("Mutual") was formed in 1906 and for the last 110+ years has been offering the most advanced communications services available to NW Iowa. Together Heartland and Mutual have been aggressively deploying Fiber-To-The-Premise ("FTTP") infrastructure for the last 10+ years in NW Iowa and much of the team managing these deployments has remained consistent over those 10+ years (see bio's below).

Throughout the majority of those last 10+ years, Heartland and Mutual have utilized the same contractors to engineer the fiber network, install the fiber infrastructure, splice and test the fiber after installation and even assist with cutting over the customers to the new facilities. We continue to test the market to make sure we are being good stewards of our resources, and continue to find that our contractors are very competitive in their pricing; however, just as importantly that continuity has created a team that has had the opportunity to learn from its mistakes, refine its processes, and now knows exactly what to expect when commencing a network investment like the proposed Project.

Throughout these deployments, Heartland and Mutual have always worked with the local communities and counties to garner support for its projects and this support has continued as is demonstrated by the resolution passed by the Sioux County Board of Supervisors and the various letters of recommendation and support included as part of this Application. We have found that in the past this support helps engage the local residents in the process, it creates excitement in the impacted areas, and helps the permitting process go smoothly; all of which help with timely project completion.

Finally, Heartland and Mutual's vast experience gives us a roadmap for ensuring a proposed Project like this one is financially viable for the long term. We have seen our cash flow and net income consistently grow on average over the 10+ years we made these significant investments indicating that we were able to capitalize on the investments being made over that time period. This is further supported by our financial position which is detailed in the Applicant Business Information section of the Application. To state it simply, this Application by Heartland is a good, long-term investment for the State of Iowa.

Executive Team Experience:

Douglas A. Boone – Chief Executive Officer

Mr. Boone has been employed by Premier Communications since 1982 and is currently the Chief Executive Officer. He is responsible for the overall vision and strategic direction of the company. He is a 1982 graduate of Northwestern College (Orange City, IA) with a business administration degree. He is currently a board member of NTCA – The Rural Broadband Association and has served on a number of state industry committees. He was instrumental in the formation of FiberNet Communications L.C.,

FiberComm L.C., Northwest Communications Network, L.C. and currently represents Premier Communications on these boards

Kent Westphal – Chief Financial Officer

Mr. Westphal has been employed by Premier Communications since 2002. He directs all financial, HR and safety functions of the Company with a focus on high quality and reliable services to internal and external customers. This includes directing all financial functions including budgets, audits, tax preparation and forecasts for the Company. He also develops all HR programs including designs, updates, reports, compliance with personnel benefits, policies & procedures. He develops all safety programs including designs, updates, reports and compliance with safety policies and procedures. He directs insurance renewals and determination of appropriate coverage levels.

Ryan Boone – Chief Operating Officer

Mr. Boone has been employed by Premier Communications since 2011. He is responsible for the day-to-day administration of the customer experience including front office and technical support of the Company focused on providing high quality and reliable services to all customers. He develops all operating procedures & implementation methods for internal and external customer service functions. He also monitors and analyzes local, state and federal industry regulatory activities and company requirements. He reviews compensation arrangements to ensure that settlements, pooling and access revenues are maintained. He also reviews contracts for compliance with video content providers.

Frank Bulk – Chief Technology Officer

Mr. Bulk has been employed by Premier Communications since 2005. He is responsible for all internal & external network/plant systems focused on providing high quality and reliable services to commercial, consumer and carrier customers. He develops procedures for maintenance, upgrades & replacements to the Company's plant/network infrastructure. He develops operating procedures & implementation methods for routine service & monitoring of network systems. He develops relationships with carrier/wholesale customers to pursue new opportunities. He also develops plans and procedures for operating functions of IT consulting services.

Scott TeStroete – Chief Sales & Marketing Officer

Mr. TeStroete has been employed by Premier Communications since 1996. He is responsible for all sales and marketing functions within the organization ensuring that we are providing the services that both our residential and business customers desire while developing price points that give our shareholders a return on their investment. He also leads our public relations efforts by developing relationships with city, economic development, chamber, and business leaders within the communities Premier serves.

Les Sybesma – Construction and Outside Plant Manager

Mr. Sybesma has been employed by Premier Communications since 1979. He is responsible for all outside plant construction including new construction, replacements, repairs, and maintenance to existing plant. He is focused on providing a quality, reliable, and up-to-date system to serve all of Premier's customers. He oversees the mapping system and all the central office buildings, towers and other buildings owned by Premier. He coordinates permits for placement of plant facilities with local cities, counties, and state department of transportation.