

State of Iowa, Office of the Chief Information Office
Attn: Iowa Broadband Grant Program-Review Committee
Hoover State Office B
1305 E. Walnut
Des Moines, IA 50319

To Whom It May Concern:

The Carroll Community School District is a public school district in Carroll, IA servicing approximately 1700 students. I am the Director of Technology for the school district and we have been utilizing Western Iowa Networks as our Internet service provider since 2012. Western Iowa Networks provides us with a fiber connection to each of our 4 school buildings, our Agriculture Education building and our Carroll Athletic Stadium. They perform fiber location services and terminate fiber in our networking closets as needed. We also utilize them for occasional phone system troubleshooting and phone line repair within our buildings.

I believe switching to Western Iowa Networks as our Internet service provider was one of the best decisions I've made in my career as an IT Director. Since moving to Western Iowa Networks, our downtime is nearly non-existent and in the rare instance it is, the issue is resolved immediately. A reliable Internet connection and ample bandwidth are vital to a school district, especially a 1:1 school district like ours where all students have a laptop issued to them in grades 1-12. Western Iowa Networks' technicians are very knowledgeable and go out of their way to make sure everything is running smoothly. I've had multiple occasions where their technicians have even helped me troubleshoot networking issues that ended up being on the school district's side of things. They take a lot of pride in making sure that their service is providing us the best experience possible.

Western Iowa Networks goes out of their way to help support our school district. They are a premiere sponsor for our new TigerVision program that we launched this year. We use their Internet service to stream all of our home athletic events and it provides family and friends the ability to view these activities in high definition, even if they live halfway across the country. We have had viewers log in from as far away as Germany and Japan! Our next goal is to be able to add this content onto a TigerVision channel that Western Iowa Networks will be able to air on their television service. They are a progressive company that is always looking for ways to evolve and we're looking forward to move forward with them in the future.

Carroll Community Schools is extremely fortunate to have a local Internet service provider like Western Iowa Networks. They are responsive, professional and personable. I am so pleased with how they take care of the school district, that I also use them as my own home Internet service provider. Needless to say, I experience the same level of quality and customer service at home as I do at work. I believe that Western Iowa Networks is second to none in the communications business!

Sincerely,



Craig Rowedder
Director of Technology
Carroll Community Schools